

FAQ – Renting an apartment

Payments:

(1) How high is my monthly rent?

A: The monthly rent is stated on the first page of your contract (“Gesamtmiete”; §3 Miete Betriebskosten, Zahlungsweise). With the rent comes the internet with 12,00 EUR. Total monthly payment: “Gesamtmiete”+12,00 EUR Internet

(2) What is included in the “Nebenkosten”? How do they work?

A: The “Nebenkostenvorauszahlung” is stated in your contract on the first page (§3 Miete Betriebskosten, Zahlungsweise). These costs are utility cost prepayments. They work like estimations for your consumption of water, heating etc. In the following year we will do a utility cost statement with the exact amount you consumed. This statement will show a backlog or credit which will be deducted or transferred to you. The utility costs include everything except your internet fee (if provided in your home), electricity and television fee (more information on page 5).

(3) How high is the deposit?

A: The amount of the deposit is stated on the third page of your contract (§4 Mietkaution).

(4) To which account do I have to pay deposit and first rent?

A: Please find the bank account information on the second page of the contract (§3 Miete, Betriebskosten, Zahlungsweise)

(5) When do I need to pay deposit and the first rent?

A: Please prepare the transaction for both payments within 72h after receiving the signed renting contract via post.

(6) What is my reference for the transaction?

A: Please note down the object, apartment number and your full name. We will have problems to match your payments otherwise.

(7) What is my tenant number for any communication with Riebeling?

A: Your tenant number is your apartment number. Please mention the number in every communication with us.

(8) What is the SEPA-Mandat?

A: The SEPA-Mandat is for the monthly rent payments. With this form we can withdraw the rents every month from your bank account.

(9) When will the rents be withdrawn?

A: We withdraw the rent starting from the second renting month. The first rent has to be paid together with the deposit in advance.

(10) Can I use my bank account for the rent payments even if I am not the contract partner?

A: We can withdraw the money from every bank account you give us the acceptance for in your direct debit mandate. Please make sure that this is a german bank account. We cannot withdraw money from a foreign bank account.

Ending the renting contract:

(11) Is my contract limited or does it end on a certain date?

A: Our contracts are unlimited. The contract does not extend after a certain period of time, unless it is stated on the first page of the contract because we both agreed on a limited contract.

(12) When can I leave the apartment?

A: Our houses are student accommodations. The contract states with the "Besondere Vereinbarungen" that you can only leave the apartment at the end of march (31st of march) and end of September (30th of september).

(13) What do I need to do for leaving?

A: You have to send a cancellation letter within the notice period of 3 months before you want leave. This letter has to be signed from the contract partner and has to be sent to us via post as an original. We need your cancellation in every case when leaving is concerned.

Our address:

Immobilienverwaltung Riebeling
Scharnhorststraße 2
93049 Regensburg

(14) Do I have the possibility to move out within this periods?

A: It is possible to search a new tenant yourself. This costs 238,00 EUR on top. For further information please take a look at the information subsequent letting and subletting. Let us know if you need it.

Electricity and Internet:

(1) Do I need to register for the electricity?

A: You will be given a form for the electricity registration during the key handover. Please fill in your bank account details. Please make sure that this is a german bank account. Your electricity provider will be Süwag. They withdraw the electricity fee from your (german) bank account.

(2) How do I pay the internet fee?

A: The internet comes with every apartment and cannot be cancelled. It costs 12,00 EUR per month. Please pay it with your rent or let us withdraw the money via direct debit mandate. Please do not buy a ticket via Paypal if you have a renting contract from us.

Registration form:

(3) Where do I get the registration form for the Bürgeramt?

A: You will be given the form for the registration during the key handover.

Taking care of the apartment



House Rules: The House Rules set forth the most important procedures for creating a pleasant atmosphere with your new neighbours, such as quiet hours or other issues important for fostering a good neighbourly atmosphere.



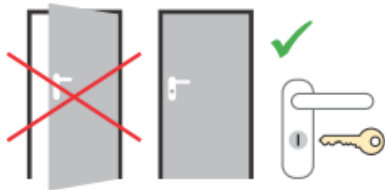
Ventilation: Cooking and showering create moisture in the apartment. To avoid the build-up of mould, please regularly ventilate your apartment. We request that you open the windows 5-10 minutes at least three or four times per day. Please do not run the heat while airing out the apartment. Turn the heat to ZERO before opening any windows. You may turn the radiators back on once the windows are closed.



Bathrooms: Except for toilet paper, please do not throw any Objects into the toilet bowl.



Water: Please make sure that large quantities of water never get spilled on the floor, both in the bathroom and in other rooms of the apartment. This can result in serious damage to the building. Please keep in mind that in addition to your rent, you must pay for the water that you consume. This cost is included as an estimation in your utility prepayment.



Building security: the front door and basement door must always be locked to prevent any unauthorized persons from entering.



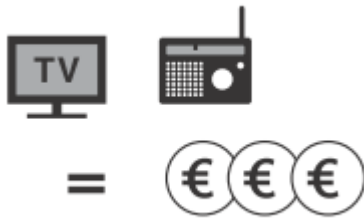
Damage in the apartment or the building: In case of major damage (e.g. broken water pipe), please notify us immediately so that we can organize a repair. During evening hours or on the weekend, please call the emergency numbers posted in your building.



Housekeeping: We ask you to help maintain a level of general cleanliness. Please note that the stairwell is not part of your apartment and may not be used to store items. It is important to keep all escape routes entirely clear. Therefore please do not place any objects in the stairwells, including furniture or shoes.



Where to dispose waste?: It is prohibited to throw out waste in areas outside of your apartment, from your balcony or into the toilets or sinks. In Germany, waste materials are sorted for environmental reasons. To ensure proper sorting, please use the separate waste disposal containers in the cellar. There are specially marked bins for plastic, kitchen scraps, paper and residual waste.



TV and radio: In order to access TV and radio in Germany, you must independently sign up with the “Beitragsservice” of the ARD, ZDF and Deutschlandradio and pay the required fee in addition to your other utilities (www.rundfunkbeitrag.de).