



**The Tenant Manual**  
for Covivio Tenants

**COVIVIO**



Helpful information on moving in, living safely in your new home, saving on ancillary costs, and how to harmoniously live together.





## DEAR TENANT

### **Welcome!**

We are so glad you have become a new tenant.

The objective of this tenant manual is to help you to quickly adapt to Covivio. It contains some advice and offers many useful tips and tricks about living at Covivio. Neighbors can quite easily coexist with a little mutual tolerance, consideration and understanding for the situation of the other.

Of course, we would also like to hear from you. Do you have suggestions, tips or ideas? What other topics are you interested in? Just contact us:

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We hope you enjoy reading the manual and are looking forward to your feedback.

On behalf of Covivio Immobilien GmbH

[Signature]  
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For better readability, the masculine form is used for personal names and personal nouns in this manual. The corresponding terms apply to all genders in the sense of equal treatment. The abbreviated form of language is used for editorial reasons only and does not imply any valuation.

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## WHO DOES WHAT ...

Our **Account Manager/Commercial Property Manager (COM)** is available to you on-site. In all matters relating to living at Covivio, he is available to you right on your doorstep, so to speak. He will answer your questions about the lease or the existing housing and will also put you in touch with other employees, e.g., at our Oberhausen headquarters. The account manager/ COM performs apartment inspections and handovers, assesses damage and ensures that it is repaired by the appropriate specialist companies. He checks the outdoor facilities and, of course, the playgrounds. He pays special attention to the safety and cleanliness of our facilities.

Upon request, our account manager/COM will procure grit for you in winter and will take care of problems with the technical equipment for heat and water supply as well as our antenna systems. He is also your contact for any malfunctions that may arise in and around the building or in your apartment.

The **apartment manager** at Covivio primarily handles all correspondence. He issues leases for new lease agreements for apartments, garages, parking spaces and commercial units and processes apartment terminations. If you need a lease certificate or have a question about the house rules, you can contact our apartment manager just as you can for any other commercial questions or problems during your current lease.

Our **site manager/technical systems manager (TSM)** is your contact person for example if you want to lay new flooring in your apartment. Even if you want to do other remodeling work, make technical changes in the apartment, on the building or outside, or if you have technical questions or problems, our site manager/TSM will be happy to help and advise you.



COVIVIO

## YOUR MOVING CHECKLIST

You are looking forward to your move, already have the lease agreement for your new Covivio apartment in your hands and have arranged the date for the handover of the keys with your account manager/COM.

However, there are still a few things to do before moving day. We help you keep track of everything:

### WHAT CAN YOU DO LONG BEFORE YOU MOVE?

- Set the moving date, apply for moving leave and organize movers
- Clean out the basement and the attic
- Arrange for a bulky waste pick-up date with your responsible municipality
- Organize moving boxes
- Measure the new apartment, prepare a furnishing plan and order new furniture, if necessary
- Request a forwarding order from the post office

### WHAT SHOULD YOU DO RIGHT BEFORE YOU MOVE?

- Pay the deposit or first installment of the deposit into the deposit account specified in your lease agreement no later than the day you receive the keys and give the deposit slip to your customer service representative/COM
- Pack the moving boxes (make sure they are not too heavy) and disassemble the furniture
- Rent a moving truck

### ON THE MOVING DAY, REMEMBER TO:

- Keep a parking space in front of the house free
- Instruct the helpers
- Have garbage bags and tools available
- Read the meter in the new apartment

### AFTER THE MOVE:

- Perform all work still required in the old apartment (as provided in the lease agreement)
- Duly return the old apartment to the landlord
- Read the meter in the old apartment
- Make an appointment to newly register/register with the Residents' Registration Office – the registration certificate is enclosed with the lease agreement
- Switch/register electricity, possibly gas, water, phone, Internet, cable connection and broadcasting fee
- Provide the new address to your employer, school, bank, insurance, family and friends, as applicable



# 01

## MOVING IN

### MOVING TO THE NEW APARTMENT

You should introduce yourself to your new neighbors even before all the boxes and cartons are unpacked and the furniture are in place. This way you express from the start that you are interested in a good neighborly relationship. You can also take this opportunity to discuss organizational matters with your new neighbors or, for example, inform them about the planned housewarming party - and ideally invite them as well.

Moving is tedious, exhausting and not every moving box is unpacked right away. Please make sure, however, that the staircase is not obstructed. The hallway is not a place for garbage bags or shoes, either. These escape routes must always be kept clear. Please inform us if there was any minor or major damage when you moved in. We make sure that the damage is quickly repaired.

#### TIP!

If your contact details such as telephone number or e-mail address change, please inform your responsible apartment manager/COM immediately. To be on the safe side, also save all contact details of the contact persons responsible for you as well as our emergency number (refer to page 47) on your cell phone. This way, you can quickly reach us when necessary.

Please be considerate and do not drill or hammer late at night, since this will unnecessarily annoy our neighbors. The building community should be informed of any unavoidable noise in advance. If you would like to get rid of moving boxes or packing material that you no longer need, please contact the municipal depot. Generally, they are simple and inexpensive to dispose of, and often even free of charge.

Your name belongs on the doorbell as well as mailbox sign as soon as possible. You can obtain the name signs from your account manager/COM.



# FOR A GOOD RELATIONSHIP WITH EACH OTHER

# 02

NEIGHBORS



The house rules are an important part of your lease agreement. They indicate how you have to conduct yourself to keep the peace in the building. It is not enough, however, just to read the house rules; you have to abide by them as well.

"Do unto others as you would have them do unto you!" The rules for living with neighbors can be summed up as simply as this old saying. And if the neighbor does act differently, talk to each other in a friendly manner.

But be kind, when children do not always comply. They need more exercise and want to be busy, and they do not think about what they are doing and what it means for others - children's noise is fundamentally part of a generational coexistence. And is a carefree, happy child's laugh not the nicest thanks for a little consideration and tolerance?

Obvious misconduct, however, is a different matter altogether. Children may not play soccer, roller blade or inline-skate in the apartments or in the building or basement hallways.

Quiet hours apply in our buildings, which all tenants must observe. It is also important, however, to show consideration outside of these times. The new shelf does not have to be noisily assembled in the evening and before you reach for the drill late at night, think about how you would react if your neighbor did the same.

The need for rest varies from one individual to the other and is often more pronounced in older people. Sick people and babies need their rest as well. It is precisely because of these different needs that it is important to talk to each other. Tenants who get along find it easier to reduce disruptive noise, and conversely, tend to fixate less on disruptions.

# 02

NEIGHBORS

## THE HOUSE RULES DO NOT TAKE A BREAK

Vacation is the most beautiful time of the year. In order not to end up with an unpleasant surprise, you should remember your responsibilities at home even while you are away.

### BY THE WAY:

Even illness or age do not release tenants from their cleaning duties.

