

# Living at Allbau

Together in a friendly  
neighbourhood. Welcome to  
your new home in Essen.



**Allbau**

*Mein Zuhause in Essen*





# LIVING AT ALLBAU

Welcome to your new apartment!

We are happy that you now live in one of our houses and hope that you and your family will soon feel at home in your new neighbourhood. We wish you a great time in your new apartment and hope that the contact with your neighbours will be respectful and agreeable. The information compiled in this little brochure will make life in your new neighbourhood even more easier.

## GENERAL INFORMATION

### Tenancy agreement

The tenancy agreement concluded between you and us contains all the important regulations – for example the amount of the net rent excluding heating and the payment of operating costs (e.g. for heating and water). Please keep it in a safe place! The tenant has a number of duties! Contact your caretaker for more information.

### House rules

The house rules state the most important rules which ensure that you and your neighbours will get along well, such as, for example, quiet times in your house or everything else to be observed to ensure good relations to your neighbours.



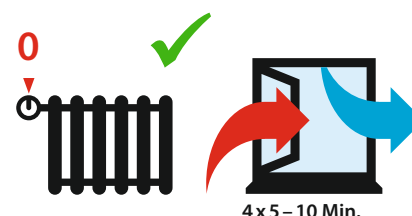
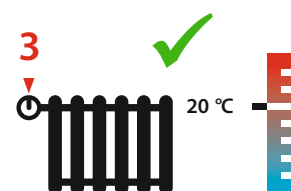
## BEHAVIOUR IN THE APARTMENT

### Heating

When it is cold you can heat your apartment by means of the radiators. The radiators can be adjusted via the rotary knobs. Please remember that you will have to pay for the energy used for heating in addition to your rent (operating costs). If night storage heaters are fitted please observe the separate information in the annex.

### Airing

When you cook, do laundry, take a shower or a bath, the air in the apartment will become moist. In order to prevent the formation of mould, please air the rooms on a regular basis. We kindly ask you to open the windows widely for 5 to 10 minutes at least three or four times a day. Please do not heat and air at the same time.



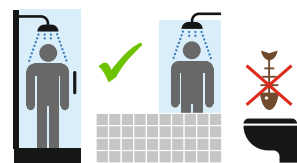
### Washing and drying laundry

Please make sure that the apartment is not damaged by washing and drying your laundry - for example due to mould or damage caused by water to the floors or walls. Your tenancy agreement or your house rules contain information on where to dry your laundry.



### Bathrooms

Please only use the shower or the bath tub for bathing and showering. Please never throw any objects into the toilet bowl (except for toilet paper) and never stand on the toilet bowl.



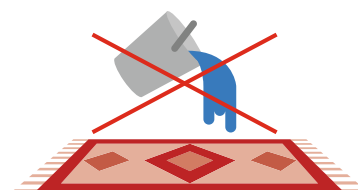
### Tap water

Tap water in Germany is of drinking water quality and can be used for cooking and drinking without hesitation.



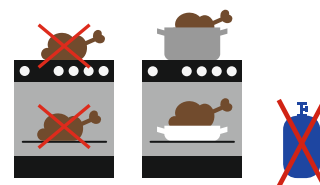
### Water

Please make sure that no large quantities of water are poured onto the floor – neither in the bathroom nor in other rooms of the apartment. This may cause severe damage to the building. Please also remember that you must pay for any water used in addition to your rent.



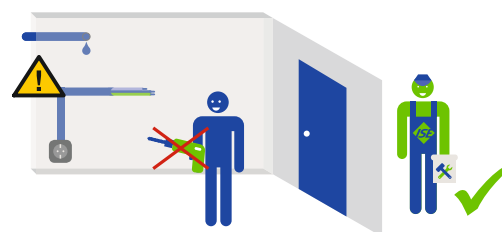
### Cooking

For cooking please use the stove and oven in your kitchen. Please never place food directly onto the cooktop or into the oven but always use a suitable container. Use of gas cylinders is not allowed.



### Use of the apartment

Please never make unauthorised changes or alterations to the apartment. This in particular applies to any electrical or water lines. Please always contact your caretaker and obtain a written consent if changes are to be made. Name plates at doorbells and letterboxes are installed or changed by the caretaker.



