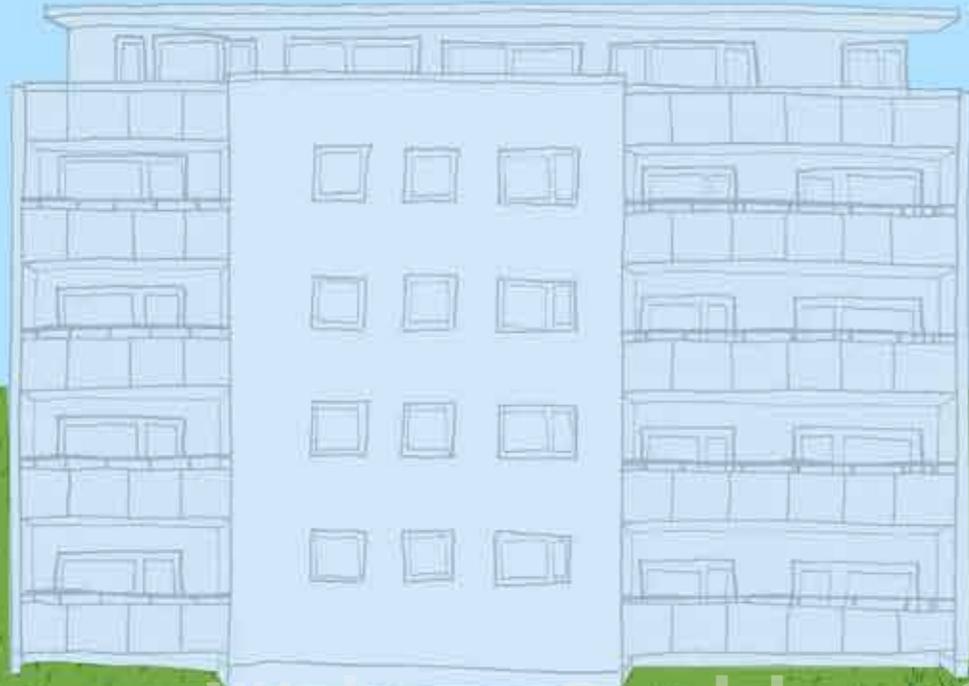


Hello neighbor!

Tenant's introductions
by Wohn + Stadtbau Münster GmbH



Wohn + Stadtbau GmbH
Illustration Petra Breuer



Wohn + Stadtbau
Wohnungsunternehmen der Stadt Münster GmbH



How to find us ...

Wohn + Stadtbau

Wohnungsunternehmen der Stadt Münster GmbH

Steinfurter Straße 60

48149 Münster

How to contact us:

Phone: 0251 7008-0

E-Mail: service@wohnstadtbau.de

Website: www.wohnstadtbau.de

Telephone office hours:

Monday to Thursday: 8:30 a.m. – 5:00 p.m.

Friday: 8:30 a.m. – 3:00 p.m.

Opening hours:

Monday to Wednesday: 8:30 a.m – 4:00 p.m.

Thursday: 8:30 a.m. – 5:00 p.m.

Friday: 8:30 a.m. – 1:00 p.m.

Living together - Being neighbor and tenant!

Dear tenant,

You should feel comfortable in your home.

But it is also important that you take care of your apartment.

This introduction can help you to avoid any arguments between you and your neighbor.

And your property owner.

To include everyone, we chose to use an easy version of the English language.

This means: we use no foreign words, technical words or long sentences

Please note the tips by janitor Paul.

Paul is one of many janitors of Wohn + Stadtbau.

Have fun reading!

Yours, Wohn + Stadtbau



1 Moving in

Introduce yourself to your neighbors before moving in.

Then you already know each other.

Maybe the house has an elevator.

Do not put too many things in the elevator at once.

Do not hold the doors of the elevator open.

Otherwise there will be a disturbance and the elevator stops moving completely.

Moving is making a lot of noise and mess in the staircase for a few days.

Please clean the staircase after moving in.

One favor:

After moving, you will have many empty cartons and boxes.

Too much for the garbage bins of the house.

