

# House rules

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For a pleasant coexistence



Zuhause in Leipzig

**lwb**





*At home in Leipzig*



*Together in the neighbourhood*



# Welcome home

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Dear tenant,

The Leipziger Wohnungs- und Baugesellschaft (LWB) is committed to ensuring that you feel comfortable in your flat. The prerequisites for this are respectful and tolerant cooperation between all neighbours and a certain degree of order and thus the observance of a few rules in your building.

These house rules, which are part of your tenancy agreement, contain important regulations. They are binding for all tenants. The LWB Tenants' Councils have participated in the determination of the house rules as your elected representatives. If you have any questions or suggestions, please do not hesitate to contact the advisory councils or your tenant advisors.

*Yours sincerely,  
Leipziger Wohnungs- und Baugesellschaft mbH*







CALL IN CASE OF DAMAGE

**We help at any time!**



Emergency service  
for accidents (24hrs)  
including Sundays  
and public holidays  
Tel. + 49 341 9922-9922



LWB service team  
Lichtenbergweg 5  
D-04299 Leipzig,  
Germany

## To a good neighbourly coexistence

A good neighbourhood makes life more pleasant. When everyone is friendly and peaceful, helpful and cares for each other, everyone feels good. In the LWB house rules, we have summarised the most important guidelines to ensure that everyone can say that they like residing and living here. Please also take note of pages 8 to 13, on which the most important rules are briefly summarised again including pictograms.

## Noise abatement

Avoid noise that disturbs others. This applies especially during the legally protected curfew hours (10 p.m. – 6 p.m.) and during rest periods (6 a.m. – 7 a.m. and 8 p.m. – 10 p.m. on weekdays) and generally on Sundays and public holidays. The lunchtime rest period is 1 p.m. – 3 p.m. Radios, televisions etc. must always be set at room volume.

Music should only be played indoors at room volume and may only be played for a maximum of two hours a day outside rest periods. Not affected by the rest period regulations are trade work, garden and winter maintenance work carried out on behalf of the landlord.

## Children

There are playgrounds and areas for children to play outside the flats. These are to be protected from soiling, for example by pets. Parents are jointly responsible for this.

They must ensure that toys are not left lying around. For safety reasons, children may not stay in cellars, garages or other communal facilities that are not reserved for playing.

Parents and guardians must ensure that their children do not make unacceptable noise – especially during the rest periods.

## Communal facilities

All facilities of the flats, technical installations as well as outside areas are to be treated with care so that all tenants feel comfortable.

The communal areas such as footpaths, staircases, corridors, cellars or, for example, floor walkways must remain freely accessible and may not be used as parking spaces for vehicles, household goods, toys and other personal items. By way of exception, prams, walking aids and wheelchairs may be parked in stairwells, corridors, building entrances or courtyard entrances, provided they do not block escape routes or unreasonably obstruct other residents. If there are alternative parking facilities, these must be used instead. Smoking is prohibited in the communal areas and facilities – including the lifts.

In buildings with lifts, the relevant operating instructions must be observed. Parents must ensure that their children are also made aware of these instructions. Laundry rooms, drying rooms or floors and other communal facilities cannot be used by everyone at all times. Please coordinate with the other tenants.

## Cleanliness

The landlord usually has the house cleaned by cleaning companies. If this is not the case, the tenants are responsible for cleaning.

The following applies: The stairwells must be thoroughly cleaned once a week, preferably at the weekend, and the stairwell windows and banisters must be cleaned regularly. Tenants of the rooms on the ground floor – including commercial tenants – shall clean the entrance to the building and the stairwells up to their flat entrance door, including the area on this floor. Tenants of the rental areas above this floor shall clean the stairwells up to

their floor and the associated landing. The stairwells to the top floor are to be cleaned by the tenants on the top floor.

