

English

Welcome in the student accomodation



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Information brochure for Giessen, Friedberg & Fulda

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Dear students,

welcome to the residence hall of the Studentenwerk Giessen!

This brochure comprises important information about your tenancy.

You should read this brochure carefully, so that the time during and after your stay in the residence hall will not bear any unpleasant (financial) surprises.

The brochure will help you from the day you move in until the day you move out, and gives precise information about processes and behaviour in the residence hall.

Our student residence hall accommodates many different people from various countries. Depending on the cultural background there are different habits, conceptions and views. Thus, it is important to find a common way for everybody to feel comfortable. The rules in this brochure will help you go this way.

If there are any questions left, feel free to contact the Housing Administration.

We wish you a pleasant stay and much success with your studies.

Your Studentenwerk Giessen
(Office of Student Affairs)



Moving in

1.1 Moving in record and inventory sheet

From the start of the rental contract and the receipt of your deposit payment you will get your house, room and mailbox key in the Housing Administration. Moreover, you will receive other documents that prepare you for living at the residence hall and which will make the process easier for you. Among these you will find two very important documents which you must fill in as soon as you enter your room for the first time: the "Einzugsprotokoll" (**moving in record**) and the "Inventarliste" (**inventory sheet**).

Moving in record: with the moving in record you will make a note of the current state of your room. You should check whether the room is okay or whether a repair is necessary. The **moving in record** needs to be handed in within a week after you moved in at the **Housing Administration** or the **caretaker** after you completely filled it in.

Inventory sheet: here you can compare whether all the furniture and objects listed are actually in your room. If there is something on the inventory sheet that is not in your room, simply cross it out (e.g. curtains). The **inventory sheet** also needs to be handed in at the **Housing Administration** or the **caretaker** after you completely filled it in.

If you do not fill in and hand in the documents, you may not get your deposit back once you move out, since there is no way to identify which damages are new or old. Therefore, please fill in both documents carefully and hand it in at the Housing Administration or the caretaker. If you cannot meet the caretaker in person, you can put the documents into his mailbox.

1.2 Keys and key/locking card

Take care of your house and room key. If you have lost the key or the key/locking card, you must immediately inform the Housing Administration or the caretaker. If this happens at a time where the Housing Administration is closed and the caretaker is not in his office anymore, you are, of course, locked out of your room. In this case you need to call the technical emergency service:

Giessen & Friedberg: 0160 7274005 / **Fulda:** 0160 7274026.

Unlocking the door costs 40 Euro, which you have to pay in cash.

Besides it is essential:



2 Living in the student hall of residence

2.1 Safety

2.1.1 Fire prevention

You can help a lot to avoid fires. Primarily this applies to burning cigarettes and candles. Please pay attention to only smoke where it is allowed. Stub out your cigarettes carefully and do not just throw them away. Candles must never burn unobserved. Extinguish them when you leave the room.



The following rules are important as well:



And above all:
Never let the charcoal for waterpipes glow on the cooktops!



2.1.2 Escape and emergency routes

In case of fire it is most important to keep the escape routes free. This applies to balconies, escape balconies and especially to the stairway and corridors!



The caretakers can clean up the corridors and stairways at any time without announcing it beforehand if your things are standing around. Of course you can get your things back, but you will be shared a processing fee of 25 Euro. We do not want to annoy you by this, but there are very strict requirements from the fire brigade and the fire supervision which we must adhere to. Please, in the interest of your own safety adhere to them as well.