Please bring the cartons and boxes directly to the recycling center.

Please remember to read the electricity meter.





2 Resting periods

You want to live in your apartment peacefully.

Your neighbors want that too.

But there is always noise coming from an apartment.

For example: steps, children's voices or the television.

Please be mindful of your neighbors.

- Always turn down your radio and television on low volume.
- Talk to somebody on the phone quietly, especially on the balcony, the terrace and in the garden.
- No pounding, drilling or making music after eight p.m. and during the resting periods.
- Everyone has a birthday every year.
- Please tell your neighbors before you have a party.
- Slippers and carpets cushion your steps and your children's.

Please be quiet and mindful of others during the resting periods:

Please rest between one p.m. and 3 p.m.

Keep the night rest between ten p.m. and seven a.m.

3 Children should play!

Children want to play and go wild.

But children need rules too.

Children should be mindful of the neighbors.

Especially in the resting periods between 1 p.m. and 3 p.m. and ten p.m. and seven a.m.

Children should not play soccer or drive bobby-cars in the apartment.

What we wish for:

- Happy children that are mindful of other people.
 - Parents that teach their children respect for others.
 - Understanding neighbors.
- That know that they were young and loud once.





4 Flowers and balcony

Flowers on the balcony are pretty.

We are having a flowers market almost every year in the spring.

There we are giving every tenant flowers for their balcony.

You can hang flower-boxes on your balcony.

Always attach the box safely to your balcony's railing.

So they do not fall down and hurt someone.

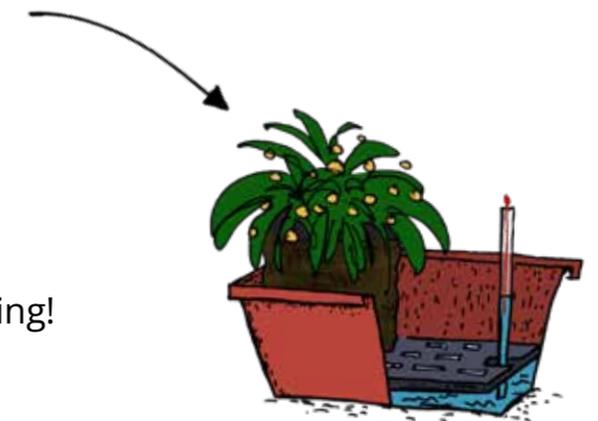
Please water the flowers carefully so there is not any water dripping down.

A flower-box with a water tank is even better.

Do not throw anything from your balcony!

Not even cigarette dumps or ashes.

Do not beat your carpet over the balcony's railing!



5 Barbecue on the balcony

You can grill with an electric grill.

On the balcony, in the loggia or on the terrace.

You cannot grill with a charcoal grill.

Nowhere on the whole property.

Otherwise, you are bothering your neighbors with the smoke.

It could start a fire.





6 Dogs and other pets

You can keep some small animals, like cats or rabbits in your apartment.

Please note:

Dogs and cats cannot disturb your neighbors.

For example with any noise, smell or mess.

Some people are afraid of dogs.

Maybe they have bad experiences.

Please be considerate of your neighbors.

Always remember:

The dogs have to be on a leash in Münster.

When walking with your dog,

Always clean up after them.

Everywhere. On the whole property and on the street.



7 Waste separation

Separating your waste is difficult, but necessary!

It is good for the environment.

When you are not separating your waste, the running costs will go up.

This means: Separate your waste and save money!

- **Papier:** Paper and cardboards go into the blue bin.
Rip them apart first.
- **Bio:** Food waste goes into the brown organic bin.
- **Wertstoffe:** Synthetic material, plastic and metal go into the yellow recyclable material bin.
- **Restmüll:** The rest goes into the general and non-recyclable bin.
For example: Cigarette dumps, diapers, hygienic articles.
General waste is the most expensive waste.

More information on waste separation, collection dates, bulky waste and recycling centers:

www.awm.stadt-muenster.de





8 Children's playgrounds

Friends, other families or the neighbor's children meet on our playgrounds.

