

Water check: Legionella are dangerous

Information for our tenants on the subject of water:

Everyone only boils with water. We drink it, wash ourselves with it and use it in everyday life for cleaning or washing up. It is therefore important that the tap water is clean and does not contain any harmful germs or bacteria. Dangerous legionella bacteria can multiply especially in warm, stagnant water. The concentration of legionella in tap water can be kept low with a few simple tips.

Turn on all taps regularly, at least once a day! Make sure that the water in the pipes keeps „moving“ by regularly using all the taps in your home.

After a long period of non-use, e.g. after a holiday, run hot water through all taps for a few minutes. Open the window.

Ensure that the boiler temperature is not below 55 °C. The temperature of cold water, on the other hand, should not exceed 20 °C. To do this, regularly check the water temperature at the tap using a thermometer.



Special tip!

Keep surfaces and fittings in the kitchen and bathroom clean and remove limescale regularly.

Ventilation check: Fighting mould

Information for our tenants on the subject of ventilation:

Mould is not only unsightly, but above all extremely harmful to health. The most common reason for mould in the home is excessive humidity. Regular ventilation is essential to prevent mould. But correct ventilation also needs to be learnt.

In the morning after getting up, ventilate the flat completely. Repeat several times during the day.

Open windows and all room doors wide! The air in the home is quickly exchanged by quickly airing out the flat.

The windows should remain open for 10 minutes, and in winter 5 minutes are sufficient.

No permanent ventilation with tilted windows, as a lot of heat gets outside, the walls cool down and this increases the risk of mould.

Rooms in which people spend a lot of time, where laundry is dried or water is handled a lot and rooms in which plants or aquariums are kept need to be ventilated more frequently. This includes the bathroom and kitchen, but also bedrooms and children's rooms.

Special case bathroom: There is an increased risk of mould, especially in the bathroom. After showering and bathing, you should open the bathroom window immediately to let the moist air out.



Special tip!

If the bathroom does not have a window, use towels to absorb the remaining moisture from the bathtub, shower or tiles. Dry wet towels – just like freshly washed laundry – on the balcony, terrace or in the garden if possible.

Repair check: What to do in the event of damage?

Information for our tenants on the subject of repairs:

„Help, the tap is dripping!“ – That’s the classic. Where people live, things get broken. Fancy a few examples? „The stairwell light is broken. The doorbell system does not work. There’s a wasps’ nest in the attic. ...“

The landlord should be notified immediately of any damage or technical malfunction so that he/she can initiate the appropriate measures to repair or rectify the damage as quickly as possible.

Damage report by telephone:

T +49 89 12 19 27 100

(service centre B&O,
available around the clock)

Damage report online:

Go to the Service area of Dawonia and fill in the online form:

1. Identification by name and address
2. Location/description of the damage
3. Upload damage photo
4. Select proposed date
5. Contact details
6. Send



Special tip!

In an emergency, please do not hesitate to call the general emergency numbers:
112 in life-threatening situations
and **110 for the police!**

Rubbish check: Separating saves money

Information for our tenants on the subject of waste:

Waste paper, packaging, glass – some waste consists of valuable raw materials that can be reused. The right separation saves money. Incorrect disposal, on the other hand, can lead to increased charges. It is also expensive for everyone if rubbish is carelessly thrown around instead of being disposed of properly.

Always keep the bin area tidy and clean.

Overfilled bins will not be emptied by the refuse collection service. The lid must be closed, rubbish bags standing next to it will not be taken away. Attention: It attracts vermin!

Residual waste:

Cooked food scraps, meat and fish scraps and bones are disposed of in the residual waste container.

Organic waste:

Uncooked fruit and vegetable waste, coffee grounds, eggshells, tea leaves and similar items are disposed of in the organic waste or residual waste container, depending on local regulations.

Plastic and metal:

Plastic packaging and packaging with the „Green Dot“ should be placed in the plastic container. Metal waste such as crown corks, aluminium foil and tin cans are also disposed of in this way. In many cities, you can obtain the so-called „yellow bag“ from the city for the disposal of plastic waste. These are to be collected from the front

door on the day of collection, they will not be taken out of the cellar! In the cellar, please do not store them lying on the floor, but hanging – this will keep pests away.

Paper and cardboard:

Newspapers, magazines, paper bags, paper packaging etc. belong in the paper container. However, wallpaper residues and greased paper should be disposed of in the residual waste. Paper that is coated or impregnated with plastic is disposed of in the plastic container. Please shred cardboard boxes to create more space in the bins!

Glass:

You can dispose of used glass – separated by colour – in the public used glass containers. In many places, used glass is also collected by the local waste collection service. Returnable glass is taken back by retailers.

Bulky waste:

As a rule of thumb: Anything that is too big for the rubbish bin does not belong in it. Bulky waste must be disposed of separately – see Bulky waste check.



Pollutants:

Medicines, cleaning agents, batteries and energy-saving light bulbs must not be disposed of in normal household waste. You can return medicines to pharmacies. Old batteries are collected and disposed of in appropriate collection boxes, e.g. in supermarkets and drugstores. All other substances should be taken to the local hazardous waste collection centre.

Special tip!

There are many space-saving waste separation systems for the home. You should always empty and clean the containers frequently. This prevents germs and odours from developing.

Bulky waste check: What to do with the old furniture?

Information for our tenants on the subject of bulky waste:

Many people know the problem: Someone leaves an old table outside – in the hope that it will find a new owner. Two days later, it's still standing there filthy and a whole pile of bulky rubbish has accumulated. Who wants to live in such an environment? Fortunately, many cities offer a service to dispose of bulky waste.

