

Information for tenants for living together peacefully and respectfully

Dear tenants, dear children,

To ensure that all tenants can enjoy living here without any problems, please observe the following rules:

1. At all times, behave in a way that does not disturb others.

- Each tenant is required to behave calmly while in the building. Any disturbance of fellow tenants and neighbours must be avoided.
- Fellow tenants must not be disturbed with singing, music, or other noise. Playing music is permitted between 8.00 am and 1.00 pm and between 3.00 pm and 10.00 pm, but should always be kept to a normal noise level and not heard outside your apartment.
- Tenants may carry out work that involves noise on Monday to Friday between 8.00 am and 1.00 pm and between 3.00 pm and 6.00 pm and on Saturdays between 8.00 am and 12.00 noon. Washing machines, tumble dryers and dishwashers may be operated between 6.00 am and 10.00 pm. Particular consideration towards fellow tenants in the building should be shown on Sundays and public holidays and outside the hours of 8.00 am to 1.00 pm and 3.00 pm to 6.00 pm.
- Stairwell windows should be opened only briefly for ventilation purposes. Ventilating apartments by opening the apartment door to the stairwell is not permitted.

2. Entrance doors to the building must be kept shut to ensure building security.

- Entrance doors to the building must not be locked so that those inside can escape in the event of a fire.

3. You and your neighbours are required to keep the building clean.

- All residents must clean the raised entrance area to their apartment and their staircase down to the raised entrance area of the storey below, as well as clean the stairwell/corridor windows, banisters, skirting boards, lift and common rooms.
- The raised entrance areas, staircases and pergolas must be mopped/swept, daily if necessary or at least twice a week, at an appropriate time of day.
- If there are multiple tenants on one storey, then they shall take turns cleaning on a regular basis, possibly in line with a cleaning plan prepared by the landlord.

4. It is in your own interest and your fellow tenants' interest to ensure that the external and internal appearance of the building and the residential complex is attractive.

This means that you:

- should not air out, beat, or brush out beds, carpets, or laundry out of the windows or over the balcony balustrades.
- should ensure that any laundry on the balcony/loggia is below the level of the balustrade so that it is not visible from outside. The same applies to all other items stored there.
- should not use charcoal or gas grills on the balcony, loggia, or patio.
- should not get the façades or the balconies below dirty when working on flower boxes.

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- are jointly responsible as a tenant for the neat appearance of the outdoor facilities and must immediately clean up any mess you made.
- Smoking is not permitted in the common rooms, the lifts, the basement, or the stairwell.
- To avoid accidents, walking or sitting on walls or fences is not permitted.
- When transporting bicycles and prams, please ensure that you do not damage front doors, basement doors, or walls and do not get the flooring dirty. Bicycles should be stored in the basement/bicycle storage room where possible.

5. Proper waste disposal keeps things clean and tidy.

- Dustbins and large rubbish containers are intended for domestic waste only.
- Where necessary, each tenant must put out the container provided ready for emptying on the waste collection day and move the empty container back immediately afterwards.

6. We need your cooperation to keep the technical facilities in operating order.

- In serious emergencies – such as burst pipes, blockages, or a failure of the heating or electrical system – you can report the damage to the repair hotline responsible for your residential area:
08061/4950-430 (Rhineland),
08061/4950-431 (Ruhr area),
08061/4950-432 (Westphalia).
- Kitchen waste, ashes, sanitary items and similar items must not be thrown into sinks or toilets due to the risk of blockage.

7. In the interests of all tenants, the shared facilities provided to you, such as the laundry room, drying room, carpet hanger and rotary clothes line, are to be treated with particular care.

- The laundry room and the drying room are available to all tenants in the building in turn – possibly in line with a plan prepared by the landlord. Laundry must be dried in the designated rooms only and not in the apartment. Any available laundry facilities are to be used in line with the laundry regulations on display.

8. Some fire safety information for your own safety:

- Fire doors or smoke control doors must not be propped open, blocked, or wedged open. These doors must be kept shut.
- Corridors and stairwells are escape and emergency routes. For this reason, they must be kept clear of any items – particularly shoes and shoe cupboards – and flammable materials at all times. Drying rooms, courtyard basements and open basements must also be kept clear and must not be used to store bulky waste or other items. Keeping bicycles in the stairwells is not permitted. Storing motorbikes or mopeds in basements, stairwells, or corridors is also prohibited.
- Hazardous substances, e.g. petrol, dyes, thinners/solvents and similar substances (marked with hazard symbols in accordance with the German Ordinance on Hazardous Substances - GefStoffV), must not be stored in tenant basements (except for small consumption quantities of up to 1 litre).

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9. Children are welcome here!

Dear children,

- You are of course allowed to play outside the main building door, on the lawn, in the courtyard and in the playground.
- The playground is there for your friends, too. But for health reasons, you should not bring dogs or cats with you. You are allowed to play football on the football grounds.
- Please don't play in the corridors, stairwells, or basements so that you don't disturb your neighbours.
- You must also make sure that you also keep to the quiet times specified above.

Thank you for your cooperation!