The residents of a floor take turns in cleaning. In case of absence, e.g. due to holidays, the neighbours should consult each other. This also applies to the cleaning of the communal areas, for which all tenants are responsible, unless the landlord has commissioned a company. The communal areas include, for example, floors, cellar stairwells and corridors. Cleaning the communal areas includes regular ventilation.

At night and in the event of storms, rain and snow, the windows must be kept closed. Avoid – also for cost reasons – allowing the rooms to get too cold. Please refer to the LWB information on correct heating and ventilation.

Regardless of whether the tenant or landlord carries out cleaning, the following applies:



*Please always remove severe soiling immediately.*

Abnormal contamination must be removed immediately by the person responsible. Feeding stray cats, pigeons and other wild animals is not permitted. Dog owners must use the dog meadows with their animals and refrain from leaving their droppings on the ground.

## Security

For security reasons, the front door must be kept closed at all times. It must not be locked so that rescue services can provide unhindered help in case of an emergency. The cellar, courtyard and attic doors must be locked at all times. Before opening the front door to third parties, please make sure you know who is trying to enter the building. Building and courtyard entrances, stairwells and corridors must be kept clear as escape routes.

Attics, cellars and similar rooms may not be entered with a naked flame. Fire doors must always be closed. All regulations issued by the police and fire protection authorities must be observed, even if they are not listed separately in the house rules.

No objects may be thrown out of windows or balconies, nor may blankets etc. be shaken out here. Keys for locks on flat and communal doors are only available from your landlord. Dogs must be kept on a leash in stairwells and lifts to ensure that children and elderly people feel safe.

## Avoiding damage

All rooms should be ventilated regularly, for example to prevent mould growth on the walls and to create good heating conditions.

Please bear in mind that in the event of severe frost, only brief ventilation is permitted to prevent the rooms from cooling down and the water pipes from freezing.

Please ask your landlord for information about the correct heating and ventilation. Storm, lightning, water and snow damage must be reported to the landlady immediately. Work on electrical and water-bearing installations shall only be carried out by a specialist appointed by the lessor.

Waste must not be thrown into washbasins or toilets, as otherwise the pipes may become blocked. When cleaning the sanitary facilities, please do not use any abrasive cleaning agents that could attack the glass. Costs for the repair of damage caused by improper handling shall be borne by the tenant/causer of the damage.

### Environment/waste disposal

Waste produced in the household may only be disposed of in the bins and containers provided for this purpose. Please make full use of the containers to avoid unnecessary emptying costs. Bulky objects must go in bulky waste containers and must be disposed of by the tenant at the city's recycling facilities.

Smouldering ashes may not be thrown into the rubbish. Please ensure that the location of the waste containers is tidy and clean so that no vermin are attracted.

### Balcony/terrace

Laundry must always be hung below the balcony parapet. Flowerbeds and boxes must

be placed in such a way that they cannot fall down. When planting, please be considerate of your neighbours and avoid excessively proliferating plants.

Also when watering, make sure that neither the house nor other rented areas are affected. No flower pots, flower boxes or other objects may be placed on outside window sills. Barbecuing with charcoal is prohibited on balconies.

### Winter maintenance

The landlord shall carry out the winter road clearance service in accordance with the applicable winter road clearance regulations of the City of Leipzig.

If this does not apply in individual cases, the tenants shall assume this task. The landlord shall inform and provide snow shovels and gritting materials.

### Structural changes

All conversions, extensions and installations must be approved by the landlord in advance.

### Liability

The tenant shall be liable for all damage resulting from failure to observe the house rules and the violation of the duty of supervision and notification.

Violations of the house rules may have legal consequences and may lead to termination of the rental contract.





### Friendly coexistence

Treat your neighbours with **respect** and show **consideration** for each other. A friendly conversation solves many problems.



### Take care of your home and surroundings

Please handle the premises and facilities made available to you with **care**.



### Keep calm

Avoid noise that disturbs others. Observe **rest periods** (10 p.m. – 6 a.m. and 1 p.m. – 3 p.m.) and play music only at **room volume**.

