

## HOUSE RULES

DOHO VERWALTUNG manages DOHO Donau Homes on behalf of Vermietungsgemeinschaft Kaisermühlenstraße 12+16, 1220 Vienna.

Our aim is to make your stay as pleasant as possible. If you have any questions, suggestions, complaints or reports, our team is always available at [office@donauhomes.at](mailto:office@donauhomes.at). Further information can be found at [www.donauhomes.at](http://www.donauhomes.at).

We strive to keep life at DOHO as simple and straightforward as possible, without burdening you with unnecessary rules. At the same time, we expect consideration and mutual respect among all residents to ensure a pleasant and smooth coexistence within the building. The following points are intended to clearly and concisely summarize the most important rights and obligations.

These house rules apply to all residents of the DOHO units as well as to all visitors. They form an integral part of your rental agreement. Non-compliance may result in termination of the contract. We therefore kindly ask you to read and comply with the following provisions.

### 1. Move-in, handover protocol and inventory list

Upon moving in, you will receive a handover protocol and an inventory list. Please review these documents carefully immediately after handover. Any defects, damages or missing inventory must be noted accordingly.

The signed documents must be returned within 48 hours to [office@donauhomes.at](mailto:office@donauhomes.at). If no notification is received within this period, the unit will be considered complete and free of defects. Any later claims must be proven to have already existed at handover.

If you report damages or missing items in time, we will inspect and repair or replace them if necessary.

This process is important, as it establishes a clear record of the unit's condition at the time of move-in. At move-out, the unit will be inspected, and any damages or missing items caused by you, your guests or third parties will be charged or deducted from the deposit.

You will also receive the residence registration form. You are responsible for registration, deregistration and all related legal obligations, including OBS fees.

### 2. Rules of Use

#### 2.1 Your unit / 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 kitchens of the units are equipped differently depending on the category. Apartments are generally equipped with a stove, an oven, a dishwasher and a refrigerator. In Single and Double Studios, the kitchen is equipped with a cooktop, a microwave and a refrigerator.

To avoid excessive electricity costs, additional refrigerators or cooktops are not permitted. Small kitchen appliances may be brought. Additional heaters and mobile air conditioning units are not permitted.

##### - Damages

Any damages caused by you or your guests in your unit or in common areas or facilities will be charged to you. Any damage must be reported immediately in writing by email to [office@donauhomes.at](mailto:office@donauhomes.at). Repairs must not be carried out independently.

#### - Changes

Your unit offers sufficient storage space; you may bring additional small furniture. However, it is not permitted to install new elements fixed to walls, floors or furniture or to paint the unit yourself.

#### - Ventilation / Heating / Windows

The unit must be ventilated adequately in order to ensure a healthy living environment and to prevent mold formation. Please ensure that windows are closed when leaving the apartment. The installation of awnings, blinds, external shutters, wind protection walls, trellises, claddings or antenna and satellite systems is not permitted.

During longer absences, the heating must be turned down and all windows must be closed.

## 2.2 Common Rooms and Common Facilities

In Donau Homes, all residents have access to a laundry room with washing machines and dryers, a common room and a covered bicycle storage area.

The equipment in the laundry room must be made available immediately after use to allow other residents to use it. It is not permitted to store laundry, detergent or other items permanently in the laundry room.

Bicycles may only be stored in the designated bicycle storage areas.

The common room is available for smaller groups as well as for studying or working. Cleanliness and consideration towards others, especially neighbors, must be observed. In case of complaints or improper use, we reserve the right to temporarily close the common room.

All common rooms, facilities, equipment and provided inventory must be treated with care. DOHO VERWALTUNG is not liable for damage to or loss of laundry, bicycles or other personal belongings.

## 2.3 General Areas

No furniture, bicycles or other items may be stored on stairs, in corridors or in access areas to cellar compartments. For storage, the storage room in the basement is available if selected in your booking.

Items stored in the above-mentioned areas may be removed and disposed of by DOHO VERWALTUNG at the tenant's expense. This regulation serves the safety of all residents, as such items may obstruct escape routes and pose a risk in emergencies.

Staircases, corridors, courtyards, green areas and all other general areas must be kept clean and handled with care. This applies in particular to facilities such as the elevator, waste room, bicycle storage and garden. Any contamination beyond normal use and any damage must be avoided. If such contamination or damage occurs, it must be reported immediately to [office@donauhomes.at](mailto:office@donauhomes.at). The responsible party bears the costs.

Any changes to the building by attaching signs, posters or adhesive materials are not permitted and will be removed at the expense of the responsible party. Artistic design (graffiti) of interior or exterior walls is also prohibited.

Labeling of mailboxes and intercom systems may only be carried out by DOHO VERWALTUNG.

## 2.4 Outdoor areas

The outdoor area has been designed to enhance the quality of living at Donau Homes. Please handle the outdoor space and any provided inventory with care. Plants must not be damaged and waste must be disposed of properly. Cigarette remains must be disposed of only in designated ashtrays.

## **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. The use of the elevator should be limited to what is necessary so as not to restrict access for other residents.

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

It is important to us to keep common and general areas clean and well maintained. The building and common areas are therefore cleaned regularly by a cleaning company.

The tenant is responsible for keeping their own unit, including any outdoor areas (balcony, terrace or loggia), clean. In Double Studios, cleaning is to be coordinated with the co-resident. Inventory and equipment must be handled with care; in particular, the mattress must always be kept clean and used only with a bedsheet.

