

My home!!

Living in the housing complex –
important tips and information about
your new hub.

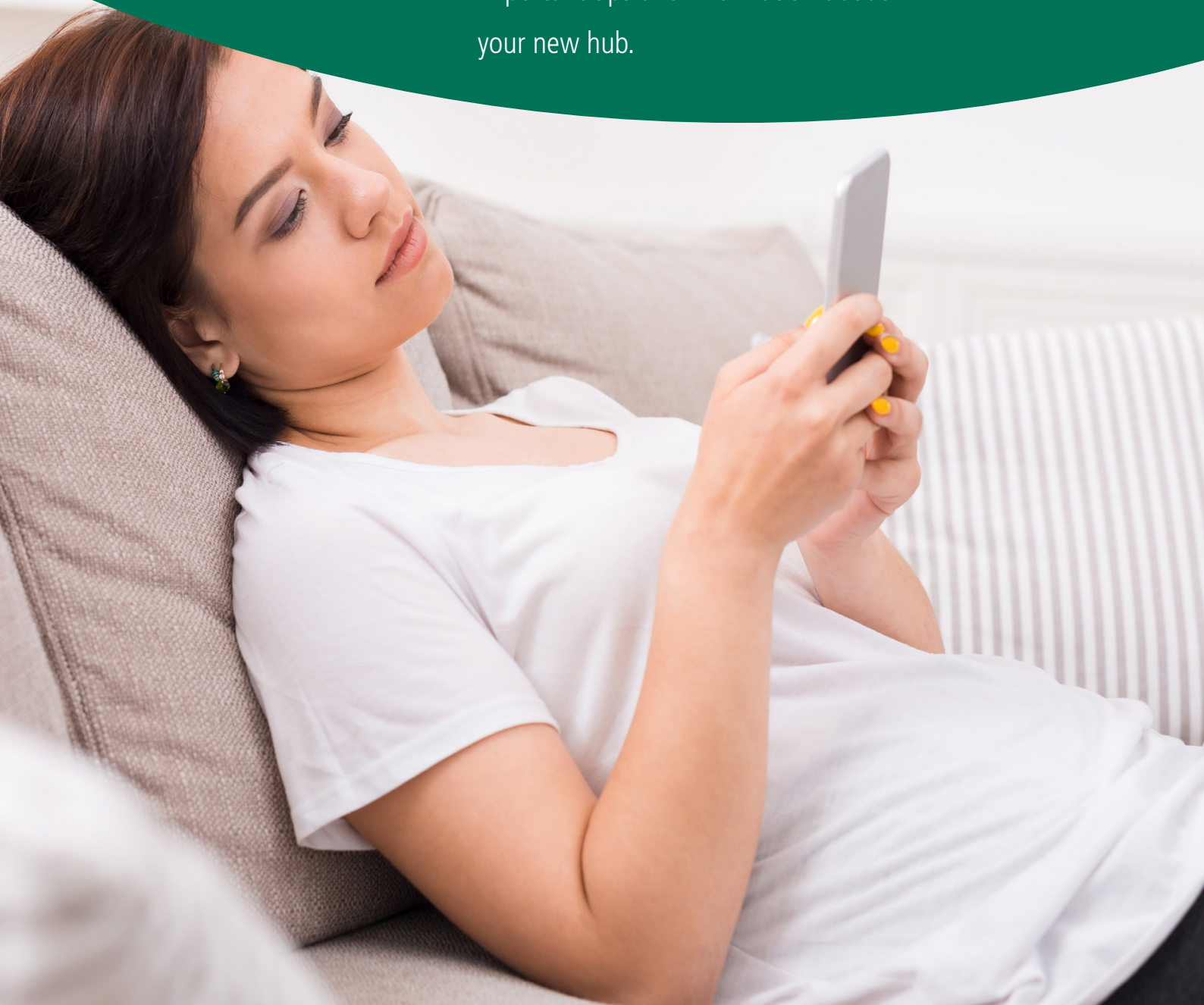


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Welcome home!