The Wohn + Stadtbau checks on the playgrounds regularly.

Nothing should happen to the children there.

If something is not right, please inform us immediately.

Please remember:

Waste belongs in the bin on the playground too.

Glass and cigarette dumps are a big danger to playing children and are not allowed there.

Please remember the resting periods on the playground too.

Children's playgrounds are specifically for children up to ten years old.

Older children go to the soccer field to play soccer.



9 Staircase cleaning

Everyone likes clean staircases and hallways.

In many houses, the tenants clean the staircases and the hallway.

The lease includes a cleaning plan.

In some houses, there is a professional cleaning service.

If there are any problems with the cleaning, please speak with our customer service.

Sometimes the staircase gets extra messy.

For example, while moving in or renovating.

Please clean the staircase carefully afterwards.

Smoking is not allowed on the staircase.





10 Escape routes

When there is a fire, every tenant has to leave the house quickly.

Because of that, every entrance and all staircases and hallways have to be empty.

Baby carriages, walkers and wheel chairs can stand in the hallway.

But only, if there is enough space.

They cannot block any escape exits or obstruct any other tenant.

You cannot put anything in the common rooms.

In the laundry room, there can only be the washing machines,

In the drying room, only the dryers.

In the bicycles basement, only the bicycles.

Only clear escape routes can save lives!

11 Escape routes have to be clear!

Only a doormat can lay in front of the apartment's door.

There cannot be any shoes.

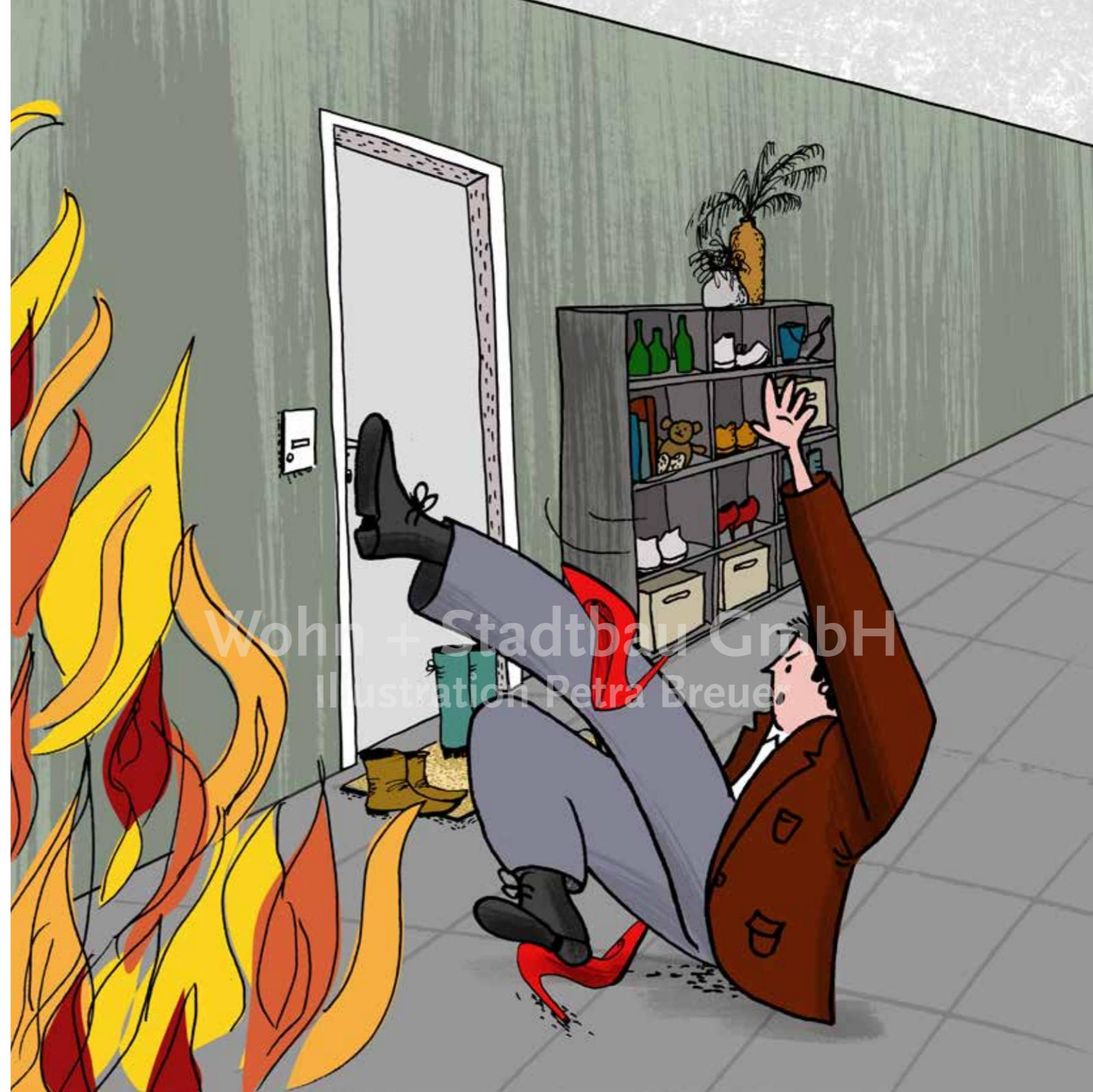
If there should be a fire, no one can fall.

