

# Welcome!

New home.  
New adventures.  
New memories.



**studierendenwerk**  
darmstadt

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# at home



## Dear new resident,

The team of the Studierendenwerk Darmstadt wishes you a warm welcome! We are very pleased that you have decided on one of our more than 2,700 dormitory rooms and are becoming part of our vibrant student community.

Studying is an interesting, sometimes exciting, but also challenging time in life. That is why it is very important to us not only to offer you cosy and comfortable accommodation, but also a pleasant and conducive environment for your studies and personal development.

Our halls of residence with their modernly furnished rooms are more than just buildings - they are a home for students from all over the world. Here you can relax, learn and gain new experiences. Other students will certainly be pleased to assist you in settling in to Darmstadt and your studies.

# at home

We know that it is important to take breaks and enjoy life alongside your studies. That is why we offer an extensive programme of leisure activities and events, ranging from sports and cultural activities to parties and excursions. We hope that you will have many unforgettable experiences and make new friends.

We would like to encourage you to make the most of your time here in the residence to achieve your goals. We as a team are here to assist you with our many services, whether you have questions about living here or personal concerns. We wish you a lot of success, joy and adventure in your studies and hope that you feel at home in our hall of residence.



**With best regards**

**Wolfgang Rettich and the team of  
the Studierendenwerk Darmstadt**



# Welcome!



## Dear tenant,

we are pleased to welcome you as a new tenant in your new home at the Studierendenwerk. This brochure contains useful information and some hints to make your arrival easier and help you find your way around.

You can also contact our accommodation service for support. Your flatmates also will be happy to help you.

We would also like to point out our [website](#) where you can find all important details about the Studierendenwerk and its facilities as well as the latest news.

We wish you a pleasant stay and successful studies.

The following [link](#) provides you with further information about living and studying in Darmstadt.

PS: This brochure has been produced for all our dormitories, which offer different types of accommodation such as shared flats as well as single apartments. Therefore, not all information may apply to you.

With the following link you can find many more useful tips regarding [studying in Germany](#).

# Tiens

Verwelkoming **Szia**

**HELLO** Hoş geldin

**Dzien dobry**

Szervusz

**Dia Duit** **Hallo**

**Buongiorno**

**Olá** Sannu Hylô

Srvus **SALUT**

**Zdravo** **ALOHA**

**Hi**



# move-in



After accepting the contract offer, you will receive a welcome E-Mail in which we will inform you of a move-in date and time. If this date would not be suitable for you, you are welcome to arrange an alternative date.

## required documents

- The contract documents sent to you in advance, completed and signed.
- For identity verification, an official photo ID
- Certificate of study or semester ticket

## procedure

- After the contract documents have been exchanged, our accommodation service in your dormitory will be available to answer any questions you may have before the keys and rooms are handed over.
- Afterwards, the room and the common areas will be handed over to you. Complaints will be recorded in writing in the handover protocol. These will be corrected by the Studierendenwerk Darmstadt afterwards, if necessary.



# internet usage



The dormitory network of the Studierendenwerk Darmstadt is connected to the computing centre of the Technische Universität Darmstadt (TU).

## access

Access is possible only with a valid rental contract. The access is activated from the day of the validity of the rental contract

## costs

currently the monthly usage fee is 15,00 € per month

## data volume / connection

currently the monthly data volume is 120 GB per connection

## In case of questions:

If you have any questions, please contact your net tutors in your dormitory. You have received the contact details with your contract documents.

### TIP

#### needed equipment

- router
- LAN cable

# registration at the registration office

Every person living in Germany is obliged to register with the registration office responsible for their place of residence within two weeks of moving into their home, Section 17 (1) BMG.

## when

Not later than two weeks after moving in

## where

Luisenplatz 5  
64283 Darmstadt

## documents you need

You will receive the housing provider confirmation on the day you move in.



# opening a bank account & paying the monthly rent

Many banks and thrift institutions („Sparkasse“) will open a free bank account for students. To open a bank account you should take the following documents with you: passport or national ID card, study certificate and lease agreement as well as your certificate of residency registration.

The monthly rent payment must be made no later than the 6th of each month. This can also not be changed.





# electricity registration



In the dormitories Nieder-Ramstädter-Straße 179-183a, Studentendorf and Poststraße 1, the electricity fee is not included in the monthly rent.

## moving into a WG

- If a roommate already has a contract, a part of the electricity bill has to be paid to the contract holder of the WG
- If there is no electricity contract yet, a new electricity contract must be signed

## moving into a single apartment:

You must independently make an electricity contract

There are several portals on the Internet with forms that can be used to find and finalize a suitable electricity contract.