We look forward to welcome you as a tenant of the Düsseldorf Student Union. This brochure makes life easier for you in our housing complexes.

Do not hesitate to contact us if you have any questions.

According to our motto: carefree during your studies – see to your studies and we will take care of the rest.

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Information and specifics relating to housing complexes can be found on the information boards in your housing complex and building management.

Your data security is important to us. Further details can be found under www.stw-d.de.

General information

In your own interest, please note the following:

General information

1. For all flats, it is important to always completely close all windows and doors when leaving, to use existing window locks and to draw curtains, shutters or pleated blinds in the living rooms on the ground floor.
2. The furniture must not be moved.
3. No other floor covering may be glued.
4. Do not keep anything flammable in the room/flat.
5. Switch off electronic devices such as TVs, PCs and stereos etc. when you are away.
6. Do not put shoes, rubbish or other objects in the corridor. Corridors are escape routes and must be kept free.
7. Parties are part of student life, but so are rest and exam periods. Please keep this in mind and be considerate of your housemates and neighbours.
8. The room/flat must not be made available to other people.
9. Smoking is prohibited in the common areas (corridors, kitchens, toilets etc.).

Sanitary facilities

1. Do not use electric devices near the shower and sink with a mains connection (hair dryer, radios etc.).
2. Always air the shower cubicle well to avoid mold growth.
3. Please do not use clogged toilets. Report the damage immediately via the online damage report, <https://www.btsportal.de/stw>.
4. Never dispose of rubbish, especially food leftovers, grease, oil, toiletries etc. in the toilet.

5. No holes may be drilled in the walls in the bathrooms and showers. Only adhesive hooks that can be easily removed (e.g. Tesa Powerstrips) may be used.

Kitchen

1. Clean the cooker after each use.
2. Dispose of leftover food, fats and oil (cooled) in the rubbish bin and not in the kitchen or bathroom sink. The costs for pipe cleaning are considerable and increase the rent due to cost allocation; alternatively, you will be invoiced separately.
3. Never leave the cooker/oven unattended while cooking.
4. In order to prevent burn marks and damage to the kitchen worktop, please use an underlay (wooden or glass board, cork underlay etc.) both for placing hot pots on and for cutting with kitchen knives.
5. Never prepare food directly on the hobs without a cooking pot.
6. Do not put any hot or warm meals in the fridge.
7. The interior of the fridge consists largely of sensitive materials that can break quickly. Therefore, always handle with care.
8. Open flames are forbidden.



Contact person

Rental agreement matters

A regular contact person is responsible for you in all matters relating to the rental agreement. You can find your contact person in your cover letter for your rental agreement and under www.stw-d.de/studentisches-wohnen/sprechzeiten-und-ansprechpartnerinnen-ansprechpartner.

Visitor address

Düsseldorf Student Union
Student living
Building 21.12, level 00
Universitätsstraße 1
40225 Düsseldorf

You find the office hours under <https://www.stw-d.de/studentisches-wohnen/sprechzeiten-und-ansprechpartnerinnen-ansprechpartner>. Please note, personal office hours are only with online booked appointment possible.

Building management

There is building management in the housing complexes. You will find it in the building management office during the specified office hours. You can find the contact details in your cover letter for your rental agreement and with office hours under www.stw-d.de/studentisches-wohnen/sprechzeiten-und-ansprechpartnerinnen-ansprechpartner. The building management is your first point of contact for all matters relating to your living space or the housing complex. It carries out the handover and acceptance of the flat and gives you the keys to the flat.

Tutor

There are tutors in almost all housing complexes.

They are your contact persons for questions about life in and outside of the housing complexes, including:

- Where and when do I find the building management?
- Where and how is rubbish disposed of?
- Who do I contact for repairs?
- What can I do if a fuse in my flat has blown?
- How do the internet and WiFi work?
- Where can I wash my laundry?
- Where is the next canteen/cafeteria?
- Where can I shop in the area?
- Where can I find a doctor in the area?
- Where can I register my address or a change of address?
- Where can I apply for my BAföG (Federal Training Assistance Act) etc.?