If unusual or excessive contamination is detected, we reserve the right to arrange cleaning at the tenant's expense.

## **4 Noise Disturbance**

Please note that you live together with other residents. Mutual consideration is therefore essential. Noise, especially loud singing or music, must be avoided.

On Sundays and public holidays throughout the day, as well as on weekdays between 22:00 and 06:00, any noise that may disturb other residents must be avoided. If you feel disturbed by noise, please inform us immediately at [office@donauhomes.at](mailto:office@donauhomes.at).

## **5 Safety**

The safety of all residents is our highest priority. Any behavior that may endanger or disturb others must be avoided. This includes dust generation as well as pouring, spilling or distributing liquids, unpleasant or harmful substances. All fire safety regulations must be strictly complied with.

## **6 Illegal Addictive Substances**

Possession, cultivation, sale and consumption of drugs, as well as any other illegal activities are strictly prohibited. Any violation constitutes grounds for immediate termination and will be reported to authorities.

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

For fire safety reasons, smoking, the use of e-cigarettes, the lighting of open flames and grilling are prohibited both in the unit and in all publicly accessible areas of the building. This includes in particular candles or any other activities that may generate smoke, heat or open fire. Any manipulation of fire alarm systems is also prohibited. Improper behavior while cooking, such as burning food or excessive smoke development, may trigger the fire alarm system and must therefore be avoided. In the interest of preventive fire protection, no flammable or hazardous items may be stored in the building.

Any costs and expenses caused by the tenant as a result of triggering the fire alarm system, in particular through smoking, handling open fire, generating smoke or tampering with fire alarm systems, including any resulting deployment of the fire brigade or other emergency services, will be charged to the tenant.

## 8 Garbage and Waste

Household waste and other waste must be disposed of exclusively in the designated containers in the waste room. Waste separation is mandatory. Toilets must not be used for the disposal of waste such as food leftovers, used oil or similar substances. It is also not permitted to dispose of waste from the unit in outdoor waste containers or in front of the doors of the waste room. When disposing of waste, cleanliness and consideration for other residents must be observed. Bulky waste, junk or items that cannot be disposed of through the existing waste containers due to their size or nature must not be stored in the building or on the property. These must be disposed of independently by the tenant at appropriate disposal facilities, such as a municipal waste collection center of the City of Vienna.

## 9 Keeping of Animals

Please note that keeping animals in a manner appropriate to their species is not possible in your unit. The keeping of animals is expressly prohibited, except for small animals (such as hamsters, rabbits, etc.) that do not cause any disturbance to other residents. If you intend to keep small animals, please contact DOHO VERWALTUNG in advance.

## 10 Windows and Doors

The main entrance doors must be kept closed at all times for security reasons. To prevent weather-related damage, doors and windows must be kept closed both within the unit and in all other parts of the building in case of wind, rain, snow and frost.

## 11 Keys

Upon handover of the unit, you will receive all associated keys. These serve as access authorization to the building as well as to common areas such as the main entrance door, laundry room, bicycle rooms and storage rooms.

Loss of keys must be reported to us immediately in writing to [office@donauhomes.at](mailto:office@donauhomes.at). The costs for replacement keys and any necessary replacement of affected lock cylinders will be charged to the tenant based on actual costs.

Upon move-out, all keys provided must be returned.

## 12 Overnight Stay

Apartments are intended for two persons and are approved accordingly under building regulations and fire safety regulations. Single Studios and Double Studios are each intended for one person per unit. The presence of more persons than permitted in the respective unit is not allowed and may result in immediate termination of the contract. Overnight stays by guests must be registered in advance in writing at [office@donauhomes.at](mailto:office@donauhomes.at). The tenant is liable for the behavior of their guests as well as for any damages caused by them.

## 13 Emergencies

The safety of all residents is our highest priority. Our regulations are intended to ensure a safe environment within the building. Nevertheless, emergencies such as a fire or a false alarm may occur in exceptional cases. Please take every alarm seriously and familiarize yourself with the building, the escape routes, and the location of the nearest emergency staircases and fire extinguishers.

Fire safety drills are carried out regularly. We kindly ask you to participate. In an emergency, knowledge of the correct procedures can save lives. In the event of an evacuation, please follow the marked escape routes (green arrows) immediately to the outside. Once you have left the building, please wait for further instructions and remain calm.

#### **14 Cost and environmental Awareness**

Environmental and cost awareness is an important concern for us. Through various structural measures, we aim to keep the environmental impact of the building as low as possible. At the same time, responsible use of resources helps to keep energy consumption and costs at an appropriate level. We therefore ask all residents to use electricity, heating and water responsibly.

Please ensure that water is used consciously, electricity is used sparingly and heating energy is not consumed unnecessarily. Rooms should be ventilated regularly by shock ventilation rather than keeping windows tilted permanently. When leaving the unit, windows must be closed, and during longer absences, the heating must be reduced accordingly. Electrical devices should also only be used when necessary and switched off whenever possible.

A household-level amount of energy consumption is included in the all-in rent. In the case of noticeably high or non-household consumption, we reserve the right to review the energy usage and charge any additional costs accordingly.

#### **15 Charges**

For each extraordinary invoice issued by DOHO VERWALTUNG in addition to the agreed usage fees, the deposit or other contractual payments (e.g. due to damages or loss of keys), an additional administrative fee of €20 will be charged.