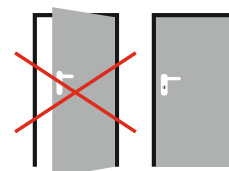
### Safety

Open fire in the apartment, on the balcony, in the house or on open spaces is prohibited.



### Security of the house

Doors leading into the house and cellars should always be closed to prevent any unauthorised persons from entering. However, please do not lock the house doors with the key as these are the escape route in case of fire.



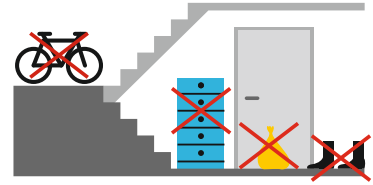
### Damage to the apartment or in the house

In case of a major damage (such as a burst water pipe) please notify us immediately so that we can arrange the repair. For this purpose, please contact your caretaker or call 0201 2207123. In the evenings or on the weekends please call the emergency number on such occasions. This can be found in the glass box in the staircase next to the entry door.



## Order

Please ensure general cleanliness. Please observe that the staircase is not part of your apartment and must not be used for storage. It is important to keep it free as it is the escape route. For this reason, please do not keep furniture, shoes, bicycles or rubbish bags in the staircase.



## Where to put the rubbish?

Rubbish must never be put on areas outside your apartment, on the balcony or into the toilets, washbasins or kitchen sinks. Neither must rubbish be stored in the staircase. In Germany waste is separated for ecological reasons – thus please use the different bins provided in your housing estate for waste disposal. If you do not have any bins for glass, paper and cardboard, you can put empty glass containers into the collection bins provided for that purpose outside your housing estate. If you wish to dispose of larger items such as furniture, for example, an appointment for bulk waste removal must be made. Such an appointment is free of charge once a year.

Phone number for bulk waste removal: 0201 854-1111

Please also read the leaflet on waste separation.



## COMMUNITY LIFE

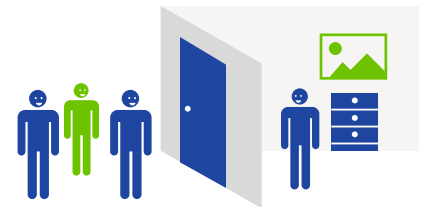
### Behaviour towards neighbours

Many things are easier if people know each other. This is why we as your landlord would appreciate it if you introduced yourselves to your new neighbours. As a basic principle, neighbours should be considerate of one another. In case of difficulties, please always try to settle these in a friendly conversation with your neighbours. Should the problem persist, please contact your caretaker. We will strive to find an amicable solution.



### Visitors

You may invite visitors to your apartment as often as you want to. However, please be considerate of your neighbours when doing so. Loud parties are never a matter of course. It is advisable to inform your neighbours in advance. You always have to ask our permission in advance before letting anyone live with you on a permanent basis.



### Quiet times

Please do not make any noise in your apartment. Stereos, radios and TVs should never be too loud. This in particular applies to the time around noon (1.00 pm – 3.00 pm), night-time (10.00 pm to 6.00 am) as well as throughout the day on Sundays and public holidays. Please remember that loud conversations and phone calls may annoy your neighbours as well.



### Keeping animals

If you wish to keep a pet, please ask us in advance. Remember that the barking or droppings may be a nuisance to the neighbours. Dogs must be kept on a leash outside of the apartment.



### Barbecues

Barbecues are a nuisance for your neighbours. Please always contact your caretaker in advance to find out where barbecues are possible.



## Cleaning the staircase

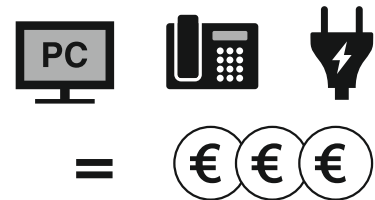
As a tenant you are obliged to clean the staircase, the attic and the cellar on a regular basis. Your caretaker will explain when you have to clean which area.



## INTERNET, TELEPHONE AND RADIO & TV

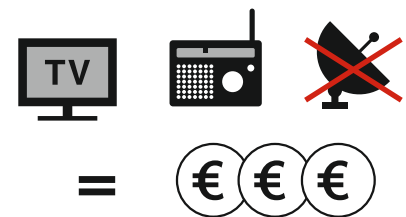
### Internet, telephone, energy

You must arrange for the supply of internet access, telephone connection and energy (electricity and/or gas) yourselves. For all these services, there are a number of suppliers in Germany which you can research on the internet. Usually your Allbau apartment will have cable TV. The costs for this are including in the utilities.