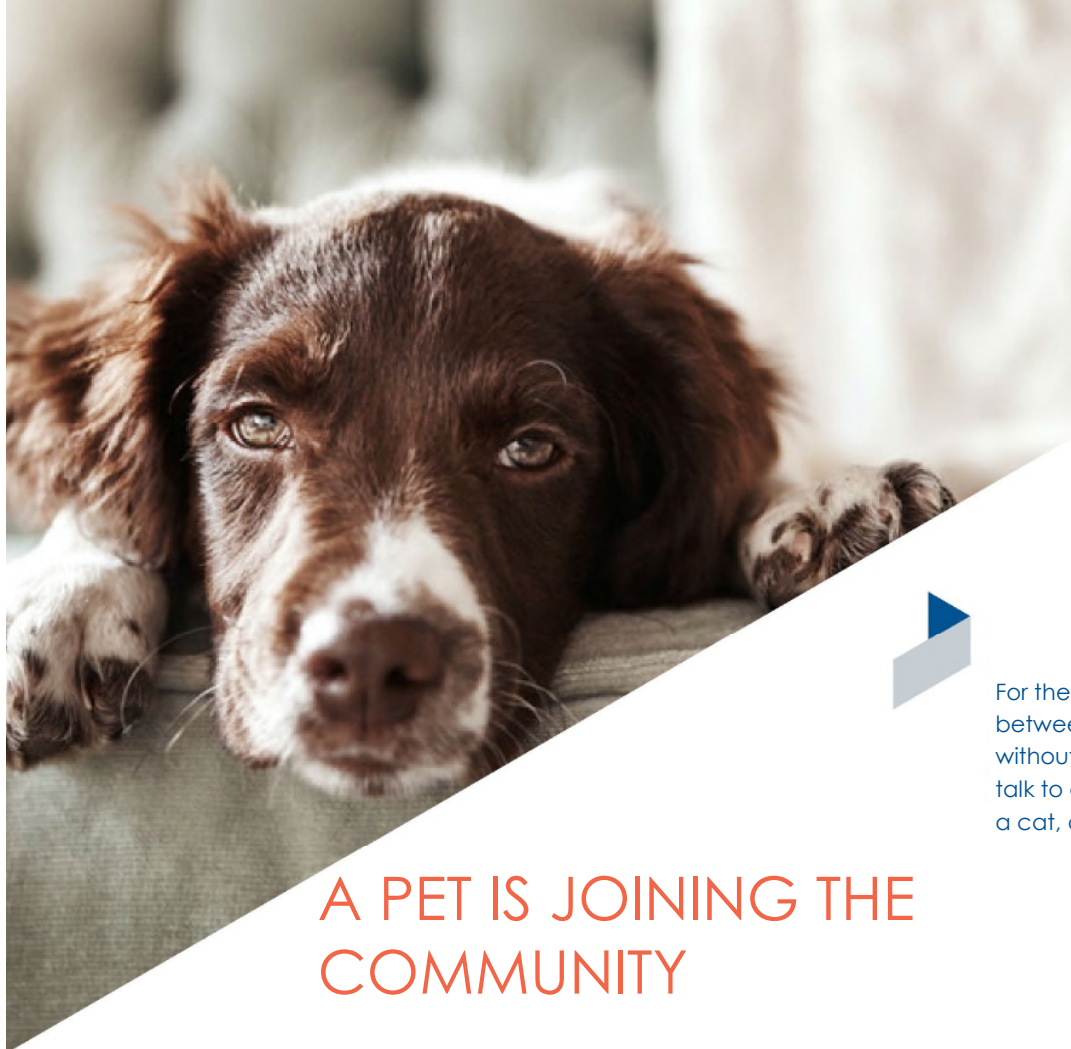
If you are temporarily unavailable due to a vacation or for other reasons, be sure to leave a key with someone you trust, preferably a neighbor, for emergencies. To be on the safe side, provide your account manager/COM with contact information for relatives or friends.

Do not forget the stairwell cleaning either. Maybe you can switch with a neighbor or ensure someone else does it for you.



### PROTECT YOUR APARTMENT AGAINST BURGLARS.

Lock the windows and the apartment door and have your mailbox checked regularly, because an overflowing mailbox is an obvious sign of an unoccupied apartment.



For the neighborly coexistence between man and animal to be without any problems, we should talk to each other before getting a cat, dog or any other animal.

## A PET IS JOINING THE COMMUNITY

You are planning on getting a pet. Surely you have given a lot of thought to this decision. Opinions can vary widely, however, on the question of what a pet actually is. For some, dogs, cats and guinea pigs are typical pets; for others, snakes, poisonous spiders and other exotic reptiles are pets as well.

In principle, pets are allowed at Covivio. If you want to get small animals, e.g., a hamster or a budgie, you do not have to inform us either. The situation is different for larger animals. Before purchasing a large aquarium, you should also talk to us to clarify in advance whether the floor can even bear the additional load.

Also, please never let your pet move in "secretly." That will save you a lot of time and trouble. You can normally count on our approval if there are no important reasons that speak against it. An important reason is, however, if either the apartment or the neighbors could be in danger or disturbed by the pet.

If there are any problems, legitimate complaints or even just the presence of dangerous animals, we must insist on their removal. But: Open-minded pet owners are usually welcome everywhere. Contribute to a good understanding between you and your neighbors with your behavior.

## WHO CAN MOVE IN WITH ME?

Did you find a new partner with whom you would like to live together in the future, or you would like to take a family member into your home?

Please always talk to us, regardless of whether a person is only moving in with you for a short period of time, you would like to sublet, or you would like a partner to be included in the lease with all the rights and responsibilities - anything is doable. We will talk to you about the different options and find the best solution.

You also need to re-register at the Residents' Registration Office (Einwohnermeldeamt) in your city if someone is moving in. As a general rule, tenants have two weeks after moving to register with the relevant registration office. When registering, tenants must present a so-called housing provider confirmation, which they have their landlord issue to them when they move in. The reason for doing so is a nationwide uniform registration law.

### BY THE WAY:

By law, it is a misdemeanor to fail to comply with these provisions. If a tenant fails to report to the residents' registration office within two weeks of moving, he or she risks a fine.







## INDEPENDENT LIVING

The desire to be able to live and reside in their own four walls in an independent manner and in familiar surroundings is not only a concern for older people. **As our customer, you are at the center of everything we do.** That is why we have a very special service for you as a Covivio tenant that focuses on your personal well-being and living comfort.

If life can no longer be mastered alone due to a sudden illness, an accident or as a result of old age, our partners are available to help and advise you.

Our goal is to offer and enable you to live independently in your familiar home for as long as possible. Many do not even know that, for example, conversion measures that may become necessary are subsidized by the nursing care insurance. This makes competent advice all the more important.

Please contact your account manager/ COM if necessary.



Under the motto "Care in good hands", we offer you as a Covivio tenant in some cities cooperation partners with comprehensive services and support offers close to home.

## HOW IS THE WASTE SORTED?



It is our goal to save you expensive waste disposal fees and thus to lower your ancillary costs. In most of our existing buildings, Covivio tenants are already putting the brakes on waste disposal costs.

In order to also recycle increasingly valuable recyclables, we use various waste management companies. The waste managers not only sort the residual waste, but also clean the waste storage locations and usually ensure that the waste containers are on the street on time on collection day, thus relieving many of our tenants of this onerous obligation.

In order for us not to charge you unnecessarily with waste disposal fees, you also need to help out and sort your garbage properly. Thrown into the more expensive residual waste trash can only what really belongs in it. That means no paper, no glass, no metal and nothing with the "Green Dot." Incorrectly disposed waste puts a strain on the waste disposal system and ultimately results in higher costs.

Only packaging made of metal, plastic and composites that has been emptied and marked with the "Green Dot" should be placed in the yellow bag or the yellow garbage can.

Paper and cardboard packaging belongs in the paper containers, in the blue garbage cans or in the bundle collection.

Please dispose of kitchen waste, plant waste and garden waste, if available, in the organic waste garbage can.

Bottles and jars belong in the glass containers provided by the waste disposal companies.

For all other waste, please use the bulky waste collections, clothing containers, shoe containers, green waste collections and the hazardous waste collections.

If you have any questions, your account manager/COM will be happy to help.

## WHAT ARE COSMETIC REPAIRS?

You and we have an interest in ensuring that the leased apartment does not become run-down or worn out. At Covivio, we focus on the active maintenance of existing buildings by carrying out necessary renovations of roofs, facades, staircases or measures in the living environment whenever necessary. Surely you would also like to live in a nice rental apartment, in a well-kept building. To ensure that your personal living environment remains attractive in the long term, you will also need to carry out work in the apartment from time to time. This generally includes measures referred to as "cosmetic repairs."

This includes wallpapering, painting or whitewashing the walls and ceilings, painting the radiators including the heating pipes, the interior doors and the windows from the inside. In other words, cosmetic repairs include anything that has worn out over the course of normal living and can usually be freshened up with paint and wallpaper.

The cosmetic repairs do not necessarily have to be done by a professional company, you can also do it yourself, for example, with friends and acquaintances. The work does, however, have to be performed carefully and professionally. You can also save yourself a lot of work and hassle by using quality materials. Slightly more expensive colors usually cover much better than the supposed super bargains.

