



Seezeit halls of residence guidelines

Important information and notes

Dear Tenant, Welcome to Seezeit!

Welcome to Germany! Welcome to Baden-Württemberg!
And welcome at the most beautiful Lake of Constance!
We hope that you had a pleasant trip and that you find your new place in the very best condition.

Our aim is not only to provide you and the approximately 3,000 other tenants with affordable accommodation close to the university, but also to create a pleasant learning and working environment and to enable you to get on well with your flat-mates and neighbours. One important part of studying abroad in Germany is to get to know the German culture and lifestyle. In order to take the first step towards a year or semester of unique experiences we would like to assist to make your start and stay as pleasant as possible.

To ensure that this works well, we would like to provide you with some basic information about your accommodation, important guidelines on behaviour and access to our services, such as internet access, use of the laundry facilities and ordering repairs.

This information and advice forms part of your rental agreement. Please read it carefully. In general our „General Rental Conditions“ apply.

If you have any questions, please do not hesitate to contact us or the tutors in your halls of residence.

We wish you every success with your studies and a great time in your new home!

Your Seezeit-Team

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How to reach us » seezeit.com/en/wohnen-bei-seezeit/kontakt

We are at your disposal for all questions relating to accommodation. Contact us, for example, about matters relating to tenancy agreements, making appointments for moving in and out or if we can help you with problems in and around the residential complexes. Please preferably contact us by e-mail: wohnen@seezeit.com

Damage or technical problems in the complexes, such as a blocked drain, should be reported using the please our damage reporting portal: seezeit.com/damage-report

Administration, rental agreements & Co.

wohnen@seezeit.com
Tel +49 7531 - 9782 800
Rheingutstraße 34
78462 Konstanz

Rental accounting

mietbuchhaltung@seezeit.com
Tel +49 7531 - 9782 806
Fax +49 7531 - 9782 109
Rheingutstraße 34
78462 Konstanz

Internet-Support

Please read the information in the chapter:
Internet access, page 8

External internet provider

Only for halls of residence Schürmann-Horster-
Weg and Tettlinger-Straße:

mywire Datentechnik GmbH
Tel +49 621 - 4834 8160
support@my-wire.de

Seezeit Internet access

helpdesk@seezeit.com
Tel +49 7531 - 9782 882

Bank details

Recipient

Seezeit Studierendenwerk Bodensee

Address of recipient

Universitätsstraße 10, 78464 Konstanz

Bank

Sparkasse Bodensee

Address of the bank

Marktstätte 1, 78462 Konstanz

IBAN (International Bank Account Number)

DE79 6905 0001 0000 0407 09

BIC

SOLADES1KNZ

Tenancy agreement in brief

Please read your tenancy agreement and the appendices carefully. They are legally binding. We have summarised important points for you once again.

Proof of enrolment

Only enrolled students are entitled to rent a room in a Seezeit hall of residence.

Tenants must therefore submit the certificate of enrolment they receive from their university each semester via our online portal without being asked:

seezeit.com/wohnen-portal

Deadlines for submitting the certificate of enrolment

- Summer semester until **30 April**
- Winter semester until **31 October**

Extending the rental agreement

The informal application to extend your tenancy agreement **must be made in writing no later than the respective deadline** before the next contract end date. Hand it in personally or send it to: Seezeit Studierendenwerk Bodensee, Accommodation, Rheingutstraße 34, 78462 Konstanz

Deadline for submitting an extension

- **15 May** if contract ends 31.08. / 30.09.
- **15 December** if contract ends 28.02. / 31.03.

You can stay in a Seezeit hall of residence for a **maximum of four semesters**, our usual rental period. In cases of hardship, an extension of up to two semesters is possible. There is no legal entitlement to an extension of the tenancy agreement or to an extension of the period of residence.

The regulations on extending the tenancy agreement do not apply to **exchange students** who, in accordance with the agreement between Seezeit and the relevant International Office of the universities, receive a limited period of residence of 1 or 2 semesters.