### TV and radio

Satellite dishes are not allowed! International programmes can be booked (see page 9). Please also remember that in Germany, your TV and radio must be registered with the license fee service of ARD, ZDF and Deutschlandfunk and paid for separately ([www.rundfunkbeitrag.de](http://www.rundfunkbeitrag.de)). Under certain conditions you can be exempted from paying the fee, please obtain the relevant information.



## IN CASE OF EMERGENCIES

### Behaviour in case of emergencies

Whether in case of a fire or in case of an accident, you can always quickly call for help under the phone number 112. When doing so, please provide the following information:

- **Who is talking?**
- **What has happened?**
- **How many are affected/injured?**
- **Where has the incident happened?**
- **Wait for further questions!**

In case of a fire, please bring yourself and your family to a safe place. The lift must not be used if there is a fire in the house. Always comply with the instructions given by the police and rescue teams.



## Do you need help?

Contact us:

Allbau repair service  
Phone 0201 2207-123



Allbau caretaker service  
Your contact can be found on the reverse.







# THROUGH THE WINTER TOGETHER

## Active heating and airing

During the cold and wet season, the following problem occurs more often: mould on the walls and moist ceilings around the windows. In particular in the kitchen, in the bathroom and in the bedroom. When you cook, take a bath or a shower, water evaporates and is absorbed by the air. Even when you sleep, you release up to one litre per night via your breath and skin.

**We need your support to prevent mould and moisture!**

### High air humidity

The air's capacity of absorbing moisture depends on its temperature. If the air is warm, it can absorb plenty of water. If the room temperature is low, the stored humidity is released again. It condenses to become water which settles on the coldest surfaces, such as at ceilings, walls and windows.

### The consequence: Formation of mould

A humid room climate leads to the formation of mould. We recommend a thermal hygrometer which enables to monitor the room climate. This device keeps you informed of your personal living climate and helps you to control it.

### The solution: Active heating and airing

During the winter semester regular and constant heating is crucial. Please constantly keep the temperature in all rooms between 18 and 20°C, day and night. Even in cooler rooms, e.g. in the bedroom, the temperature should remain constant at approx. 18 °C. Close the doors leading to cooler rooms if these are not in use.



**Room temperature:**

18 – 20°C



**Air humidity:**

50 – 55%



**Airing:**

Several times a day for 5 to 10 minutes



# OPERATING INSTRUCTIONS FOR YOUR ELECTRICAL STORAGE HEATING

## Safe heating in a comfortable way: Simply by means of electricity

An electrical storage heating is both comfortable and useful. It offers optimum ease of use while reliably providing agreeable warmth. What makes a storage heating so special is that it uses electricity which is almost completely converted into thermal energy in a very efficient way. At night, when electricity is cheaper for you, it automatically stores heat so that during the day, you can comfortably heat your apartment. These operating instructions show you how to use the advantages of your electrical storage heating depending on the type of device and model.

## Comfort: optimum heating

Almost all types of storage heaters emit the heat stored during the night on the following day by means of an integrated fan. The desired room temperature is set either by a control device integrated into the device or by a room thermostat which automatically switches the fan on or off. With some models, a control lamp indicates that the fan is in operation. Please never switch off the fan if you wish to heat. In this case, the heat will not be emitted in the best possible way which will lead to higher costs for you.

## Optimum settings whatever the weather

If you are not sure about the type of storage heating you have, simply ask your caretaker who will be happy to help you!

## Devices without automatic charging

With storage heaters without automatic charging the amount of heat to be stored during the night is set manually at the charging control on the device. This in turn depends on the outside temperature, on the current weather situation and, of course, on your personal heat requirements.

During the summer the charging control can be set to level 0 (charging switched off). During the winter holidays, level II and thermostat setting 16°C will be sufficient to ensure that the apartment will not get too cold and remain at the correct temperature.