### SMALL REPAIRS

Minor repairs or the repair of minor damage must be carried out by the tenant. This refers to all parts of the leased property that are subject to the exclusive and regular access of the tenant, such as faucets, door locks or handles, electrical outlets, light switches, etc. The costs incurred here for the repair must be borne by the tenant, but they may not exceed EUR 200 or 8% of the annual rent.

The frequency with which you have to make cosmetic repairs in your apartment is not specified either by law or in your lease agreement, as cosmetic repairs significantly depend on your personal use. However, there is a generally accepted consensus that, as a rule, renovation work should be performed in kitchens and bathrooms (wet rooms) every three years. In living rooms, bedrooms, corridors, hallways and toilets, cosmetic repairs must be performed every five years, and in other ancillary rooms (basement, etc.) every seven years.





## WALLPAPERING AND PAINTING

In any case, the summer time is especially good to renovate the apartment. First of all, the bright daylight helps to perform the work, and secondly, the temperatures make it possible to ventilate the apartment day and night. After all, even if you use materials without harmful ingredients, it may smell a little unpleasant for some time after the renovation. Therefore, you should make sure that the area is well ventilated for several weeks after having performed the renovation. In order not to waste unnecessary heating energy, the summer is the ideal time for a renovation.

After you have chosen the colors especially carefully, you should also be sure to pay attention to your health when buying wallpaper.

Woodchip and paper wallpapers are fine. Please do not use vinyl or plastic wallpaper. Not only can these wallpapers release plasticizers that are harmful to health, but they also seal the walls so tightly that they can no longer compensate for the humidity in the room and thus can lead to mold.

A careful selection of wallpaper, paints, floor coverings and furniture also helps prevent the so-called fogging effect. These gray-black, greasy coatings on wall and ceiling surfaces, window frames or furniture are mainly caused by plasticizers, solvents and so-called high boilers contained in the above-mentioned materials and furniture.

The fogging effect usually occurs within a year (and especially in the heating period) after the completion of renovation work. You can prevent this effect by heating and ventilating your home sufficiently, by avoiding the excessive use of candles and oil lamps, and by making sure you use products without the additives mentioned above.



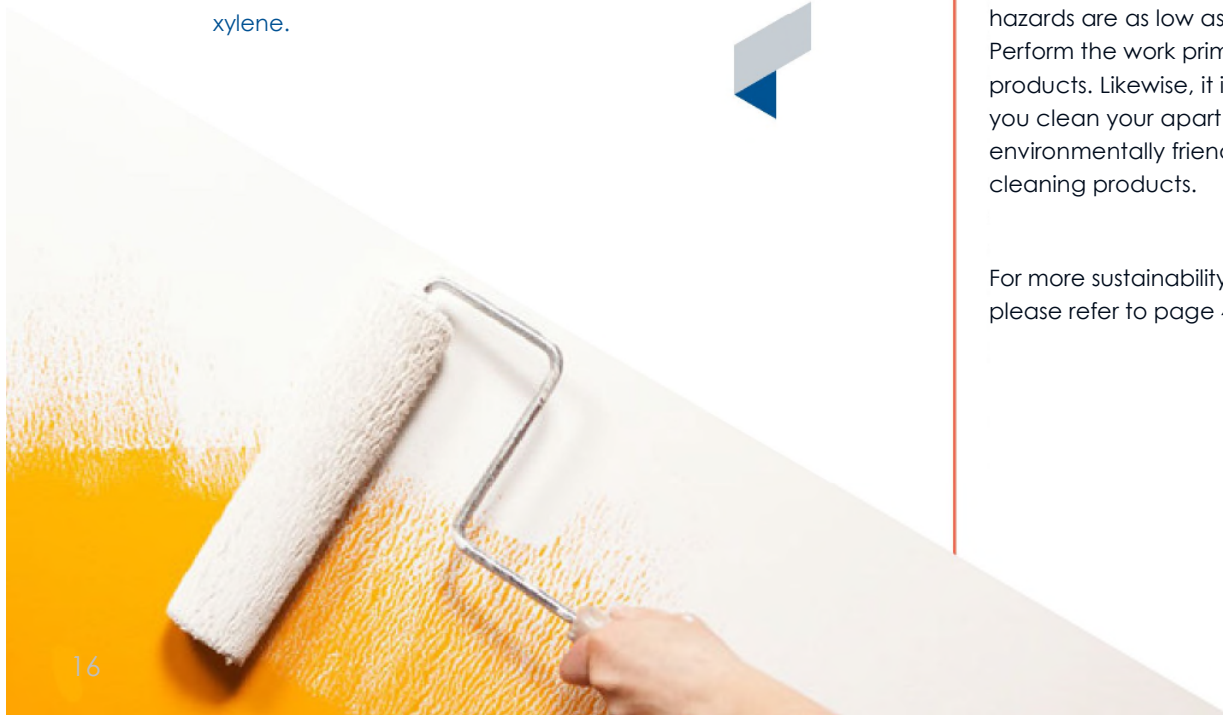
If you are planning to renovate your apartment and want fresh paint on the walls, make sure when buying the materials that you only use products that have an approved eco-label such as the "Blue Angel." Many paints and varnishes still contain allergenic synthetic resins or chemical solvents such as benzene or xylene.



## SUSTAINABILITY

Environmentally friendly varnishes and paints without harmful additives are awarded the "Blue Angel" in Germany. When using paints and varnishes that are labeled accordingly, it can be assumed that the health and environmental hazards are as low as possible. Perform the work primarily with these products. Likewise, it is preferred that you clean your apartment with environmentally friendly or ecological cleaning products.

For more sustainability information, please refer to page 42.



## HOW TO TREAT THE FLOORS

In most cases we hand over the leased apartment to you with troweled screed as a subfloor without any flooring. Thus, you can design the rooms according to your personal taste and budget with your own choice of flooring - whether laminate, parquet, carpet or cork flooring. Of course you need to pay attention to a careful and professional installation. Upon termination of the lease, you as the tenant must generally restore the property to its original condition.

Accordingly, floor coverings must properly be removed and disposed of. However, you are welcome to talk to your account manager/COM about a possible amount to be paid by the new tenant willing to buy the flooring.

Some Covivio apartments have Floor Flex flooring. This flooring was installed between the end 1950s and the mid 1980s. Visually, the square and marbled plastic panels are difficult to distinguish from the PVC flooring commonly used today.

What was considered progressive at the time, however, now requires careful handling, because, unfortunately, Floor Flex tiles can contain asbestos that is firmly bonded with plastic. When used as intended, no fibers are released.

Please contact your account manager/COM if you would like to install a new floor covering on Floor-Flex tiles.

This also applies if you find that individual tiles have come loose or are broken, or if you are unsure whether the plastic flooring in your home is Floor-Flex floor tiles, linoleum, or a PVC flooring commonly used today.

Please remember: when installing laminate flooring, good impact and structure-borne sound insulation is essential so that your neighbors do not have to follow your every step on the new flooring.

## BY THE WAY:

Be absolutely sure that you do not damage the floor tiles. Never remove the Floor Flex tiles yourself.

## HOW TO HEAT CORRECTLY

Our heating systems are operated efficiently and continuously optimized to keep both your heating costs and environmental impact as low as possible. From time to time we are notified that the radiators no longer get very warm. This may be perceived as a shortcoming by some users, who often equate cold radiators with a cold room temperature. The right attitude pays off.

Each radiator is controlled by a thermostatic valve. Thermostatic valves regulate the temperature in each room according to your wishes. They are provided with numbers. You can quickly find out your personal comfort temperature by trial and error.

The room air surrounding the sensor causes a special material in the thermostatic head to expand or contract. This closes or opens the radiator valve. Thus, only as much heating water flows into the radiator as is required to maintain the set temperature. When the room air reaches the set temperature, the valve closes. The radiator now cools down slowly until the sensor detects that the temperature is dropping. Now the valve opens again and the radiator is heated.

