

General Terms of Rent

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Preamble

The tenancy relationship for one of Studierendenwerk Greifswald's halls of residence is subject to the following terms and conditions for residency which are to be seen as General Terms and Conditions pursuant to §§ 305 pp. BGB.

When renting out living space in student halls of residence, Studierendenwerk Greifswald (hereinafter landlord), as a public institution with legal capacity, is fulfilling its task in accordance with § 4(1) Sentence 3 No. 2 of the *Gesetz über die Studierendenwerke im Land Mecklenburg-Vorpommern* (Act for Student Services in the State of Mecklenburg-Vorpommern).

Changes to these General Terms of Rent shall only be effective, if they have been signed by both contract parties or have been confirmed otherwise in writing.

If the following General Terms of Rent have been written in the masculine form, they also apply to the feminine form and vice versa.

§ 1 Residence Entitlement

- (1) Students at the University of Greifswald, Hochschule Stralsund University of Applied Sciences and Hochschule Neubrandenburg University of Applied Sciences are entitled to live at the student halls of residence run by Studierendenwerk Greifswald. Students in terms of Sentence 1 are persons who are enrolled for a degree course at the aforementioned universities. The term degree course only applies to full-time studies in degree courses that are completed with a university or state examination, or a supplementary, advanced or postgraduate degree course, as well as a doctorate. Students from other universities, who are enrolled as guest students or non-degree seeking students or as interns at one of the above-named universities are also entitled to residency.
- (2) Students as described in sub-section (1), who predominantly work for an income are not entitled to residency.
- (3) The tenant is required to provide a certificate of enrolment prior to the start of the tenancy relationship. If a tenancy relationship is already in place, the tenant is also obliged to hand in a certificate of enrolment (photocopies are permitted) to the landlord without being asked by the 31/05 of the respective year for the summer semester or the 30/11 of the respective year for the winter semester. If this does not occur even after receipt of a written reminder with deadline, issued by the landlord, the landlord can terminate the tenancy relationship without notice due to important reasons in accordance with § 543 BGB.
- (4) When allocating the rooms, Studierendenwerk Greifswald reserves the right to select the applicants. This applies in particular for creating and maintaining socially stable resident structures and balanced residential structures and for securing balanced economic, social and cultural relationships.

§ 2 Rental Object

- (1) The rental object is named precisely in the rental agreement.
- (2) Furnishings that are also being rented out are listed in an extra handover report, which is a component of the tenancy agreement.
- (3) Rooms and facilities that may be used for communal use are not part of the rental agreement, but can also be used by the tenants according to their intended purpose.
 - The right to use communal rooms and facilities that are not essential can be withdrawn by the landlord at all times.
- (4) The rented rooms are solely intended as living space for the tenant's own use.
- (5) The rental object will be handed over to the tenant by the caretaker or a person commissioned by the landlord, on presentation of the rental agreement.

§ 3 Deposit

(1) The tenant shall pay a deposit of the following amount for securing all claims from the Studierendenwerk which might arise from the tenancy relationship:

per resident in a one-bed room: € 375 for a place in a two-bed room: € 350

- (2) The tenant may pay the deposit in three equal monthly instalments. The first instalment is due at the beginning of the tenancy relationship. The further instalments are due together with the next two rental payments.
- (3) The deposit will receive no interest (§ 551(3) Sentence 5 BGB)
- (4) The landlord is also entitled to satisfy his claims arising from the tenancy relationship from the deposit during the active tenancy relationship, if the claims are legally binding or obviously justified, and the tenant is late in performing the obligation that justifies the claim.
- (5) If the deposit amount paid by the tenant drops below the amount stated in subsection (1) due to a claim made by the landlord, the tenant, having been notified by the landlord of the current deposit amount, must immediately top up the deposit to the agreed amount, at the latest by the date on which the contract foresees the next payment of the rent.
- (6) The deposit or the remainder of the deposit that has not been charged against claims will be transferred to an account to be named by the tenant within 3 months after the end of the tenancy relationship and orderly return of the rental object, in so far as the landlord is not entitled to a due counterclaim from the tenancy relationship.

