

## HOUSE RULES

DOHO VERWALTUNG manages the DOHO - Donau Homes in the name of the rental community Kaisermühlenstraße 12+16,1220 Vienna, and strives to make your stay as pleasant as possible. A house technician and the management staff will be happy to help you. If you have any questions, suggestions, complaints, reports, etc., they are always available at [office@donauhomes.at](mailto:office@donauhomes.at). You can find further information at [www.donauhomes.at](http://www.donauhomes.at).

It is our concern not to make your life in the DOHO Apartments complicated and overloaded with rules. Nevertheless, we expect consideration and understanding for other residents in order to facilitate a smooth coexistence in the house. We want to make this simple and understandable for you with the following rights and obligations.

The provisions of these house rules apply to all residents of DOHO Apartments and also to all visitors. They are an integral part of your rental contract for the agreed rental object (top). Failure to comply with the house rules may result in termination of the contract. Therefore, we would like to ask you to read the following regulations carefully and to comply with them.

### 1. First Occupancy

Immediately after you have moved in, we ask you to check the inventory list that has been given to you. If any inventory is missing or damaged, please make a note of this in the inventory list. After a careful check, we ask you to sign the inventory list and mail it to our email address [office@donauhomes.at](mailto:office@donauhomes.at). This must all be done within 48 hours of the top being handed over to you. If missing or damaged inventory items are reported at a later time, you will have to prove that the missing or damaged items were already present when the top was handed over to you. Upon personal handover of the top, the inventory list will be reviewed and signed together on site.

If you have left a note on your inventory list about missing or damaged inventory in time, we will repair the damage or add the missing inventory after an appropriate inspection. This process is important because when you move out, the top will be inspected and any new damage or missing inventory caused by you or your guests or other third parties staying in the building with your permission will be charged or deducted from the security deposit.

At the handover, you will receive the residence registration form signed by us. You are responsible for the timely registration and de-registration at the relevant registration office as well as the compliance with all other obligations under the registration law.

### 2. Rules of Use

#### 2.1. Your Top

##### - Decoration

You are welcome to decorate the walls of your new home with posters or photos. However, please note to fix them in such a way that the walls are not damaged. However, if walls or furniture are damaged when you move out, you will be charged for this.

##### - Electrical Devices

The kitchen of the apartment is equipped with an oven, a stove, a dishwasher and a refrigerator as standard. To avoid excessive electricity costs, no additional refrigerators or stove tops are allowed. However, small kitchen appliances are welcome. Additional heaters and air conditioners are not permitted.

### **- Damages**

Damage, culpably caused by you or your guests in your top or otherwise to the general areas or common areas or common facilities, will be charged to you. Any damage must be reported immediately in writing (email to [office@donauhomes.at](mailto:office@donauhomes.at)). Under no circumstances may repairs be carried out on your own.

### **- Changes**

Your top has a lot of storage space and you are welcome to bring additional small furniture into your top. However, it is not allowed to add new elements to walls, floors or furniture or to paint them yourself.

### **- Ventilation / Heating / Windows**

The top must be sufficiently ventilated to allow a healthy living space and to prevent mold growth. However, do not forget to close the windows when leaving the apartment. The installation of awnings, shutters, external blinds, windbreaks, trellises, cladding or antenna and satellite receiver systems brought into the apartment is not permitted.

During longer absences, please do not forget to turn off the heating in the top and close all windows.

## **2.2. Common Rooms and Common Facilities**

In the Donau Homes, all residents have access to a Laundry Room with washing machines and dryers, common rooms and a covered bicycle storage area. The equipment must be vacated immediately after use to allow use by other residents. It is not permitted to store laundry, detergents or other items in the Laundry Room. All equipment and inventory are to be used with the utmost care. DOHO VERWALTUNG is not responsible for damage or theft of laundry, bicycles or other personal use items.

## **2.3. General Areas**

No furniture, bicycles or other objects may be placed on stairs and corridors, accesses to basement compartments, etc. For this purpose, the storage room in the basement, which you may have chosen when making your booking, is available. Objects left in the previously mentioned places will be disposed of by DOHO VERWALTUNG at a charge. This is necessary because otherwise constricting the escape routes could endanger the safety of you and other residents.

Stairways, corridors, courtyards, green areas and other common areas are to be kept clean in the interest of all Donau Homes residents. These common areas (elevator, garbage room, bicycle storage, garden) are to be treated with appropriate care. Pollution, that goes beyond normal use, and damage to the common areas, outdoor facilities and sidewalks are to be refrained from. Should there be any pollution or damage, however, this must be reported to us immediately at [office@donauhomes.at](mailto:office@donauhomes.at). The costs for the removal of culpably caused damage or contamination shall be borne by the party responsible.

Changes to the building by attaching signs, posters or self-adhesive imprints are to be refrained from and will be repaired at the expense of the causer. The "artistic" design (graffiti) of interior and exterior walls is also to be refrained from. The removal will be charged to the causer.

The lettering of the mailboxes and the intercom system may only be done by DOHO VERWALTUNG.

## **2.4. Outdoor Facilities**

We have landscaped an outdoor area to make the Donau Homes as livable as possible. We ask you to be careful with the outdoor area and any inventory. This means in particular that plantings must not be damaged

and that waste must be disposed of in the waste garbage cans. This applies in particular to cigarettes, which must be disposed of in the ashtrays provided.

### **2.5. Elevator**

The elevator is approved as a passenger elevator and is therefore to be used for passenger transportation only. The transport of bulky objects is prohibited. The elevator must not be damaged or contaminated. It must be ensured that the elevator doors are closed after use. In addition, you should limit your stay in the elevator to the necessary extent. Otherwise, the use of the elevator by other Donau Homes residents will be unduly restricted.

