

Information sheet – moving into your apartment

Electricity and gas:



Electricity is supplied by Stadtwerke Brandenburg (StWB). Please register with the company yourself. Your meter readings can be found on your Apartment Handover Record (*Wohnungsübergabeprotokoll*). Take this with you when you go to the company's offices, which are located at:



Stadtwerke Brandenburg (StWB)

Packhofstraße 31
14776 Brandenburg

If your apartment has a gas supply, you should register for a gas account here too.

Cable TV / telephone / internet:



Cable TV is available from RFT in all apartments. To register, you should go to the RFT Customer Centre ("RFT Kundencenter"), which is located at:

RFT Kundencenter, Steinstraße 20, 14776 Brandenburg

In some apartments, an identical cable TV connection is also available from Telekom. To find out whether this applies in your apartment, ask at the Telekom service point ("T-Punkt") in the St.-Annen-Center:



T-Punkt im St.-Annen-Center, St.-Annen-Straße, 14776 Brandenburg

Both RFT and Telekom offer fixed-line telephone and internet services to all properties. It is not permitted to attach a satellite dish to the exterior of the apartment. RFT offers a wide selection of programme packages in various languages. Additional TV channels can also be streamed via the Internet.



Being a good neighbour



Living together: All neighbours want to live alongside each other peacefully. Rules and obligations for communal living can be found in the House Rules (*Hausordnung*). Treat other people the way you would expect to be treated yourself. Keep things tidy and leave the stairs, hallways, cellar access etc. clean and unobstructed. Please also abide by the security rules.



Cleaning: In some buildings, residents clean the stairways and look after the flowerbeds in front of the buildings themselves. Please play your part. The residents' association draws up a timetable.

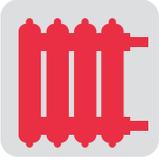


Waste: There are separate bins for different types of waste and recyclable material:

Paper		Blue bin
Packaging materials		Yellow bin
Food waste		Black bin with brown lid
Other waste		Grey bin



Water: Water is billed according to consumption. An average charge is included in your rent every month. If you use more water than this, it will be billed in arrears!



Heating: Heating is also paid for according to consumption. An average charge is included in your monthly rent. If you use more heating than this, you will be billed for the additional amount later on! Here are some ways to reduce your heating bill:

- Turn up the thermostat/control only when you need to and no further than necessary.
- Set the control to "0" while airing the apartment.
- Air each room by fully opening the windows for a few minutes several times a day.
- Don't leave the windows open for long periods of time.
- Don't place furniture in front of the radiators.
- Don't allow curtains to overhang them or place radiator covers around them.

Lost/additional keys



Your keys are looked after by the following firm of locksmiths:

Firma Leist, Magdeburger Landstraße 6, 14770 Brandenburg.

If you need additional keys, please contact Leist. You will need to present your ID card and rental agreement in order to place an order. You pay the cost of any additional keys yourself.

If you lose a key, please inform us. If a key breaks, please keep it and don't throw it away. Show the broken key to Leist in order to have a replacement key made.

Damage/faults with the apartment



Please tell us as quickly as possible if something is damaged or goes wrong in the apartment. A list of our office opening hours is displayed in the entrance hall. The contact details for urgent out-of-hours services are also displayed. If our offices are closed, please call the relevant service provider directly if there is a risk that the damage will get worse.

When will the landlord enter your apartment?



As landlords, we have an obligation to read and check equipment and meters regularly, including those inside your apartment. This enables us, for example, to determine your water and heating consumption and bill them accordingly. We will either perform this work ourselves or engage other firms to do it on our behalf.

In your case, this affects the following:

- Annual maintenance of the gas boiler/heater
- Annual check of the bathroom/kitchen extractor fans
- Annual heating/water meter reading
- Annual gas meter reading by the supplier
- Annual emissions check by the chimney sweep

Yours, WBG Brandenburg eG

WBG

WOHNUNGSBAUGENOSSENSCHAFT
BRANDENBURG eG