



**STUDY  
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# basics4living



## Your new home – Dorm rules

Welcome to **Rössl in der Au!**

Your contact person, in all kinds of matters, is the dormitory manager **Angela Dabernig**. You can reach Angie as follows:

- ▶ Office hours MON and WED 09:00 a.m. to 11:00 a.m. and by appointment
- ▶ via E-Mail [a.dabernig@home4students.at](mailto:a.dabernig@home4students.at)
- ▶ via telephone +43 676 898 448 569 | MON until FRI 08:00 a.m. to 12:00 pm (noon)
- ▶ **weekend emergency number 0043 676 898 448 562 (only for technical emergencies!)**

**Emergencies are** a broken water pipe, fire, burglary, a power blackout, incoming water, broken windows, a broken main door.

**No emergency cases are** lockout (lock & key service as posted at the information board!), general questions and information, questions for incoming packages, lost items, broken light bulbs and lamps, problems with the internet, electricity fuse switched off (electricity fuses can be switched back on by every resident on each floor in the yellow corridor, except for the ground floor, separately) cleaning problems, broken devices / elevators, noisy residents. Calls that are not emergencies will be charged!

## Check-In Information

### Mailbox dorm manager

You can find the dorm manager's mailbox next to the office door in the lobby (labelled as Check-out). Put any documents in the mailbox to hand them in (inventory list, registration form for the dorm manager's signature, SEPA form, the keys when moving out, etc.), in case you cannot hand them in personally. The registration form will then be signed and returned to your mailbox, so you can go to city hall (first floor) to register yourself in Austria (obligatory for everyone within 3 working days!). Residents with an OeAD housing contract do not receive a SEPA form from us.

### SEPA form (not relevant for OeAD housing clients)

Please fill in the SEPA form with your bank account details (only possible for countries within the European SEPA area!) so you can save on the EUR 5,- fee which you would have to pay with every other payment method from the second month on of the contract. The form must be submitted by the 20th day of the previous month so that it can be used. The monthly rent is debited between the 1st and 10th of the month. Please make sure you have sufficient funds in your account to cover at least one rent **on each day between the 1st and 10th of the month.**

If your bank account details change during your stay, then a new SEPA form with new mandate number must be requested from the dorm manager.

### Info board

It is situated in the lobby and this is where you can find up-to-date information, the dorm rules, fire safety regulations, etc. Important information will be sent via email as well.

### Mailing address

Letters and packages with insufficient or incomplete addresses will be returned to the sender. Please **do not under any circumstances** mail anything to the dormitory **before the contract begins!** On the one hand, you do not yet know your room number yet - so the address is incomplete! - and on the other hand, your room is still occupied by someone else.





## Internet access

Please bring a network cable (LAN cable) with you. The access data for the WLAN can be found on the information board in the lobby and on the kitchen doors. Please note the [internet terms of use](#). The stability of the wireless network in the dormitory can be affected by overload or interference (e.g. use of private routers or access points) and thus be severely impaired. The operation of such devices also violates the terms of use of the Internet. In the event of a disturbance we reserve the right to pass on the costs of rectification. However, as faults cannot be ruled out, it is in your own interest to preferably use the LAN if possible.

## Emergency contact

If you would like to give us an emergency contact, please send us an email with the following information: name, relationship to the contact person, telephone number. Please make sure that this person speaks either German or English and agrees to you sharing this personal information with us.

## Common areas in the student dormitory

### Gym

The gym is situated in the basement. To access the gym you need a separate gym key card which is free of any additional charge. Please ask the elected gym representative in the dorm for these key cards.

### Study room

You can find the study room in the back of the ground floor close to the residents' mailboxes. If there are classes with external participants in the big hall next door, the study room may remain closed - this might be on a weekend, for example, but there will be a note on the door.

