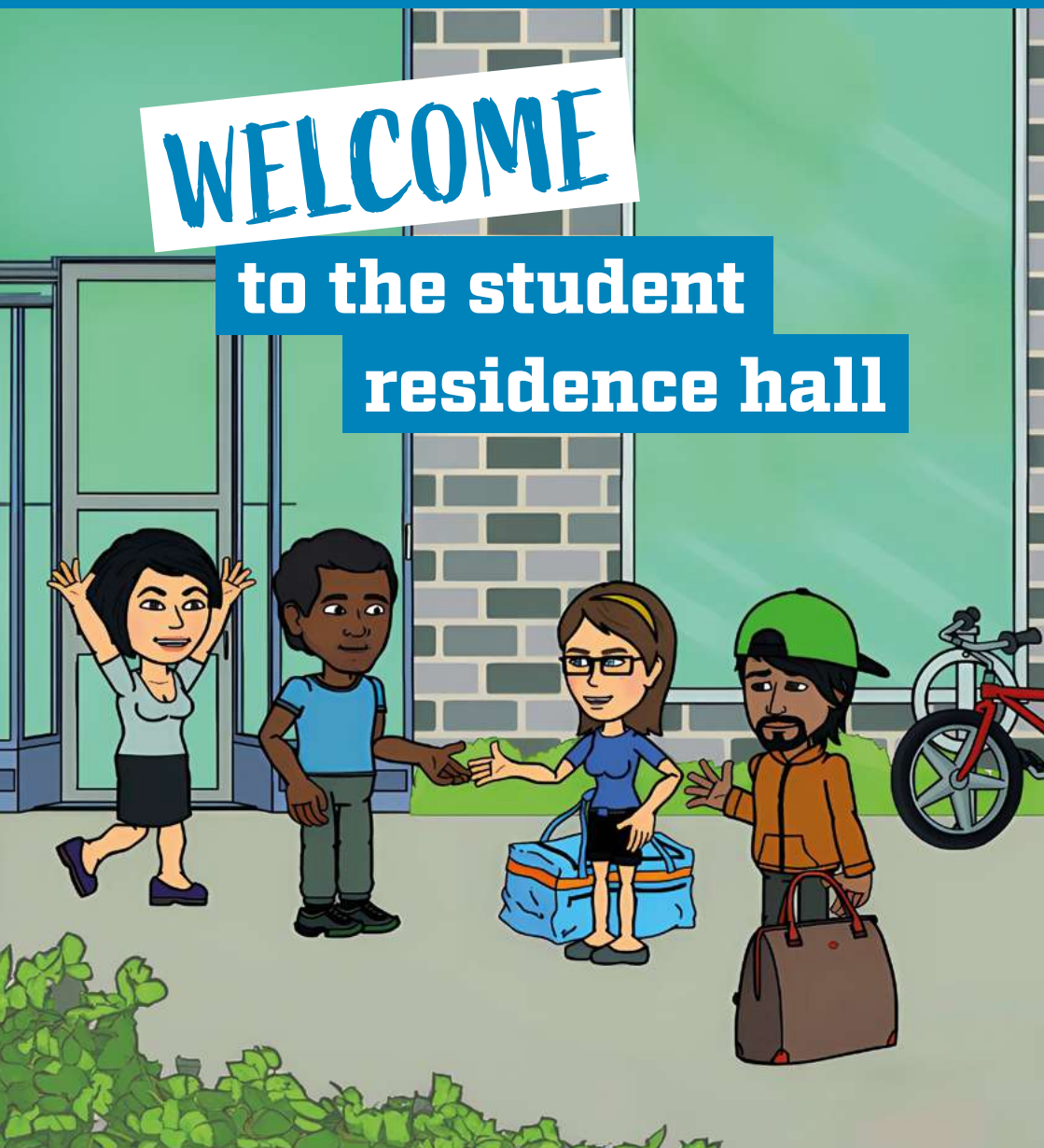


WELCOME

**to the student
residence hall**



Hello,

welcome to the residence hall of the Studierendenwerk 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 or responsible residence advisor.

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

Your Studierendenwerk Gießen

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Always and everywhere

online:
www.stwgi.de

on social media:
[@stwgiessen](https://www.instagram.com/stwgiessen)

on site:



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.

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.

