Gemeente Amsterdam

26-03-2026 10:30

Amsterdam formulieren WOO-formulier

WOO-formulier

Uw gegevens

Voornaam [redacted]

Tussenvoegsel

Achternaam [redacted]

Organisatie

E-mail

Telefoon

[redacted]

Document(en)

Document(en)

Onderwerp Woo request – Erfpacht application Hugo de Grootkade [redacted]

Beschrijf uw verzoek Dear Sir/Madam,

[redacted]

Under the Dutch Open Government Act (Wet open overheid), I request access to documents and records relating to my erfpacht application(s) for the address Hugo de Grootkade [redacted] (file [redacted]

This request concerns the public task of administering the erfpacht transition process (overstapregeling), including the functioning of the Overstapportaal, decision-making, pricing, and communication with applicants.

The requested period is: 1 November 2022 – 31 July 2023

If parts of this request are considered too broad or burdensome, I am open to discussing prioritization or phased disclosure. However, I request that the municipality first indicate which parts may present difficulties.

1. Application data – 28 November 2022

All records relating to my application submitted on 28 November 2022, including:

the options and financial amounts shown in the portal at that

time
the status of the application (e.g. submitted, incomplete, pending)
any stored selections (e.g. annual canon or buyout option)
any confirmation or system-generated records linked to this application
2. System logs and portal activity

All available system or transaction logs relating to my use of the Overstapportaal, including:

login records and access attempts
actions taken and selections made
any changes in status of my application
any resets, cancellations, or overwrites of the application
timestamps of relevant actions
3. Definition of application completion and "requesting an offer"

All documents, policies, internal guidelines, and instructions describing:

what constitutes a completed application in the Overstapportaal during 2022–2023
the meaning of "requesting an offer" and how this differs from:
selecting an option
submitting an application
when and how applicants are informed of this distinction
whether selecting an option creates any form of:
reservation
provisional status
or no legal status
4. Legal and policy framework for offer validity

All documents, policies, internal guidelines, and legal interpretations relating to:

when an erfpacht offer (annual canon or buyout) becomes final, binding, or reserved
whether and under what conditions previously shown financial terms may:
expire
be withdrawn
or be recalculated after selection
how and when applicants are informed that:
an offer is no longer valid
pricing conditions may change
how incomplete or paused applications are treated in relation to pricing
5. December 2022 pause of the erfpacht transition process

All documents relating to the decision to pause the erfpacht transition process in December 2022, including:

the reason for the pause
the impact of this pause on application deadlines
whether deadlines were suspended or extended
internal guidance on how applications were to be handled during the pause
how applicants were expected to proceed
6. April 2023 reopening of the process

All documents explaining the reopening of the process in April 2023, including:

why applicants were asked to log in again
whether prior applications remained valid or were reset
how previously selected options were treated
whether applicants were explicitly informed that:
prior selections may no longer apply
pricing conditions may change
7. Pricing and recalculation

All documents explaining the pricing of my application, including:

how the annual canon and buyout amounts were calculated in:
November 2022
April 2023
the inputs, models, and assumptions used
any recalculations or updates applied
any internal notes explaining changes in pricing
8. Communication templates and guidance

All templates, guidelines, and instructions used for:

confirmation emails
pause notifications
follow-up and reminder communications
explanations of required steps
any known inconsistencies or contradictions in automated communications
9. Automated vs. non-automated processing

All documentation describing:

the use of automated and/or manual systems in the erfpacht transition process during 2022–2023
how applications were assigned to or processed within these systems
differences in:
user flow
required steps
communication
whether applicants were informed that different processes or systems applied
any known inconsistencies between these systems

10. Technical functioning of the Overstapportaal

All records relating to the technical functioning of the portal during the requested period, including:

reports of outages, bugs, or system instability
login issues (including DigiD-related issues, if applicable)
internal tickets, incident reports, or communications
user complaints regarding:
inability to log in
errors or inconsistencies in displayed data
11. Record retention and availability

Please provide:

documentation on data retention policies for the Overstapportaal
which user actions and application states are stored
how long such records are retained
whether records relating to my application have been deleted, and if so:
when
on what basis

If requested documents or data are not available, I request explicit confirmation of:

whether they were ever created
whether they have been deleted
the reason they are not available
12. Full case file

A complete copy of my erfpacht dossier, including:

internal notes
correspondence
decision records
any internal communications relating to my case

Given the significance of the financial consequences involved, I request a careful and complete assessment of this request.

Thank you for your consideration. I look forward to your confirmation of receipt.

Kind regards,
[redacted]

Bijlage

Voor wie is de informatie bedoeld?	Het betreft informatie alleen voor verzoeker zelf bedoeld.
Werkt u mee aan het verbeteren van onze dienstverlening?	Ja, ik ben bereikbaar om benaderd te worden voor feedback op onze dienstverlening.

Verzenden

Referentienummer 5136-1316