§ 4 Total Rent and its Components

- (1) The total rent is made up of the basic rent and the operating and service costs.
- (2) The tenant pays a lump sum for the operating costs that covers all of the landlord's costs for the respective residential complex in accordance with the ordinance for the calculation of operating costs (- *Betriebskostenverordnung* (Operating Costs Ordinance) in the respective valid version) and all other operating costs, unless it has been agreed to in the tenancy agreement that some individual costs shall be calculated according to use, or the tenant pays for some individual costs himself, in addition to the total rent. The operating and service costs include, in particular: The current public expenses for the property; costs for water supply and drainage; costs for running the central heating, including the flue gas system, the central fuel

supply system, the own commercial supply of heat and/or cleaning and servicing of self-contained central heating units and individual gas heaters; running costs for the central warm water supply system, the own commercial supply of warm water and/or the cleaning and servicing of warm water devices; costs for combined heating and warm water supply systems; running costs for lifts for persons and goods; costs for road sweeping, waste disposal, cleaning services, pest control, gardening, lighting, chimney sweeps, object and liability insurance; caretaker costs; costs for running communal aerial systems and for the private distribution system connected to the broadband cable network; running costs for washing facilities and other running costs in accordance with § 1 BetrKV.

Newly arising operating costs shall be paid by the tenant once they begin to occur. For this, the landlord calculates the overall costs for the respective residential complex. The calculated operating and service costs are to be split per m² living space/tenant and month.

- (3) Costs covered by the lump sum for the operating costs will not be calculated individually. No demands will be made for extra payments due to possible shortfalls, surplus amounts will not be returned.
- (4) If a raise in rent is required and permitted by law, due to higher costs, in particular operating costs, the tenant is obliged to pay a higher total rent from the beginning of the third month after receiving written notification from the landlord.

§ 5 Payment of Rent

- (1) The total due monthly rent is to be paid in advance and due on the first day of the month in which the tenant is to move in. The landlord will usually debit the rent from your account by the 10th day of the respective month. However, this will not occur prior to the third day of every month. The tenant must grant the landlord a SEPA basic direct debit for the respective due payments at the beginning of the tenancy relationship and setup/have a current account for this purpose.
- (2) To make management efficient, the tenant agrees to authorise a direct debit via the SEPA direct debit procedure for all payments resulting from the rental agreement. The tenant is obliged to make sure that there is sufficient cover on the named account. Costs that arise from having insufficient funds on the account will be charged to the tenant.
- (3) If rental payments become overdue, the landlord is entitled to charge a lump sum fee for administration costs for payment reminders in accordance with the *Gebührenordnung* (hereinafter Fee Regulations) of the Studierendenwerk Greifswald. The entitlement to press legal charges due to delayed payment remains unaffected.
- (4) If the tenant is in delay with his payments, the landlord is entitled to first charge incoming amounts against the costs including possible process costs, then the interest and then the principal sum, first of all the older debt, as long as the tenant did not define a different purpose for use when he made the payment.
- (5) If the rent and other due payments are to be directly debited from a current account that is not held by the tenant (e.g. parents), the SEPA basic direct debit mandate must be granted by the account holder himself. This does not affect the tenant's obligation to pay the rent. The landlord only informs the tenant of the impending SEPA direct debit. The tenant commits to inform the account holder.

§ 6 Start of the Tenancy Relationship and Handing Over of the Rental Object

- (1) The tenancy relationship commences with the date stipulated in the contract. The keys to the rental object will be handed over after the start date of the tenancy agreement as stipulated in the rental agreement, during the work hours of the caretaker/manager of the hall of residence, from Monday to Friday. If the named date is on a Saturday, Sunday or public holiday, the keys to the rental object will usually be handed over on the next working day. No keys will be exchanged on the 24/12 or the 31/12 of any year.
- (2) A handover report will be created when the keys are exchanged. The condition of the rooms being handed over and the inventory as well as its completeness is determined and confirmed in writing in the presence of a person commissioned by the landlord.
- (3) It is not possible to have a previous viewing of the rooms that are to be rented.