2. Keys and keychip

Keep an eye on your house and room key. If you have lost the key or the keychip, 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

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.

his office anymore, you are, of course, locked out of your room. In this case you need to call the technical emergency service: **Gießen and Friedberg:** 0160 7274005 | **Fulda:** 0160 7274026. Unlocking the door is fee-based. Besides it is essential:



3. Fire prevention

You can help a lot to avoid fires. Primarily this applies to burning cigarettes and candles. Please pay attention and 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!



4. 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!



A notice

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 have to pay a **processing fee**. We do not do this to annoy you, 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.

5. Setting up your room

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

Therefore, you should pay attention to a few things when moving into and furnishing your room to avoid trouble:

DON'T CHANGE THE FURNITURE IN YOUR ROOM! DON'T BRING FURNITURE IN OR OUT!



DON'T PAINT WITHOUT PERMISSION!



USE ONLY SMALL PINS FOR POSTERS! NO NAILS!



DON'T PUT TOO MANY PLANTS IN YOUR ROOM! THIS CAN PROVIDE MOLD!



DON'T PASTE STICKERS ON THE WALLS OR DOORS!



6. Damages in the room

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



A notice

Information about the light bulbs/illuminates:

If a lamp or light bulb in your room is broken, you can report it to the caretaker or on the damage report list. The caretaker will replace the lamps. A fee will be charged for this in accordance with the General Rental Conditions § 10, Paragraph 3.

In urgent cases, you can contact the caretaker of your dormitory by telephone. You can find the phone number of your responsible caretaker on the website of the Studierendenwerk and on the notices in your dormitory.

However, it is easier to enter the damage on the list **"Schadensmeldung"** (damage report). Please describe the damage legibly, otherwise it cannot be processed. These lists hang in the caretaker's office or in the entrance area of the stairwell. The caretaker

will read your entry and take care of it as soon as possible.



Tip

Enter a damage report online - this is how it works:

We have set up an option for our tenants to report disruptions or damage online: www.stwgi.de/schaden-melden. This way you can quickly and easily send messages to the technical service division, the housing administration and the IT-Service-Center.

All you need to do is enter your last name (the first letter is capitalized, such as Smith) as your user ID along with your rental agreement number (a 7-digit number that begins with the number 50 and can be

found in your rental contract) as your password specify registration. Then you can write your report and submit it online. You can use the **"Meldungsübersicht"** (Message overview) button to check the current status of your report ("erfasst" (recorded), "in Bearbeitung" (in progress) or "erledigt" (done)).

7. Cleaning your room

You are responsible for cleaning your room. Please remember to clean it regularly – and of course everything else that is dirty

(lamps, heating, door, tiles, etc.). Always use an appropriate detergent for cleaning. For your room you usually need a bathroom, glass, and all-purpose cleaner.