However, if the thermostatic valve is located behind curtains, radiator coverings or furniture, it reacts to the heat accumulating there and closes the flow into the radiator before the desired room temperature is reached. Therefore, avoid blocking radiators and thermostatic valves or hanging something in front of them.

At night or during your absence, the room temperature may be slightly lower. However, you should not close the valves completely, but merely reduce them by one number, e.g., from "3" to "2", to avoid the rooms from becoming too cold.

Almost all heating systems automatically reduce the temperature of the heating water at night, so that it is not necessary to throttle the valves before going to bed. Set the thermostatic valves to the frost position/0 position only during a time of intensive ventilation, which is done with the window fully open.

Otherwise, please always use all radiators to ensure an even heating of the apartment and to prevent possible mold growth.

## ONE MORE THING

Please remember that rooms that are rarely used or used in a limited manner must be heated as well. Especially in the bedroom, a severe cooling can lead to moisture problems with a subsequent mold growth if they are not adequately heated.

## HOW TO BLEED RADIATORS

If you notice that the radiator gurgles (which can occur when air bubbles in the radiator are moved by the flowing heating water), or if the radiator does not get warm along its entire length when the valve on the top is completely open, it may be necessary to bleed the radiator.

Note, however, that in normal operation the radiator is warm at the top, but much cooler at the bottom.

The heating water flows into the radiator and the radiator releases the thermal energy into the room. Since the heating water has lost this amount of energy, it must be cooler when it leaves the radiator. This process is intentional. Therefore, the radiator is not defective if it is cool at the bottom.

Before doing so, close the thermostatic valve and wrap the air bleed valve with an absorbent cloth that is not too small. Bleed the radiator only until heating water (caution: hot) comes out. If this process is required more than two to three times per heating season, please notify your account manager/COM.

You can bleed the radiator yourself by carefully opening the air bleed valve on the radiator, which is usually located at the end of the radiator opposite to the radiator valve, counterclockwise (maximum one turn) using a square venting wrench available at hardware or specialty stores.





## HOW TO AVOID MOLD

The development of mold on the surface of building components is due to excessive moisture in the affected area.

Should mold form on component surfaces in your apartment, for which you do not believe an insufficient air exchange and/or insufficient heating are the cause, please contact your account manager/COM to clarify the causes. Your account manager/COM will assess the damage in coordination with the responsible site manager/TSM and discuss the further steps with you.

If the detectable mold infestation is very slight, your account manager/COM will provide you with a suitable product free of charge if you wish to remove the infestation yourself.

Vinegar is often recommended in the media. However, the effect is only slight and very short-lived and can even cause the opposite result.



Our informational flyer "How to heat and ventilate correctly" provides a good amount of information and explanations about the causes, consequences and prevention of mold.

### POSSIBLE CAUSES FOR MOISTURE

- ❖ Damage on the external wall (for example cracks in the plaster) through which the moisture
- ❖ Moisture due to so-called "thermal bridges"
- ❖ Inadequate air exchange, often in connection with insufficient heating of the respective room

# HOW TO PROPERLY VENTILATE BASEMENT ROOMS

03

TECHNOLOGY

Moisture damage in basements is usually not caused by building defects, but often by incorrect usage behavior. It was found, especially in the summer, that tenants take advantage of the warm season to "air out" their basement.

The intent is to dry out the basement with the warm air so that the typical basement smell disappears. Especially in the summer, however, this can cause damage, because the warm air from outside carries a lot of water with it. When it is particularly hot, the high humidity causes condensation to form on the cold basement walls and the ventilation effect is reversed.

Therefore, it is very important to avoid the formation of condensation in order to properly ventilate the basement. Do not ventilate your basement at all during the day on hot summer days. On colder summer days, you may ventilate several times per day for no longer than 10 to 15 minutes. Ventilation is particularly effective in the winter when the air is dry and cold, because then the humid basement air is most effectively transported to the outside. Caution: If ventilating for too long, the water and heating pipes may freeze.

Anyone who washes or dries laundry in the basement should always ventilate briefly but vigorously.

## The RCD SWITCH

(RCD = RESIDUAL CURRENT DEVICE)

Most of our apartments are equipped with at least one "residual current device switch," also called an RCD switch. This switch is installed for your safety and mounted in the apartment distribution (fuse box).

It is important that you regularly check the operational readiness of the RCD switch once a month. The check is very easy. Every RCD switch has a test button. When it is actuated, the RCD trips and the sockets or lights connected to the switch are de-energized.

It is important that you switch off all electrical appliances such as your PC or your TV before actuating the RCD switch!

After having been triggered, the RCD switch can easily be switched on again by actuating a small level or a rotary switch.



# 03

## TECHNOLOGY

# YOUR PARABOLIC ANTENNA

"Tenants are not entitled to the installation of a satellite dish if they can receive desired television programs in another way." This was the decision of the German Federal Court of Justice (BGH) in Karlsruhe at the time.

Covivio usually equips the apartments with a modern cable connection or a powerful satellite reception system. Accordingly, Covivio tenants can receive many national as well as international channels.

It is also possible to order additional programs for a fee, such as Bundesliga soccer matches or foreign program packages. To this purpose, you need an additional decoder. For more information, please contact your account manager/COM.

In addition, more and more courts are coming to the conclusion that the Internet television alternative is acceptable for the tenant, also with regard to the necessary technical capabilities and the quality of the transmission, and that the tenant therefore does not have a legal entitlement to the installation of a satellite antenna.

Covivio tenants can therefore usually receive all major radio and television stations. This eliminates the need to install their own antenna or satellite dish.

For this reason, it is not surprising that we sometimes repeatedly ask tenants to remove unauthorized parabolic reflectors at their own expense.

But that does not have to be our final answer. If you can demonstrate a legitimate interest in receiving additional channels, e.g., because you come from a country with a different language whose TV channels can only be received via satellite and which cannot be fed into your system, then talk to us about a special permit.

A mutually satisfactory technical solution can usually be found.



Mounting and doweling an antenna system is an interference with the building structure that we cannot allow.



# HOW TO MAINTAIN THE BATHROOM

03

TECHNOLOGY

A clogged toilet or sink or vanity drain can be very unpleasant and needs to be fixed immediately. You should not wait until it is too late to act, however, because it is often enough to follow a few simple rules.

Most importantly, do not dispose of food scraps down the drain. Disposing food scraps or other waste, e.g., deep-frying fats, cat litter, or tampons, down the drain may not only clog the drain, but may also attract rats or other unwelcome guests.

If, despite all caution, it does happen, home remedies such as a combination of baking soda and vinegar or even the use of simple tools such as the good old plunger or a brush will usually help you quickly and effectively without you having to resort to chemical solutions.

But when sanitary pads, baby diapers or cleaning cloths clog the drain, for example, self-help is often no longer possible. In that case, the plumber must be called and special tools used. A plumber can easily cost EUR 150 or more, which you will have to pay if you were responsible for the clog due to your misconduct.

Save yourself unnecessary trouble and especially the costly use of a special company and do not use your toilet as a trash can or a garbage disposal.



# 03

## TECHNOLOGY

## WHAT TO DO WHEN THE DRAIN STINKS?

Each sink or drain has a siphon in the drain area, where water usually stops. The siphon acts as a smell trap because the water acts like a barrier. If old water sits in the siphon for too long, however, or if it evaporates in the summer months due to infrequent use, the siphon will let through unpleasant-smelling "scents."

The result: the drain stinks. So first let the water run so that the siphon fills up again. If the drain still stinks, it may be necessary to disassemble the siphon. It might make sense to get help from a professional if you are not 100% sure that you can solve the problem yourself.

Once the siphon has been disassembled, it can be easily cleaned with detergent and a brush.

In the interest of sustainability, please make sure to preferably use environmentally friendly/ecological cleaning agents.

In this regard, we would like to refer once more to the information provided in the section "How to maintain the bathroom" regarding the disposal of food scraps, for example.



