



HOUSE RULES

Student Dormitory and Apartment House Schlossbergstrasse 17, Hohenems

Dear residents,

thank you for choosing to stay with us, we are happy to welcoming you at our house and in Hohenems.

By setting the following house rules we aim at defining a minimum standard that everyone is obliged to maintain in order to ensure the safety and wellbeing of everyone.

Knowing that it is impossible to cover every possible subject by setting rules, we ask everyone to behave with mutual respect and consideration towards other residents as well as towards neighbors.

Acting according to the house rules is obligatory for everyone.

If you have questions, please do not hesitate to contact us.

We wish you a pleasant stay and a wonderful time in Vorarlberg.

Best regards

Raumgut Immobilien GmbH

Renting Conditions

- Paying the security deposit and the booking fee will make your reservation binding
 - With taking over the key, you declare to have read, accepted and act according to the house rules
 - Possible renting periods (earlier arrival or later departure are possible on request):
 - o Summer semester: 15.02. – 15.07. (5 months)
 - o Winter semester: 15.08. – 15.01. (5 months)
 - o All year
- Rent has to be paid for the minimum renting period (i.e. 5 months), irrespective whether you arrive later or leave earlier
- Renting long-term is possible on request
 - Stated rent prices include utilities (such as heating, electricity, water, WiFi). However, consumption above average may lead to supplementary charging

Payments

- Payment of the security deposit and the booking fee is due by one month prior to the beginning of the renting period
- Rent payments are due by the 1st of each month in advance
- Overdue fee: € 10,00 per payment reminder
- Payment options:
 - o Bank transfer
 - o PayPal
 - o Pay the amount to our account in cash at a banking institution in Austria
- Please understand that all transfer charges are on your account. This means that you are responsible that the full amount due is actually received by the property management. The difference between the amount due and the amount actually received will be subtracted from your rent deposit

Resident Registration

- Everyone is obligated by law to register one's (temporary) residence at the responsible city registration office ([Bürgerservice in Hohenems](#)) within three days after moving in and moving out. The necessary form will be provided by the property management
- A copy of confirmations of registration/deregistration has to be sent to the property management

Security Deposit

- All residents have to pay a security deposit (amount: 2 monthly rent payments)
- Please treat the house and its inventory with care – the security deposit can only be fully refunded if the apartment, the inventory and the key are returned in full, cleaned and without any damages
- Requirements for the security deposit refund:
 - o Clean and undamaged condition of the apartment/ house
 - o Complete and undamaged inventory
 - o No outstanding payments
 - o Resident deregistration submitted
 - o "Security deposit refund-request"-form is returned to the property management (will be provided prior to your departure)

Keys and Visitors

- Keys remain the property of the property management. Due to safety reasons any loss or damage has to be reported immediately
- If residents lock themselves out, they have the chance to report and have the door opened by the property management or the caretaker during the office hours (i.e. Monday – Thursday 8:30 – 12:00 and 14:00 – 17:00 as well as Friday 8:00 – 12:00). If it is necessary to open the door outside these office hours, € 90,00 are charged
- Lost or damaged keys incur a replacement fee of € 50,00
- Keys must never be given or lent to any other person, and leaving the room to others is strictly forbidden
- Having overnight visitors is generally not permitted. Exceptions can be requested at the property management (the cost for a separate bed incl. bedding is € 20,00 per night per person)
- The resident is liable for the behavior of his guests

Common Area

- Common rooms and the outside terrace are equally at the all residents' disposal
- Visitors and gatherings are only permitted as long as other residents and neighbors are not disturbed

Fire Protection Regulations

- The whole house is equipped with fire detectors
- Right after moving into the house, residents have to inform themselves about the location of staircases, emergency exits, fire alarm facilities, the location of fire extinguishers as well as the required behavior in case of fire alarms. Information is posted at the information board and in the stairways
- The landlord will be alerted automatically if a fire alarm gets activated at the house. In case of an actual fire, tenants have to call the fire brigade immediately. The cost for the fire brigade (minimum € 360,00) and the cost of possible damages have to be paid by the person responsible. Furthermore, a handling fee of € 150,00 has to be paid to the landlord for causing a fire alarm
- For safety reasons the following rules have to be strictly followed by everyone in the house:
 - o Smoking is absolutely prohibited in the whole house – without exception
 - o No unattended cooking
 - o The use of own fan heaters, cooking plates, etc. is forbidden
 - o No naked flames (i.e. also no unattended candles)
 - o Escape ways have to be kept clear at any time (i.e. no shoes, furniture, laundry racks, bicycles, etc. in the stairways, in the entrance area, in the basement and any other commonly used areas!)
 - o Fire doors must be kept close at any time
 - o In case of a fire alarm please act according to the information posted. If you have questions, please contact the property management

Noise Levels

- Please keep the required night time peace between 10:00 p.m. and 7:00 a.m. as well as peace on Sundays and on holidays. Especially within these time frames noise has to be kept at a moderate “room level” in such a way that other residents and neighbors are not disturbed (e.g. through loud talking, TV, music, radio, visitors, etc.)
- Consideration and respect towards others are a prerequisite for a working coexistence and neighborhood, so please avoid unnecessary disturbances of fellow residents and neighbors