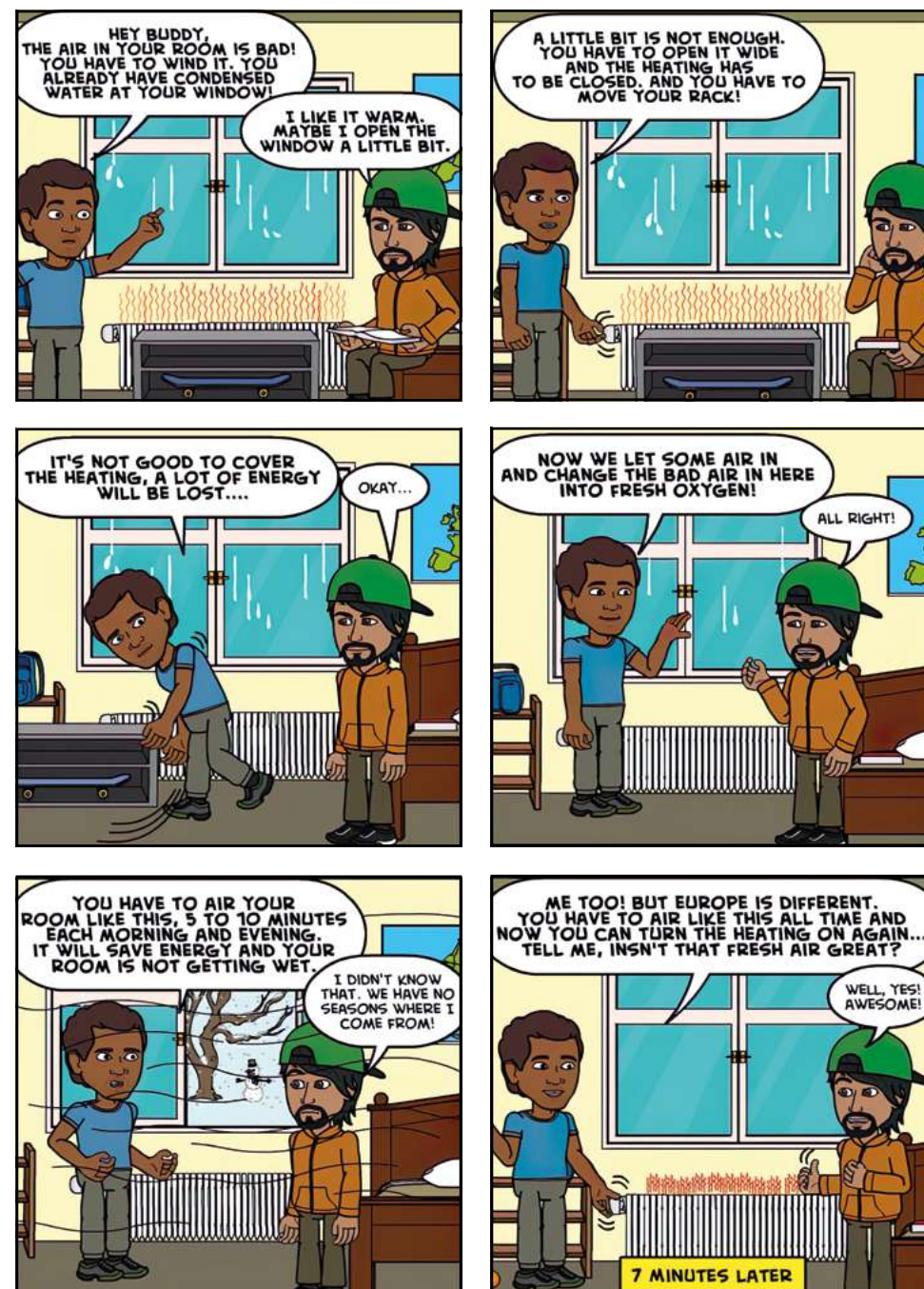


8. Ventilation and heating

If you heat and ventilate properly (intermittent, full ventilation several times a day), you can save energy and avoid damp walls as a reason for mold to form in your room. If you still have

mold in your room, call the caretaker immediately and he will take care of it.

Please note the following tips to avoid this:



9. 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. In case of violations of rental conditions and house rules your room can be terminated. You were given the general rental conditions and house rules when you moved in. You can also find these at any time on the website: www.stwgi.de/wohnen.

A notice

House Rules, point 11. Noise protection, disturbance of the peace:

"Tenants are required to refrain from any activity that disturbs an orderly and peaceful community life, especially making any kind of noise, loud using of sound systems of all kind, or slamming of doors. Tenants must adhere to German quiet hours, which are determined from 10:00 pm to 7:00 am. The same applies for the afternoon: avoid any noise from 1:00 pm to 3:00 pm. Tenants who are disturbed by noise, have the right to request assistance from the police authority. Tenants are liable for their visitors."

10. Flat rules

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

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 regularly!
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 explicitly encouraged.
3. At least once a semester a corridor meeting should be planned.
4. Please be considerate of your fellow residents.

11. Common 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:

**12. Common bathroom**

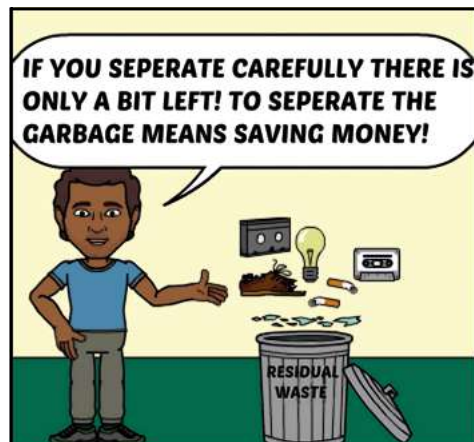
For the common bathrooms there are also rules which you must observe:

**A notice**

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

13. 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 – the larger the amount of residual waste, the more expensive it is to dispose of the waste. Thus, your running costs can be reduced if you separate garbage correctly in advance and dispose of it accordingly.

