

CONTACT PERSON

YOUR LANDLORD AS CONTACT PERSON

Your landlord is ready and willing to help you with questions or problems you might have concerning your apartment.

But as a renter, it is also your responsibility to contact your landlord, particularly about certain damages or problems.



IMMEDIATELY INFORM YOUR LANDLORD

You must immediately and directly inform your landlord about the following matters and issues.

Examples:

- You notice damage to the utility lines: water pipes, electricity lines, gas pipelines.
- You discover mold or mildew.
- The radiators aren't working or are losing water.
- A windowpane has been broken.
- A window doesn't open or close properly.
- The caulk sealing the sink, shower or bathtub is damaged or discolored.
- Your apartment was broken into or you discover there had been an attempted break-in.



IMPORTANT TO KNOW

If there is great damage in your apartment or elsewhere in the building, your lease requires you to inform your landlord immediately. This is necessary so that the damage doesn't get worse or cause other problems later.

Emergency number

QUESTIONS FOR THE LANDLORD

You can ask your landlord for an answer to any of the following questions.

Examples:

- Where is the drying room for the laundry? Are there rules for its use?
- Where can I find a good painter and wallpaper hanger?
- Are there parking spaces for cars? How much do they cost?
- There are not enough bike racks. Where can I park my bicycle?
- Can I have an additional cellar storage room?
- I need to throw away something large (like a sofa). Who do I need to contact?



➔ **TIP 1: If you have questions, feel free to ask your landlord. He has the answers to your questions. It is better to ask once too often than not often enough!**

YOUR CONTACT PERSON

- ➔ **TIP 2:** *It is best to write down your landlord's contact information so you always have it if you need it.*

Perhaps you will be given a business card with all of your landlord's key contact details when you sign the rental agreement. Otherwise simply ask for one.

Your contact

THE RENTAL CONTRACT



IMPORTANT TO KNOW

You should always read your rental contract (lease) very carefully. Make sure you understand everything. Ask questions if you do not. This is the best way to make sure you know exactly what to do about things like house rules, cleaning schedules, and snow removal.



ASSISTANCE IN PAYING RENT

HOUSING ALLOWANCE ACCORDING TO THE CODE OF SOCIAL LAW, BOOK II (SGBII)

Citizens with low incomes or small pensions are able to receive support from the state. They are often eligible for a housing allowance. Application forms can be obtained at your city administration's housing benefit offices.

- ➔ **TIP 3:** *You will find the right application forms online. Use the search term "Wohngeldstelle," plus the name of your city or town.*

COSTS OF HOUSING ACCORDING TO SGB II

According to SGB 2 (Code of Social Law, Book 2), job seekers are entitled to benefits for housing (rent) and heating.

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