## INFORMATION:

After not having used your water pipes for a longer period of time, e.g., after a vacation, you should flush them well - the water should flow for about 30 seconds - as especially longer standing water promotes the multiplication of bacteria and thus an infection can be prevented.

# HOW TO HANDLE

# DRINKING WATER

# 04

SAFETY

For us humans, water is vital and an important basis of our health: we drink it, we bathe in it, we wash in it, we recreate in it, and we use it in many different ways. Precisely because we come into contact with water so often and so much, it is particularly important that our water is of good quality.

We regularly commission an accredited laboratory to check the quality of the drinking water in our residential complexes and to ensure compliance with the legionella concentration\* stipulated in the German Drinking Water Ordinance.

In principle, you can rely on us to have all the tests carried out diligently in order to provide you with a consistently high water quality at all times.

You, too, can help to ensure the proper operation of your drinking water system and thus compliance with the healthy drinking water requirements by using the water removal points as intended and on a regular basis, thus avoiding longer water standing times.

Please also ensure that, during longer absences, the taps in the apartment are operated regularly and that the drinking water system is flushed. In doing so, you are preventing hygiene problems that are caused by stagnant water.

Furthermore, our water should generally not be polluted more than necessary. Medication, paint residues or solvents do not belong in the sewage system under any circumstances. Also when using detergents, the recommended manufacturer's quantities should be taken into account.

Please remember - if you pay attention to the consumption of your drinking water, you will automatically produce less wastewater and thus save money. Every time the faucet is turned on unnecessarily, every additional toilet flush, and every "half" wash cycle, high-quality drinking water is turned into dirty water that has to be purified in wastewater treatment plants at great expense before it is returned to the water cycle.

\* Legionella are motile rod-shaped bacteria that can occur in almost all types of water - including groundwater.

## HOW TO HANDLE GAS APPLIANCES

Most of our apartments have been equipped with CO alarms, which warn of an excessive carbon monoxide concentration in the indoor air.

This air supply is achieved through openings or ventilation grilles in doors, usually in the bathroom and/or kitchen door, walls or shortened interior doors.

If your Covivio apartment is equipped with a gas appliance and/or if you cook with gas, you really need to continue reading this article.

If openings on the appliance are closed, e.g., by covering them with wallpaper or door coatings, this can lead to a life-threatening backflow of exhaust gas. A door with a ventilation grille must never be replaced with a normal room door either and, of course, the ventilation grille in the door must not lose its function because it is soiled with dust, dirt and blockages.

All gas appliances operated at Covivio such as boilers, combination boilers, instantaneous gas water heaters, and individual gas furnaces, require an adequate supply of ambient air to operate properly and safely.

In addition, we ask that you do not use hair sprays and other sprays in the room where the gas appliance is located, and to not store washing powder or any cleaning, care and hygiene products openly. The reason for this is to avoid dangerous soiling in the appliance.

## INFORMATION:

If, despite all safety precautions, you do notice a gas odor, please do the following:

- Immediately switch off the gas appliance
- Firmly push in the gas tap under the appliance and close it by turning it to the right at the same time
- Do not switch on or off any electrical devices, in particular do not operate any light switches
- Open the windows, leave the apartment, inform other residents if necessary (do not ring the doorbell!) and call the emergency service or the gas provider.

If you notice anything unusual about your gas appliance, e.g., abnormal noises or repeated malfunctions, please inform your account manager/COM or our emergency service immediately.



Gas stoves are extremely robust appliances with a comparatively simple technology. Regular maintenance by a specialist company is not required for gas stoves and is not arranged by the landlord.

In addition to regularly cleaning the burners and the oven, you should perform the following steps at least one to two times a year in order to ensure a proper and safe operation.

- ▣ Check the ignition fuse. If the flame is out, the gas supply must be interrupted automatically.  
(Note: The operation of gas stoves without an ignition fuse is not permitted in Germany).
- ▣ The gas hose must not be twisted or kinked and must look undamaged
- ▣ The hose should be protected from excessive heat and waste heat
- ▣ The access to the main shut-off valve should be free and unobstructed
- ▣ The gas lines should never sag and look intact

## THE GAS STOVE SHOULD NOT BE OPERATED UNDER ANY CIRCUMSTANCES IF THERE IS A GAS SMELL.

If you notice any abnormalities during the inspection, such as loose or heavily corroded parts, or if there is even a safety-relevant malfunction, please contact Covivio Customer Care immediately. Covivio will promptly arrange for an inspection and repair, if necessary. Please note that the stove cannot be used any further in this case.

- ▣ Please note that, for safety reasons, it is not permitted to store and use liquid gas cylinders in our buildings.

## HOW TO OPERATE COAL-BURNING STOVES AND FIREPLACES

Wood, coal-burning and oil-burning stoves (especially open fireplaces) provide a pleasant warmth and a cozy atmosphere, especially in the cold season. These stoves and fireplaces are, however, also a constant source of danger which may cause fires or other hazards. Therefore, some basic rules for a safe operation should be observed:

- Store ash residue in non-combustible containers and outside of rooms.

- There should be nothing combustible in front of the stoking opening of the stove. Especially the fuel reservoir cannot be placed next to the fireplace.

- Your stove can only function properly with high-quality fuel. Only fuels approved according for the type of construction may be burned in all fireplaces. Refer to the information in the operating instructions, which is decisive for the respective furnace.

- In principle, plastic, paper and cardboard or wood treated with paints and varnishes may not be burned in any fireplace for environmental reasons.

- Often, when you open the fireplace door, smoke enters the room, because if the door is opened too quickly, the fireplace suddenly has to transport a much higher volume of exhaust gas, and the current draft is not enough. Therefore: first open the chimney door just a little so that the draft can build up.

- The furnace must be kept clean at all times. Flues and the flue pipe must be cleaned regularly and thoroughly.

Due to the aforementioned potential danger, Covivio will only issue a permit for the operation of private furnaces in exceptional cases. It is mandatory to request an installation from Covivio in advance. Please contact your account manager/ COM in this regard.



If your apartment has a fireplace or a tiled stove, we will take care of the necessary maintenance. We also arrange for the regular inspection of the fireplace, the chimney and the exhaust gas paths by the district chimney sweep to ensure a safe operation.

Most of our apartments with gas heaters or furnaces have already been equipped with CO alarms that warn of a excessive carbon monoxide concentration in the indoor air. Please be sure to comply with the safety instructions provided to you.



# 04

## SAFETY

# SAVE LIVES WITH SMOKE DETECTORS

In Germany, many people die every year from smoke poisoning caused by apartment fires. Smoke detectors can save lives in cases of emergency. Covivio has equipped its apartments with high-quality smoke detectors. These are installed in the apartment corridors and all living rooms and bedrooms. They operate according to the optical principle of stray light detection and have a guaranteed ten-year service life due to their permanently installed long-term battery.

For the regularly required operational readiness test, press the Test button. If no alarm is triggered even after pressing for a long time, the device probably needs to be replaced. Please contact customer service in this regard.

### Signal Tones

A loud, continuous alarm tone sounds in the event of danger due to the development of smoke. Now is the time to haste!

A usually quieter warning tone sounds at regular intervals when the battery power becomes low or some other fault occurs. Contact customer service as well in this regard.

### Maintenance

To clean the detector, please use only a soft, dry cloth. In addition, you can also vacuum the smoke alarm to prevent soiling that can lead to false alarms. When doing so, please ensure that the suction power is low so as to prevent damage.

### Renovation Work

The smoke detectors cannot be covered or painted. If performing renovation work, remove the detectors from the base by turning them counterclockwise. Install them again accordingly.

### Customer Service

Please contact your account manager/COM in the event of false alarms, dead batteries, damage or other questions.



## HOW TO PREVENT FIRES


In addition to equipping your home with a smoke detector, you can protect yourself from dangerous fires by keeping things tidy both inside and outside your apartment. Again and again we have to notice that flammable objects are placed in our stairwells or in common areas, which often also leads to a considerable constriction in these areas.

Stairwells, hallways and common areas serve as escape routes in the event of danger and must always be kept clear so that you can reach safety in time in the event of a fire.