## Devices with automatic charging

Storage heaters equipped with an automatic charging feature automatically recognise the heat to be stored during the night via an external temperature sensor. Any residual heat which might still be inside the device is automatically taken into consideration. The charging control on the device must always be set to the maximum level. If you wish to reduce the heat for individual rooms such as the bedroom you can do so directly at the charging control of the individual device.



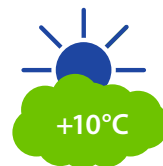
**During the day:**  
18 – 20°C



**At night or during longer absences:**  
16°C – this prevents the room from getting too cold



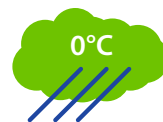
**When airing the apartment:**  
0°C – with this setting, heat is only emitted via the surface of the device



Level 1



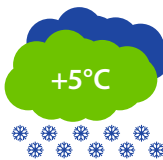
One third



Level 2



Two thirds



Level 3



Three thirds

Charging control on devices without automatic charging



Charging control on devices equipped with automatic charging

### Devices with apartment station

In multi-family houses there often is a central automatic charging unit for the entire building. Here, too, the system automatically recognises the amount of heat to be stored during the night. The charging of all devices in your apartment can be controlled comfortably via a joint regulator at the so-called apartment station.

### Deviations from the basic setting (a):

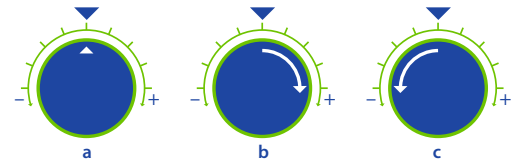
Regulator set to neutral

### If you wish to store more heat (b):

Turn regulator to the + range.

### If you wish to store less heat (c):

Turn regulator to the - range.



If you wish to reduce the heat for individual rooms you can do so directly at the regulator for each individual device. During the summer months, the charging regulator can be set to "0" so that the devices are not charged. In order to make sure that the apartment remains at the proper temperature and does not get too cold during your winter holiday, the regulator should be set to level II (temperature setting 16 °C).

### The most suitable location

Modern storage heaters work in a safe and economic way and meet the strict requirements imposed by VDE (German association of electrical engineering). To use their advantages in the best possible way, however, the following information should be observed:

- Please keep a minimum distance of 10 cm between the surface of the devices and any shelves, furniture or constructions.
- Always keep the air outlet free from obstructions and make sure that it is not covered by curtains or drapes.
- It is recommended to clean the air grille with a vacuum cleaner once a year.



## TIPS FOR PROPER HEATING AND AIRING:

- Even in autumn and spring, individual rooms should never become too cold. Rule of thumb: The cooler the room, the more often it must be aired.
- Even if you are at home never switch the heating off completely during the day. A constant average temperature is more cost-efficient than repeated cooling down and heating again.
- Doors inside the apartment between rooms with different heating temperatures should be kept close day and night.
- For energy-efficient airing open the windows for a short time (5 to 10 minutes are often enough) several times a day (short complete ventilation). Tilting the window will only waste heating energy.



# DIGITAL-TV INTERNATIONAL

TV in your native language

## POLISH

7.99 Euros/month

TV Polonia	TV Silesia
Rai Tre	TVN 24
iTVN	

## FRENCH

2.99 Euros/month

France 2	France 3
France 4	France 5
France 24	

## RUSSIAN

14.99 Euros/month

Channel One Russia	RTVD
RTR Planeta	Nasch Kinomir
NTV Mir	TeleBom/TeleDom

## CROATIAN

2.99 Euros/month

HRT TV	Balkanika Music Television
HRT HR1 Radio	CMC
DM Sat	

## PINK SERBIAN TV

13.99 Euros/month

Pink Plus	Pink Extra
BN TV	Pink Radio
Pink Film	Pink Folk

## SERBIAN

4.99 Euros/month

RTS Sat	TV Crne Gore Sat
BN TV	DM Sat
Balkanika Music Television	

## BOSNIAN

7.99 Euros/month

Hayat Plus	Balkanika Music Television
TV Crne Gore Sat	BN TV

## SPANISH/PORTUGUESE

4.99 Euros/month

24 Horas (es)	TVE Internacional (es)
RTP Internacional (p)	Radio Exterior de Espagna (es)

## ITALIAN

6.99 Euros/month

Rai Uno	Rai Due
Rai Tre	Rai News 24
Rai Radio 1	Rai Storia
Mediaset Italia	

## ALBANIAN

9.99 Euros/month

Klan Kosova	Balkanika Music Television
Kohavision TV	Radio Project 21
Radio Dukagjini	RTK 1
RTV 21	

