

# WELCOME TO YOUR NEW HOME!

We are pleased to have you as tenants and hope that you and your family will quickly adapt to your new neighbourhood. We want you to feel comfortable in your new home and that the interaction with your neighbours is pleasant and respectful. As your landlord, we have created this guide to provide you with information that will help you get settled in your new surroundings.

## General



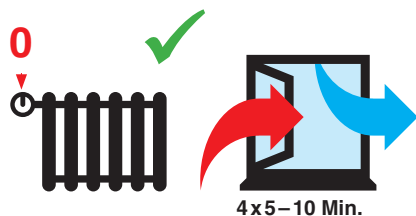
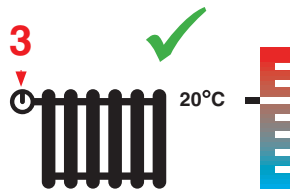
### Lease Agreement

The Lease Agreement governs all important issues between you and us as your landlord, for example, the amount of rent and payment of operating costs (e.g. heat and water). Please keep your copy in a secure place!

### House Rules

The House Rules set forth the most important procedures for creating a pleasant atmosphere with your new neighbours, such as quiet hours or other issues important for fostering a good neighbourly atmosphere.

## Inside the apartment



### Heat

Use the radiators to heat your home when it is cold outside. Set the thermostat to control the temperature. Please remember that in addition to your rent, you are responsible for covering the costs of any consumed energy (operating costs).

### Ventilation

Cooking, laundry, showering, and bathing create moisture in the apartment. To avoid the build-up of mould, please regularly ventilate your apartment. We request that you open the windows 5-10 minutes at least three or four times per day. Please do not run the heat while airing out the apartment. Turn the heat to ZERO (0) before opening any windows. You may turn the radiators back on once the windows are closed.

### Washing and drying laundry

Please make sure not to damage the apartment in any way while doing laundry, such as causing mould to form, or water damage to floors or walls. Your Lease Agreement contains instructions about where you can dry your laundry.

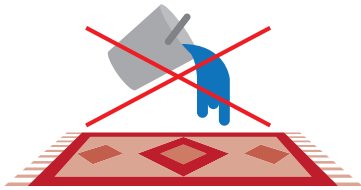
### Bathrooms

Please only use the shower or tub for bathing or taking a shower. Except for toilet paper, please do not throw any objects into the toilet bowl. Also, please do not stand on the toilet bowl.



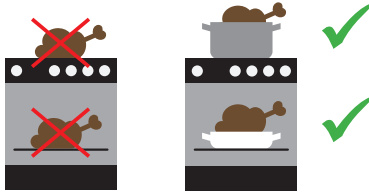
### Tap water

Tap water in Germany is considered safe to drink and can be used for cooking and drinking without reservation.



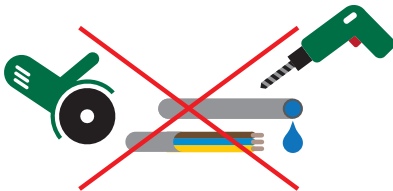
### Water

Please make sure that large quantities of water never get spilled on the floor, both in the bathroom and in other rooms of the apartment. This can result in serious damage to the building. Please keep in mind that in addition to your rent, you must pay for the water that you consume.



### Cooking

Please use your kitchen stove and oven for cooking. Never put food directly on the stovetop or in the oven – always use a suitable pot or pan.



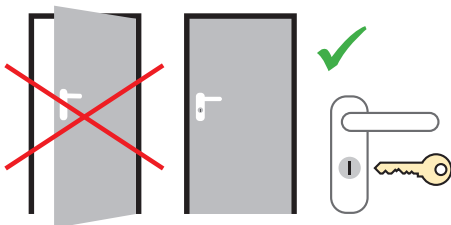
### Use of the apartment

You are not allowed to carry out any unauthorized repairs or construction in the apartment. This especially applies to all electrical wiring and water pipes. If you would like to make any changes, please contact us beforehand for written permission.



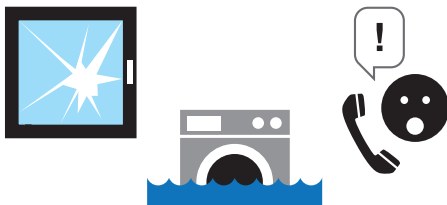
### Safety

Open-air fires are prohibited in all areas: in the apartment, on the balcony, or in outdoor areas.



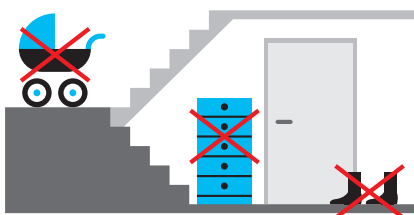
### Building security

The front door and basement door must always be locked to prevent any unauthorized persons from entering.