If there is a fire, it is very important that shared hallways and rooms are not cluttered with bulky waste and other easily combustible materials so that the fire department can quickly locate the source of the fire and extinguish it.

Never store large quantities of hazardous materials such as solvents, gasoline, waste paper, paints, varnishes, etc. in the basement. Think about what you really need to put in the basement, and what could already be disposed of.

Liquid gas in particular should not be used in a building as a matter of principle; precise regulations must be observed for its storage alone. It goes without saying that open fires have no place in basements and garages.



For your own safety, never place items in the hallway.

### IMPORTANT:

It is strictly prohibited to place door wedges under fire doors or to prop them open (e.g., doors from the staircase to the attic, basement, boiler room or house connection room as well as apartment doors with an automatic closing device and metal doors)! In addition, entry doors are emergency exits and must be able to be opened from the inside without a key at any time. Entry doors may not be locked.

## HOW TO HANDLE PONDS AND PADDLING POOLS



Covivio is a child-friendly landlord that welcomes all the activities and actions of its tenants that help beautify the living environment of their homes. That does not apply to situations, however, where the safety of our tenants and particularly that of children is at risk.

Children in particular have a right to healthy and safe living conditions. For this reason, we generally discourage our tenants from creating garden ponds or installing the paddling pools or swimming pools that are popular during the warm summer months on our properties.

There is a reason for this, of course: drowning is one of the most common causes of death in young children, because children drown quietly and do not make themselves noticed. That is why letting a toddler out of your sight for just a moment can be risky.

Drowning is not a question of water depth. Children and even adults can drown even in shallow water with a depth of just a few centimeters. Especially for small children, waters of any kind are very dangerous and not a suitable playground. We will therefore always look very closely and also apply special standards in the interests of your children.



# THE RISK TOYS POSE IN COMMUNAL AREAS

04

SAFETY

The garden pond and paddling pool comments are just a small portion of what all can lead to third party damage.

The legal magic word in this context is "duty to ensure public safety." If the legal interests of third parties have been infringed, the question arises as to how such infringement could have occurred in the first place and who is ultimately liable for this infringement.

The obligation to claim responsibility for the infringement may possibly be due to a failure to comply with the duty to ensure public safety. What matters is whether someone created an area of danger that foreseeably led to this occurrence of damage and whether said person took the necessary safety precautions.

Hazardous situations can occur in any conceivable situation. Even a swing, a slide or a trampoline, for example, is already a particular source of danger for children.

Often children cannot appreciate the danger posed by this equipment. Therefore, additional safety precautions are necessary to contain the potential danger.

In principle, the creator of such a source of danger is liable for any damage caused by it. If it cannot be determined who the creator is, the liability may remain with the property owner on whose property the source of the hazard is located.

Please understand that, without prior consultation with us, we must insist on the removal of permanently installed equipment (swings, slides, trampolines, etc.) or the dismantling of other changes to the property that are associated with danger due to liability issues.

Therefore, always check with us before installing children's toys or making other changes to the property of your rental apartment. Together, we can consider what safety precautions to take in individual cases.



## NO CHANCE FOR BURGLARS

A burglary in one's own four walls is a great shock for many people. The victims are often more concerned about the violation of their privacy or the lost sense of security than about the purely material damage.

Burglars are often opportunists who break open poorly secured doors or windows with screwdrivers, for example. Police investigations show that more than a third of all burglary attempts fail because the apartments or houses are protected. It is not always necessary to use expensive security systems. Simple, inexpensive precautions often help to thwart the crime. But please note that as a tenant, you may only make changes within the apartment that do not interfere with the structure of the building. Below, we would like to provide you with general tips and tricks for your safety.

We would be happy to help if you wish to improve the burglary protection of your apartment door or windows. Increasing any visible or structural burglary protection is only possible with measures that constitute an irreversible intervention in the building fabric and that may not be carried out arbitrarily. We have negotiated packages of measures with our service providers we would be happy to discuss with you. Feel free to contact your account manager/COMB for a respective offer.

### DOORS AND WINDOWS

- The apartment entrance door must always be double locked when leaving the apartment, even during a short absence. The windows, terrace and balcony doors must be closed as well. If additional locks were installed, they must be locked, too.
- In addition, the basement door to the basement exit should always be locked. Keep in mind that in the event of a claim, your insurance benefits may be decreased if you do not take these precautions.

### VALUABLES

- It is advisable to lock up valuables and never leave them in plain sight.
- Debit or credit cards and pins must be stored separately.
- If you lose your building or apartment key, please notify your account manager/COM immediately and do not hide keys outside.

The proposed measures are of course to be adapted to your apartment and do not claim to be complete. If you want to improve the protection of your apartment, you should take advantage of the free service offered by the criminal police advisory centers.

### TIP:

Watch out for suspicious situations in your neighborhood and alert the police immediately if you suspect anything.

## SMART PREVENTIVE MEASURES

Contrary to popular belief, burglaries often occur at daytime, e.g., during a short absence of the occupant. Especially during the vacation season, however, the risk of burglars seizing the opportunity increases.

It may therefore be helpful not to give any indications about your own absence:

### MAILBOX

Ask neighbors, family or friends to empty the mailbox regularly, or use the mail holding service of a postal service provider. Your mail will be held there and delivered at the agreed time. Never leave a written message on the mailbox that you are on vacation.

### ANSWERING MACHINE

Burglars test whether someone is home by making test calls. If you do not want to turn off the answering machine completely, you should at least use a neutral greeting, without any indication of absence.

### ELECTRIC APPLIANCES

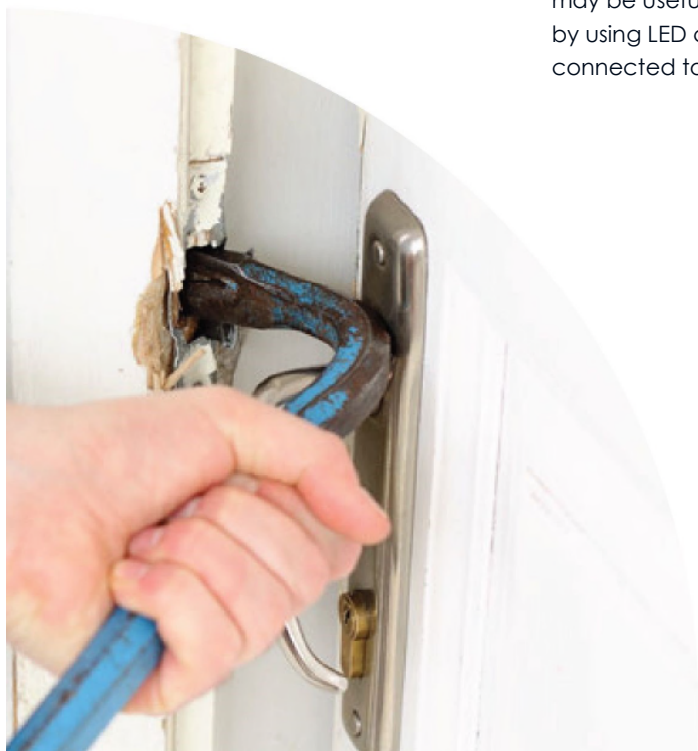
All electrical appliances should be disconnected from the mains. Water and, if applicable, gas should be turned off. However, it may be useful to simulate presence by using LED candles or lamps connected to timers, for example.

### SOCIAL MEDIA

Again, avoid reference to vacations, as burglars use these media as well to establish absences.

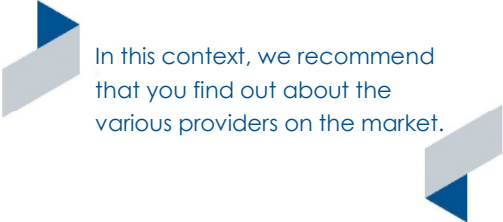
### KEYS

Provide a spare key to a person you trust so that in exceptional situations, e.g., in the event of a burst pipe, it will be possible to enter your apartment without breaking down the apartment door. Have someone check on your apartment regularly. To be on the safe side, provide your account manager/COM with the contact information for a person you trust.



