

Wiener Wohnen is there for you.

Wiener Wohnen Service-Nummer: 05 75 75 75

There for you 24/7.

Wiener Wohnen on the Internet at: www.wienerwohnen.at

Wiener Wohnen Kundendienstzentren:

- ▶ For the 1st, 2nd, 8th, 9th and 20th districts:
9th, Alserbachstr. 41, kanzlei-09@wrw.wien.gv.at
- ▶ For the 3rd, 4th and 11th districts:
11th, Simmeringer Hauptstr. 108a, kanzlei-11@wrw.wien.gv.at
- ▶ For the 5th, 6th, 7th and 12th districts:
12th, Ignazg. 4, kanzlei-12@wrw.wien.gv.at
- ▶ For the 10th district:
10th, Dieselg. 1-3, kanzlei-10@wrw.wien.gv.at
- ▶ For the 13th and 23rd districts:
23th, Anton-Baumgartner-Str. 125, kanzlei-23@wrw.wien.gv.at
- ▶ For the 14th, 15th and 16th districts:
16th, Opfermannng. 1, kanzlei-16@wrw.wien.gv.at
- ▶ For the 17th, 18th and 19th districts:
17th, Elterleinplatz 14, kanzlei-17@wrw.wien.gv.at
- ▶ For the 21st district:
21th, Franz-Jonas-Platz 12, kanzlei-21@wrw.wien.gv.at
- ▶ For the 22nd district:
22th, Donaustadtstr. 1 ("Bürohaus 1"), kanzlei-22@wrw.wien.gv.at
- ▶ Business hours:
Mo.: 8:00 a.m. – 12:00 p.m. (cashier: 8:00 a.m. – 12:00 p.m.)
Th.: 8:00 a.m. – 6:00 p.m. (cashier: 8:00 a.m. – 12:00 p.m. and
2:00 – 5:30 p.m.)

Tues. and Fri. only by prior
arrangement made by telephone
(05 75 75 75)

Closed Wednesdays

Arrangement for
appointments at
05 75 75 75



House Rules

STADT WIEN
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House Rules.

Foreword.

Dear tenant,

Living in a municipal housing complex is really wonderful. The apartment is affordable, the landlord is always socially-orientated and accessible. And where else can you enjoy so much greenery?

All tenants must be able to enjoy these advantages equally. That is exactly why these House Rules have been established. They constitute an integral part of each lease contract. You will find the rules facilitate an agreeable and respectable interaction in the community building. Rules with which everybody in principle has to comply. Exceptions can be opted for only when a majority of the tenants wish to change certain areas.

Please adhere to these House Rules so as to ensure a lively mutual interaction.

Sincerely yours,

Stadt Wien - Wiener Wohnen



House Rules.

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Use of the rental property and the grounds.

General rules for use of the rental property

The tenant is obliged to keep the rental property in good repair and ensure it is properly aired, heated and cleaned. Terraces, loggias and balconies are to be kept clean and tidy and cleared of snow in winter.

Prior permission from Wiener Wohnen is required for the erection or installation of awnings, wind barriers, wall cladding, panelling or aerials. Likewise, modifications to the exterior windows and the mounting or hanging of signs, advertisements, notices, display cases, etc. on or inside the building are only permitted with the prior written consent of the landlord.

Tenants are required to report any structural damage, repair of which is the responsibility of the landlord, to the caretaker or relevant contact at Wiener Wohnen as soon as possible.

The installation of any engines, motors and machinery, even if the latter do not require building permission, is only permitted with the prior written consent of Wiener Wohnen.

General rules for the use of the communal areas and grounds

Staircases, corridors, courtyards and green areas are to be kept clean and tidy in the interest of all tenants. Any person (e.g. household member, visitor, pet owner) responsible for soiling beyond that which would occur in normal usage is required to remove

Use of the communal rooms.

said soiling him or herself, with any damage being remedied at the culprit's cost. Play equipment is used at own risk.



General rules for use of the communal rooms and facilities

Rules and regulations for the use of communal rooms and facilities (children's playgrounds, hobby rooms, saunas, swimming pools and the like) may be agreed upon by majority consent of the tenants themselves, though due consideration must be given to the needs of all groups of residents. Where such regulations do not gain the consent of the required majority, pertinent rules will be issued by the landlord. Tenants who fail to observe the rules for the use of the communal rooms and facilities and/or who persist in disrupting community life despite repeated warnings can expect to be banned from using the rooms and/or facilities in question in the collective interest of all residents.