Contact persons in emergencies outside of the building management's working hours

Emergencies outside the working hours of the building management include the following incidents:

Malfunction of the locking system (no unlocking possible), being locked out or loss of key

- Power failure
- Failure of the heating/hot water supply
- Pipe ruptures (heating and plumbing)
- Lift malfunctions
- Fire
- Police

The telephone numbers of the emergency companies can be found on the notice at the building management office in your housing complex and in the appendix.

Always remember that you will be invoiced for the cost of losing your key and being locked out.



Visitor (overnight stay)

We ask you to keep visitors to a minimum, especially for overnight stays, out of consideration for other tenants, in particular your flatmate.

This also saves energy and helps ensure cost stability.



Fire prevention

When there's a fire, seconds count. The following therefore applies: Keeping the paths clear for the fire brigade helps to save lives when it matters most.

We therefore urge you to keep rescue and escape routes – especially the stairwell – clear of items placed there.

Your flat is equipped for your safety with smoke detectors. The smoke detectors are serviced by the Düsseldorf Student Union according to the prescribed maintenance schedule. For your own safety, you must not mask or dismantle them.

General rules of conduct on the topic of fire protection

1. When you move in, find out about the escape and rescue routes; the relevant information plans are posted on every floor.
2. Refrain from any manipulation of the fire extinguishing or alarm systems; you are endangering yourself and the safety of your housemate!
3. For fire protection reasons, you must not leave any items in the corridors or in the stairwell.
4. Do not under any circumstances block the smoke protection doors in the corridors and to the stairwell.
5. Note the smoking ban!

Behaviour in the case of fire

1. Never extinguish burning oil with water (danger of deflagration)!
2. If you detect a fire or unusual smoke development in the house, alert the fire brigade immediately!
3. In the event of a fire, leave the building immediately using the quickest and shortest route! Never use the lift!
4. Take helpless or disorientated people outside with you!
5. Wait outdoors for the fire brigade to arrive; they will, if necessary, give you instructions on how to act.

Please keep the smoke flaps free and do not block them.



Moving in/moving out

Moving in, moving out or handing over the keys always takes place on working days within working hours at the hands of the building management. Please make an appointment and bring your rental agreement and ID card/passport with you.

When you move in, the equipment and condition of the flat will be recorded in a handover protocol.

When moving out, the living space must be handed over by 8:00 a.m. or 10:00 a.m. at the latest on the last day of the tenancy. Please arrange a handover date in good time. An acceptance protocol will be drawn up in which any damage found will be recorded and, if necessary, later offset against the deposit paid.

When you move out, you are liable for missing or damaged furniture or for defects that were not reported when you moved in.

Bicycles

Bicycles should only be parked in the designated bicycle racks or in the bicycle cellar.

Bicycles do not belong

- against street lights,
- in stairways,
- in entrance halls,
- in rooms/flats,
- against the railing of the bicycle cellar,
- against trees,
- against window grills,
- against flower boxes,
- against signs or bollards,
- in other creative locations.

For security reasons, all illegally parked bicycles will be removed and locked by the building management without further notice.

You will only get your bike back from the building management if you provide proof of ownership. The Düsseldorf Student Union accepts no liability for any damage that may occur.

Formalities

When you move into your new home, a few formalities need to be completed.

The following are MANDATORY for you

- **Registration at the registration office**

You must register with the appropriate registration office within one week of your house move. You need to decide whether you want to register your primary or secondary residence.

The following usually applies: the centre of your life, i.e. the place where you spend at least 183 days a year, must be registered as your primary residence.