2.2 My room

2.2.1 Furnishing

When you move into your room and furnish it you should pay attention to a couple of things to avoid getting into trouble:

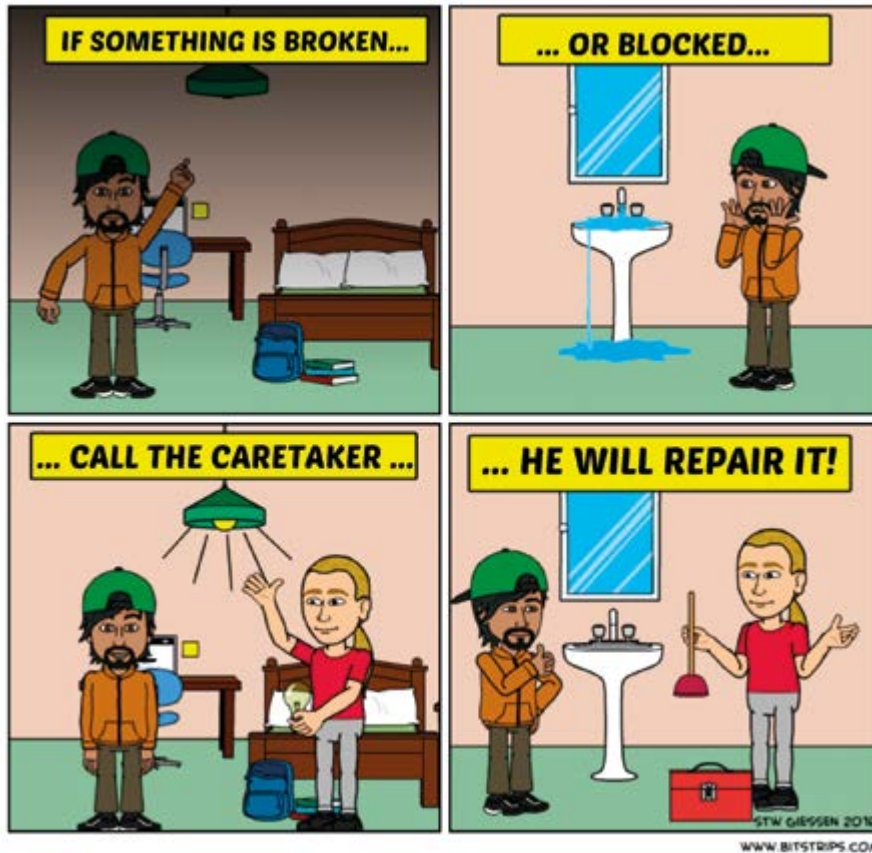


Attention!

When you move out of the residence hall you need to hand over the room in the exact same way you received it.

2.2.2 Damages in the room

If anything is broken in your room (or the common rooms), you have the following options available to you:



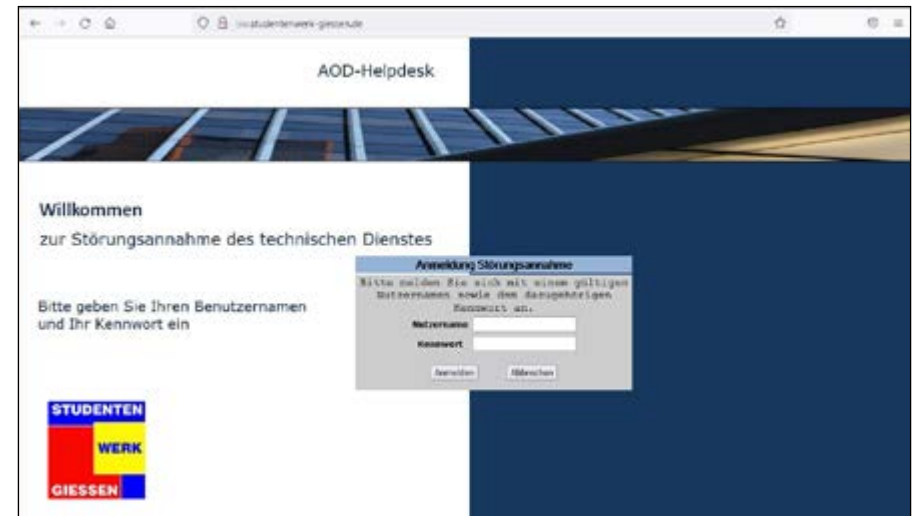
In emergencies, you can contact the caretaker for your hall of residence by telephone. The phone number of the caretaker in charge can be found on the website of the Studentenwerk, as well as on posting notices in your residence hall. However, it is easier to record the damage at the list „**Schadensmeldung**“/ Notification list about needed repairs. This list is posted up against the caretaker's office or the foyer of the stairway. The caretaker will read your entry and take care of it as soon as possible.