### Garbage room

The garbage room is only accessible from the outside of the building next to the garage entrance. Following containers are available: residual waste, paper (red), plastic&metal (yellow). Glass bottles and metal cans have to be taken to the public containers near the police station (turn left when exiting through the main entrance – it takes about 2 minutes to walk there). Please **always separate the waste** and **do not put plastic bags in paper waste or food waste in residual or plastic waste!**

### Washing machines and dryers

You can find the devices in the laundry room in the basement. The wash prices are advertised there and payment is made using the ENIO wash system. To use this system, you must register [here](#) and upload some money with a credit card.

### Bikes / Skis / Snowboards

You **have to put your bike** into one of the **bike cages in the garage**. It is **not permitted** to take bikes **into your room** or shared flat. **Skis and snowboards are also not allowed in the room** and must always be put away in the ski compartment in the garage.

### Entrance door

You do not want complete strangers to enter your dorm? Make sure that the entrance door, the floor doors and the room door as well are **always closed**. Your safety lies in your hands!

### Cupboards with things to borrow

The cupboards with things to borrow are on the ground floor opposite the study room. There you can borrow things like a vacuum cleaner, tools, kitchen appliances, etc. Please **bring back everything (clean and tidy!) after use**, so other residents can use them as well! The cupboards can be opened with your room key chip and can also be closed with it (by pressing the black button in).

### Courtyard and roof top terrace

The courtyard and the roof top terrace have to be kept clean by the ones using it and also the garbage and cigarettes have to be taken out to the garbage by the residents. The night time peace from 10 p.m. until 6 a.m. must be respected by everyone! **In case of non-compliance or soiling, the roof top terrace can be closed.**



## Everyday life in the dormitory

### Night time peace

From 10 p.m. until 6 a.m. you have to keep the peace at night and reduce noise level to an adequate volume. We point out that we will take decisive action in cases of disturbances of the peace (see written warning).

### Cleaning

You can find the cleaning schedule in the **infoboard**. If your room is on the schedule for cleaning, **clear away your things** as best you can (e.g. clear away everything from the shower and sink in the bathroom, clear everything off the floor in the bathroom and room, remove carpets, move personal items on the shelves and tables to one side, etc.). Private carpets are not cleaned by us! Please note that **only clear areas can be cleaned**. If the cleaning has not been done or not been done properly, please report this to the dorm manager by e-mail. Please note that this report must be made on the same day as the scheduled cleaning. If we do not receive a report from you, we will assume that the cleaning has been carried out without deficiencies. **It is not possible to forgo the cleaning!**

**Always leave the kitchen in a clean condition**. Stove, microwave, work surface and dining table must be cleaned by you after use! The **dishes** must be washed, dried and **put away immediately**. **Food leftovers in the sink** must be disposed of **in the organic waste straight away** after the dishes are done so that others can also wash their dishes (**do not wash anything down the sink**, otherwise the pipes will get blocked and the costs of solving the problem will be charged to the person who is responsible for it). The garbage must be disposed of in the containers provided. **Open food must be packed** and stowed away. **We would like to point out that anything (dishes, pots, pans or open food) left behind on the counters and/or in / at the sinks will be taken out to the trash by home4students**. It is not allowed to take the chairs in the kitchen and other kitchen furniture into the room or place them anywhere else than the kitchen. After use, the chairs in the kitchen must always be placed back on the stack to allow easy and quick cleaning of the floors.

### Garbage disposal

**The residents of each floor are responsible** for the disposal of the separated kitchen waste (residual waste, paper, plastic, bottles and cans). **The garbage from the room must be taken directly to the garbage room and must not be disposed of in the kitchen!** Only organic waste is disposed of by us on working days - but **must also be disposed of by the residents on the weekends and on public holidays before the bin overflows!** The residents on each floor must coordinate with each other and make a schedule for the waste disposal in the kitchen. The shopping carts in the basement can be used for taking down the trash, but must not be left in the kitchens or corridors and must be returned to the basement immediately. **Please pay attention to waste separation and do not dispose of plastic bags in the paper waste and no food in the residual or plastic waste!**

