

# Important notes on the tenancy

## Simply report damage online!



**graeve-wohnen.de/en/  
report-damage**



With an online damage report, you can inform us of defects at any time and we will immediately receive all the important information we need to arrange the repair. It couldn't be easier!

**Please note: You are obliged to inform us of any new damage!**

## Contact us

If you have any questions or problems, you can reach us at any time via the following contact channels:



**WhatsApp: +49 1573 2955744**



**Phone: +49 1573 2955744**



**E-Mail: mail@graeve-wohnen.de**



**Web: www.graeve-wohnen.de**



**Weingarten 9, 59069 Hamm (Office visits by appointment only!)**

## Keep contact details up to date



Please be sure to let us know your new contact details if your e-mail address or telephone number changes. This is the only way we can reach you at any time in important matters.

## Smoking is prohibited

Smoking inside the flat is not permitted as it damages the rental property. Please only smoke outside, e.g. on the balcony, if available.



## Adequate ventilation of the home

The air in the entire home must be exchanged regularly to ensure a good indoor climate and prevent mould growth. To do this, open all the windows in your home fully 2-3 times a day for around 5-10 minutes. However, leaving the windows permanently tilted open increases the risk of mould and should be avoided at all costs.



## Payment of the deposit

If you pay the deposit in two installments, the second installment is due no later than one month after moving in. Please state 'Kaution (2/2) + NAME + ROOM ID' in the reason for payment. The money is to be transferred to the bank account stated in the tenancy agreement.

## Paying the rent / avoiding reminder fees

The rent is contractually payable in advance by the 3rd working day of the month at the latest. Please state "Miete MONTH + NAME + ROOM ID" in the reason for payment. The payment must always be transferred to the bank account stated in the rental agreement. Additional reminder fees will be charged for late payments. We therefore recommend that you set up a standing order.

## Dealing with bulky waste

If you want to get rid of old chairs or a broken fan, for example, you cannot simply put these items on the street. You can either have these items disposed of for a fee by the municipal waste management and city cleaning service (ASH) (contact details on the waste separation information sheet) or you can give them away or sell them via online platforms.

## Avoid drain blockages

Please ensure that the drains in the kitchen (sink) and bathroom (washbasin, shower) are not becoming blocked. Do not dispose of hair, cloths, leftover food and similar items down the drain!

## Use of the washing machine

Make sure that the washing machine is operated correctly and, if in doubt, ask your roommates or us. Quick guide: **1.** Fill the washing drum (not too full and not too empty!) **2.** Add detergent according to the instructions (not too much!) **3.** Select the right program **4.** Press start

## Keep your home clean and tidy

You have a contractual cleaning obligation! Only you are responsible for your room; all residents are responsible for the communal areas. When you leave the kitchen and bathroom, you must leave the room and furnishings clean and tidy. You are welcome to use our video instructions on how to clean properly at [www.graeve-wohnen.de/en/cleaning-instructions](http://www.graeve-wohnen.de/en/cleaning-instructions)

## Animal husbandry restricted

Small animals such as hamsters are usually okay. Large animals such as dogs or cats are not allowed. So if you plan to get a pet, make sure you ask us beforehand.



# Consideration for flatmates and neighbors



Take care not to cause any noise or odor nuisance (e.g. cooking smells entering the stairwell). In particular, the statutory night-time rest period from 10 pm to 6 am must be observed.

## Unauthorized room changes not permitted



It is not permitted to swap rooms and allocated areas within your apartment without first obtaining our permission. In general, you must observe all contents and regulations of the tenancy agreement. If in doubt, always contact us beforehand!

## Termination of the tenancy



A contractual notice period of three months applies. The law stipulates that the tenant must send us the notice of termination in writing and with a handwritten signature by post (Gräve Office, Weingarten 9, 59069 Hamm) or as a PDF by e-mail (mail@graeve-wohnen.de).

The letter must be received by us by the 3rd working day of the month in order for this month to be counted towards the deadline. If your letter of termination does not meet the legal requirements, it will be legally invalid.

**Would you like to move out earlier?** Contact us and we will be happy to advise you on how we can terminate the tenancy earlier with the help of a new tenant provided by you.

## Find more answers in our FAQ!

[www.graeve-wohnen.de/en/faq](http://www.graeve-wohnen.de/en/faq)



## More tips in our guide for tenants!

[www.graeve-wohnen.de/en/guide-for-tenants/](http://www.graeve-wohnen.de/en/guide-for-tenants/)