Tip!

Submit a damage report online – how it works:

We have set up an option for our renters to report damage and disruption online at isw.studentenwerk-giessen.de. In this way, you can quickly and easily report damage to the Technical Services division, the Housing Administration or the IT Service Centre. You simply need to enter your surname (the first letter should be capitalised e.g. Smith) as your user ID along with your rental contract number (a 7-digit number which starts with 50 and can be found in your rental contract) as the password when logging in. Then you can write your report and send it online. If you click the 'Meldungsübersicht' (report overview) button, you can check the current status of your report ('erfasst' (recorded), 'in Bearbeitung' (in progress) or 'erledigt' (completed)).



Information about light bulbs / illuminates

You need to buy the light bulbs you need for your room from the caretaker. The caretaker also exchanges the light bulbs. The illuminates for the rooms are special and cannot be bought at retail.

2.2.3 Cleaning your room

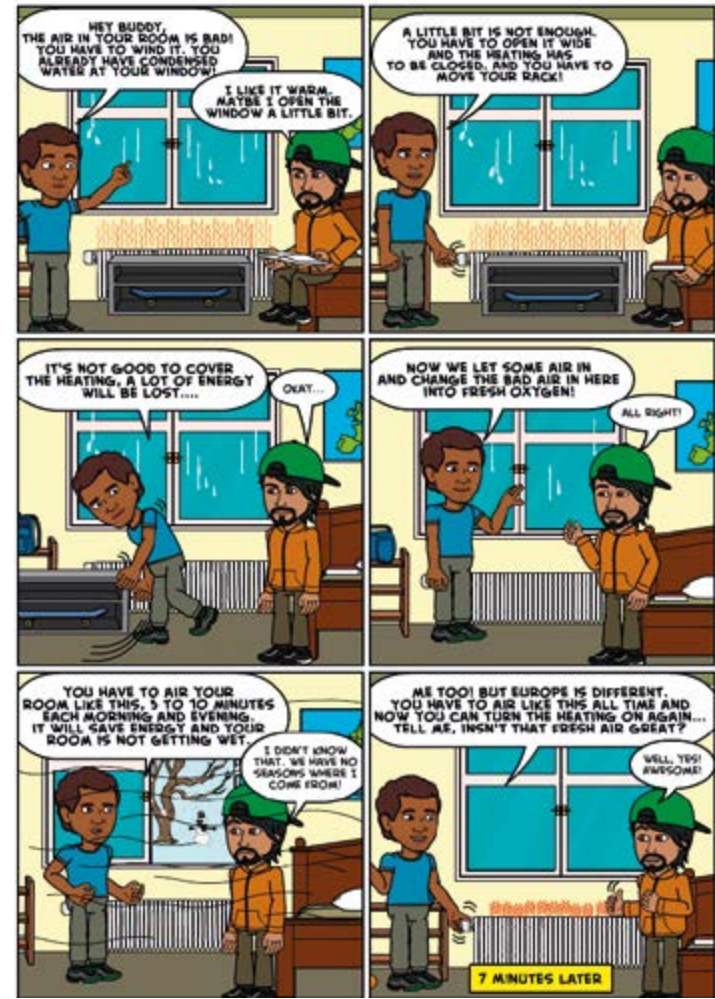
You are responsible for cleaning your room. Please keep in mind to clean it regularly.



... and of course everything else that is dirty (lamps, heating, door, tiles, etc.). Always use a cleaning agent for cleaning. For your room you usually need a bathroom, glass, and all-purpose cleaner.

2.2.4 Ventilation and heating

If you heat and ventilate properly, you can save energy and avoid damp walls in your room. Damp walls are the reason for mould formation! Please consider the following tips to avoid this:



So, **open your room on a daily basis!** This way you will save energy and avoid mould formation. However, if you see there is mould in your room, call the caretaker immediately, he will take care of it.

2.2.5 Disturbing the peace

In a dormitory many people live together in a small space. That is why it is especially important to be considerate of each other. This mainly affects noise and disturbing the peace.



Please respect the quiet times as specified in the house rules.

House Rules, point 11. Noise Prevention, Disturbing the Peace:

„Renters are required to refrain from any activity which could be detrimental to peaceful and pleasant cohabitation. Making loud noise, the use of loud sound systems and banging doors in particular should be avoided. Complete quiet should be respected between the times of 13.00–15.00 and from 22.00–7.00. If renters are disturbed in any way, they are entitled to seek appropriate support from the relevant regulatory body. Renters are responsible for their visitors“.

2.3 Common rooms

2.3.1 (Eat-in) Kitchen

If you live in a shared corridor or shared flat community, mutual consideration of and understanding for each other is the basis for living together in harmony. In order for everyone to come upon a clean kitchen, all residents of the corridor have to keep the kitchen clean:



It is very important that you stick to this and the following rules of living in a shared flat, so living together works out.

Rules of the flat

Cleanliness in the kitchen

1. Dirty dishes should be done immediately and put into the cupboard.
Dirty dishes are disposed of at the latest after two days!
2. Working surfaces, the stove, and tables must be wiped (out) after use!
3. Remove food waste from the drain after doing the dishes!
4. The refrigerator, freezer, oven, and microwave must be cleaned according to the cleaning plan!
5. Everyone does their garbage service!
6. Smoking is not permitted in the communal areas (kitchen, bathrooms, corridors, toilets, common rooms etc.).

Save energy & water

1. Close the water tap completely.
2. Turn off the light when you leave the room.
3. Ventilate and heat properly (heating on = windows closed!).
4. Please always save electricity and water!

Shared corridor community

1. Mutual respect and understanding for each other are the basis for the shared corridor community.
2. Cooking and cleaning together and a like are expressly desired!
3. At least once a month a corridor meeting should be planned.
4. Please be considerate of your fellow residents.

2.3.2 Common bathrooms

For the common bathrooms there are also rules which you must observe:

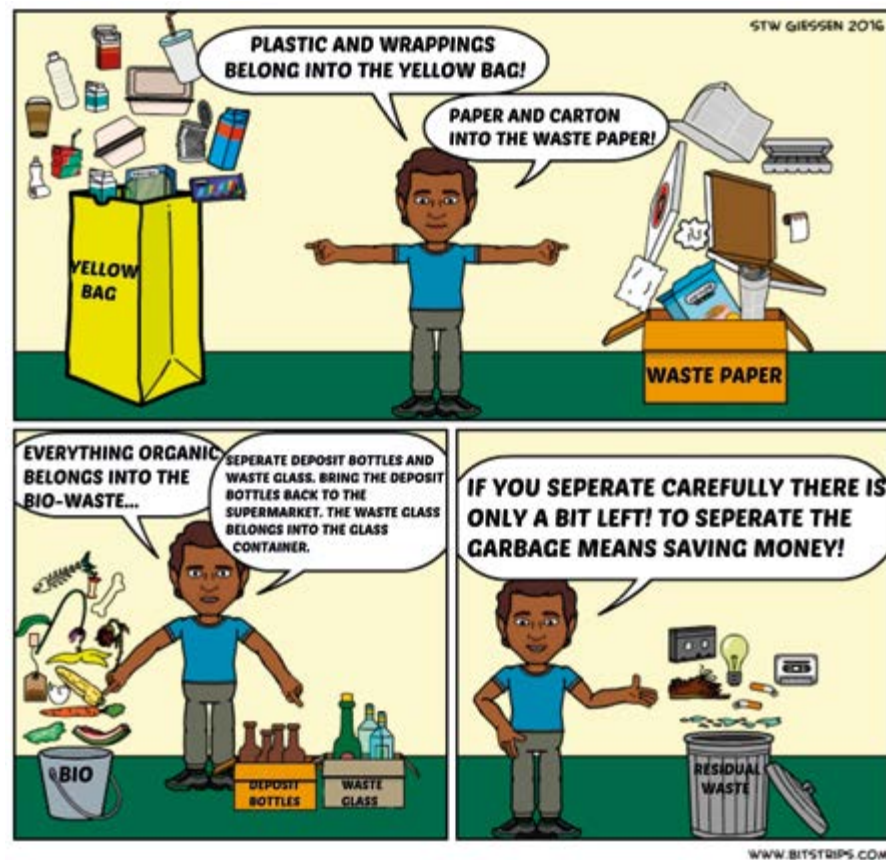


Important:

Please open the windows in the bathrooms after showering, so that moisture can get out and mould formation will be avoided.

