

# Move-in

We warmly welcome you  
as a Heimstaden tenant  
and wish you all the best  
in your new home.

**Heimstaden**

# Table of Contents

1

2

3

4

5

6

7

# Move-in Checklist

- Transfer deposit and first rent payment (deposit via separate bank account details)
- Set up a SEPA direct debit mandate or standing order for your regular rent payment
- Register at the local registration office
- Register with a power provider of your choice
- Register with a gas provider of your choice, if decentralized heating is available (please refer to the handover protocol)
- Check or take out household and liability insurance (see "Insurance")
- Set up a forwarding order with Deutsche Post (and other mail service providers)

## Your Customer Portal MyHome

You can reach our customer service through our customer portal MyHome.



### Your benefits at a glance:

- **Create Service Tickets:** Quickly report your concerns and track the status of your service requests in real-time.
- **Access to Your Rental Account:** You can view your rental account anytime, anywhere, and download the current status.
- **24/7 Convenience:** Enjoy the flexibility to manage your rental matters at any time, regardless of our office hours.

## Deposit

Please note that we can only hand over the apartment to you once the deposit or the first deposit installment has been received in our separate deposit account. You have the option to pay the deposit in three equal monthly installments.

## Rent Payment

The total rent is to be paid monthly in advance, no later than the third business day of each month, to the bank account specified in the rental agreement.

## Subletting, Moving in of Partners or Family Members

The total rent must be paid in advance on a monthly basis, no later than the third working day of each month, to the bank account specified in the rental agreement.

## Insurance

We recommend taking out private liability and household insurance. Our building insurance does not cover damages to your personal property in the event of an incident.

## Keys

You will receive the corresponding keys for the house and apartment door, as well as the mailbox. If you require additional keys, you can contact us via our customer portal MyHome, stating the reason.

## Pet Ownership

If you intend to keep a cat or dog, we require a written request from you, specifying the breed of the animal. Your request can be submitted through our customer portal MyHome.

The keeping of any dog breeds classified as fighting dogs, list dogs, or otherwise deemed dangerous in Germany is generally not allowed in our residential buildings, even temporarily.

We ask for your understanding!

## Bulk Waste, Waste Separation, Recycling

The house and property must be kept in a clean condition.

For waste separation, there are bins in different colors (see the waste area notice). The placing of bulk waste inside the house, on green spaces, pathways, or in public street areas is prohibited.

## Cellar

A cellar or attic compartment is not part of the rental agreement. If a cellar or attic compartment is handed over to you at the time of the apartment handover, please secure it with a lock yourself. If no free cellar or attic compartment is available at the time of the apartment handover, you can contact us at a later time. In case of vacancies, we will be happy to provide you with a cellar or attic compartment.

## Tidiness in the Stairwell and Cellar

Stairwells and hallways are escape routes. Please keep them clear of personal belongings at all times.

## Bicycles

Please park your bicycle in the available bike racks or bicycle rooms, depending on the property. Do not lock your bicycles to fences or stair railings. Always keep escape routes and common areas clear.

# Change of Contact Information

If your phone number or email address changes, please inform us immediately or update it on MyHome.

# Quiet Hours and House Rules

In a multi-family house, special consideration for neighbors is required. Therefore, please observe the house rules and the quiet hours from 10:00 PM to 6:00 AM.

# Care Instructions for Fixtures and Appliances

All landlord-installed fixtures must be handled with care and cleaned regularly. Please follow the care instructions of the respective manufacturer when cleaning the installed appliances.

# Floor Cleaning

If your apartment has a wooden floor, we recommend cleaning it only with a damp cloth or special cleaning wipes for parquet floors. This will prevent the floor from swelling and reduce the likelihood of discoloration on the wooden surface.

## Cleaning of Built-in Sinks, Ovens, Cooktops, and Range Hoods

- For cleaning, use a sponge or a cloth, along with commercially available dishwashing detergent or stainless steel cleaner.
- We recommend cleaning the grease filter of the range hood every two months under running water or in the dishwasher.
- After one to two years, any existing activated carbon filter should be replaced.
- Only open the dishwasher when it has cooled down to prevent the escaping steam from causing the countertop to swell.

## Cleaning of Kitchen Furniture and Countertops

- Use soft, lint-free cloths, a leather cloth, or a sponge along with liquid household or glass cleaners.
- After cleaning, dry the surfaces with a soft cloth.
- When using overly wet cloths, water can seep into the joints and cause the furniture parts to swell. Please avoid this and only use damp cloths, not wet ones.
- Placing hot cookware directly on the countertop can damage it. Please use a suitable trivet.

# Energy-Saving Tips

- Use LED and energy-saving bulbs
- Turn off standby function on electrical appliances
- Do not cover radiators
- Keep doors closed

For living areas, 20°C is the optimal room temperature.

In the kitchen and bedroom, the optimal room temperature is 18°C.

## Heating and Ventilation

Conscious heating and ventilating of your rooms ensures a healthy indoor climate and reduces energy consumption.

### Ventilation Tips

- Ventilate by opening the windows fully four times a day
- Do not just tilt the windows, but open them wide
- Turn down the heating before ventilating

You can find more tips on this topic in our guide here:

