

## Guide for living in your new apartment

### Welcome to your new apartment!

We are pleased that you are living with us and hope that you and your family will soon feel at home in your new neighbourhood!

We want you to feel comfortable in your new home, and that contact with your neighbours will be respectful and pleasant.

In this guide we have put together information that should make it even easier for you to settle into your new neighbourhood. Further information - e.g. on detailed waste separation or forms and documents - can also be found in our download area on [www.stadtbau-bamberg.de](http://www.stadtbau-bamberg.de).

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### General Information



#### Rental Agreement (Mietvertrag)

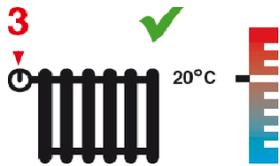
The rental agreement regulates everything between you and your landlord, STADTBAU GMBH BAMBERG - such as the amount of rent to be paid, as well as payment of the operating costs. Please keep the agreement in a safe place!

#### House Rules (Hausordnung)

The house rules contain the most important rules for good cohabitation with your new neighbours – for example, the quiet hours in your house or whatever else has to be observed for a happy neighborhood.

The house rules must be observed. Violations will result in a warning, and may result in termination of the lease.

## Behavior in the apartment



### Heating

When it is cold, you can use the radiators to keep your home warm. Regulate the radiators using the thermostats. Please remember that you have to pay for power used in addition to your rent. The power consumed is offset against the operating costs.



### Ventilation

Cooking, too many plants in the apartment, washing clothes, showering or bathing create moist air in the apartment. To prevent mold, please air out the apartment regularly. We ask you to open the windows wide for 5-10 minutes at least two, preferably three times a day. Please do not heat while your windows are open. Before opening the windows, turn the radiator to ZERO (0). Once the windows are closed, you can turn the radiators on again.

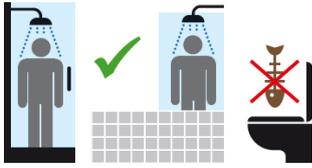


### Washing and Drying Laundry

Please make sure that washing and drying your laundry does not damage the apartment – such as mold or water damage on floors or walls.

You will find information on where to dry your laundry in your rental agreement or in the house rules.

Drying laundry in your living space is generally prohibited.



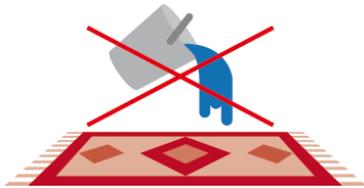
### Baths

Please only use the shower or bathtub for bathing and showering. Please never throw anything into the toilet bowl except for toilet paper. Please never stand on the toilet bowl.



### Tap Water

The tap water in Germany is potable, and can be safely used for cooking and drinking.

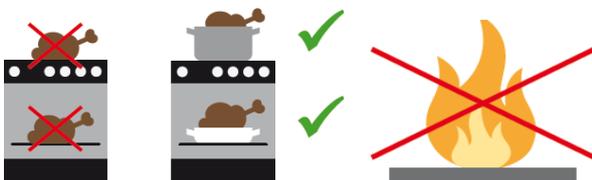


### Water

Please make sure that no large amounts of water get on the floor - neither in the bathroom nor in other rooms of the apartment.

This can cause serious damage to the building.

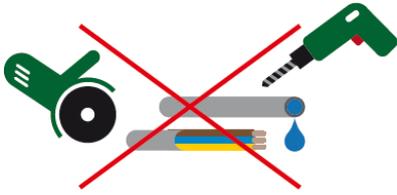
Please also always remember that you have to pay for the water used in addition to the rent.



### Cooking

Please use the stove and oven in your kitchen for cooking.

Please never put the food directly on the stove or in the oven, but always in a suitable container.



### Use of the Apartment

Please never make any alterations to the apartment on your own. This applies in particular to all electricity and water-carrying lines. Please speak to us and obtain our written consent if you want to change anything.

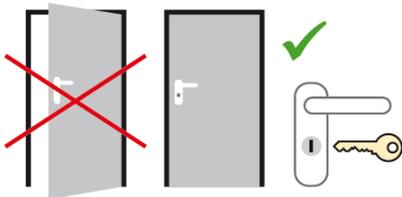
The in-house technicians at STADTBAU GMBH BAMBERG will be happy to advise you.



### Safety

Open fire in the apartment, on the balcony, in the building or in open spaces is not permitted.

Shisha-smoking is generally prohibited.



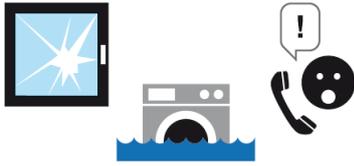
### House Security

The building and cellar doors must always be closed so that no unauthorized persons can enter the building.



### Cleanliness

Please assure general cleanliness. Please note that the stairwell is not part of your apartment and must not be used as storage space. Since it is part of the escape route, it needs to be kept clear. Please do not place any objects such as furniture, strollers, plants or shoes there.



### **Damages in the Apartment or in the Building**

In the event of major damage (e.g. a water pipe burst), please inform STADTBAU GMBH BAMBERG immediately via telephone (0951 / 98001-0). In the evenings or on weekends, please call the emergency numbers on the notice board in your building.

In the event of minor damage to your apartment - for example a dripping tap or a door that doesn't close properly - please contact the caretaker at STADTBAU GMBH BAMBERG. He will take care of the repair. However, this does not apply to everyday objects such as a defective light bulb.

It is generally recommended taking out a liability and household insurance.



### **What to do with the garbage?**

Garbage must never be dumped on surfaces outside your home, on the balcony or in toilets, wash basins or kitchen sinks.

In Germany, waste is separated for environmental reasons - please use the different bins provided in your residential complex for waste disposal.

There are usually specially marked bins for

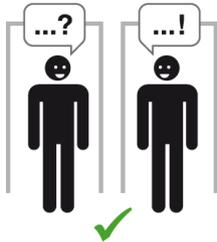
- plastics (e.g. packaging, cans, bags, plastic foils, beverage cartons) – alternatively the “yellow sack” is also used here –
- kitchen waste (e.g. leftover food, leftover tea and coffee powder, eggshells, old fruit and vegetables, old flowers),
- paper (e.g. cardboard boxes, magazines, newspapers),
- residual waste (everything that doesn't go into any of the other bins).

If there are no bins for glass, you can put your glass waste in the collection containers provided outside of your residential complex.

If you want to dispose of furniture or other large objects, please contact the disposal and construction company (Entsorgungs- und Baubetrieb) of the city of Bamberg. On the website of Bamberg Service you will find more information on the subject of bulk waste and you can also make an appointment online to collect bulk waste. The bulk waste may only be placed in front of the house on the day of collection. The employees of Bamberg Service generally only take what has been registered in writing beforehand.

You can find more information on the website of Bamberg Service of the city of Bamberg ([www.stadt.bamberg.de/Ämter/Bamberg-Service](http://www.stadt.bamberg.de/Ämter/Bamberg-Service)). Please follow the instructions of Bamberg Service!

## Communal Interaction



### Dealing with neighbors

Neighbors should be considerate of each other. If you have any complaints, please first talk to your neighbor in a friendly manner. If the problem persists, you can contact your landlord. STADTBAU GMBH BAMBERG will try to find a mutually agreeable solution.

The police may intervene in conflict situations. It is a criminal offense in Germany to use violence to resolve conflicts.

### Visitors

You can invite visitors to your apartment. Please be considerate of your neighbors when you do so. An advance notice of a celebration - such as a birthday - will be much appreciated by your neighbors. Loud partying should never be a common occurrence.

Please remember that the quiet hours must be observed.

Before you want to let someone live with you permanently, you must inform STADTBAU GMBH BAMBERG.

22:00 bis 6:00 Uhr



### Quiet Hours

Please do not make too much noise in your apartment.

Music systems, radios and televisions should not be too loud.

This is especially important during lunchtime (1:00 p.m. to 3:00 p.m.), the night (10:00 p.m. to 6:00 a.m.) and all day on Sundays and public holidays.

Please try to avoid child noise during the night.

A sufficient, restful night's sleep is particularly important for your children.



### **Pets**

If you want to keep a pet, please ask STADTBAU GMBH BAMBERG beforehand. For dogs and cats, a written application for approval must be submitted beforehand.

Keep in mind that barking or feces may disturb your neighbors. Dogs must be kept on a leash outside the apartment.

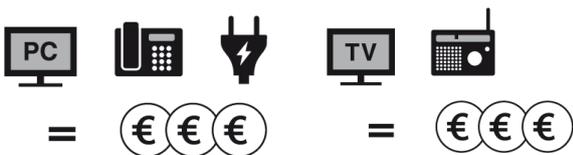


### **Grilling**

If you want to grill on your balcony, only electric grills are allowed. Please talk to your neighbors beforehand - they could otherwise feel annoyed by the smoke and smell.

Grilling with a charcoal grill is generally prohibited on the balcony.

## **Internet, Telephone und Radio**



### **Internet, Telephone, Power**

Unless otherwise agreed upon in your rental agreement, you must order internet, cable and telephone services separately. This also applies to the supply of electricity and gas – if you have a gas heating system. For all these services there are a large number of providers in Germany that you can research on the Internet (e.g. via Stadtwerke Bamberg)

### **Television and Radio**

Please contact STADTBAU GMBH BAMBERG to find out whether you can set up an antenna or a satellite dish on your balcony. Please also remember that in Germany you have to register TV and radio with the subscription service of the ARD, ZDF and Deutschlandradio ([www.rundfunkbeitrag.de](http://www.rundfunkbeitrag.de)).

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## In case of Emergency



### **What to do in emergencies**

Whether in the event of a fire or an accident, you can call 112 for quick help in case of emergencies.

Please provide this information when calling:

- **Who is reporting?**
- **What happened?**
- **How many are affected / injured?**
- **Where did it happen?**
- **Wait for questions**

In the event of a fire, please bring yourself and your relatives to safety. The elevator must not be used if there is a fire in the building. It is essential to follow the instructions of police and rescue services.

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**Do you need more information?**

Do you have any questions?

Please consult us.

**STADTBAU GMBH BAMBERG**

E.T.A.-Hoffmann-Platz 2

96047 Bamberg

**Opening Hours**

Montag – Thursday 8:00 a.m. – 12:00 p.m. and 2:00 p.m. – 4:00 p.m.

Fridax 8:00 – 12:00 a.m.

**Phone:** 0951 / 98 00 1-0

**Email:** [info@stadtbau-bamberg.de](mailto:info@stadtbau-bamberg.de)

If you do not yet speak German, we ask you to contact the STADTBAU GMBH BAMBERG staff with the help of a friend or a translator who can translate your request into German.