2.3.3 Separating garbage and garbage service

It is your task to separate garbage in the kitchens:



All waste, except residual waste, is recycled. That is why residual waste is charged the most. Thus, your running costs can drop if you separate garbage properly.

Please pay attention to put waste in the proper container. The residual waste container is always gray, the yellow bag is, of course, yellow, waste paper is blue. If you have no container for organic waste at your hall of residence, then put it into the residual waste.

Tip!

Please always take the garbage out in time! The garbage should be taken straight out during warmer periods if it smells bad, otherwise it could lead to a pest infestation!

There are garbage bins in the common kitchen that all residents share. Therefore, everyone who lives in a shared corridor or shared flat community has garbage service! Take this service seriously! Usually, the garbage service lasts for one week. Most corridors and shared flats have a garbage service sign, which is passed on to the next resident at the end of the week.

There are also rules for the **garbage service** that you must consider:

**2.4 Internet use in Giessen, Friedberg and Fulda**

As a resident of the halls of residence of the Giessen Office of Student Affairs, you will receive your access data and further information along with your rental contract documents. It is not possible to switch private telephone/internet connections!

The following applies to all halls of residence:

Before reporting a problem with the service, we recommend restarting the router and end device. This step often resolves problems straightaway. Disconnect the power for 30 seconds. Please note that rebooting the router can take approx. 5 minutes.

Giessen:

The internet supplier to the Giessen halls of residence at Eichendorffring, Grünberger Straße, Unterhof, Mildred-Harnack-Fish-Haus, Landgraf-Ludwig-Haus, Leihgesterner Weg 124–134 and Leihgesterner Weg 134 a–138 is 1&1 Versatel. Each room and apartment contains a FRITZ!Box. The network key is printed on the underneath of the FRITZ!Box. You also have the option of connecting devices to the FRITZ!Box via LAN. The FRITZ!Box is part of the room inventory (property of the Office of Student Affairs). It must be supplied with a constant power source and network connection. The WLAN can be deactivated using the button on the FRITZ!Box, if required.

You can also connect using WIFI in the common areas and outdoor areas using eduroam.

In the event of a problem with the service, please call the Hotzone company hotline on

Tel.: 0800 550 555 702.

They can be contacted on Monday-Friday, from 8.00–18.00. Alternatively, you can send an electronic enquiry via email to: support@hotzone.de or send a private Facebook message to [@cloudcast.hotzone](https://www.facebook.com/cloudcast.hotzone).

In the event of a problem with the service at the Ludwigstraße site, please contact the IT Service Centre of the Office of Student Affairs on Tel.: 0641 40008-150 or by email at it@studentenwerk-giessen.de.

At the Stephanstraße site, the internet and multi-media cable connection is provided by Vodafone. In the event of a problem with the service, please contact the Technical Services department directly on Tel.: 0221-466 191 12
– this line is manned around the clock.

Friedberg:

At the In der Burg hall of residence, the internet and multi-media cable connection is provided by Vodafone. In the event of a problem with the service, please contact the Technical Services department directly on Tel.: 0221-466 191 12
– this line is manned around the clock.

In the event of a problem with the service at the Steinkaute 4 hall of residence, please contact the IT Service Centre of the Office of Student Affairs on Tel.: 0641 40008-150 or by email at it@studentenwerk-giessen.de.

Fulda:

In the event of a problem with the service, please contact the IT Service Centre of the Office of Student Affairs on Tel.: 0641 40008-150 or by email at it@studentenwerk-giessen.de.