§ 7 Termination of the Tenancy Relationship

- (1) The tenancy relationship ends at the end of the period stipulated in the agreement.
- (2) Early termination of the agreement shall be subject to the statutory term of notice of 3 months. This means that the tenant can give notice up until the third working day of a month to terminate the agreement for the end of the month after next. Furthermore, if the contract is to be terminated for the end of a semester, a reduced period of notice of two months is possible. This means that the tenant can give notice up until the third working day of a month to terminate the agreement for the end of the next month (end of semester). This period of notice is not applicable or is shortened if a new tenant has been found in accordance with the allocation rules of the Student Accommodation Department. Notice must be given in writing and is to be Studierendenwerk Greifswald's `Wohnheimverwaltund addressed the (administration of the halls of Residence).
- (3) Both parties can terminate the tenancy agreement without notice if there is an important reason. Important reasons are present in particular, if the tenant
 - a) is late in paying the rent in full or a substantial part of the rent on two successive due dates.
 - b) is late in paying an amount that is equivalent to the rent for two months for a period that has lasted longer than two due dates,
 - c) continues to use the rental object contrary to the terms of the agreement, regardless of the written warning issued by the landlord, in particular if he has entrusted his place in the hall of residence to a third party without permission, or
 - d) severe breaches of the rental agreement, the General Terms of Rent or the *Hausordnung* (hereinafter House Regulations) are at hand.
- (4) Flats for disabled persons and flats for students with children are generally only allocated to these user groups. If such flats are allocated to students who do not belong to these user groups, it will not be possible to extend the rental agreement for this rental object after the contract has come to an end if the flat is required by a member of the aforementioned user groups. The student tenants affected by this will be provided with other accommodation.

§ 8 Return of the Rented Rooms

- (1) At the end of the tenancy relationship, the rental object is to be handed back to the landlord in a clean state and in a condition that is in accordance with the contract, with all of the inventory and all of the keys. Another handover report will be produced when the keys are returned. All damage to and defects in the rental object (including the furnishings that were also included in the rental agreement) for which the tenant is liable, must be resolved professionally. The handover report that was created on moving in will be used as the basis.
- (2) The tenant must remove all of the personal items from the rented rooms and all other rooms that he also used.
- (3) If the tenant does not adhere to the provisions pursuant to sub-sections (1) or (2), the landlord is entitled to have the rented rooms opened and cleaned at the expense of the tenant and to remove or put the tenant's remaining personal items into storage at the expense of the tenant.
- (4) A prior inspection should be carried out by the caretaker or a representative of the Studierendenwerk prior to the meeting for handing over the keys to the rental object. The prior inspection serves as a joint inspection of the rental object with the goal of providing the tenant with a chance to have any defects and damage found during the inspection repaired by a suitable company at his expense or to professionally repair them himself by the end of the rental period/date on which the rental object is returned. The defects or damage found during the prior inspection will be noted in an inspection report. The tenant must resolve the noted defects and damage by the date on which the rental object is to be returned. If he fails to fulfil this obligation, the defects and damage will be resolved by the landlord or a specialist company that he has commissioned.
- (5) For the return the rental object, the tenant must arrange an appointment for the joint inspection of the rental object with the administration of the hall of residence or the caretaker responsible at least one week prior to his move. Usually, the inspection of the rental object can only take place during work hours. It must take place before 10.00 a.m. on the day on which the tenancy relationship ends. It is not possible to move out on weekends and public holidays. If the rental relationship ends on one of those days, the tenant has to move out by the last working day (apart from Saturday) prior to the end of the tenancy relationship.
- (6) The tenant is required to be present when the rental object is returned.
- (7) The tenant is liable for all of the landlord's costs resulting from returning a rental object that was not up to the due condition and/or a late move out, in particular, expenses and compensation for resolving defects, reimbursement for the accommodation costs of the next tenant for periods in which the rental object could not be rented out to him and/or compensation to cover the lost rent caused by these circumstances
- (8) If several persons have rented a rental object, they are jointly liable for all obligations resulting from the tenancy relationship, in particular carrying out minor repairs and repairing damage, as well as the payment of compensation.
- (9) The tenant must inform the landlord of his new address and the bank account required for returning the deposit and other possible credit amounts by the date on which the tenancy agreement comes to an end.
- (10) The direct debit is no longer valid after the tenancy relationship has come to an end.

§ 9 Tenant Moves

- (1) On written request (form), it is possible to move to another room at one of the landlord's halls of residence. Moves are subject to a move fee in accordance with Studierendenwerk Greifswald's Fee Regulations.
- (2) If a student has just moved into a single room, the move request will not be processed before six months of residency have passed. Decisions concerning move requests will be made at the discretion of the landlord.
- (3) The tenant has no legal right to the allocation of the desired room in a hall of residence. Moves are only permitted if they have been approved by the landlord.