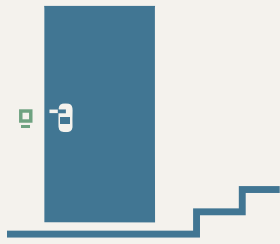


### No smoking

**Smoking is absolutely prohibited** in lifts, staircases, communal areas, corridors etc.







### Everyone needs their freedom

Do not clutter staircases, cellars, corridors and escape routes with bicycles, household goods, furniture, or toys.



### Playing in the playground

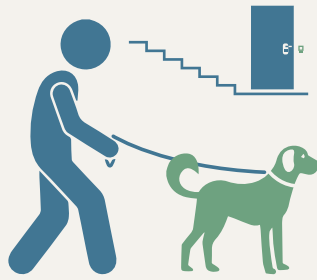
Playing is not permitted in communal facilities such as stairwells, garage entrances, cellars etc.- also for safety reasons.



Dogs must always be kept on a leash in the building.



Out of consideration for your neighbours, please observe the rest periods.



### Keep dogs on a leash

Please always **keep your dogs on a leash** in communal areas such as staircases or lifts.



### The right place

Dog owners should use **dog meadows** and **pick up the droppings** of their four-legged companions.



### No misled love of animals

**Feeding** stray cats, dogs, pigeons and other animals is **not permitted** in LWB housing estates.



### Dispose of bulky waste separately

Dispose of your bulky waste at the **recycling facility**. It does not belong outside the front door or in the household waste bin.





### In the appropriate waste bin

Please dispose of your pre-sorted waste in the appropriate bins or containers.



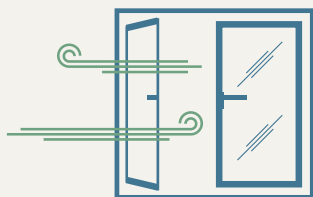
### Waste belongs in the rubbish

Please do **not** throw toiletries or food leftovers into your toilet – they belong in the rubbish.



### Use the toilet properly

**Only** use the toilet in your flat while sitting down and not in any other position.



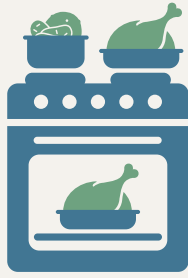
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### Avoiding poor air quality

To prevent mould growth in your home, please **ventilate** your flat **3-4 times a day** for **5 minutes** each time.







### Cook and bake in a suitable container

Please do not prepare your food directly on or in the cooker – use a **container** provided for this purpose.



### Barbecue outside

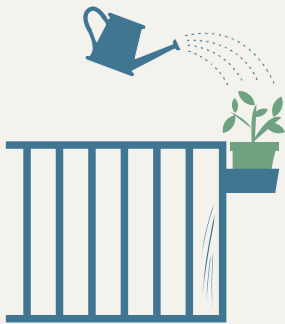
It is **not permitted** to operate a **barbecue with naked flame** on your balcony/terrace.



*Pay attention to cleanliness on our playgrounds*



*A steak is easier to grill outdoors*



### Water flowers, not your neighbours

Please pay attention to your neighbours when watering the flowers on the balcony, especially in the flat below you.



### Hang your laundry properly

Please always hang your laundry so that it cannot fall down and the balcony below you does not get wet unnecessarily.



0341 9922-9922



### Report damage to the landlord

Damage caused by water, electricity or bad weather must be reported immediately to your LWB service kiosk or the LWB service hotline.