Interim letting

Intermediate letting is only possible with **the permission from Seezeit**. Please **submit the application to us at least 4 weeks before** the interim letting. The **interim tenant must be enrolled**. The corresponding certificate of enrolment must be submitted. Interim letting is possible for a **maximum of one semester**. **Offering the flat via Airbnb or Couchsurfing is not permitted**. You must conclude a corresponding tenancy agreement with the interim tenant. You are also welcome to post your interim rental offer on our room exchange: seezeit.com/zimmerboerse

Change of bank details for current tenancy agreement

All changes to bank details must be made in writing; this can be done informally (original signature of the account holder required). You can request a corresponding form from us by e-mail at wohnen@seezeit.com.

You can also find our forms at: seezeit.com/en/wohnen/formulare

Termination of the rental agreement

The rental agreement ends automatically at the end of the contractually agreed period if you do not submit an application to extend the rental agreement (see “Extending the rental agreement” on Page 5).

Regular termination is only possible on 31 March or 30 September. You must notify us in writing at least 8 weeks in advance.

Deadlines for the submission of regular termination

- **1 August** for termination by 30 September
- **1 February** for termination by 31 March

Exceptional termination (e.g. due to exmatrication, change of study location) is possible on 31 March or 30 September. You must notify us in writing at least 4 weeks in advance. Cancellation requests deviating from 31 March or 30 September will be checked individually for feasibility.

Deadlines for submitting an exceptional termination

- **1 September** for termination by 30 September
- **1 March** for termination by 31 March

Deposit repayment

The deposit is **usually refunded three months after the end of the contract** (note that this may differ from your move-out date), provided that no defects are found during the final inspection when you move out.

Repayment will be made to the bank account on file unless another account is notified (cash payment is not possible).

To notify us of a change of account for the deposit repayment, please use the relevant form at seezeit.com/en/wohnen/formulare



Important notes

- Our halls of **residence are exclusively non-smoking**. Smoking in the rooms, corridors and communal areas (kitchen, bathrooms, laundry room etc.) is therefore not permitted.
- In consideration of tenants or neighbours of your hall of residence, any **disturbance**, especially between 10 p.m. and 7 a.m., must be avoided.
- For fire safety reasons, flat doors, front doors and fire doors must not be blocked or wedged open. **Escape/rescue routes** such as stairwells, corridors, arcades and balconies must be kept clear of any objects.
- It is not permitted to bring **large items of furniture** (sofas, cupboards or wall units). It is also not permitted to dismantle or remove the existing Seezeit furniture.
- **Barbecuing** is only permitted in the barbecue areas set up for this purpose in some halls of residence. Otherwise, barbecuing is generally prohibited (see general terms and conditions of tenancy 7.4)
- The **husbandry of animals** is not permitted.
- **Parties** are only permitted with the authorisation of the hall of residence management. The organisers are responsible during the party and must ensure that everything is left in a clean and tidy condition. In the event of non-compliance, the costs incurred will be charged to those responsible.
- The tenants of the halls of residence are responsible for paying the licence fee (**Rundfunkbeitrag - GEZ**). This fee is not included in the rent. All households are liable to pay. In a shared flat, the costs can be shared. You should agree among yourselves who is the contact person and register with the GEZ. Further information: www.rundfunkbeitrag.de
- If you are planning to **be absent for a longer period of time**, you should give a trusted person your key and a power of attorney. It may also be a good idea to arrange a forwarding order to ensure that your personal mail is delivered at all times.
- **Doorbells and letterboxes** in the hall of residence are labelled with the room number. Please do not attach any name tags or stickers yourself. Either the sender mentions the room/apartment number in the address field or the postman can look up the flat number (=letterbox number) from the list of tenants on display at the residence.
- We hereby expressly draw your attention to our General Terms and Conditions of Tenancy, according to which **structural alterations** to the rented rooms by tenants are prohibited without consultation with Seezeit. Under no circumstances may you **drill holes in the tiles, walls, ceilings and floors**.
- We recommend that you have the **usual insurances for tenants**, liability insurance and, if necessary, household contents insurance.



Internet access » seezeit.com/en/wlan

The use of the internet and the data network (both Seezeit's own and the external provider's) is based on the data usage regulations (network rules and user obligations). You will find these as part of your rental agreement.

WLAN (WIFI) with eduroam

In our residential complex, you can access the internet via the eduroam login. eduroam is an international network of institutions and is used to log into their networks. As soon as you have successfully established the connection, your device will automatically connect to the local network of the participating institution, e.g. at the universities or the free hotspots of Stadtwerke Konstanz.

