



WELCOME TO GERMANY

You had to leave your home country because you couldn't longer live there in peace and security. We are very sorry about that. Now you are in Germany. We warmly welcome you and hope that you and your family feel at home!

We are happy that you stay with us! We are a housing company with flats in different cities. The following information will support your arrival and living in your flat. We hope you feel safe and well in your new home and that the contact with your neighbours is respectful and pleasant.

You and your neighbours you live in a rental flat. The **lease contract** regulates important things between you and us. **The House Regulations** describe a few rules for good living together with your neighbours. A few examples:



Rest periods: In the time from 13.00 until 15.00 o'clock and 22.00 until 07.00 o'clock we ask all tenants to behave quietly. Radios and televisions should not be too loud. Also washing machines and vacuum cleaners should not be used at this time.

Cleanliness: Please make sure that your flat and the house stay clean. It is common that tenants are responsible for regular cleaning of the staircase. You do the cleaning in exchange with your neighbours.

Safety: Open fire in the house and in your flat is strictly prohibited. In case of fire, you should leave the house by using the staircase as fast as possible. For free and fast exit it's not allowed to put any furniture, strollers, shoes or other objects on the staircase. Entrance and cellar doors should kept close to prevent housebreakings for example.



Emergency-Number: With the phone number 112 you can call whether fire department or ambulance service. Everywhere in Germany and free of charge.



Wash and dry laundry: In many houses there are washing machines in the basement. For a small amount of money they can be used by any tenant. Laundry should dried as possible outside the flat. Most rental houses have their own drying rooms or clotheslines.



Satellite dishes or special antennas for radio or television you should not install without permission from the landlord. To receive programs in your language please use the existing connections in your flat. In most cases there is also an internet and telephone connection.



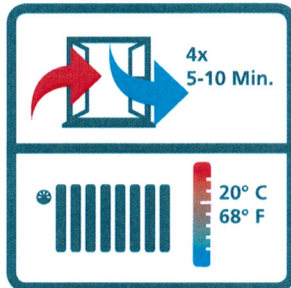
Where to put the waste? Never dispose waste in toilets, wash basins or kitchen sinks! That would damage sewer pipes. Repairs are very expensive!
Waste must be separated. Therefore, each house has several dustbins. For glass there are special collection containers.

Waste (for example rests of wallpaper, cold cigarette ash, vacuum cleaner bags, light bulbs, diapers)

Plastic waste (for example cans, bags, plastic packaging, soft drink packaging)

Kitchen and garden waste (rests of coffee powder, eggshells, old fruit and vegetables, old flowers)

Paper (for example newspapers, books, cartons)



Ventilation and heating: cooking, washing, showering or bathing leads to moist air in the flat. To avoid mold you have to let fresh air in the flat. At least 3 or 4 times a day open up the windows widely for 5-10 minutes. Do not heat and ventilate at the same time. Turn off the heating before opening the window (heater to zero - 0). Turn on the heating again after closing the windows.

WOULD YOU LIKE TO GET MORE INFORMATION?



Do you have any questions? Please contact us.

You can reach us on the following contacts:

Our staff speak German and usually English. If you like to speak with us in your own language, we may ask you for a translator or a friend who can translate your language in German or English.

We really want to take care of you and your concerns.