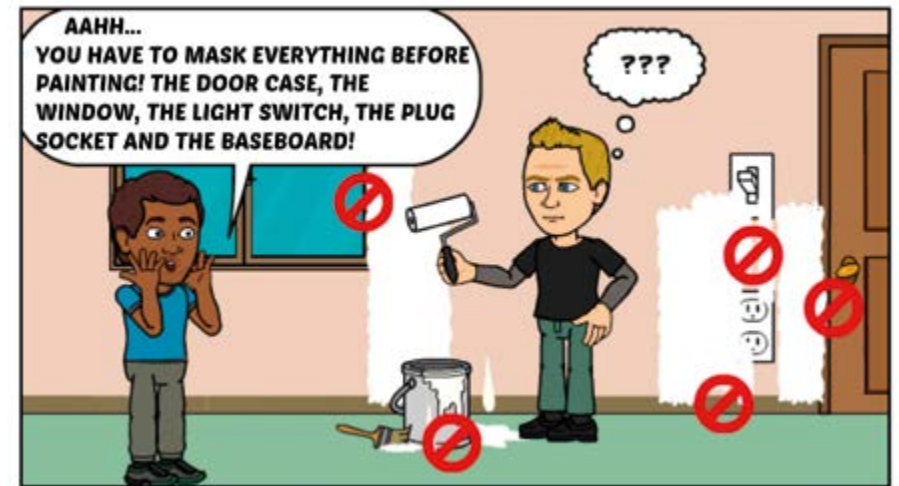
3 Moving out

3.1 Pre-inspection of the room

Around 2–3 weeks before moving out, you should arrange an appointment with the clerks of the housing administration. Your caretaker will come to your room on the agreed date and inspect the room with you. A decision will be made as to whether your room needs to be renovated/painted or whether the state of your room is fine for you to move out. Should the first case arise, you can decide whether or not you wish to paint the room yourself. If you do not wish to do the painting yourself, a painting company will be appointed to do the paintwork. Of course, you will be required to cover the costs.

If you wish to paint the room yourself, you can borrow a roller, brush and paint from the caretaker on payment of a small fee.

When you paint, the following applies:





3.2 Cleaning when moving out

Before you move out, you will receive a few moving out forms in the post from the housing administration, sent to the student hall of residence. These will include a „**Leistungsbeschreibung Auszugsreinigung**“ (specifications for cleaning when moving out) which detail everything you need to clean in your room. The caretaker will check the room during handover. If it is not deemed to be sufficiently clean, a cleaning firm will be appointed to clean the room. You will be required to cover the costs of this and the sum will be deducted from your deposit. If you do not comply with the room handover date or cancel or postpone for no valid reason, you will be charged a fee of 20 euros.

3.3 Moving out

If your room is okay, the moving in record is verified and a moving out record will be prepared. If deficiencies are determined that are not listed on the moving in record, they must be fixed, which means money will be subtracted from your deposit for the required work. You'll have to give your keys to the caretaker on the day of your departure. The deposit will be settled, at the earliest, 8 till 10 weeks after the end of your rental contract.

If your contact information and bank details have changed after moving out, please let the housing administration know in writing early enough.

4 Important telephone numbers and information

5.1 Contacts

Emergency numbers:

Police/Emergency call: 110

Fire brigade/Ambulance: 112

Service-Phone of the Housing Administration

Hotline: 0641 40008-300

Available:

Monday to Thursday 9.00–15.00

Friday 9.00–14.30

The dial-up numbers of the individual contact person can be found on our website. You can also find the numbers of the hall of resident advisors here.

Caretakers

You can find contact details of the caretaker responsible on our website as well as on posting notices in your hall of residence.

On-call service for the technical emergency service (electricity, water, heating)

Giessen & Friedberg: 0160 7274005

Fulda: 0160 7274026

The Technical Emergency Services can be reached outside of the caretaker's regular working hours:

Monday to Thursday between 15.50 and 7 o'clock

from Friday 15.50 till Monday 7 o'clock

This emergency services will not provide assistance in the event of problems with the internet!

