

# House rules

**Information for our tenants on the subject of house rules:**

The house rules apply to all tenants of the residential complex. It is intended to provide general rules of behaviour to ensure comfortable living. Every tenant should show consideration for others and tolerance for their fellow tenants, as this is the best way to achieve peaceful and good coexistence.

Beautiful surroundings, well-kept outdoor facilities, clean stairwells and functioning communal facilities increase the residential value for all tenants. It is therefore worth taking care not only with your own flat, but also with the entire residential complex in a responsible manner.

The house rules also apply to family members and visitors.

It is an integral part of the tenancy agreement.

# House rules



## General Information

### 1. Damage report

Tenants should contribute to minimising damage in their own interest. Damage must be reported immediately. Please refer to the contact numbers in the stairwell. The tenant undertakes to co-operate in the event of damage.

### 2. Complaints

Complaints must always be submitted in writing to the landlord. A detailed noise report must always be enclosed in the event of disturbances. Anonymous letters cannot be processed.

### 3. Property manager (caretaker)

The property manager is authorised to monitor and enforce compliance with the house rules on site.

### 4. Ventilation / heating of the rented rooms

As far as possible, the entire flat must be sufficiently ventilated by cross-ventilation and adequately heated to prevent damage to the building.

### 5. Flushing the water pipes

To prevent the formation of legionella, all taps and shower/bath taps must be flushed regularly.

## 2. Waste disposal

2.1 When disposing of waste, the respective valid regulations of the responsible local authorities regarding waste separation must be observed. These can be found at the headquarters of the respective municipality or on the Internet.

2.2 Waste may only be disposed of in the containers provided for this purpose. Waste separation must be observed. Yellow bags (if available) may only be put out on the day of collection. It is not permitted to place waste next to the rubbish bins.

2.3 Highly flammable / corrosive waste must not be disposed of with household waste.

2.4 Bulky items (such as cardboard boxes) must be shredded and disposed of separately if necessary.

2.5 Bulky waste must be disposed of by the tenants themselves (recycling centre, recycling yard).

2.6 The rubbish areas must always be kept clean.

2.7 Waste, oil, grease and harmful liquids must not be discharged into the drain.



## Living Together

### 1. Quiet hours

Noise should generally be avoided in the interests of an amicable neighbourhood.

**The following quiet hours must be observed (unless the relevant municipal noise protection ordinance stipulates other quiet periods):**

Night's sleep: 10 pm - 6 am

Midday rest: 1 pm - 3 pm

Sundays and public holidays: all day

Within these times, noises must be reduced to room volume.

#### 1.1. Making music

The playing of instruments is to be limited to a maximum of 2 hours per day and may only be practised within the following time periods: 9 am - 1 pm and 3 pm - 8 pm



## Cleanliness and Order

### 1. House cleaning

All residents must ensure that the house and grounds are kept in a clean and tidy condition. Furthermore, the tenants must take turns cleaning the stairwell, unless the cleaning has been assigned to a service company. Please observe the regulations in your company. Any soiling caused by the tenant must be removed immediately.

- 1.2. **Multi-media use**  
Listening to music and watching television must also be limited to room volume outside of quiet hours.
- 1.3 **Children**  
As part of their duty of supervision, parents must ensure that their children observe the quiet hours in a manner appropriate to their age.
- 2. Pets**
  - 2.1 The keeping of pets requires the prior written consent of the landlord. Fighting dogs are generally prohibited. The authorisation can be revoked at any time for good cause.
  - 2.2 Dogs must be kept on a lead in the entire area. Contamination must be avoided or removed immediately.
  - 2.3 The feeding of wild animals (especially pigeons) is not permitted in the entire residential complex.
- 3. Behaviour in the outdoor facilities**
  - 3.1 Barbecues on balconies, in loggias and garden compartments as well as in common areas are only permitted if they do not cause a nuisance to other residents. Only electric and gas barbecues may be used, but not charcoal barbecues.
  - 3.2 For noise protection and safety reasons, ball games are not permitted in the common areas, such as the courtyard, lawns, garages and car parks.
  - 3.3 Children up to the age of 14 are permitted to play on the playgrounds in the residential complex. This area must be kept clean. The consumption of alcohol, cigarettes and other intoxicants is prohibited in the playground area.
  - 3.4 It is prohibited to set up private items such as garden furniture, tents and pavilions.
- 4. Windows in the stairwell**  
If possible, windows in the stairwell should only be opened for short „bursts of ventilation“ to prevent the stairwell from cooling down, especially in the winter months.