Please also note: if you rent a flat or a room in a living community at your place of study but keep your main residence with your parents, it can get expensive in Krefeld and Mönchengladbach. Many municipalities require a second home tax. The municipality receives a tax equalisation for every inhabitant whose primary residence is registered in a municipality. This financial equalisation only applies to the primary residence. However, since residents with second homes also visit public buildings in the city and these buildings have to be maintained, some cities impose a second home tax, including Krefeld and Mönchengladbach. If you want to avoid these costs, you should register here with your primary residence.

Important: when registering, give your exact address and room number

- **Radio and television fees**

All housing complexes are equipped with radio and television connections via satellite reception systems or broadband cable. You have to pay fees to the GEZ (collection institution for broadcasting fees) for this. If you receive BAföG or vocational training grants, you can be exempted from the broadcasting fee obligation. The following applies to students who are not entitled to state funding: one flat – one fee. Do you live in a housing complex? If your room leads off a generally accessible corridor, it is considered a flat. It doesn't matter whether you have your own bathroom or kitchen – the monthly fee must be paid per room. If several rooms are separated from a generally accessible corridor or stairwell by a separate flat door, this is considered a living community. A fee is due for each living community. Graduates of a voluntary social year, Erasmus students or other scholarship holders are generally subject to fees.

Further information and the registration forms can be found under www.rundfunkbeitrag.de.

Common rooms and areas

Corridors, hallways, stairwells and rooms that are available to the general public must be treated with care and not be used to store items (escape routes!).

Internet access – well connected!

All housing complexes of the Düsseldorf Student Union have internet access. Registration information can be found under www.stw-d.de/studentisches-wohnen/wohnen-a-z.



Waste separation – what goes where?

Recycling bin (yellow container)

- Plastic packaging (foils, cups, plastic bottles etc.)
- Composite packaging (fruit juice packaging, milk cartons, coffee packaging etc.)
- Metal packaging (aluminium foil, canned food, beverage cans etc.) and foamed plastics (trays for fruit and vegetables etc.)
- Screw caps

All packaging should never contain leftovers!

Waste paper bin (blue container)

- Paper, paperboard, cardboard, newspapers, magazines
- Books, catalogues
- Collapsible boxes
- Clean cardboard packaging
- No pizza boxes!

Residual waste (grey/green container)

- All residual materials that do not belong in the bins/containers include:
- Nappies, sanitary pads
- Vacuum cleaner bags
- Hygiene paper, dirty paper
- Kitchen rolls, tissues
- Wax, rubber, porcelain, ceramic, fabric and leather remnants
- Disposable lighters, disposable felt-tip pens, disposable ballpoint pens
- Incandescent lamps (not energy-saving lamps)

Do not throw any batteries, oil (incl. oil rags and oil filters) or paint in the bin! This is special waste.

Bottle bank

- Glass bottles (without lids), jars
- Preserving jars (without lids)
- Drinking glasses

Further information on waste separation can be found at www.awista.de if required.

Emergency

General emergency numbers

Feuerwehr: Tel. 112

Polizei: Tel. 110

Repair services – in case something goes wrong.

Please report defects and damage immediately using the online repair service form on the Student Union website, www.stw-d.de/studentisches-wohnen.

To submit a repair report, you must enter your rental agreement number (found in the rental agreement) and the email address given in your online application (this is essential for clear identification). If your email address has changed in the meantime, you must first change it in the web portal, <https://www.btsportal.de/stw/>. After sending the damage report, you will automatically receive a confirmation of receipt by email. Please indicate whether the repair can also be carried out in your absence.

If you do not consent to having your flat repaired while you are away, please indicate the best way for us to contact you. We will then try to arrange an appointment with you at short notice. Appointments for damage inspections and repairs can only be made during the working hours of the building management. These are usually Monday to Thursday from 7:30 a.m. to 3:30 p.m. and Friday from 7:30 a.m. to 12:30 p.m.

Please understand that only reported repairs can be carried out. Be sure to adhere to the agreed deadlines or hire a person you trust to supervise the repair work!