§ 10 Granting Access to Third Parties - Subletting

- (1) It is forbidden for the tenant to grant third parties use of the rental object without the permission of the landlord, in particular to sublet the accommodation. The same applies to allowing third parties to live with the tenant in the rooms rented by the tenant. However, there is a justified interest for the tenant to sublet the accommodation if he is absent from the university town for at least two months, due to his studies. The landlord will decide whether to authorise the subletting of the accommodation on written request, which requires the enclosure of proof of the absence.
- (2) Private visitors who stay for short periods of no longer than 1 week are permitted. The tenant's guests may not be accommodated for longer or permanent periods, as this is not compatible with the rental purpose of the student hall of residence.
- (3) Flatmates must agree to the guest's stay. Flatmates should not be disturbed or affected by the stay.
- (4) If the caretaker or any other representative of Studierendenwerk Greifswald discovers unauthorised guests staying in a tenant's room, the landlord, if he has previously issued an unsuccessful warning, is entitled to terminate the tenancy relationship immediately due to an important reason. The landlord can demand a lump sum fee from the tenant for every overnight stay of the guest that is equal to the lump sum fee for the operating costs.

§ 11 Inventory

- (1) The inventory that is being rented as part of the tenancy agreement may not be removed, in particular, it may not be swapped to rooms rented by other tenants.
- (2) Inventory that is not required or used by the tenant can only be stored in rooms that are provided by the landlord for this purpose if there are any after approval has been given by the caretaker. There is no legal right to reductions in the price of the rent if inventory is not being used. The tenant must return inventory that has been stored elsewhere in full and in due condition to the rented rooms when he moves out.

§ 12 Tenant's Personal Property

- (1) The tenant must take out his own insurance to cover any personal property he has brought with him, irrespective of any insurance that might have been taken out by the landlord.
- (2) The tenant is required to place any personal property that he has brought with him only in the rooms that he has rented or in the rooms that have been determined for this purpose. Objects that are not being kept in the tenant's rooms must be marked clearly with the tenant's name and tenant number.
- (3) In order to return the rental object to its due condition, the landlord is entitled to remove objects that have been left by the tenant or are not duly marked, if they have still not been removed or marked having issued a 7-day deadline to do so.

§ 13 Minor Repairs/Maintenance and Cleaning Duties

- (1) The tenant is required to treat with care and regularly clean the rented rooms, the communal rooms that belong to the shared flat (e.g. kitchens, sanitary facilities, communal spaces, corridors and basements), as well as the inventory and devices that are included in the rental agreement. The cleaning obligation also encompasses the window cleaning for windows and doors, which, if applicable, must usually take place every six weeks. The landlord can demand that a cleaning plan is created for the rooms for communal use in a shared flat.
- (2) The tenant is required to carry out any necessary minor repairs to the rental object named in the rental agreement professionally or to commission someone to do the repairs at his own expense, if the rooms were handed over to the tenant in a renovated condition at the beginning of the rental period.
- (3) The replacement of lightbulbs in rooms that are not foreseen for communal use will be charged to the tenant. When the tenant moves out, all of the lightbulbs must be in a usable condition with sufficient wattage.
- (4) If the tenant fails to meet the obligations pursuant to sub-sections (1)-(3) in spite of being prompted to do so and being issued with a deadline, the landlord, notwithstanding his claim to performance, is entitled to take the necessary steps at the expense of the tenant or to demand compensation for non-fulfilment.
- (5) The landlord is responsible for maintenance and repairs (for preserving the condition) to the rental object, including the communal rooms. If the tenant carries out any repairs without previously demanding action to be taken by the landlord within a suitable period of time, he will not receive any compensation for his expenses, unless the immediate repair of the damage was required to preserve or restore the rental object. The tenant must tolerate the measures that the landlord is required to take for maintaining the rental object, as well as for improving the rented rooms or other parts of the building for saving energy or water, or for creating new living space. The tenant, following prior arrangement of dates, must grant access to the affected rooms and may not purposefully obstruct or delay the performance of the work.
- (6) Tenants are not allowed to mount satellite, television and radio antennas.
- (7) Repairs to and the painting of windows, doors, radiators and the inventory are generally carried out by the landlord, even in the rented rooms, as long as they are required due to normal wear and tear. The tenant is liable for any damages he has caused.
- (8) At the end of the tenancy relationship, the tenant must properly paint the walls and ceilings of the rental object white if the tenant did not carry out required minor repairs during the rental period or minor repairs are required at the end of the tenancy relationship due to the condition of the rental object.

§ 14 Fee Regulations

The respective valid version of Studierendenwerk Greifswald's Fee Regulations are a component of the rental contract.

§ 15 Access to the Rented Rooms

- (1) If there is reason for concern, the landlord or a person commissioned by the landlord may inspect the condition of the rental object at a reasonable time during the day, if he has given sufficient notice of usually 7 days.
- (2) The landlord may enter the rented rooms at any time of day or night without giving prior notice if this is to avert danger.
- (3) If the tenant denies access or otherwise makes it impossible to gain access, he shall be liable for all of the resulting damages.