Everyone can get to safety.

The fire department can put the fire out more quickly.

Important:

- Please always close the front door.
Strangers should not come into the house.
- Attention: Only close the door.
Do not lock the door.
That way the rescue service can come in more easily.
- At some places in the house, there are fire safety doors.
These are thick iron doors.
The fire cannot burn through the doors.
These doors have to be locked always.





12 Quick ventilation

Ventilating is good – quick ventilation is better.

Quick ventilation means:

Open your windows completely at least two times a day.

About five to ten minutes.

Then you have fresh air in the room again very quickly.

The air in the room should not be too moist.

Or there will be mold.

With the windows tilted, the fresh air can only come in very slowly.

Please be careful that the doors and windows do not hit any wall or furniture while ventilating.

This way nothing gets broken.

Please check that nothing lays on or in front of the radiator.

Now the room can get warmer more quickly and you save money.

13 Repairs

Sometimes something gets broken in the apartment or on the staircase.
Please tell your Wohn + Stadtbau team.

Our specialists help you with your problems

- with the elevator
- with the radiator
- with the water pipe and waste pipe and
- with the electricity and many other works.

You can find the telephone numbers of your team on your lease or our website www.wohnstadtbau.de.





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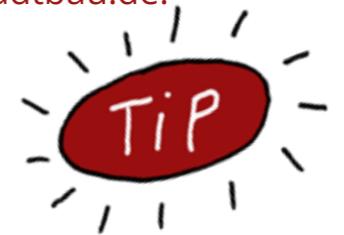
14 Repairs in an emergency

In an emergency in the night or at weekends, please call the emergency services of our firms.

For example:

- when the radiator does not work
- when there is water damage or
- when a drain pipe is blocked

You find the telephone numbers on your lease, in our tenants newspaper "Hello neighbor" or on our website www.wohnstadtbau.de.



Tip:

- When you break something yourself, tell your personal liability insurance.
- You need a household contents insurance for your broken furniture.

For example, when there is any water damage.

15 Satellite dish

You have good television reception in your apartment.

You can get about 70 television channels and 70 radio channels.

This stands on your lease.

Satellite dishes on the walls or on the roof are not allowed because of that.