The electricity contract must be submitted to the accommodation service in the dormitory within three weeks of moving in.



# broadcasting fee



The public broadcasting services in Germany offers a high quality information and entertainment programme as well as independent reporting- on the radio, television and internet. To ensure that this service is available to everyone in Germany, everyone has to pay the broadcasting fee.

## Who has to pay and how much

A fee of 18,36€ per month must currently be paid per flat.

## WG

A broadcasting fee account is created. The flat members splits the broadcasting fee based on the number persons living in the flat. The pro rata payment is made directly to the person to whom the broadcasting fee account is created.

exception: BAföG recipients can be excluded from the broadcasting fee. For more information, please use the following [link](#).

## single apartment

A broadcasting fee account must be created.

# personal liability insurance

A private liability insurance serves to protect you in case of damage to third parties.

## example

You accidentally sit on the expensive sunglasses of your fellow student.

In this case, your liability insurance will most likely pay for the damage. If necessary, you only have to pay the contractually agreed co-payment.

## recommendation

We recommend insuring the loss of keys as well. There are many models and providers. There are a number of comparison portals on the Internet that you can use to find the right tariff.



# tips for saving energy

## TIP

We would like to give you some examples of tips for saving energy, which can help you to have a positive and ecologically sensible effect on your usage and also on the future trend of the running costs.

Our accommodation service at the individual dormitory will be happy to answer any questions you may have.

Do not use unnecessary lighting, switch off the lights in rooms that are not in use.

Do not set the refrigerator to the highest level: Level 2 is usually enough, defrost regularly, do not leave the fridge door open longer than necessary.

Switch off all equipment that is not in use, avoid standby mode.



If possible, wash without pre-washing and at 30°; use the entire capacity of the washing machine, if possible, let it air dry.

Use a pot lid when cooking, adapt the hotplate to the size of the pot.

Heat water with the electric kettle; heat only the amount of water needed.

Choosing the right room temperature: 16–20 degrees is recommended and may be enough in living rooms.

Ventilate two to three times a day (open the window completely), switch off the heating and save energy, ensure a pleasant, healthy room climate and prevent mould growth.

# waste separation

In order to reduce the burden on the environment and to recycle waste, waste in Germany is separated in advance during the disposal process.

For this reason, it is very important that you only use the garbage cans that are provided for this type of waste. Please do not use one garbage bin for all your garbage.

In order to be able to carry out this separation already in the WG, up to three garbage bins in up to three different colors are available for you in the kitchen.

## LIST A-Z

**For more information about waste separation, please visit the following link:**

**service-number: 06151 13 46 000**

Sensfelderweg 33  
64293 Darmstadt  
[EAD Homepage](#)

You will find the following trash cans there:

### “Restmüll” (black)

- hygiene articles
- pizza boxes
- vacuum cleaner bags
- cigarettes
- wrapping paper
- paint (let dry first)
- destroyed clothes
- old medicines

### paper bin (blue)

- newspapers
- books
- cardboard
- brochures
- writing paper

### recyclable material buckets (yellow dot)



- plastic
- yogurt pots
- sausage packaging
- styrofoam
- packaging from packages



# waste separation: specific type of waste

For a very specific type of waste, we provide suitable rooms/containers in the dormitory.

If you want to get more information please contact our accommodation service in your dormitory directly.



For another particular type of garbage there are bins/containers located in the whole city:

## waste glass

is separated by colors of the glass

- jam jar
- honey jar
- wine bottle
- cooking oil bottles

## old clothes

clothes that are still good but are not worn anymore

## old batteries

In most supermarkets you will find an adequate collection box.

## electrical waste

- tv set
- lamps
- computer
- alarm clocks

## bulky waste

- carpets
- bicycles
- chairs

## deposit

In Germany, you pay a deposit for almost every drinking bottle (up to 0.25€).

Whether you pay deposit for a bottle or not, you can see by the following sign, which is located directly on the bottle itself.

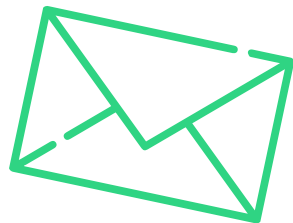
In order for you to be refunded the deposit you have paid, the returnable bottles must be returned to the supermarket accordingly. The return is done with the help of a bottle deposit machine, which is located directly in the supermarket.





## mail from previous tenant

If you receive any letters from the previous tenant, please hand it in at the accommodation Service office during office hours or drop it into the accommodation Service mailbox. This is located at the mailboxes or at the office door.



## night's rest



Due to the high residential density in the dormitories, all tenants should be considerate of each other.

### period

daily 10 pm – 6 am

### areas

Observance of the night's rest is not limited to rooms and hallways, but also applies to kitchens, common rooms and outdoor areas.