Cleaning and Waste Separation

- Apartments and the common area have to be kept clean and tidy by everyone at any time. Bed linen has to be washed and changed at least once a month
- The common area (stairways, laundry room, common rooms, the garden terrace) is being cleaned by staff on a regular basis. However, personal belongings, bottles, dishes and waste have to be removed by the residents
- Each tenant is required to separate waste (glass, plastics, metals, paper, organic waste and oils – information is being provided) and dispose it accordingly
- The property management has the right to inspect the apartments if necessary
- The cost for the repair of damages caused by insufficient cleaning (e.g. mold, vermin) will be accounted to the responsible resident

Inventory

- Upon arrival everyone has to double check if the inventory provided is complete and undamaged
- Missing or damaged inventory has to be reported immediately to the property management
- Bedding (i.e. mattress, mattress cover, duvet and pillow) are being provided. However, they must only be used with bed linen applied properly. Bed linen can be rented from the property management
- Washing machine and tumble-dryer are coin-operated and can be used by residents only
- Vacuum cleaner and ironing equipment are provided. They have to be returned to their designated storing place after being used, i.e. they must not be stored in one's private area
- TV sets can be used via satellite dish provided (please note that own TV sets have to be registered at the GIS, which is your own responsibility). TV sets at the apartments are not being provided by the property management
- Fair-use policy applies to the use of the provided internet (Wi-Fi)

Damages

- Residents are obligated to treat the apartments, their inventory as well as the common area and all facilities with care and to keep them clean
- Defects and damages in apartments as well as in the common area have to be reported to the property management immediately (irrespective of who caused them). This also applies to events such as fire, burglary, etc.
- The removal of damages and residuals due to pictures, nails, screws, hooks, etc. on walls and furniture will be accounted to the tenant
- Residents are liable for damages, incl. damaged and defiled walls, furniture and floors. It is therefore mandatory contracting a liability insurance which covers the risk of damages caused by you
- Please keep your doors locked and windows closed when you leave the apartment. The property management cannot be held responsible for any losses of your possessions or damages due to burglary

Pets

- Pets are not allowed in the house. No exceptions can be made

Bicycles, Skateboards, etc.

- The house has a designated room for bicycle storage and must be used for bicycles only
- Motorcycles etc. must not be parked in the bicycle room (parking spots in the garage can be rented)

- Leaving bicycles and other vehicles in your apartment or in the stairways is not allowed
- Inline skates, skateboards, etc. are not permitted in the house

Elevator

- The available elevator is equipped with a dedicated emergency line that works 24/7. Please pay attention to the information posted inside the elevator.
- Children under the age of 12 years are only allowed to use the elevator accompanied by an adult person

Final Departure

- Departure dates have to be announced one month prior to the end of the renting period
- Prior to your departure, the apartment as well as the common area have to be cleared of personal belongings and waste and have to be left behind clean and tidy (final cleaning on request)
- Due to organizational reasons the apartment will be checked by the property management usually after you have left (we therefore advise to take pictures before you leave in order to avoid misunderstandings)
- The security deposit is being refunded usually within 2 weeks after the renting period, provided there are no damages etc. that have to be taken care of

Other

- Please pay attention to the information posted on the information board
- It is highly recommended to report longer absences from the apartment (e.g. due to vacation, sickness, etc.) to the property management
- Please be aware that due to safety reasons as well as to carry out maintenance and repairs, the property management as well as the caretaker have keys to every room of the house
- It is the responsibility of every tenant to keep the main door, the terrace door and the door to the garage (in the basement) closed at any time in order to prevent intruders from entering the house
- Earlier termination of your studies has to be reported immediately (in this case a guest tax has to be paid for each night, which will be invoiced to you)
- The property management is not liable for damages caused through acts of nature beyond control or through failures of energy supply
- The Austrian road traffic regulations (Strassenverkehrsordnung - StVO) applies to the underground garage and its access, the garage is open (no gate)
- Severe disputes between residents as well as with residents and neighbors have to be reported
- Please be aware that severe misconduct and disrespecting the house rules may lead to immediate termination of the housing agreement

Owner and Contact Person

Owner: MEG Schlossbergstrasse 17
p.A. Schadenbauer Projekt- und Quartierentwicklungs GmbH
Harrachgasse 7
6845 Hohenems, Austria

Contact: Raumgut Immobilien GmbH
Harrachgasse7, 6845 Hohenems
Email: host@raumgut.at
Phone: +43 5576 23366
Mobile: +43 664 2342939

Office hours:

Monday – Thursday: 8:00 – 12:00 and 14:00 – 17:00
Friday: 8:00 – 12:00

Bank Details:

Name of bank account holder: MEG Schlossbergstrasse 17
Harrachgasse 7
6845 Hohenems, Austria

IBAN (International Bank Account Number): AT88 4571 0019 4299 3500
BIC (Business Identifier Code): VOVBAT2B
Account Number: 1942993500
Banking Institution: Volksbank Vorarlberg e.Gen.
Ringstrsse 27
6830 Rankweil, Austria

PayPal:

office@schadenbauer.at

MEG Schlossbergstrasse 17