Quiet periods

Between 1:00 p.m. and 3:00 p.m. and after 10:00 p.m., absolute silence must be kept (see house rules that you received with your rental agreement).

Certificate of study/ enrolment

The certificate of study/enrolment must be submitted without being prompted for each semester: for the summer semester by 30 April at the latest and for the winter semester by 31 October at the latest, via the web portal <https://tl1host.eu/SWD/#maintenance>.

The field of study and the number of semesters must be visible on the certificate of study/enrolment (certificate that is also suitable for BAföG).

Subletting

Subletting is only possible during the semester breaks or in the case of study-related absence (internship or semester abroad) with the consent of the Düsseldorf Student Union. The subtenant must have student status. A special, additional sublease agreement must be concluded, which you can download from www.stw-d.de/wp-content/uploads/2017/05/Untermietvertrag.pdf, or collect from your building management or clerk. The sublease agreement is subject to approval and must be submitted at least two weeks before the start of the sublease or before the subtenant moves in. The following documents must be included: certificate of study/enrolment of the subtenant; if applicable, proof of internship and proof of study-related absence (internship or semester abroad of the main tenant).

Unauthorised subletting has consequences under tenancy law, up to and including termination of the tenancy agreement without notice. If the tenant gives notice of termination, subletting is not possible during the notice period.

Unerlaubte Untervermietung hat mietrechtliche Konsequenzen bis hin zur fristlosen Kündigung des Mietvertrages. Bei Kündigung durch die Mieterin/den Mieter ist eine Untervermietung während der Kündigungsfrist nicht möglich.



Insurances

Household insurance

We strongly recommend that you take out your own household insurance.

When a new laptop or smart TV are destroyed by a flat fire or stolen due to a burglary, the damage can often not be compensated with BAföG or part-time earnings. Household insurance helps here.

Personal liability insurance

Although this insurance is not required by law, it is one of the most important of all. Based on many years of experience, we strongly recommend taking out personal liability insurance.

Liability insurance pays if you cause damage to others, i.e. accidentally damage someone else's property or health.

Washing and drying

There are washing machines and dryers in the housing complexes (with the exception of the housing complexes on Ernst-Derra-Strasse 41-49 and Himmelgeister Strasse 250-252, 262-264 and 318).

User charges can only be paid with the MensaCard. The MensaCard is sold at the cash desks in the cafeterias upon presentation of a valid student ID or a certificate of enrolment.



Sustainability - water and energy conservation

Even if the operating costs are already included in the overall rent, you should be frugal in order to relieve the budget of your housing complex.

Water conservation

- Be sure to use the short-flush button on your toilet (if available).
- Do not leave the water running constantly when washing your hands, showering, wet shaving or brushing your teeth!
- Do not wash dishes under running water! This consumes a multiple of the amount of water that a full washbasin requires.
- Get leaky taps repaired quickly.

Energy conservation


- Switch off your PC and laptop etc. during longer breaks from work.
- Avoid the stand-by mode on TVs etc.
- When you leave a room, turn off the lights, TV, radio etc. Use energy-saving or LED lamps.
- Save on laundry: a hot wash cycle (90 degrees) requires around 50% more energy than a 60-degree wash cycle.
- Electricity conservation in the kitchen: do not switch off your cooker after you have finished cooking; use the residual heat, even with ovens.

Air properly

- Please ensure that you have fresh air in your flat on a regular basis - for your well-being and to avoid harmful moisture damage.
- Open all windows at the same time for short periods several times a day.
- Avoid the "permanently tilted position" of the windows. This saves a lot of energy and protects our environment.
- Do not dry your laundry in the flat.
- Never turn off, twist or tape any ventilation system.

Correct heating

- If you are away for a long time – even if it just a weekend – you can significantly reduce energy consumption by lowering the room temperature. A reduction of just 1 °C reduces consumption by 6%. Temperatures of around 15 °C are sufficient to prevent the room from cooling down in your absence.
- Thermostatic valves must be protected from damage, freely accessible, not covered and kept clean.



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