## THE APARTMENT'S ELECTRICITY METER

The electricity you personally consume in your home is measured by an electricity meter, which you must register with a provider of your choice. This does not have to be the local grid operator, as the electricity market in Germany has been liberalized.



In this context, we recommend that you find out about the various providers on the market.



## THE SEPA DIRECT DEBIT PROCESS

The fastest and easiest way to make regular payments is the SEPA Direct Debit Process. The advantages of the SEPA direct debit order are obvious: In the event of rent increases or decreases, the respective valid amount is automatically debited to you. This also applies to the prepayments for operating and heating costs. Therefore, there is no arrears or credit; the tenant account is always balanced.

There is no need to go to the bank and incur any costs (e.g., for cash deposits). And: cash is not insured. You are taking an unnecessary risk if you have large amounts of cash on you. In addition, you do not have to make changes to the standing order, which are associated with costs depending on the credit institution.

If you do not agree with a SEPA direct debit, contact your bank or savings bank and object to the debit. The SEPA direct debit will then be reversed immediately - free of charge for you.

If you have any questions about the SEPA Direct Debit Process, please feel free to discuss them with us.



## THE CORRECT TERMINATION

Of course, you can terminate your lease at any time, subject to the notice period. The only important thing is that you put the notice in writing. Please send us the termination by mail or hand it personally to your account manager/COM.

Unfortunately, a fax or an e-mail is not enough to satisfy the legal requirement of written form.

After receipt of the termination, you will receive a confirmation of the termination from us.

Your account manager/COM will contact you shortly afterwards to arrange a pre-inspection appointment.

Please always provide us with the following information:

- ▣ Name of all main tenants
- ▣ Address and phone number
- ▣ Lease agreement number
- ▣ Date of the termination letter
- ▣ Date on which the termination is to take effect
- ▣ Signature of all main tenants
- ▣ New address
- ▣ Banking information for the return of the security deposit paid by you

In addition, we would appreciate if you provided the reason for the termination.

## YOUR NOTICE PERIOD

At Covivio, the statutory notice period of three months to the end of a month generally applies to terminations by the tenant. This may, however, not apply to old agreements or in individual cases. Please obtain the details that pertain to you from your lease agreement.

Your contact person for termination questions is your account manager/COM.



## WHAT SECURITY DEPOSIT DO I HAVE TO PAY?

The security deposit is a deposit that is due to Covivio at the conclusion of the lease agreement. For this purpose, you pay the agreed security deposit as a cash deposit into an insolvency-proof deposit account administered by a fiduciary. Possible, but less convenient is also the provision of a guarantee.

The security deposit amounts to a maximum of three net rent payments without ancillary costs, i.e., the rent without operating and heating costs, and can be paid in three installments if desired.

If no particular problems are apparent at the end of the tenancy, the apartment has been returned in proper condition and the ancillary costs have been settled, you will receive your deposit back as quickly as possible, including the interest earned, of course.

## WHAT CLAIM DO I HAVE TO HOUSING BENEFITS?

Do you have a claim to housing benefits? Are you receiving the correct amount? Due to the rather complicated housing benefit calculations, these questions are not so easy to answer.

For more information, please visit the website of the Federal Ministry of Transport, Building and Urban Affairs or contact your local housing benefits office.

# WHAT INSURANCE POLICIES DO I NEED?

# 05

LAW

A disaster happens quickly and, as we all know, rarely comes alone. Before you know it, the washing machine's water hose has burst, a burning candle has been knocked over or your apartment has been broken into.

Unfortunately, such damage is not always minor, but can easily run into the thousands. The burst water hose causes the kitchen to flood and also to drench the apartment below, ruining your own household as well as your neighbor's.

To ensure that you do not have to bear the costs in addition to the inconvenience in the event of an incident, we recommend that you take out **household insurance**.

If you can, you should make sure that your insurance also covers damage caused by natural hazards, because in the event of any damage caused by floods, for example, the landlord is responsible for damage to the building, but damage to the tenant's property, such as the built-in kitchen, electrical appliances or carpeting, must be borne by the tenant.

Everyone needs **liability insurance**! This insurance is the most important of all. It applies whenever a damage is caused by you or by your children. If, for example, the perfume bottle falls out of your hand and breaks the bathroom sink or the enamel on the bathtub rim is damaged, you must reimburse the damages that are caused.

In such cases, the damages are usually not significant, but just a distracted moment may result in significant, unintended damages, especially if persons are involved. Even someone making a decent living can quickly be ruined financially, because, according to the law, you are liable for this incident with all your assets.

For more information and partner offers, please contact your account manager/COM.

Damage to the building is covered by Covivio's insurance. Damage to the own household and possibly those of the neighbor, however, must be paid by the one who caused the damage. Some damage cannot always be avoided. Just add up the values in your apartment.



## THE ANCILLARY COST SETTLEMENT

### WHAT ARE ANCILLARY COSTS?

Ancillary costs are the totality of the operating and heating costs. For the settlement of ancillary costs, a distinction has to be made between operating and heating costs.

Operating costs are all costs incurred by the owner on an ongoing basis as a result of its ownership of the property or as a result of the intended use of the building, facilities, equipment and land.

Heating costs are the costs incurred for the heating system and, if applicable, the central hot water heating system.

### WHAT IS INCLUDED IN THE ANCILLARY COSTS?

The ancillary costs include all costs that are incurred on a regular basis. For a detailed list, please refer to your lease agreement. The settlement period always covers 12 months. The settlement period is governed by the lease agreement.

The electricity costs for your apartment are not included in the operating costs. You must register the residential electricity directly with an electricity provider of your choice.

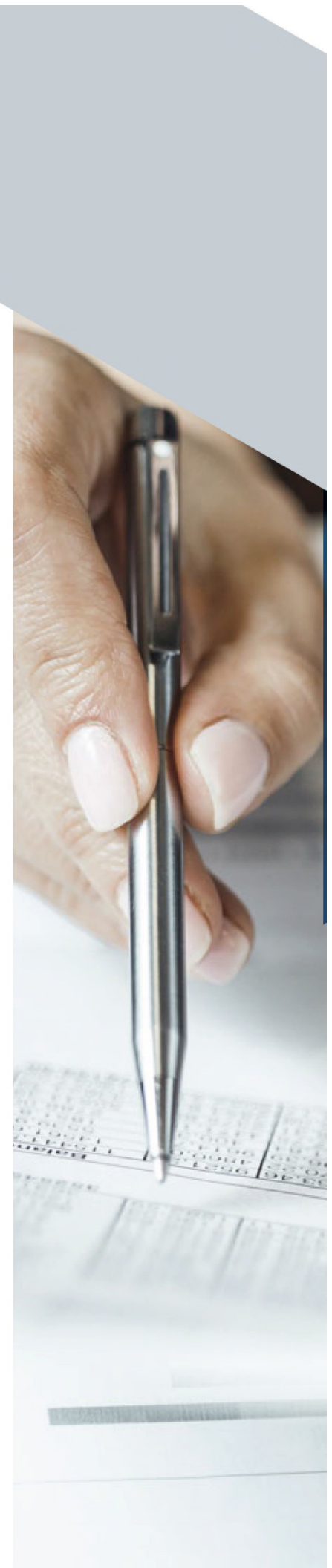
### HOW ARE ANCILLARY COSTS SETTLED?

The operating costs are settled in the operating costs statement. We strive to charge the costs incurred as much as possible on a source-related or object-related basis.

In some cases, costs are summarized over several buildings if it is not possible to clearly assign the costs to these buildings.

The incurred costs are usually settled on the basis of the living space (sqm) Provided that water consumption is recorded by means of suitable metering equipment, 100% of the water and drainage costs are be distributed on the basis of consumption.

For the costs of the broadband cable connection, the costs are allocated on the basis of the number of connections.