§ 16 Breaches of Contract

In particular, it is not permitted for the tenant

- 1. to keep or bring animals with him (in individual cases and on request addressed to the administration of the student hall of residence, it is possible for students to keep or bring small animals with them depending on the accommodation's circumstances),
- 2. to have keys cut or to entrust keys to unauthorised persons,
- 3. to lay carpet that is glued or whose underlay could cause restrictions or damage to the existing flooring,
- 4. to plug-in fridges, stoves, washing machines, freezers and electric heaters in the student hall of residence without permission from the landlord,
- 5. to park vehicles with cancelled registrations on parking spaces that belong to the student halls of residence (if this is the case, the landlord is entitled to have the vehicle towed away. The tenant shall carry any related costs. The landlord reserves the right to claim for further compensation of damages),
- 8. to carry out car repairs that could disturb others on the premises of the buildings managed by the landlord or in the direct vicinity. In particular, it is forbidden to carry out any work that could cause pollution (e.g. oil change).

§ 17 Mutual Respect, House Regulations

- (1) The landlord and tenant commit to maintain peace and mutual respect within the hall of residence. It is explicitly stated that serious violations of this commitment can justify an immediate termination of contract.
- (2) The House Regulations apply to the keeping of public order within the building and the use of communal facilities. If required, they can be changed by the landlord.

§ 18 Liability of the Landlord

(1) The landlord is not liable without fault for initial defects. In other respects, the landlord is only liable for damages sustained by the tenant and his visitors and to objects that were brought to the rental object by the tenant caused by a defect in the rental object, if this was done intentionally or by way of gross negligence by the landlord and his helpers. This also applies, in particular, to the damage to and disappearance of vehicles, even if these have been stored in the spaces that are intended for this purpose or in another area of the hall of residence. This exclusion of

- liability does not apply to damages resulting from the loss of life, physical injury or personal health.
- (2) The landlord is not obliged to insure the personal property brought to the rental object by the tenant.

§ 19 Tenant Obligations

- (1) The tenant is obliged to observe all of the building control and fire protection regulations. In particular, it is forbidden to store highly flammable or highly combustible materials in or on all of the buildings and premises managed by the landlord, to block or obstruct escape routes, and to leave objects on any of the access routes if this is not just temporary.
- (2) The tenant is obliged to use water, heating and electricity economically and to sort rubbish into the respective containers.
- (3) It is recommended that the tenant takes out sufficient insurance cover, in particular private liability insurance and household contents insurance.
- (4) Bicycles should be kept in the provided bike storage space. Bicycles may not be kept in rooms, communal rooms, stairways, basement corridors and escape routes. The person responsible for violations of the regulations shall be liable for all costs for required clearances and other resulting damages.
- (5) Bicycles that are obviously no longer in working order can be removed and disposed of by the landlord following an unsuccessful public announcement requesting the owner to remove the bicycle and after providing a suitable deadline of at least 2 weeks. The tenant shall not be allowed to claim for damages.
- (6) The tenant must indicate defects, damage or operating faults in the rental object, the rooms for communal use, the building or the technical facilities that are present when he moves in or occur during the rental relationship immediately to the landlord. If the tenant fails to meet this obligation, it can justify claims for damages.
- (7) The tenant is liable for all damage to the rental object (building and inventory) resulting from culpable violation of his duties to take care of the property and for which he is responsible, especially if technical facilities and other facilities have been treated incorrectly and the rooms that he lives in have not been sufficiently ventilated, heated or protected against frost. The tenant is also liable in the same way for damage caused culpably by persons who belong to his household, relatives, visitors or other third parties who are residing in the rental object at his instigation or with his consent.
- (8) Tenants who jointly use objects are subject to the principle of joint obligation to take care of them and report damage, and shall be held jointly liable for damages and losses. The settlement of the claim for damage to jointly used objects in a room, flat or corridor, or other communal rooms will be carried jointly by all of the inhabitants of a room or flat. The tenants involved are jointly and severally liable.

§ 20 Access to/ Use of the Internet

- (1) As part of the rental agreement, the tenant is provided with internet access via the respective university (this does not apply to the Holzhausen residential complex in Stralsund). The university networks should generally only be accessed and used for teaching, studies and research. The tenant recognises the respective valid regulations of the computer centres in Greifswald and Neubrandenburg.
- (2) The landlord endeavours to provide this service at a high standard of quality at all times. If, however, disturbances occur that limit or make usage impossible, this does not constitute any legal claim. The landlord guarantees neither the provision, nor a

minimum bandwidth or a minimum speed of the network. The landlord reserves the right to turn off services without giving previous notice.