Fixed date:

Some municipalities offer a fixed date on which the bulky waste is collected. It is then best to place the bulky waste in front of the door or at the location specified by the municipality shortly before the appointment – and the city will collect it free of charge. Further information can be found on the homepage of the respective city.

Bulky waste on call:

In many places, it is also common to call a waste disposal company to have the bulky waste collected.

Recycling centre:

It is also possible to take the bulky waste to a municipal recycling centre. This is also usually free of charge, e.g. for old appliances (e.g. refrigerators). A small fee is often only charged for some types of bulky waste or for certain quantities.

Bulky rubbish lying around:

If you discover other people's bulky waste, you can report this to the city. They then dispose of the bulky waste. However, as this always takes time, everyone should do their bit to avoid bulky waste accumulating.



Special tip!

The Christmas tree also counts as bulky waste. In many cities, the old Christmas trees are collected and disposed of free of charge. Find out more on the homepage of your city!

Staircase check: Order saves lives

Information for our tenants on the subject of stairwells:

Stairwells are the first escape or rescue route in an apartment block! In the event of a fire, the fire brigade will clear this escape route of smoke and then lead the residents out of the building. Every obstacle that has to be overcome costs time and puts you as a resident in danger. Take your own safety seriously and keep the stairwell tidy!

Do not place any objects in the stairwell – for your own safety! Shoes, cupboards or rubbish bags are just as little tolerated as lovingly designed decorations. Escape routes must be available to rescue personnel and every resident without restriction.

Any object in the stairwell can itself become a fire hazard if it is highly flammable.

The hallway and stairwell are not „rented areas“, but communal areas that you use together with all the other residents. And above all, they are not storage areas!

Bicycles may not be parked at the entrance to the building. Please leave your bicycles in the bicycle room or in your own cellar room.

If weekly cleaning by the tenant(s) has been agreed in your house, please carry this out conscientiously and regularly. Repeated failure to do so can lead to cancellation of the lease. The landlord/landlady is also authorised to commission cleaning for a fee.



Special tip!

Please fold up wheeled walkers and pushchairs to ensure that they can pass through as freely as possible and do not interfere with your fellow tenants.

Burglary check: No chance for thieves

Information for our tenants on the subject of burglary:

Don't give thieves a chance: Burglars often get into the home through carelessness on the part of the occupants. In addition to the material damage, a burglary is also a serious invasion of privacy, which is psychologically stressful. You can protect yourself and your valuables with a few simple measures.

Always lock all doors. You should also double lock the front door.

Never leave windows open or tilted – even if you are away for only a short time.

Avoid dense planting in front of the windows and trellises on the house wall that could serve as a climbing aid. This makes it more difficult to get into the house unnoticed.

When you are at home: Do not simply let anyone into the house, but ask on the intercom what the visitor wants.

Burglar-resistant doors and windows can protect against burglars from inside, as can a good alarm system. Find out which option is right for you.

Take out household contents insurance quickly and cheaply: Furniture, household appliances and clothing are covered by the insurance, as are vandalism or clean-up or repair measures.



Special tip!

Trust is good, control is better: Time and again, tricksters are up to mischief: Never let strangers into your home! This is how you protect yourself and your property.

Holiday check: Empty flat

Information for our tenants on the subject of holidays:

Holiday time at last! But before you set off on your well-earned holiday, you should take a few precautions to protect yourself against burglary and other damage to your home:

Do not give any indication of your absence – for example on social networks or on your answering machine.

Only leave spare keys with trusted persons.

Keep in good contact with your neighbours so that they are aware of strangers in the house and on the property.

Ask neighbours or friends to empty your letterbox, look after your home and water the flowers.

Close all taps, doors and windows before leaving your home.

Switch off all electrical appliances to avoid short circuits and save electricity. Best to pull the plug!

Check that no food can spoil while you are away. If you are going away for several weeks, you should also empty your fridge and freezer, defrost them in good time and disconnect them from the mains



Special tip!

To protect yourself in the event of a burglary, you should take out household contents insurance. Otherwise you will be stuck with the costs incurred in the event of damage.

Further safety information:
www.polizei-beratung.de

Fire protection check: Don't play with fire

Information for our tenants on the subject of fire protection:

+++ Fire destroys apartment block +++ Seriously injured in apartment fire +++ Roof truss burnt down +++

You certainly wouldn't want to read such headlines about your own home in the newspaper. Every individual can help to prevent fires and minimise fire damage.

Never smoke in bed! Only place cigarettes in non-flammable containers.

Never leave open fires such as candles or gas cookers unattended.

Place irons, heating and cooking appliances on non-flammable surfaces, switch off appliances when leaving the room. Only use tested electrical appliances that are in perfect working order.

Do not lay extension cables under carpets.

Only have gas or electrical appliances installed or repaired by experts.

Keep matches, candles, lighters, etc. out of the reach of children.

Escape and rescue routes (corridors, hallways, stairs) must not be obstructed – see stairwell check.

Fire doors must not be held open by objects. Do not use open fires or store flammable liquids in cellars and attics.

The storage of mopeds and motorbikes in apartments, stairwells, hallways, cellars and attics is prohibited. Smoking, fire and naked flames are prohibited in boiler rooms.

Do not park your car in fire brigade access routes or in front/on extinguishing water extraction points.

Be a good role model and raise your children to be fire safety-conscious! In an emergency, it is also helpful if you have already gone through the correct behaviour in the event of a fire with children.



Special tip!

Real lifesavers in your home: Smoke alarms are mandatory in Bavaria, Baden-Württemberg and other federal states. The devices alert or wake the residents if there is a fire. They must be checked regularly to ensure they are in good working order.