### Fire regulations

**Smoking is absolutely prohibited** in the entire building! Certainly you are allowed to smoke in the courtyard and on the roof top terrace, please use an ashtray and empty it. It is **strictly forbidden to keep fire safety doors open** by putting items in front of them or wedge the doors open. Mind the **general fire safety regulations in the info board**. Using portable cooking plates, radiant heaters, air conditioners and water boilers or candles in the rooms is not allowed. There are **fire detectors** in the whole building. **Under no circumstances** may these be **removed, covered or tampered with** in any other way! These detectors do not only react to all sorts of smoke (such as cigarette smoke), but also to excessive water and cooking vapor (steam). In case you cause a **false alarm** because of vapor (steam), **you need to pay the costs** for the operation of the fire brigade! Escape routes must be kept unobstructed at all times. Corridors are not to be blocked by objects (such as drying racks, shoes, etc.).

### Damage reports

If you note a damage (such as a broken light bulb, broken blind, broken kitchen cupboard, etc.) or something in the dorm or your room is defective (such as a blocked sink), please **inform us immediately** via the home4students [web portal](#) and also via email / personally in the office, if you want to. Something can always break - you will only be charged for any damage that goes beyond normal wear and tear. Information on **technical emergencies** can be found at the top!



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## Locked out?

From Monday to Friday mornings you can reach your dorm manager Angie. Outside of these times, please call the locksmith service (the telephone number and times of the locksmith service are in the info board). Charges for having the door unlocked by the locksmith service can cost up to € 100.00 (as of January 2024).

## Overnight stays

If you would like to have an overnight guest with you, then first talk to your roommate/s in the room or shared flat. Then **notify the dormitory manager of the overnight stay by e-mail** (only up to 4 overnight stays for one person per month are permitted). An unauthorized overnight stay will result in a written warning, an additional rent will be charged and the guest will be banned from the dormitory.

## Parties

The hosting of parties with external participation is **not permitted**. If you are planning a party on a smaller scale (e.g. birthday party), you must contact the dorm manager at least **2 working days in advance** and **obtain written permission**. Of course, in such a case, you must also assume liability for any damages that may occur and ensure that the night time peace and the smoking ban are observed. It must be clarified in advance what the cleaning procedure should look like after such an event.


## Written warning

If you violate the user contract, the dorm rules or the bylaws of the dormitory, we will unfortunately have to give you a written warning. If you violate them again, you will receive a second warning, which will also mean the premature termination of your contract with home4students. Please don't let it get that far!

## Window / Window sill

The **window sill must not be used as a storage space on the outside**. The windows, especially the roof windows, must be closed when it is raining and there is a storm outside.

## Television

If you want to bring a television with you, you will need to bring the appropriate cable yourself. To be able to receive television programs, you will need a **DVB-C**  **tuner**.

## Saving energy

Please bear in mind that energy costs also have an influence on dormitory pricing and therefore keep energy consumption as low as possible (e.g. close windows when leaving the room, turn off lights, etc.).

## Loss of keys

If the key chip or mailbox key is lost, a new key chip or mailbox key must be paid for. Only possible during office hours.

## Walls

**The use of adhesives, various adhesive tapes and/or nails to attach posters, etc. is not permitted, nor is the affixing of stickers to furniture or windows!** If this is not adhered to, any soiling or damage will be charged when moving out.

- **The use of rollerblades, skateboards, etc. is not permitted** in the dormitory!
- **Pets are not allowed in the dormitory!**
- **Personal valuables must be locked** in the furniture safe!

## Move-out dates and times

You will find the move-out dates and times in the contract - note that it is always the last working day of the month (if the last day of the month falls on the weekend, then the move-out day is Friday)! **If the key is not handed in by the specified move-out time, late fees will be charged** and deducted from the deposit fee (in addition to damages, etc.)