



House Regulations

The House Regulations regulate the rights and obligations of everyone living in the building. They contain binding rules for living together in the community, and form an important part of the lease. The House Regulations are a set of guidelines that are applied individually to each block of the building. Please try to resolve any disputes with your neighbours by approaching them directly first of all; a respectful and friendly tone is a prerequisite for getting along together.

If you have any questions, don't hesitate to get in touch with us

Aquarium

If you want to have an aquarium in the apartment, please get in touch with us first. We'll be happy to check whether this is possible in your apartment: the structure of the building may mean that you cannot install an aquarium.

Moving out

Any fixtures installed by the tenant must be removed when he moves out, and any alterations returned to the original state. (→ Interior decorative repairs).

Grounds, communal rooms and areas

The grounds, communal rooms and areas must be kept clean and treated with care.
(→ Playground)

Balcony

Please do not use your balcony as a storage area or for keeping pets. Refuse must not be thrown over the balustrade. (→ Barbecuing / Household equipment / Refuse disposal).

Structural changes

Please get in touch with us before making any structural changes to the façade (e.g. mounting outside roller shutters, awnings or satellite dishes), or in the apartment (e.g. panelled ceilings, tiles). You need permission to do so.

Exotic animals

Under no circumstances may tenants keep poisonous or dangerous animals. (→ Pets).

Windows

Please keep cellar and stairwell windows closed at night and in case of rain, storm or frost. Holes must not be drilled in plastic window frames.

Escape routes / fire protection

For reasons of fire protection, and in order to keep escape routes free, the storage of objects (e.g. prams, shelves, shoes, shoe cabinets or cycles) in the stairwell, on the attic, in the cellar corridors and in the communal rooms is not allowed. Please keep your bike(s) in the bike cellar if there is one. In these communal rooms and in the cellar areas, open fire and smoking are not allowed.

Wild animals

Feeding wild animals such as rabbits or pigeons is not permitted.

Barbecuing

Barbecuing is generally allowed on the balcony using an electric grill. Please take care not to bother other tenants.

Household equipment

Electrical equipment such as washing machines and driers must be installed in the apartment itself, not on the balcony. A soundproof mat under a washing machine can help avoid disputes with your neighbours. (→ Drying laundry)

Pets

Small pets like hamsters or small birds can be kept in the apartment. If you want to keep other animals in the apartment, please ask a member of our staff. Permission to keep animals in the apartment is always subject to individual decision. Please understand that this decision depends on the kind of animal involved, on the way it is kept and on the individual circumstances. Should there be any complaints, we reserve the right to withdraw permission at any time. (→ Exotic animals / Dogs / Cats).

Heating

Please take care to heat all rooms adequately, and do not turn off the heating completely in the event of extreme temperatures. The room temperature should not fall below 20 °C as a rule.

Dogs

If you wish to keep a dog in the apartment, please consult a member of our staff first of all – before you get the dog. Permission to keep an animal is always subject to individual decision. Please understand that this decision depends on the kind of animal involved, on the way it is kept and on the individual circumstances. Should there be any complaints, we reserve the right to withdraw permission at any time. As far as dogs are concerned, please note that the dog must not be left unsupervised in the grounds, the stairwell or other communal areas. Dogs must be kept on a leash in the residential area, and must not be allowed on to playgrounds at any time. Any faeces must be removed immediately. (→ Pets)

Cats

If you wish to keep a cat in the apartment, please consult a member of our staff first. We can't give permission for cats that run around outside the apartment. (→ Pets)

Cellar

As a rule, each apartment has a cellar room, which the tenant should secure with his own padlock. Please use your cellar room as intended, and do not use it to store materials that are flammable, have a strong smell or can pose a health hazard. Please bear in mind that cellar rooms do not have the same quality as living space.

Laminate

If you want to lay laminate flooring, there are a couple of things you need to bear in mind. We don't mind you doing this, but please let us know in writing before you start the work.

Airing

To avoid mould and the resulting stains, we would ask you to give your apartment a regular good airing: two or three times a day would be ideal. In this connection, please pay attention to the question of heating (→ Windows / Heating). We would also ask you not to leave the stairwell windows open permanently. If you want more information on this subject, we'll happily help you with our information flyers and climate cards.

Refuse disposal

Containers for different reusable materials and residual waste can be found at our refuse collection points. Please separate your waste and dispose of it in accordance with the regulations; do not throw it into the toilets or drains! The refuse collection points must be kept clean. Bulky refuse should be notified to the municipal waste disposal company (Wolfsburger Abfallwirtschaft / Stadtreinigung), who will collect it free of charge.

Neighbourly relations

If any problems with your neighbours arise, it's a good idea to try and resolve them by speaking directly to the people concerned. If you can't find a solution this way, please submit details of the problem in writing to a member of our staff: state the date, time and the nature of the trouble, if possible with the signatures of other tenants in your block. Only once we have a written complaint containing this information can we investigate the problem.

Damage

We ask tenants to take care not to cause any damage to the apartment and its fixtures. If damage does occur, please be sure to notify us accordingly.

Parking spaces

Vehicles should be parked on the spaces provided. Motor vehicles must not be parked on footpaths or lawns, and they should not be driven across these spaces. Oil changes and repairs must not be carried out on the property.

Quiet times

We ask tenants to avoid unnecessary noise between 10 p.m. and 6 a.m., also all day on Sundays and public holidays. Please take special care to keep TV and radio, music and conversation down to a low volume during these times. Recent court verdicts show that using the bath/shower is excluded from this regulation, likewise noise made by children.

Interior decorative repairs

Interior decorative repairs must be carried out or arranged for by the tenant.

Security

The front door to the building and the cellar door must be kept closed for security reasons.

Playgrounds

Please ensure that your children use the playgrounds to play on. Playing in the stairwells, corridors, cellar entrances and other communal spaces is not allowed out of consideration for other tenants. Other parts of the grounds are not suitable for children to play in because of the danger of accidents. Please be aware that ball games in the grounds are only allowed for children of pre-school age in accordance with to current legal decisions.

Stairwell cleaning

If an outside contractor has not been arranged yet to clean the stairwell in your building, tenants must comply with the general cleaning plan ("Große Hausreinigung"). This plan is displayed in the corridor, and covers the cleaning of the hallways and communal spaces in general use. The small cleaning plan ("Kleine Hausreinigung") regulating the cleaning of the stairwell leading from one floor to the next should be agreed by the tenants on each floor. Independent of this, all tenants are required to remove any dirt or dirty marks left in the building, likewise on the sidewalks, in the grounds or around the refuse containers, for which they are responsible, e.g. through moving in or out, through animals, deliveries, apartment redecoration etc.

Drying laundry

Laundry can be dried both in the cellar and on the attic, if there is one. Please remember to let enough air in (→ Airing). If you use a tumble drier, please make sure that it is a condensed air drier.

Vermin

In the event that you discover any vermin, you must notify us without delay.

Drinking Water Supply

To ensure a sustained supply of drinking water, we would ask you to avoid longer periods of stagnation in pipes and at water intake points by regular exchange of water. This helps ensure that the drinking water has a high quality at all times. To this end, every water intake point should be used regularly. In addition, let some water run every 72 hours to prevent micro-organisms settling: these can be a health hazard. You should also ensure that this is done regularly during longer absences, e.g. if you are on holiday. If a shut-off valve (stopcock) is installed, please close it. After returning from a longer absence, let both cold and warm water run for a few minutes. If the shower has not been used for a longer period of time, please let hot water run for a few minutes and open the window. While the shower is running, we advise you not to stay close to the shower in order to avoid breathing in fine particles of water in the air. We also advise you to clean and descale the shower head, taps etc. to prevent the formation of bio-films.

Subletting

You will need permission before subletting your apartment. Please notify us in writing, stating the name of the subletter and the date when the sublet starts. No additional costs will be incurred.

Holiday / longer period of absence

Please remember to close all doors and windows and to switch off electrical appliances. Leave the key to the apartment and your holiday address with a person you trust: this can be helpful if an emergency arises.

Water bed

Please inform us before buying a water bed. We'll check whether the building's structure is suitable.

Non-residential use

The apartment has been let to you for residential purposes. Commercial use may be permissible, but we will need to check this before granting permission.

Correct as at: April 2020