Further information and an up-to-date overview of the existing hotspots can be found on the eduroam website at www.eduroam.org

To use eduroam, you need access data from your university and must follow the installation instructions of your university. You can find the instructions on our website: seezeit.com/wlan

For the eduroam connection, it is important that you use the username in the form specified for your university.

WLAN (WIFI) without eduroam

With Seezeit-MAC-Auth, we offer a WLAN for devices that do not support the 802.1x authentication used by eduroam (e.g. games consoles). This network can also be used by tenants who have not yet received login details for eduroam from the university. If you would like to use this network, please send the MAC addresses of your devices to helpdesk@seezeit.com.

Internet in the halls of residence Schürmann-Horster-Weg and Tettnanger-Straße

You will need your own WLAN (WIFI) router or use the existing network LAN connections via cable. Then open your browser on your internet-enabled device and follow the instructions in the my-wire portal that appears.

Further information can be found on the website of the Internet provider: www2.my-wire.de/faq.html

Separate and recycle your garbage

<p>Special Garbage (Sondermüll)</p>	<p>There are special days and where these hazardous products are collected. Ask the Houskeeper for dates of collection.</p> <p>Dyes, paint, chemicals, cosmetics, medication, thermometers, sprays</p> <p>You can put batteries in the green boxes in the Housekeepers office.</p>	
<p>Bottles/Glass (Altglas)</p>	<p>Old and broken glass: Dispose of glass and bottles without a deposit in the containers provided or hand them in at the recycling centre without metal lids, separated into green, brown and white glass.</p>	
<p>Waste paper (Altpapier)</p>	<p>Uncoated and uncontaminated paper products: Newspapers, magazines, brochures, leaflets, envelopes, copy paper, folded cardboard boxes)</p> <p>Not included are: Tetra-Paks, wallpaper, plastic-coated paper, carbon paper, wet wipes ...</p>	
<p>Organic waste (Biomüll)</p>	<p>Compostable Trash/Waste e.g.: Plants, soil, Kitchen rubbish/garbage, Hair, Cheese rind, Cork, Kitchen paper, Tissue, Fruit peelings, Leftover food, Tea bags, Coffee and filter, Rotten food</p> <p>Important! Wrap organic waste or leftovers in newspaper; do not use plastic, as it is non-compostable!</p>	
<p>Residual waste (Restmüll)</p>	<p>Non-recyclable Trash/Waste e.g.: Ashes, Cigarettes, Tapes, diskettes, Film and CD's, Photographs, Rubber, rubberbands, Candles, leather, Pantyhose / nylons, Ceramics, Mirrors, Sponges, Vacuum cleaner bags, Sanitary towels/napkins, Diapers/nappies, Toys</p>	
<p>Yellow bag (Gelber Sack)</p>	<p>Recyclable Trash/Waste (packaging with Green Point) e.g.: Aluminums lids, -foils & tin, Plastic cups (yoghurt, margarine), plastic bags, -foils, Juice & milk cartons, Shampoo bottles, Plastic jars & yoghurt bowl, Soup bags, Tub of mustard, toothpaste, Coffee packaging, Plastic packaging, Composite material...</p>	

Correct ventilation

Ventilation should not be seen as a chore, but as an important measure for your well-being and health. Fresh air from outside improves air quality, regulates humidity, reduces odours and promotes concentration.

However, especially in the cold season, when the heating is on, it is easy to ventilate incorrectly – with many negative consequences for you or your flatmates, for the environment, your health and for the future rental price of the full rent in our residential complexes.

Wrong: tilt window function

Tilting windows is often mistakenly seen as a good method. However, in practice it has some serious disadvantages.



First of all, the **minimal air exchange** has hardly any positive effects due to the small window opening. Stale air is only removed slowly and the supply of fresh air is restricted. Added to this is the **energy loss** caused by the tilted window. This significantly increases the energy required for room heating. In addition, windows in a tilted position can even cause **health problems** and **damage to buildings**. It is particularly annoying when **tilted windows lead to mould growth**, as the walls near the window cool down, creating ideal conditions for the formation of condensation and mould.