Please make sure to throw the waste neatly separated into the correct containers. The **residual** waste container is always **gray**, the **plastic/packaging** container is **yellow**, waste **paper** is **blue**. Only if you don't have a container for **organic** waste at your hall of residence, should you throw such waste into the residual waste.

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:



Hinweis

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!

14. Internet use in Gießen, Friedberg and Fulda

As a resident of the halls of residence of the Studierendenwerk Gießen, 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, Friedrichstraße, Grünberger Straße, Landgraf-Ludwig-Haus, Leihgesterner Weg 124-134, 134 a-138, 140, Mildred-Harnack-Fish-Haus** and **Unterhof** is 1&1 Versatel. Each room and apartment contains a FRITZ!Box router. 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 Studierendenwerk Gießen). 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.

In the event of a problem with the service at the **Ludwigstraße** site, please contact the IT-Service-Centre of Studierendenwerk Gießen on Tel.: 0641 40008-150 or by email at it@stwgi.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 hall of residence **In der Burg**, 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** hall of residence, please contact the IT-Service-Centre of Studierendenwerk Gießen on Tel.: 0641 40008-150 or by email at it@stwgi.de

Fulda:

In the event of a problem with the service, please contact the IT-Service-Centre of Studierendenwerk Gießen on Tel.: 0641 40008-150 or by email at it@stwgi.de.

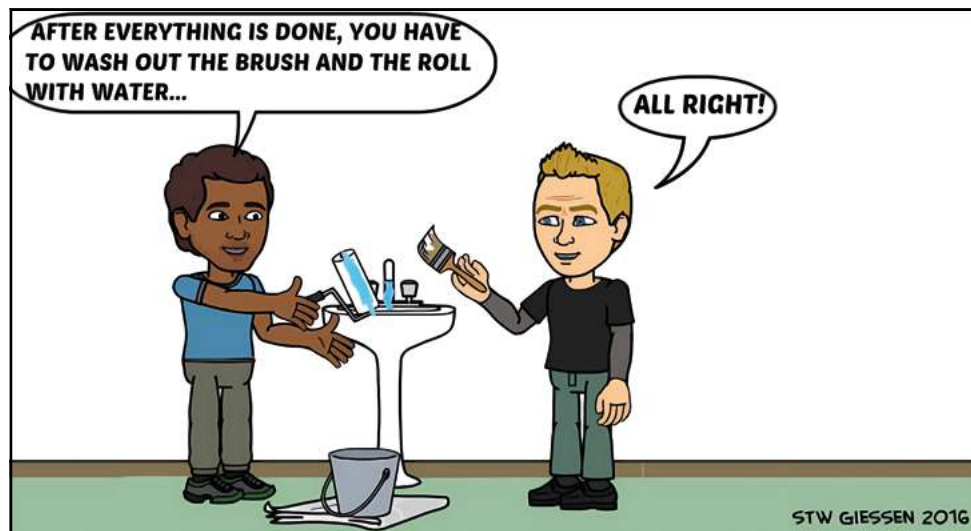
15. Pre-inspection of the room

About 2-3 weeks before you move out, you can make an appointment with the residence administration. The caretaker will then come to your room on this date and you will look at the room together. They will then decide whether it needs to be renovated/painted. If

this is the case, you can decide whether you want to paint it yourself. To do this, you will need to borrow a roller, brush and paint from the caretaker for a small fee.

Please note the following:





If you do not want to or cannot paint yourself, a painting company will do the painting. Of course, you will then have to pay them.

16. 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 keep the appointment for room check-in without cancelling or postponing for good reason, you will incur additional costs.

17. 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 bank and contact details have changed after you move out, please inform the housing administration in writing early enough.

When moving out, you should also remember to officially deregister at your place of residence (if moving abroad) or reregister (if moving to another city). It is also important to deregister from your broadcasting account and, if necessary, place a forwarding order at the post office. Important institutions such as banks, insurance companies or authorities should also be informed about the new address.

It is important to complete these steps in a timely manner so as not to miss any important mail, otherwise it may not be delivered.

18. Contacts**Emergency numbers****Police/Emergency call:** 110**Fire brigade/Ambulance:** 112**Phone of the Housing Administration:****Hotline** 0641 40008-300

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 service can be reached outside of the caretaker's regular working hours: Monday to Thursday between 15.50 and 7 o'clock, from Friday 14.10 till Monday 7 o'clock.