### **3. Cleaning the Building and Top**

It is important to us to keep the common areas for our residents clean. Therefore, the building and common areas are regularly cleaned by a cleaning company. You will also find a set of bed linen; this is to be used properly and cleaned independently. The top incl. outdoor area (balcony, terrace, loggia) is always to be kept clean on your own responsibility. The inventory and the equipment are to be treated with care. If the top can no longer be cleaned by routine cleaning due to heavy pollution, a special cleaning will be arranged at your expense.

You are responsible for the cleaning of the Fully-Equipped equipment, which you may have chosen when making your booking.

### **4. Disturbance of Peace**

Always be aware that you are not staying alone with us, but that other Donau Homes - residents are living around you. In particular, causing noise, loud singing and making music is prohibited. On Sundays and public holidays all day long, as well as on weekdays from 22:00 o'clock to 06:00 o'clock in the morning, you must refrain from making any noise and thereby disturbing other residents. If you feel that you are being disturbed by noise from other residents, please let us know immediately at [office@donauhomes.at](mailto:office@donauhomes.at). We will take care of your concern.

### **5. Endangerment**

The safety of all residents is our concern. Therefore, any hazard or nuisance to other residents, their guests, or passersby, caused by dusting, spilling, pouring or otherwise spreading liquids, malodorous or harmful substances, etc., must be avoided. All fire safety rules for the house and the top are to be strictly observed.

### **6. Illegal Addictive Substances**

Drug possession, cultivation, sale, consumption and other illegal activities are strictly prohibited in the Donau Homes. Violation of this rule is grounds for immediate termination. The facts will also be reported to law enforcement authorities.

### **7. Fire Protection / Smoking Ban**

Due to the fire protection regulations in the Donau Homes, handling open fire is prohibited. This means that lighting candles is also prohibited in order to ensure your safety and that of the other residents.

Smoking and the consumption of e-cigarettes is also prohibited in all general parts of the house (i.e. also in elevators) as well as in the tops for reasons of fire safety - but also out of consideration for non-smokers.

Smoking, lighting candles, barbecuing on the balcony, as well as other handling of open flames, but also misconduct during cooking (burning food, etc.) can lead to a false activation of the fire alarm (fire alarm without the presence of an immediate danger). If such a false alarm is culpably triggered in your top by you or your requested guests or other third parties staying in the Donau Homes with your consent, you will be charged for the costs of the fire department intervention. In addition, an evacuation of the entire building will be necessary.

In the interest of fire prevention, highly flammable items may not be stored in the building.

## **8. Garbage and Waste**

Household garbage and other waste must be placed in the appropriate containers. Under no circumstances are the restrooms to be used for the disposal of trash, such as: Food leftovers, used oil or similar. Bulky waste, junk, etc. may not be deposited in the trash receptacles or elsewhere in the house or on the property. You must dispose of all garbage yourself in the garbage room in the containers provided there. Separation of garbage is a duty and a matter of course. It is not allowed to dispose of garbage from the top into the outside garbage cans.

When disposing of trash, reasonable consideration must be given to the needs of other residents. Bulky waste and other items which, due to their nature (size, hazardous substances, etc.), are not suitable for disposal via the available disposal options, must be disposed of by you independently in a suitable manner (e.g. at a waste disposal site of the City of Vienna).

## **9. Keeping of Animals**

Please note that it is not possible to keep animals in your top in a manner appropriate to their species. Keeping animals is expressly prohibited, unless they are small animals (hamsters, rabbits, etc.), which do not cause any harm to the interests of the neighbours. If you wish to keep small animals, please contact DOHO VERWALTUNG in advance.

## **10. Windows and Doors**

The main entrance doors are to be kept closed at all times. To prevent weather-related damage, please keep doors and windows closed both inside the top and in other parts of the house during wind, rain, snow and frost.

## **11. Locking System**

Upon handover of the top, you will receive all the keys belonging to it as well as a key button. The key button serves as access authorization for the common areas (front door, laundry room, bicycle rooms, storage rooms).

The loss of keys or key buttons must be reported to us in writing ([office@donauhomes.at](mailto:office@donauhomes.at)). We will charge you for the cost of replacement and exchange of affected lock cylinders. Per cylinder, which has to be replaced, € 290,- will be charged. For each missing key € 220,- and for each missing key button € 80,- will be charged.

All keys and key buttons must be returned when moving out.

## 12. Overnight Stay

Apartments are designed for two people and are approved by the building authorities and fire regulations. The stay of more than two people in the top is strictly prohibited. This can lead to immediate termination.

Please notify us in advance in writing ([office@donauhomes.at](mailto:office@donauhomes.at)) if you are staying with someone else.

## 13. Emergencies

We would like to state once again how important safety is to us. We hope to be able to ensure this with our regulations as far as possible. However, if an emergency should occur, such as a fire, you should be prepared for it. Therefore, familiarize yourself with the house and its escape routes, locate your top and the nearest escape stairs and fire extinguishers.

In addition, fire drills will be held regularly. Please participate in them. It could be your life that you are saving. In the event of a building evacuation, please immediately follow the marked escape route (green arrows) outside. Once you are safe, please wait for further instructions and remain calm.

## 14. Environmental Awareness

We take the issue of resource conservation very seriously and hope that we have found an environmentally conscious fellow human being in you. We have taken several structural measures to minimize our impact on the environment. In this sense we ask you to be responsible with electricity, heating and water consumption. We would also like to ask you for a careful and correct waste separation.

## 15. Charges

For each invoice that DOHO VERWALTUNG sends to you extraordinarily, i.e. in addition to the normal usage fee, deposit, etc., e.g. because of damages, loss of keys, etc., we have to charge € 20.- administration fees in addition to the amount of the damage.