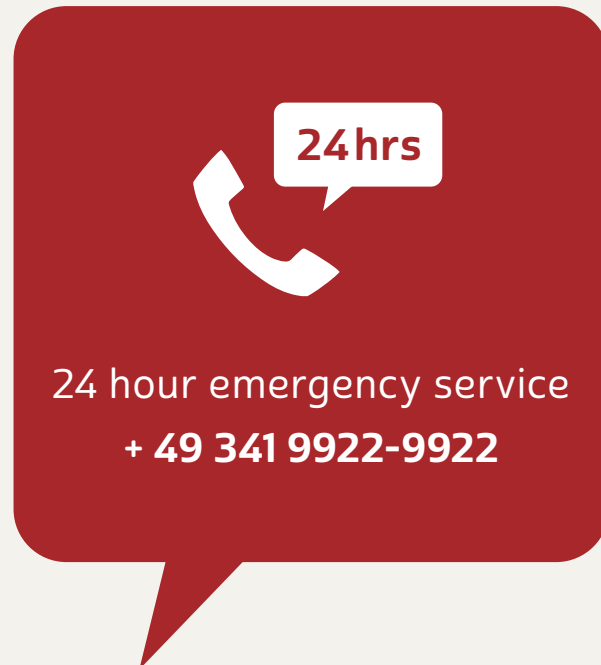
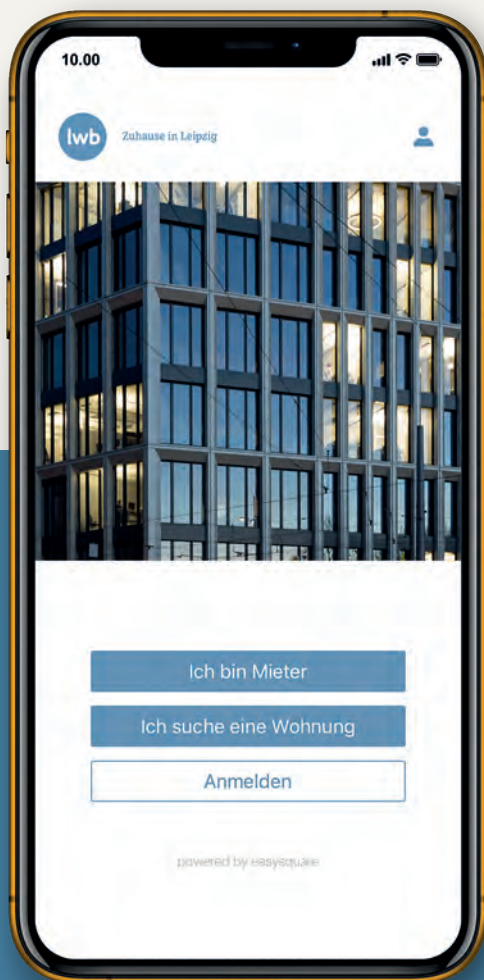
### Behaviour in an emergency

In the event of a fire or accident, you can get quick help by calling 112. In case of fire, get yourself and your relatives to safety. It is forbidden to use the lift in case of fire.

## Here's how to reach us

You can reach us via the **LWB tenant telephone number +49 341 9922-0** from Monday to Friday between 8 a.m. and 6 p.m. Please send e-mails to [kontakt@lwb.de](mailto:kontakt@lwb.de).

You can report repairs and receive answers to all questions about your flat via these channels.



**24 hour emergency service**  
**+ 49 341 9922-9922**

## Do you want to report an emergency or an accident?

**Emergencies** such as a burst pipe or a boiler failure can be reported at any time by calling **+49 341 9922-9922**.

## Also available as an app

We are also happy to help via our "My LWB" app. The app is of course free of charge and can be downloaded for iOS and Android devices from the App Store or Google Play respectively. Simply search for it there by typing in the keyword "My LWB".



*for Android and iOS*



## Read on ...

The LWB has published guidance brochures for its tenants with helpful and useful advice on residential and tenant behaviour. If you are interested, we will be happy to send you the desired booklets free of charge. Please send an e-mail to [presse@lwb.de](mailto:presse@lwb.de).

*Useful tips and recommendations on residential matters*



*Helpful tips for young first-time tenants*



## Legal Notice

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