Vehicles, sanitary installations, water, chimneys.

Vehicles

Motor vehicles may only be parked in tenants' rented parking spaces (following conclusion of a separate rental agreement) or in other designated parking areas. Motor and other vehicles (with the exception of special vehicles for disabled persons and the usual toy vehicles for children) may not be driven or ridden in the courtyards and gardens of the housing complex.

Tenants are prohibited from cleaning or repairing motor vehicles and/or from running their motors in the courtyards and gardens

Sanitary installations

The toilets are not designed for the disposal of cat litter or other solid substances. Tenants are required to have any damage to the sanitary installations repaired as soon as possible.

Water consumption

In the interests of avoiding water wastage and keeping the associated costs borne by all tenants to a minimum, tenants are obliged to repair any leaky water outlets (e.g. toilet cisterns) whenever necessary.

Chimney sweeping

Tenants are required to give the chimney sweep access to their rental property (flue access points and heating appliances) on the pre-announced inspection and sweeping dates.

Fire prevention, waste and refuse.

Fire prevention and safety

Staircases, corridors, loft spaces, access ways to cellar compartments, etc. must not be blocked by furniture, bicycles or other objects. In the interests of fire prevention and safety, storage of highly inflammable objects (such as packaging material, bundles of paper and newspapers, mattresses, etc.) is prohibited; heating oil, petrol and liquefied petroleum gas may only be stored in accordance with the respective legal specifications.

For reasons of fire prevention and safety, but also out of consideration for non-smokers, naked flames and smoking are prohibited in all areas of the complex outside the rental property, including the lifts.



Waste and refuse

Household waste and other refuse must be placed in the relevant containers provided for this purpose. Depositing of junk and bulky waste next to the refuse containers is prohibited. For reasons of hygiene and public health, the feeding of any wild animals on the premises, especially pigeons, is prohibited.

Communal laundry room, keeping of animals.

Communal laundry room

Time-slots for the use of the communal laundry facilities and drying room will be assigned by the caretaker or other person appointed by the landlord in agreement with the tenants. Should the communal laundry room be already equipped with the "naTÜRlich sicher" chip system, the time slots are assigned via the service number set up for this purpose at: Tel. 05 75 75 800.

Keeping of animals

The keeping of species generally kept in the home as domestic pets is basically permitted, so long as they do not cause a nuisance to other tenants. The keeping of dangerous animals (snakes, spiders, etc.) is, however, prohibited.

Dogs must always be kept on a leash inside the housing complex and grounds!

Any soiling caused by pets must be removed by the animal's owner at his or her own cost. Should the keeping of a pet give rise to justified complaints, the causes of complaint must be remedied by the animal's owner. If he/she fails to do so, he/she will be banned from keeping the pet and compelled to remove the animal from the rental property. Cases of dispute will be brought before the courts.



Consideration of the need for peace and quiet.

Disturbance of the peace



All tenants have a right to peace and quiet in their homes. The following is therefore one of the most important rules in preventing friction between residents: Out of consideration for the other tenants all unnecessary noise is to be avoided, both inside the building and in the adjacent grounds. Sounds that may cause a nuisance to other tenants (banging doors, playing musical instruments, playing radio or TV at high volume, using noisy appliances, etc.) are likewise to be avoided inside the home.

No excessive noise whatsoever is permitted after 10 pm.

Just as adult residents have a basic need for peace and quiet, however, our children have a basic need for movement and play. Play areas, open spaces and the like where they can fulfil these basic needs are a key element in their development. For this reason, the sound of children playing in playgrounds and other open spaces is not to be classified as unnecessary noise.

Access to rental property, absence of the tenant.

Keys to rental property and main entrance door

All keys to the residential, commercial and/or other rented premises as well as to the main entrance door and cellar are to be returned to Wiener Wohnen upon termination of the tenancy agreement. If this is not done, the lock and keys will have to be changed and the costs borne by the departing tenant.

Access to rental property

Tenants are obliged to grant representatives of Wiener Wohnen access to their rental property, provided suitable advance notice is given and the visit takes place at an appropriate time of day (except in cases of imminent danger).

Absence of the tenant

For safety reasons, tenants intending to be absent for a longer period of time must notify Wiener Wohnen where the keys to their rental property and the cellar compartment are kept.



House Rules. Scope of application.

Scope of application of the House Rules

These House Rules and Regulations apply to all residents of the housing complex. Principal tenants shall also be held responsible and liable for infringements of the House Rules by other members of their household and/or persons frequenting their rental property.