## Overall Impression of the House

- 1. Tenant gardens and terraces (if part of the rented property)**
  - 1.1 The garden is to be used exclusively as an ornamental garden. Plantings may only be made up to a height of 1.50 metres.
  - 1.2 The existing planting may not be altered or removed. The pruning is to be carried out by the tenants, unless an external company has been commissioned.
  - 1.3 Unless otherwise agreed, each garden user is responsible for the maintenance of his/her garden. Mowing the lawn and keeping it clean, including the border area, must be carried out regularly.
  - 1.4 Balconies, gardens and terraces may not be misused for the storage of objects and bulky waste.
  - 1.5 The installation of fences, pergolas, trellises and other fixtures is not permitted.
  - 1.6 In the event of frost, the water hoses must be removed from the garden water fittings, as they can be damaged by the accumulated rainwater.
- 2. Installation of awnings, blinds, roller shutters, cat stairs**  
The external appearance of the building must not be changed. In particular, the prior written consent of the landlord is required for the installation of balcony hangings, awnings, external shutters, blinds etc. as well as for signs for advertising purposes. Written authorisation from the landlord is also required for the installation of cat stairs, nets, etc.
- 3. Satellite dishes**  
The installation of satellite dishes and other reception equipment is not permitted.

#### 4. Doorbell and letterbox signs

The lettering on the doorbell and letterbox signs is standardised according to the property management's specifications. Any costs incurred for this are to be borne by the tenant. The attachment of signs, company boards, boxes etc. is only permitted with the prior written consent of the landlord.

#### 5. Ordering keys

Tenants may only have house keys made with the special authorisation of the landlord. If a key is lost, the tenant must report this immediately to the property manager (caretaker – Hausmeister).

#### 4. Balcony boxes

For safety reasons, window boxes may be placed only on the inside of balconies and loggias without authorisation. The installation of window boxes on the outside requires the written authorisation of the landlord. To protect the façade, the planting of climbing plants (e.g. ivy) and the attachment of any objects to the façade walls are not permitted.

#### 5. Snow and ice removal

If no service company is entrusted with this task, the residents of the building must remove snow and ice from the pavement and from the entrance to the building after snowfall or in the event of icy conditions in accordance with a specified time and distribution plan and, in the event of black ice or slippery snow, spread sand, grit or other de-icing agents.

#### 6. Absent for a long period of time

6.1 If tenants go away for a longer period of time, we advise them to hand over a key to the apartment to a person they trust so that action can be taken as quickly as possible in the event of damage to the apartment (burst pipe, fire, etc.). If technically possible, tenants should switch off the water in their apartment.

6.2 Tenants must ensure that no frost damage occurs and that water pipes do not freeze. Radiators must not be completely switched off in frosty weather, especially when windows are open.



## Security

#### 1. House and cellar doors

All doors that access the house and cellar must be kept closed at all times for safety reasons and to save heating energy. Locking escape routes is strictly prohibited.

#### 2. Keep escape routes clear

All residents must ensure that the stairwell and building entrances can fulfil their function as escape routes. The storage of private items (in particular shoes, small items of furniture, flower pots etc.) and bulky waste is prohibited in all communal areas, entrances and exits.

Pushchairs, walking aids and wheelchairs may only be parked with the written permission of the landlord.

#### 3. Smoking

Smoking is not permitted in communal areas, in particular in stairwells, corridors, entrance areas, generally accessible cellar rooms and lifts.

**The interpretation of the house rules is at the discretion of the landlord.**