## HOW ARE THE ADVANCE PAYMENTS FOR THE ANCILLARY COSTS DETERMINED?

The fixed advance payment is calculated on the basis of the most recently invoiced annual costs for the apartment plus cost increases for the next year that are already known to us. This amount is divided by twelve to determine the advance payment to be assessed.

## SETTLEMENT PERIODS

In principle, an ancillary cost settlement statement must be prepared for the tenant once a year. A statement cannot be created until after the end of the settlement period. The settlement period is governed by Sec. 556 (3) BGB. The statement must be provided to the tenant by the end of the twelfth month after the end of the settlement period.

One example: The settlement period runs from 01 January 2018 to 31 December 2018. The tenant must be provided with this settlement statement by 31 December 2019 at the latest. This even applies if the tenant moves out over the course of the settlement period.

## CREDIT REIMBURSEMENTS

If you generated a credit balance in the ancillary cost statement and gave us a SEPA direct debit order, we will automatically offset the credit balance against the rent in the existing tenancy.

If you pay the rent yourself, please make the offset yourself. If the tenancy has already ended, we will make the refund to the account known to us, which, to be sure, we will inform you of in our settlement letter. You are welcome to inform us of changes of your bank details at any time by mail or e-mail to [bankverbindung@covivio.immo](mailto:bankverbindung@covivio.immo).



## THE TENANT APP: COVIVIO #HOME

The Covivio tenant app for iPhone and Android makes living at Covivio even easier and smarter.

Long phone calls to ask something or make an appointment are a thing of the past with Covivio #home. With Covivio #home, you can reach us around the clock. And stay in touch: For each of your requests, you will receive an up-to-date status indication of how its processing has progressed.

### Environmentally friendly

In addition, the app reduces paperwork. Rental documents, statements, proofs: With Covivio #home, you can retrieve your documents at any time. That saves a lot of time and paper, of course.

### Uncomplicated

You can also use the app to have claims and other concerns resolved quickly and conveniently. With the app, you will always be informed about the status of the commissioning of technicians.

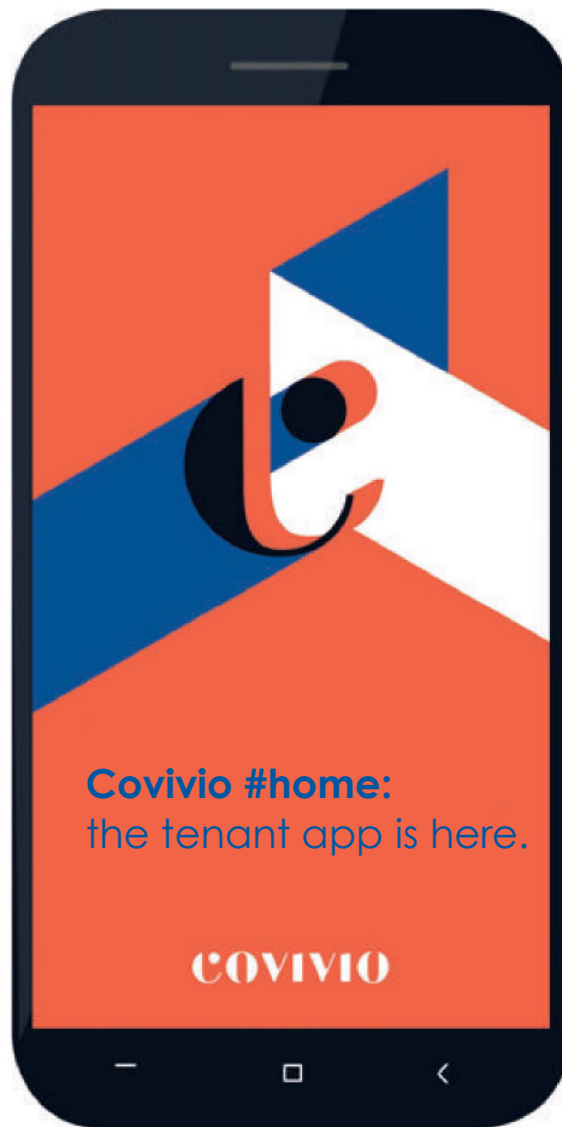
### Always informed

Do you want to save time and get the current status of your request? With Covivio #home, we will provide you information about anything you want to know.

Either online at [www.covivio.immo/home](http://www.covivio.immo/home) or with the app.

# 06

ON OUR  
OWN  
BEHALF



Available in the app stores



## HQE SUSTAINABILITY CERTIFICATION FOR THE ENTIRE RESIDENTIAL PORTFOLIO OF COVIVIO

### HQE:

French sustainability  
certificate = Haute Qualité  
Environnementale

Over the course of a two-year process, Covivio had its entire German housing inventory of around 42,000 units reviewed in accordance with quality and sustainability criteria relating to technology, energy, safety and appearance, and subjected its property management to an audit. On this basis, Covivio is the first German leasing company to receive France's leading "HQE" certificate (Haute Qualité Environnementale, i.e., high environmental quality).

This step is in line with Covivio's corporate mission, as one of Europe's leading real estate companies, to act in a sustainable manner in all areas of its business. This also includes the improvement of the environmental performance of the portfolio management and the project development, as well as other factors such as the improvement of customer and employee satisfaction and social commitment.

### THE CERTIFICATE

Haute Qualité Environnementale, or high environmental quality in English, HQE for short, is an established certification for the construction and management of buildings and for urban development projects throughout Europe and is the leading certification in France. For more than 20 years, HQE has promoted best practices in sustainable property management, sustainable quality in construction projects, and provided sustainability consulting throughout the project lifecycle.

The certificate is also becoming increasingly important internationally. HQE is not only an assessment of the portfolio, but also of the management. The operational organization is reviewed every year and the certification for the residential portfolio is valid for a period of five years.

At the end of each stage of a certification process, a building does not receive a final score, but an analysis with recommendations for action. This corresponds with Covivio's approach to continuous improvements in terms of sustainability. It also takes into account the specifics of Covivio's diversified residential portfolio in Germany, which ranges from former factory apartments in the Ruhr region to historically protected properties in Berlin and modern, energy-saving new buildings.

In the case of existing residential buildings, the certification includes, for example, the criteria of general company guidelines, purchasing procedures, self-evaluation, optimization, communication with tenants, the technical condition of individual components and their safety.



## DATA PROTECTION

For the latest data protection information on the processing of your personal data within our company, please visit:

**<http://www.covivio.immo/datenschutz.html>**

The data protection information is also part of the lease agreement and will be provided to you together with the lease agreement.



## 06

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### ON OUR OWN BEHALF

## 06

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### ON OUR OWN BEHALF

## ROOM FOR NOTES



## WOULD YOU LIKE TO REPORT A CONFLICT OR FILE A COMPLAINT?

A self-critical approach to our own work is a central building block for Covivio to be able to further increase tenant satisfaction and customer loyalty in the future.

Most of the work is done by our own employees, not by computers, artificial intelligence or call centers, and our Covivians all have one thing in common: they want to be there for our tenants, be friendly and give them a good home.

If this should ever not work as you are used to and expect from us, we now have someone who will definitely help you: our conflict management team. The team is made up of experienced staff members who will attend to your concerns if you feel you have been forgotten or are at a loss.

Report your concerns quickly and easily by using the appropriate channels on our website or in the Covivio app, writing an email to **konflikt@covivio.immo** or calling **0208/97064-100**.

We will take care of the rest.

# COVIVIO

FOR MORE INFORMATION,  
PLEASE VISIT:  
**[www.covivio.immo](http://www.covivio.immo)**

# 06

ON OUR  
OWN  
BEHALF

## YOUR DEDICATED CONTACT PARTNER:

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### TIP:

For better and faster accessibility,  
save the listed contact details on  
your cell phone.



## EMERGENCY PLAN: WHAT NEEDS TO BE DONE?



## DAMAGE RECTIFICATION

**Legal notice:**

Publisher:

Covivio Immobilien GmbH

Essener Straße 66

46047 Oberhausen

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**[www.covivio.immo](http://www.covivio.immo)**

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# COVIVIO