Considering these negative consequences, we strongly advise against keeping windows permanently tilted. We appeal to your contractual obligation to co-operate in the economical use of energy. Avoid this senseless waste of energy as well as risks to your health and damage to the building for the good of our environment and your rent.

Instead of tilting windows, it is advisable to open the windows wide for short periods to allow effective air exchange, which keeps the room air fresh and saves energy at the same time.

Correct: Ventilate in short bursts with cross ventilation

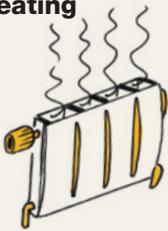
- Turn off the heating, open the window in your own room completely
- If possible, also open the windows in other rooms in the home – cross-ventilation ideally allows fresh air to flow vigorously through all rooms
- Duration: 10 to max. 15 minutes,
- Close the windows again, turn the heating back on
- Repeat at least 3 times a day
- With this short ventilation, the valuable energy in the walls, ceilings and floors is not lost.

This method achieves the best air improvement with the least energy loss. The warm, saturated air can escape, fresh, oxygen-rich air can flow in and the heat in the walls is retained.

Energie sparen

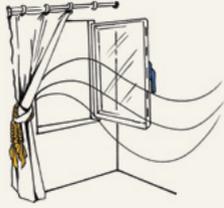
Rising energy costs and the climate crisis present us with major challenges. As your Studierendenvolk, we would like to motivate you to save energy so that we can continue to offer affordable accommodation in the future. We appeal to your obligation to co-operate in the economical use of energy as stipulated in your tenancy agreement. Please avoid wasting energy unnecessarily for the sake of the environment and your future rent.

Heating



A lot doesn't help much: neither "full throttle" nor letting rooms cool down.

Ventilate



Free your mind & save costs: ventilate in bursts instead of tilting windows.

Lights



Nobody at home?
Please switch off the lights!

Stand-By



Just pull the plug...

Save Water



It also gets (mostly) clean when you wash in the sink - this saves water.

Defrost



Has the pizza disappeared in the ice?
Defrost the freezer compartment ...

Cook with a lid



That belongs together: Potty, Lid and proper hob.

Shower



Record-breaking: under five minutes!

Wash



Don't forget: 30-40°C at normal and 60°C just for very dirty laundry.

Kitchen

Kitchens must be clean and tidy. In shared flats, you are also jointly responsible when it comes to cleaning. It is best to organise a cleaning schedule with your flatmates.

To keep your kitchen clean, wash the dishes after use, dry them and put them away. Clean the cooker and oven regularly. Clean out the freezer compartment regularly and defrost it. Dispose of expired, mouldy or spoiled food in the organic waste.

As, in extreme cases, considerable damage can be caused to the rented rooms and appliances, we will also inform you of the need for cleaning if necessary. Unfortunately, we have also had to terminate tenancy agreements because we have repeatedly had to ask tenants to clean the flat to prevent damage, without success.

Bathrooms and toilets

The toilets and bathrooms must be cleaned regularly and left in a clean condition. In shared flats, we recommend drawing up a joint cleaning plan with your flatmates for the kitchen, bathroom and communal areas.



Important: Do not unscrew the drain yourself in the event of a blockage and do not use acidic drain cleaners.

This can cause considerable damage, the costs of which you will then have to bear. If the drain is blocked, inform your caretaker immediately: seezeit.com/damage-report

Washing machine and dryer (appWash)

» seezeit.com/en/appwash

There are washing machines and dryers in the laundry rooms of the halls of residence. Use of the machines is subject to a charge and is organised via the appWash service. You can book and pay for your machines online. All information and the links to the app in the Google Play Store and Apple App Store can be found at seezeit.com/en/appwash

Use of the devices is at your own risk. Seezeit accepts no liability for damage to the items of clothing.



Keys and security

No appointments for key handover and acceptance are possible on weekends and public holidays.

If you lose the keys or fail to return them on time, you are liable for any resulting damage. If the locking cylinder is replaced due to the loss of the key, the tenant must cover the costs.

Please ensure that you always leave your doors and windows closed when you are away. Seezeit accepts no liability for stolen or destroyed personal items and cash.

Car, bike, bus

Cars in the halls of residence

If car parking spaces are available at the hall of residence, these can be rented if available. Please contact us.