Please note:

The key service is covered by the technical emergency service. The use of the technical emergency service for rooms (key loss) will be charged 40 Euro.

This has to be paid on-site in CASH.

Hall of residence advisors

Each of our halls of residence in Giessen has a hall of residence advisor who is on hand to provide all renters with help and advice. They can address the wide range of problems and concerns encountered by students and also act as a contact for all issues relating to shared living. Our hall of residence advisor will coordinate a residential community tutoring programme which provides more organisation and structure in the residential communities. They work with residents on various projects to make the hall of residence even better.

The following halls of residence have an advisor:

Eichendorffring | Grünberger Straße | Unterhof

Further information and relevant contact details can be found on our website at: <https://www.studentenwerk-giessen.de/wohnen/wohnheimberater.html>

5.2 Where is what?

Space for cars and bikes, washing machines/dryers, music rooms, common rooms and sports rooms, vending machines

Giessen

Residence hall Eichendorffring

Parking spaces (7.65 Euro/month)* | bicycle boxes (5.10 Euro/month)* |

Building C: washing room | music room | table tennis room

Building Y: washing room | vending machines (soda, sweets) | swap shelf

Residence hall Grünberger Straße

Parking spaces | roofed bicycle racks |

Building 190: washing room | table tennis room | vending machines (soda, sweets) | swap shelf

Building 196: winter garden

Residence hall Landgraf-Ludwig-Haus

Bicycle racks | washing room

Residence hall Leihgesterner Weg 124–134

Parking spaces | bicycle racks and bicycle basement | washing room

Residence hall Leihgesterner Weg 134 a–138

Parking spaces | lockable bicycle cage | washing room
Building C: vending machines (snacks and soda)

Residence hall Leihgesterner Weg 140

Parking spaces | bicycle garage | washing room

Residence hall Ludwigstraße

Parking spaces | roofed bicycle racks

Residence hall Mildred Harnack-Fish-Haus

Lockable bicycle cage | washing room | canteen & coffee bar on the ground floor

Residence hall Stephanstraße

Bicycle racks and bicycle basement | washing room

Residence hall Unterhof

Parking spaces and underground parking | roofed bicycle racks | bicycle boxes (5.10 Euro/month)* |
Building 1: vending machines (snacks and soda) | washing room
Building 4: table tennis room | washing room
Building 5: table tennis room | fitness room
Building 6: common room
Building 7: washing room
Building 9: music room
Building 10: washing room | children's playground

Friedberg:**Residence hall In der Burg**

Parking spaces | bicycle spaces | washing room | common room

Residence hall Steinkaute

Parking spaces (7.65 Euro/month)* | bicycle hall |
Building B: washing room | table tennis room

Fulda:**Residence hall Campusviertel**

Building 1: parking spaces & underground parking | bicycle basement | washing room | vending machines
Building 2: parking spaces | bicycle basement | washing room | common room | swap shelf

Residence hall Heinrich-von-Bibra-Platz 3

Parking spaces are on the nearby terrain of residence hall Wiesenmühlenstraße | bicycle basement | washing room |

Residence hall Leipziger Straße

Bicycle basement | washing room | swap shelf

Residence hall Magdeburger Straße

Parking spaces, partially in a ground level garage | bicycle basement | washing room

Residence hall Wiesenmühlenstraße

Parking spaces (7.65 Euro/month)* | bicycle basement |
Building 3: washing room

Detailed information and pictures can be found on our website
www.studentenwerk-giessen.de

Please note:

*** You can apply for a parking space or a bicycle box on our website:**
www.studentenwerk-giessen.de



Studentenwerk Giessen

Department Student Housing Administration

Otto-Behaghel-Straße 23–27

35394 Giessen

Telephone 0641 40008-300

Fax 0641 40008-309

E-mail wohnen@studentenwerk-giessen.de

Availability by telephone:

Monday till Thursday: 9.00–15.00

Friday: 9.00–14.30



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www.twitter.com/StwGiessen



www.studentenwerk-giessen.de