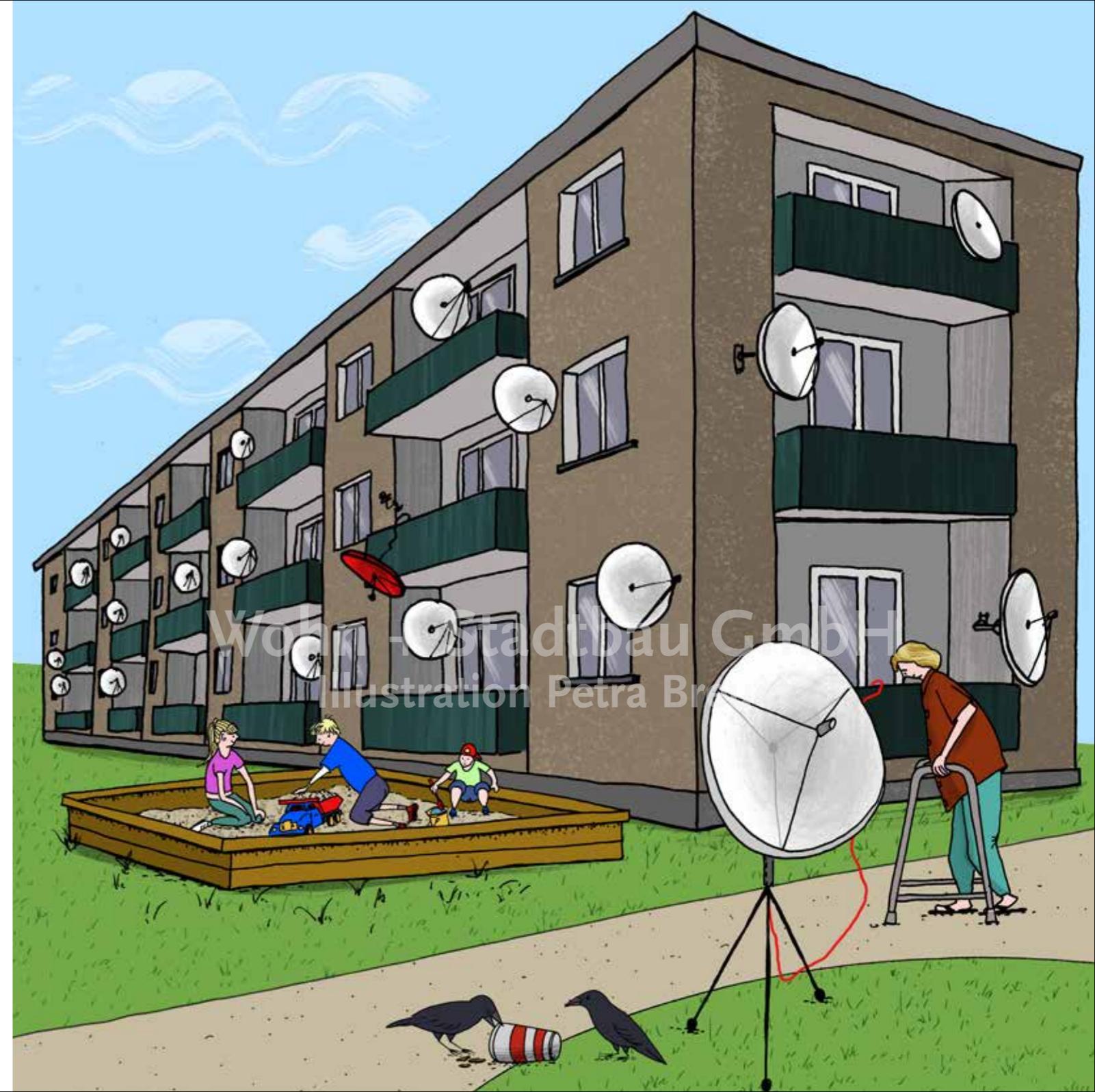
Dishes break the heat isolation and do not look pretty.

In case of malfunctions or if you need any help,
please contact our service partners.

The contact details are in the "Hello neighbor" or on our website

www.wohnstadtbau.de.

You order your telephone connection and internet connection yourself.



16 What else?

You need another key?

You cannot pay your rent?

You are fighting with your neighbor?

You want to sublet your apartment?

Please contact us with any of these questions.

We will help you.

Important:

When moving out of your apartment:

Write down the meter reading and

cancel your electricity connection with your electricity provider.

Make a forwarding request with the post service.

Cancel your standing order at the bank, if you have one for your rent.

Give back all your keys to Wohn + Stadtbau.