## TURKISH

7.99 Euros/month

Kanal 7 Avrupa	EURO STAR
EURO D	Metropol FM
NTV Avrupa	TV8 Int
CNN TÜRK	SHOW TURK
Power Türk	Slow Türk
KRAL FM	Radyo Türk

## JAPANESE

49.99 Euros/month

JSTV Japan Satellite Television	JSTV Radio Japan
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## ARABIAN

4.99 Euros/month

Al Arabiya	MBC Maghreb al Arabia
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## GREEK

9.99 Euros/month

Mad TV	Antenna TV (Ant 1)
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R Radio station

L For licensing reasons some contents will be blocked

X Minimum subscription period 12 months. Your free bonus when subscribing to Digital-TV International: STINGRAY Music and Digital-TV BONUS.



# WHAT TO PUT INTO WHICH BIN?

## Separating waste – protecting the environment

Today's waste is tomorrow's raw material. In order to be able to recycle waste, it should be collected separately. This is only possible with your assistance. You know the bins in different colours and the public facilities for waste disposal. The following overview shows you exactly where to put what.



Blue bin

### Everything made of paper and cardboard

Envelopes, books, cardboard boxes, catalogues, paper, paper bags, cardboard, boxes, corrugated cardboard, magazines, newspapers, folded cardboard boxes, packaging made of paper or cardboard such as flour bags, washing powder boxes

4

Collected every four weeks



Brown bin

### All kitchen or garden waste

- **Kitchen waste**, e.g. vegetables, fruit skins, eggshells, coffee grounds, filter paper, tea bags
- **Plant waste**, e.g. dead flowers, used potting soil, dead parts of indoor plants, garden waste, e.g. clippings from trees, bushes or hedges (in small pieces), lawn clippings (dried), leaves, weeds

2

Collected every two weeks



Yellow bin

### Everything made of plastic and metal

- **Metal**, e.g. tins, beverage cans, caps, aluminium containers, aluminium lids, aluminium foil
- **Compounds**, e.g. beverage and milk containers
- **Plastics**, e.g. foils, carrier bags, bottles of washing-up liquid, laundry detergents and personal-care products, dairy containers, margarine containers etc., rubber foam, styrofoam

2

Collected every two weeks



Grey bin

### All household residues

Cooked leftover foods, bones and meat, waste from personal hygiene such as paper handkerchiefs, napkins, plasters, vacuum cleaner bags, sweepings, ashes, cat litter etc., soiled recycling material, cigarette stubs

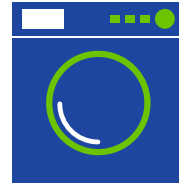
1

Collected every weeks

## Bulky waste and electronic scrap

All larger or electronic items

- Household goods, bicycles, garden furniture, tables, chairs, cupboards, mattresses, shelves, carpets
- Electronics, washing machines, refrigerators and freezers, TVs, ovens and cookers, dish washers, dryer, computers



Collection free of charge.

Appointments to be arranged by phone 0201 854-1111 or by email to [sperrmuell@ebe-essen.de](mailto:sperrmuell@ebe-essen.de)

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## Small electrical appliances

Flat irons, kettles, shavers, toasters and coffee machines must be taken to the recycling facility.



Disposal is free of charge.

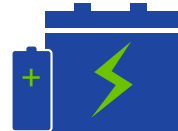
For further information call 0201 854-27 23

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## Hazardous waste collection

Everything toxic or caustic

- Batteries (car batteries and small batteries), brake fluid, chemicals, energy-saving lamps, fluorescent tubes, paints, varnish, solvents, acids, lye, household detergents, pesticides, spray cans containing residues



Free disposal at the recycling facility or hazardous waste collection truck.

For further information call 0201 854-27 21

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## Clothes recycling bank

Everything not worn anymore, clothing packed in bags, shoes (bundled in pairs)



Such banks can be found on several streets in the area.

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## Bottle bank

Everything made of glass

Bottles and preserving jars, drinking glasses separated into

- brown glass, clear glass, green glass



Such banks can be found on several streets in the area.