§ 21 Explanations, Other

- (1) Statements made by the tenant related to the tenancy relationship are only effective if they were made in written form. Except for provisions otherwise provided for in these General Terms of Rent, they are to be addressed and submitted to the landlord, i.e.
 - 1. for tenancy relationships in Greifswald, to Studierendenwerk Greifswald, AöR, Am Schießwall 1-4, 17489 Greifswald,
 - 2. for tenancy relationships in Neubrandenburg, to Studierendenwerk Greifswald, Geschäftsstelle Neubrandenburg, Wohnheimverwaltung, Brodaer Str. 4, 17033 Neubrandenburg,
 - 3. for tenancy relationships in Stralsund, to Studierendenwerk Greifswald, Geschäftsstelle Stralsund, Wohnheimverwaltung, Zur Schwedenschanze 15, 18435 Stralsund.
- (2) In the rental agreement, the tenant declares his consent to the collection, saving and processing of his personal data for internal purposes in files that are managed by the landlord. This data will not be passed on to third parties unless this is permitted by legal provisions. After the tenancy relationship has come to an end, the data will be destroyed pursuant to data protection regulations. Studierendenwerk Greifswald's Data Protection Declaration also applies.

§ 22 Invalidity of Individual Provisions

If individual provisions of the rental agreement or the General Terms of Rent have been partially or fully removed from the contract or become ineffective, the remaining provisions of the contract continue to be effective. If the provisions have been removed from the contract or become ineffective, the contents of the contract shall be based on the legal provisions.

The 'General Terms of Rent' were passed by the Supervisory Board of the Studierendenwerk Greifswald on the 14/07/1994. An addition was made on the 29/06/1995.

The current version contains changes that were decided upon at sessions of the Supervisory Board on the 12/07/2000, 29/06/2006 and 09/01/2014. An addition was made on the 23/08/2018.

Studierendenwerk Greifswald - General Manager -

Fire Protection in Studierendenwerk Greifswald's Halls of Residence

I. Preventive Fire Protection Measures and Warning Systems

- 1. The smoke alarms that have been mounted in the rooms and corridors are to be left where they were installed and may not be turned off by the tenant (e.g. by removing the batteries). The Studierendenwerk must receive immediate notification if the smoke alarms show any malfunctions.
- 2. Fire prevention is the most important task of fire protection. In order to avoid fires, every person is obliged to treat every fire and naked flame, in particular candles, as well as electric facilities, gas and other sources of light, power and warmth with required care, as destructive fires and accidents can result from slight carelessness. Actions from other persons that have the potential to cause fires should be inhibited if at all possible.
- 3. Do not throw the remains of cigars or cigarettes into rubbish bins, experience has shown that this is a cause of such destructive fires. Under no circumstances is it permitted to smoke in bed.
- 4. All access roads and paths for the fire service, as well as doors, corridors and emergency exits must be kept free of obstruction at all times.

II. What to Do If There Is a Fire

- 1. Keep calm and act sensibly, avoid panic.
- 2. If possible, every fire should be fought effectively from the very start. All fire fighting measures must be carried out as quickly as possible.
- 3. Anyone who discovers a fire that they are unable to extinguish themselves with a fire extinguisher, must immediately set off the fire alarm. Immediately ring:

The Fire Service via telephone no.: 112

Please provide:

- Fire location
- Type of fire (what is burning? Fire intensity)
- Information about particular hazards
- Name of the person reporting the fire
- 4. The fire is to be fought with all available means. The first option should be to use the fire extinguishers that are located throughout the buildings. They are the most important small extinguishers for fighting fires that have just started. Every tenant must be aware of the locations of these fire extinguishers.
- 5. All of the windows and doors must be kept shut to avoid drafts. They may only be opened if persons are in danger due to smoke development.
- 6. If possible, the electric lights are to be switched on in the rooms that are affected by the fire and those that are threatened by the fire even during the day as this makes rescue work easier in rooms filled with smoke.
- 7. Use the escape routes to get to safety (emergency exits).
- 8. Always rescue the persons in danger first, before thinking about retrieving material goods.
- 9. When the fire service arrives, it will take over the fighting of the fire and saving of lives. Orders given by the fire service must be obeyed; every possible effort should be made to support the fire service.