Bicycles in the halls of residence

Please only use the designated bicycle parking spaces in the residential complexes. **Bicycles cannot be left in arcades, corridors or rooms.** In these areas, your bicycle can become a problematic obstacle in an emergency (e.g. fire).

Some halls of residence have bicycle repair stations where you can carry out minor repairs or inflate your tyres. You can find information about our repair stations at seezeit.com/en/fahrradstation

Public transport / student ticket

Students at Lake Constance can purchase discounted local transport tickets from the respective transport companies. With the solidarity contribution, which is included in the semester fee, you can even use public transport at certain times without a ticket with just your student ID.

Further information and points of sale can be found on our website:

seezeit.com/en/studiticket



Behaviour in case of fire

Fire in the hall of residence

If you hear the warning signal of a smoke alarm or if you notice smoke or fire, leave the building quickly and:

- **Leave the building** via the marked escape routes and do not use the lift in the hall of residence.
- **Warn other residents** when leaving the building
- **Inform fire-fighters** by calling 112

Smoke alarms

A smoke detector is installed in every flat, both in the communal areas and in every room. The detector sounds the alarm in the event of critical smoke development.

The smoke detector is for your safety. Do not dismantle or tamper with the smoke detector. Leave the smoke alarm on the ceiling as it was installed by us so that it can function properly. Do not cover the smoke detector, do not tape it up and leave the ceiling area around the smoke detector uncovered. You will only be alerted in an emergency if the smoke can reach the detector.

If you dismantle/manipulate the smoke detector without authorisation and Seezeit incurs considerable expense for the functional test as a result, you will be billed for the costs.

In the event of technical problems with the smoke alarm, such as false alarms or similar, please report these via our damage report: seezeit.com/damage-report

Damages and repairs

» seezeit.com/damage-report

Please use our online damage report so that we can repair any damage to your shared flat, room or flat.

- Log in to the online portal with your Seezeit access data.
- If you have forgotten your password or do not yet have any access data, click on “Forgotten password” at the bottom right of the online portal.
- In the left-hand column under “Verträge” in the left-hand column, select your current rental contract and then click on “Schadensmeldung” at the bottom left.
- Please complete the mandatory fields marked with an asterisk. You are welcome to describe the damage in more detail in the text field provided.
- If we need to enter your personal room or flat in order to repair the damage, please tick the box for access authorisation. No explicit authorisation is required to enter the communal areas in shared flats (kitchen, bathroom, WC, corridor, secondary rooms).

seezeit.com/damage-report



Moving Out

Arrange an appointment with us in good time for the preliminary and final inspection. The later you register, the fewer appointments will be available. You can also be represented by an authorised person at the preliminary and final inspections. Please use our form to issue a power of attorney: seezeit.com/en/wohnen/formulare

Report any damage so that it can be repaired. Take note of your move-in protocol (you cannot report any damage caused by the previous tenant afterwards if you did not report it when you moved in).

Take all personal belongings out of the room / common areas. Otherwise they will be disposed of at your expense.

The keys must be returned on the last working day (Mon - Fri) of the month at the latest. If the return date is not agreed or the key is not returned, the loss of the key or a later date will be charged.

Still have questions?

seezeit.com/en/wohnen/FAQ

Cleaning the room

Should cleaning be necessary during the final inspection and we have to commission a cleaning company, we will invoice the costs:

- Please take everything with you that is not part of our basic equipment
- Furniture is in a tidy and clean condition
- Windows are cleaned
- The floor is mopped
- The walls are free and without stains, you can get paint and painting utensils from the caretakers
- Check the condition of the mattress

The cleaning of communal rooms and areas in shared flats is the responsibility of the entire shared flat; arrange the cleaning with your flatmates:

- The bathroom has been cleaned (floor wiped and surfaces clean)
- The kitchen has been cleaned (cooker, oven, sink and floor wiped clean; waste has been disposed of)
- The hallway is tidy and the floor has been mopped
- Windows cleaned
- Storage cupboards (if available) have been cleared out and tidied up
- Your crockery/kitchen utensils/small appliances have been removed
- You take your food with you/it has been disposed of
- Sofas and large appliances are not present



Contact

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