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# Here you can find your caretaker

## The most important times and facts at a glance



	CARETAKER	PHONE	EMAIL	OPENING TIMES	
<b>1 Essen North</b>	1	0800 7234009-01	Hausmeister1@ise-essen.de	Mon: 5 pm to 6 pm	1
	2	0800 7234009-02	Hausmeister2@ise-essen.de	Tue: 4 pm to 5 pm	1
	3	0800 7234009-03	Hausmeister3@ise-essen.de	Wed: 4 pm to 5 pm	1
	4	0800 7234009-04	Hausmeister4@ise-essen.de	Fri: 8 am to 9 am	1
	5	0800 7234009-05	Hausmeister5@ise-essen.de	Thu: 4 pm to 7 pm	1 2
<b>2 Essen East</b>	11	0800 7234009-11	Hausmeister11@ise-essen.de	Tue: 4 pm to 5 pm	4
	12	0800 7234009-12	Hausmeister12@ise-essen.de	Mon: 5 pm to 6 pm	4
	13	0800 7234009-13	Hausmeister13@ise-essen.de	Tue: 3 pm to 4 pm	3
	14	0800 7234009-14	Hausmeister14@ise-essen.de	Fri: 8 am to 9 am	4
	15	0800 7234009-15	Hausmeister15@ise-essen.de	Wed: 4 pm to 5 pm	4
	16	0800 7234009-16	Hausmeister16@ise-essen.de	Wed: 4 pm to 5 pm	3
	21	0800 7234009-21	Hausmeister21@ise-essen.de	Mon: 5 pm to 6 pm	5
	22	0800 7234009-22	Hausmeister22@ise-essen.de	Tue: 4 pm to 5 pm	5
<b>3 Essen South</b>	23	0800 7234009-23	Hausmeister23@ise-essen.de	Wed: 4 pm to 5 pm	5
	24	0800 7234009-24	Hausmeister24@ise-essen.de	Fri: 8 am to 9 am	5
	26	0800 7234009-26	Hausmeister26@ise-essen.de	Mon: 5 pm to 6 pm	6
	27	0800 7234009-27	Hausmeister27@ise-essen.de	Tue: 4 pm to 5 pm	6
<b>4 Essen West</b>	28	0800 7234009-28	Hausmeister28@ise-essen.de	Wed: 4 pm to 5 pm	6
	29	0800 7234009-29	Hausmeister29@ise-essen.de	Wed: 4 pm to 5 pm	6
	6	0800 7234009-06	Hausmeister6@ise-essen.de	Tue: 4 pm to 5 pm	2
	7	0800 7234009-07	Hausmeister7@ise-essen.de	Fri: 8 am to 9 am	2
	8	0800 7234009-08	Hausmeister8@ise-essen.de	Mon: 5 pm to 6 pm	2
	9	0800 7234009-09	Hausmeister9@ise-essen.de	Wed: 4 pm to 5 pm	2
	10	0800 7234009-10	Hausmeister10@ise-essen.de	Tue: 4 pm to 5 pm	3
	17	0800 7234009-17	Hausmeister17@ise-essen.de	Fri: 8 am to 9 am	6
18	0800 7234009-18	Hausmeister18@ise-essen.de	Mon: 5 pm to 6 pm	3	
19	0800 7234009-19	Hausmeister19@ise-essen.de	Fri: 8 am to 9 am	3	
20	0800 7234009-20	Hausmeister20@ise-essen.de	Thu: 4 pm to 5 pm	4	

### Allbau meeting points

- 1 Altenessen: Altenessener Straße 377
- 2 Bedingrade: Ackerstraße 19/21
- 3 Altendorf: Hüttmannstr. 11
- 4 Huttrop: Steeler Str. 328
- 5 Leithe: Isingplatz 4
- 6 Holsterhausen: Keplerstraße 81

### Allbau service offices

- 1 Stoppenberg: Hangetal 87
- 2 Stoppenberg: Nothofsbusch 9
- 3 Südostviertel: Storpstraße 9
- 4 Bochold: Mitzmannweg 6



Allbau customer service centre  
Kastanienallee 25  
45127 Essen

Phone 0201 2207-0  
Fax 0201 2207-269  
info@allbau.de  
www.allbau.de

Last update: July 2017