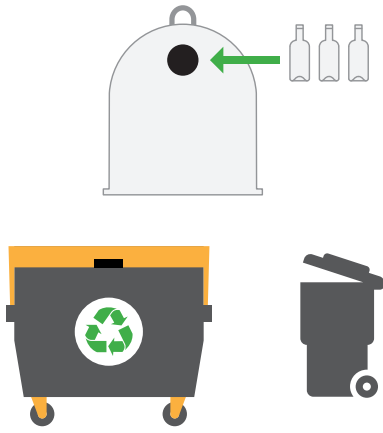
### Damage in the apartment or the building

In case of major damage (e.g. a broken water pipe), please notify us immediately so that we can organise a repair. During evening hours or on the weekend, please call the emergency numbers posted in your building.



### Housekeeping

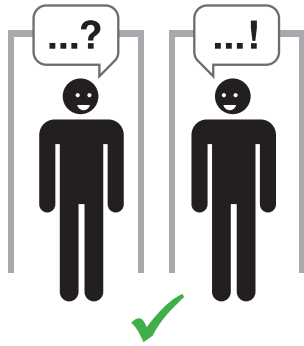
We ask you to help maintain a level of general cleanliness. Please note that the stairwell is not part of your apartment and may not be used to store items. It is important to keep all escape routes entirely clear. Therefore, please do not place any objects in the stairwells, including furniture, child strollers, or shoes.



### Where to dispose of waste?

It is prohibited to throw out waste in areas outside of your apartment, from your balcony, or into the toilets or sinks. In Germany, waste materials are sorted for environmental reasons. To ensure proper sorting, please use the separate waste disposal containers on the premises. There are **specially marked bins for plastics** (e.g. packaging, cans, bags, plastic wrap, beverage cartons), **kitchen scraps** (e.g. food, used tea leaves and coffee grounds, egg shells, spoiled fruits and vegetables, old cut flowers), **paper** (e.g. boxes, newspapers), and **residual waste** (everything that does not belong in the other bins). If there is no additional container for glass, you can deposit your glass bottles and jars in the collection bin outside your residence. Please contact us if you would like to discard furniture or other large items.

## Conduct toward others



### Dealing with neighbours

In general, neighbours should be considerate of one another. If problems occur, first try to discuss the issue in a friendly manner with your neighbour. If the problem persists, please contact us. We will make an effort to find an amicable solution.

### Visits

You are allowed to have as many visitors in your home as you choose. However, please be considerate of your neighbours. Neighbours are less likely to feel disturbed by loud parties if you inform them in advance. You must notify us before letting someone move into your apartment permanently.

10:00 p.m. to 6:00 a.m.



### Quiet hours

Please do not make any noise in your apartment. Music systems, radios, and televisions should not be overly loud. This especially applies to lunchtime (1:00 p.m. to 3:00 p.m.), nighttime (10:00 p.m. to 6:00 a.m.) and all day Sundays and public holidays.



### Pets

You need to consult with us before keeping a pet. Please be aware that neighbours will feel annoyed by dog barking or finding animal faeces on the grounds. Please keep dogs on a leash when outside the apartment.

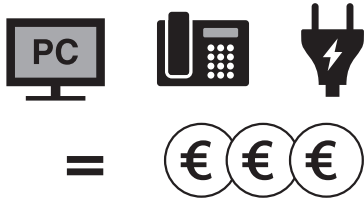


### Barbecue

If you want to grill on the balcony, please consult with your neighbours beforehand to avoid any unexpected nuisance from smoke or odours. You are only allowed to use a grill in outdoor areas around your building in places designated for such purposes.

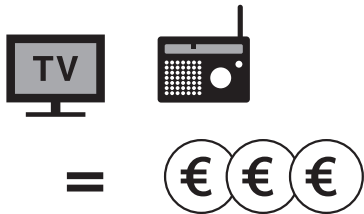
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## Internet, telephone, TV and radio



### Internet, telephone, electricity/gas

If your Lease Agreement does not include internet, cable, and telephone services, you must request these yourself. This also applies to electricity as well as gas heating if available in your building. Germany is home to a number of providers for these services, which can be selected online (such as at [www.verivox.de](http://www.verivox.de)).



### TV and radio

Please check with us if you are allowed to place an antenna or a satellite dish on your balcony. In order to access TV and radio in Germany, you must independently sign up with the "Beitragsservice" of the ARD, ZDF and Deutschlandradio and pay the required fee in addition to your other utilities ([www.rundfunkbeitrag.de](http://www.rundfunkbeitrag.de)).

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## In case of emergency



### What to do in case of emergency

In the event of either a fire or accident, you can quickly reach emergency services at any time by dialling 112. Please provide the following information:

- Who is calling?
- What happened?
- How many people are affected/injured?
- Where did the incident happen?
- Wait for any follow-up questions

In the event of a fire, please get yourself and family to a safe place. If there is a fire in the building, you are not allowed to use the elevator. Please follow all instructions given by the police and emergency services personnel.

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## How to reach us

### Do you need more information?

Still have questions? Then please get in touch with us. You can reach us as follows: