

Important information for tenants



The following contains information that is important for you to know as a tenant. If there is something you would like to know more about, please feel free to contact your housing company for further information.

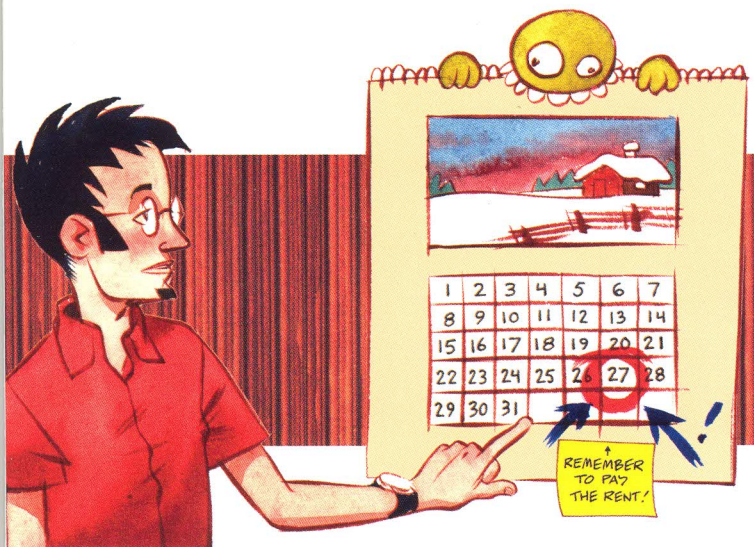
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Your tenancy agreement is a valuable document

A tenancy agreement is always drawn up between you and the housing company. This contract regulates what is included in the rent, what your rights and obligations as a tenant are and the terms of notice when you want to move out.



Pay your rent on time



It is important that you pay your rent in advance – at the latest, the last weekday before the first of the month.

You will receive a paying-in form from your housing company in good time. If you don't pay your rent on time, you risk losing your lease.

You must contact your housing company immediately if for some reason you will be late in paying the rent.

It may be possible to have your rent withdrawn via autogiro, that is, automatically from your bank account, or to have it paid via an electronic invoice. Contact your housing company for more information.

Check your keys

You will receive a number of keys, which are originals and open the door to your flat, the street door and the communal laundry room, etc. These

keys are all marked with a specific number. You are responsible for keeping track of these keys. Treat them as valuables.

Telephone numbers for service and emergency calls

Every housing company has its own routines for reporting technical faults – where to ring, at what times, what to do if a fault occurs in the flat during the evening or weekend, etc. Find out which telephone numbers and which routines apply for your flat.



Report faults and damage in the flat

You are obligated to contact the housing company as soon as possible if any fault or damage occurs in your flat, before the problem gets worse. If you neglect to do this, you may be found liable to pay

damages. If the fault was caused by abnormal wear and tear or direct damage, you may have to pay for the repair yourself.

Protect your home and your possessions

An unfortunate incident – like a fire, water damage etc – can happen at any time, so you need protection for your home. The housing company only covers damage to the building itself, not your personal belongings. If such an incident should occur, a home insurance is a good way to protect your flat and your possessions.

Home insurance usually covers theft as well, but most insurance companies demand that you are extremely careful with your possessions. Therefore, you must always lock your flat when you go out. Do not keep theftprone items in the building's storage rooms in the cellar or attic, or in your car.

Get a fire detector

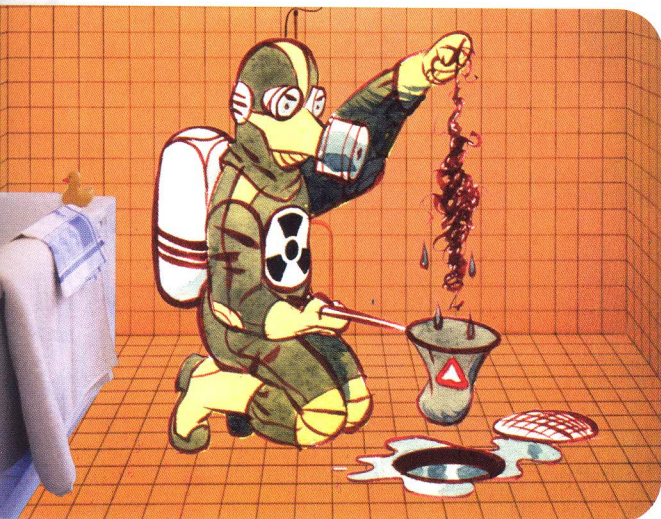
Sometimes, there is already a fire detector installed in the flat when you move in. If so, it belongs to the housing company and you may

not take it with you when you move out. If there is no fire detector when you move in, we strongly recommend that you install one.

Take care of your flat

You are responsible for the care of your flat. These are things you should do regularly:

- Defrost the freezer and refrigerator.
- Clean the kitchen fan.
- Clear the water trap in the washbasin.
- Check the vents in the flat and clean them if necessary.



Clean the floor drain under the bathtub/shower.

If your toilet is leaking

If your toilet is dripping or leaking, try pulling or pushing the flush button or handle a few times. If that doesn't help, make a fault report to your housing company as soon as possible.

If the drain is blocked up

If there is stoppage in your drain you can try to clear the passage yourself. Never use chemical products, such as lye. If you can't clear the stoppage, contact the housing company as soon as possible. If you regularly remove hair and other waste products from the bottom valve of the bathtub, washbasin and kitchen sink, you help prevent stoppage from occurring in the first place.

If you need to change a light bulb or other electrical items

Some things you may handle yourself, but other things need to be done by an expert. You may:

- Change light bulbs and fluorescent tubes.
- Change plugs and fuses.
- Connect and change lighting fittings in dry facilities.

For electric installations, however, *always* get a certified electrician. Insurance companies will not pay damages if a fire starts because of a faulty electric installation carried out by a non-certified electrician.

