

## Information about living in our properties

We're delighted that you have chosen to live in one of our properties. Similarly to your neighbours, you're our tenant too. The rental contract specifies everything that's important between you and us. We want you to be happy and to feel safe in your new home and that contact with your neighbours is pleasant and respectful. The house rules govern how we live together as a community. Here are a few examples:



**Quiet periods:** Between 1 to 3 p.m. and from 10 p.m. to 7 a.m. we would like to ask all tenants not to make excess noise. Radios and TV sets must not be too loud. If possible, washing machines and vacuum cleaners are not to be used during these periods.



**Cleanliness:** Please ensure that your flat and the building are clean. The communal hallways will be cleaned by a company that we have appointed.



**Safety:** Naked flames in the building and flat are not permitted. If a fire breaks out, you can proceed outside quickly via the communal hallway. Which is why no furniture, prams, shoes or other objects may be stowed there. Front doors and cellar doors must always be closed (but not locked) so that no burglars can enter the building for example.



**Satellite dishes:** You may not attach satellite dishes or special radio or television aerials to the building without the landlord's permission. Use the connections available in your flat to receive programmes in your own language. Internet and telephone connections are usually provided.



**Where do I leave waste?** Waste must never be disposed of in toilets, wash basins or kitchen sinks. This would block the pipes in the entire building. Subsequent repairs are very expensive. German law specifies that waste must be sorted. Which is why each building has several rubbish bins. There are special skips for glass (Altglas in German).

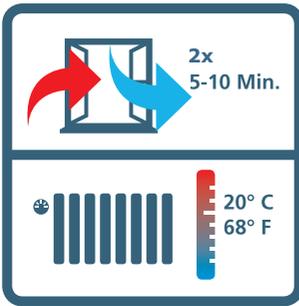
**Household waste (Restmüll in German):** e.g. old wallpaper, cigarette butts, vacuum cleaner bags, nappies, tissues

**Plastics (Kunststoffe in German):** e.g. tins, plastic bags, plastic wrapping, soft drinks packaging

**Kitchen and garden waste (Küchen- und Gartenabfälle in German):** e.g. coffee powder, tea bags, egg shells, bread, fruit and vegetables, flowers

**Paper (Papier or Altpapier in German):** e.g. newspapers, books, cardboard boxes

**Hazardous waste (or Sondermüll in German)** may not be disposed of with the rest of the household waste! Hazardous waste includes batteries, energy-saving light bulbs, paints and varnishes, medication.



**Airing and heating rooms:** Cooking, washing and taking showers or baths generates moisture in the home. Moisture needs to escape otherwise mould can form. Open the windows for 5 to 10 minutes at least twice a day. Please don't heat and air your home at the same time. Before opening the windows, switch the heating to ZERO (0). Once the windows are shut again you can turn up the radiators.



**Phone number for the emergency services:** Dial 112 to call the fire brigade or ambulance service – anywhere in Germany.



**Out-of-hours service:** A 24-hour emergency service should serious problems occur is available after close of business and at weekends, on public holidays and at night. Serious problems include damage that affects the building's structure, several or one entire flat and which needs to be put right urgently. Examples include the heating malfunctioning, fires, water pipes bursting or electricity outages.



**Household insurance:** We recommend you purchase household insurance for your home. This insurance will protect you from damage to your furniture which has been caused by fire, water from the mains, storms, hail or burglary.



**Any questions? If so, please contact us.**

Usually our staff only speaks German. However, if you'd like to talk to us in your language, please ask a friend or an interpreter to help you to put across what you'd like to say in German.