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

Hall of residence advisors

In our dormitories Eichendorffring, Grünberger Straße and Unterhof in Gießen there is a dormitory advisor who is available to all tenants with advice and support. They take care of the various problems and concerns of students and are contact persons for all areas of community life. Our dorm advisor and counselors coordinate a shared tutoring program, which ensures more organization and structure in the shared apartments. Together with the residents, they work on various projects that make living in the dormitory even more enjoyable.

Further information and relevant contact details can be found on our website at:

19. Where is what?

Our halls of residence often offer much more than just a room for yourself – we have also thought about the everyday things in life, such as parking spaces for cars and bicycles, washing machines/dryers, music-, communal-, study- and sports-rooms, snack machines, bicycle repair stations, Nextbike stations, DHL packing stations, barbecue areas etc. Here is a small overview:

Gießen**Residence hall Eichendorffring**

car parking spaces (for a fee)* | bicycle boxes (for a fee)* | fitness tower | barbecue areas | bicycle repair station | nextbike station | DHL packing station nearby |
 Building C: laundry room | music room | table tennis room with classic dart board
 Building Y: laundry room | drinks and sweets vending machines, swap shelf

Residence hall Friedrichstraße

car parking spaces | bicycle racks | bicycle cellar | laundry room

Residence hall Grünberger Straße

car parking spaces | covered bicycle racks | bicycle repair stations | Fitness tower | nextbike station | DHL packing station | barbecue areas
 Building 190: laundry room | table tennis room with dart-board and billard | drinks and sweets vending machines | swap shelf |
 Building 196: winter garden (common room to rent on weekends, study room on weekdays)

Residence hall Landgraf-Ludwig-Haus

bicycle racks | laundry room

Residence hall**Leihgesterner Weg 124 – 134**

car parking spaces | bicycle racks and

bicycle basement | laundry room | barbecue area

Residence hall**Leihgesterner Weg 134 a – 138**

car parking spaces | lockable bicycle cage | laundry room |
 Building C: drinks and sweets vending machines

Residence hall Leihgesterner Weg 140

car parking spaces | bicycle garage | laundry room

Residence hall Ludwigstraße

car parking spaces | covered bicycle racks

Residence hall**Mildred-Harnack-Fish-Haus**

lockable bicycle cage | laundry room | canteen & coffee bar on the ground floor

Residence hall Stephanstraße

bicycle racks and bicycle basement | laundry room

Residence hall Unterhof

car parking spaces and underground parking | roofed bicycle racks | bicycle boxes (for a fee)* | fitness tower | nextbike station | DHL packing station | bicycle repair station
 Building 1: drinks and sweets vending machines | laundry room | common room with dart board and swap shelf

A notice

Locksmith services in the event of a key chip or key loss are covered by the technical emergency service. The use of the technical emergency service to unlock rooms (if key lost) incurs fees and will be invoiced.

Building 4: table tennis room | laundry room

Building 6: common room

Building 7: laundry room

Building 9: musik room | laundry room

Building 10: laundry room | study room |
childrens playground

Friedberg

Residence hall In der Burg

car parking spaces | bicycle spaces | laundry
room | common room | barbecue area

Residence hall Steinkaute

car parking spaces (for a fee)* | bicycle hall |
Building B: laundry room | table tennis room

Fulda

Residence hall Campusviertel

Building 1: parking spaces & underground
parking | bicycle basement | laundry room |
vending machines

Building 2: parking spaces | bicycle
basement | laundry room | common room |
swap shelf

Residence hall Heinrich-von-Bibra-Platz

car parking spaces are on the nearby terrain
of residence hall Wiesenmühlenstraße |
bicycle basement | laundry room |

Residence hall Leipziger Straße

bicycle basement | laundry room | swap shelf

Residence hall Magdeburger Straße

car parking spaces, partially in a ground level
garage | bicycle basement | laundry room

Residence hall Trimbürgstraße

car parking spaces (for a fee)* | bicycle
racks | laundry room

Residence hall Wiesenmühlenstraße

car parking spaces (for a fee)* | bicycle
basement |
Building 3: laundry room

A notice

* You can find an application form and costs overview for a parking space or bicycle box on
our website www.stwgi.de/wohnen under the respective hall of residence.