### volume

Radio and television sets, loudspeakers, sound reproduction equipment and musical instruments should only be used or played at room volume. Also, the volume of conversations with each other, should also only take place at room volume.

# cleaning of the the rental property

In order to ensure that the quality of the residential facilities is as good as possible, as well as to provide you with a suitable home for your time during your studies, it is necessary that the rooms of the shared flats, apartments and family apartments are cleaned regularly by the residents.

It is extremely important to show consideration for each other and to support each other in cleaning the rental property.

In order to support you, at the following link, you can find a [cleaning schedule form](#), which you are always welcome to use to organize the work that needs to be done together.



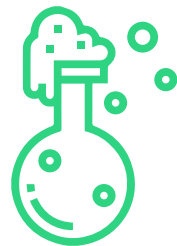
# DIY cleaning products

## chalk remover

**ingredients:** vinegar essence or citric acid

**preparation:** Dilute one of the two ingredients with a little water

**application:** Rub the relevant area with it and let it act for a short time. Clean up with water



## stain remover

**ingredients:** curd soap

**application:** Wet curd soap a little. Apply curd soap to the stain and rub in a little. Wash the affected clothing item as usual with the machine



## TIP

Only 6 ingredients are needed for this:

- vinegar essence
- citric acid
- water
- baking soda
- curd soap
- dish soap

## pot cleaner

**ingredients:** 1 tablespoon of citric acid, 200 ml of warm water

**preparation:** Mix both ingredients together

**application:** Apply the cleaning product to the surfaces to be cleaned and clean up with water

## bathroom cleaner

**ingredients:** 50 grams of citric acid, 500 milliliters of lukewarm water, a splash of conventional dish soap

**preparation:** Mix everything together

**application:** Treat all surfaces that need to be cleaned with the substance and clean up with water

## dishwashing liquid

**ingredients:** 20 grams of curd soap finely grated, 200 ml of hot water, 1 tablespoon of baking soda

**preparation:** dissolve curd soap in hot water. Add baking soda

## toilet cleaner

**ingredients:** A few tablespoons of citric acid

**application:** Put a few tablespoons of citric acid into the toilet. Leave to act for 2–3 hours. Clean with the toilet brush after

# laundry

Each dormitory has a laundry room with several washing machines and dryers.



## cost & payment

2 € per wash and dry cycle, payment by university or college money card.



## usage

Before using the washing machine, please pay attention to the washing instructions of your textiles and avoid using excessive detergent, as this may cause clogging of the pipes. Make sure that there are no other objects, such as coins, in your textiles.

After the washing process is finished, you should remove the laundry in a timely manner and hang it up in the designated drying areas so that the washing machine is available to the other tenants again.

If a dryer is used, the lint filter should be cleaned before and after use.



# parking for bike and car



With us, your means of transport, whether old or new, can be safely locked. Please do not put bicycles in the WG or the hallway. Each dormitory has individual offers, please contact your accommodation service in the dorm directly.

## for bicycles

- bicycle cellar (free of charge)
- community bicycle box (free of charge)
- single bicycle box (extra charge, in addition to the monthly rent)

## for cars

- outdoor parking space
- underground parking space

## contract / costs

A separate contract of use is needed. So you will have additional monthly costs.





# loss of keys

As soon as a lost key is noticed, it must be notified immediately to your on-site service in order to prevent unauthorised access to the rental property and to get a new key.



In any case, both a liability insurance and a key insurance should be made.

**TIP**



## procedure

- Firstly, a notification of the key loss is made to the on-site service.
- A lost key form is filled out on site.
- This is followed by the handover of a new key.

## costs

- A key loss fee of currently 50,00 € must be paid first.
- If the key cannot be found within four weeks, the Studierendenwerk Darmstadt reserves the right to have the locks replaced.
- The costs for this are to be paid by the tenant.

# fire protection and escape routes

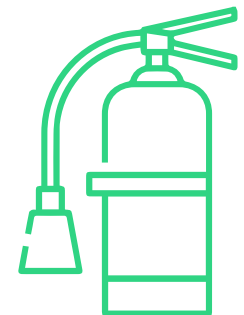


All hallways, staircases, arcades and flat corridors serve as escape routes.

These must be kept free at all times for reasons of fire protection.

Our staff in the dorms is instructed to check the escape routes and, if necessary, to remove any objects that have been placed there, or to have them removed.

All self-closing doors are fire doors and must always be closed again after each passage. Under no circumstances may these doors be blocked or obstructed with wedges or other objects.



# repairs

If you notice any defects in the apartment during your stay, please contact your on-site service immediately. The report can be made in person, by phone, or by email.

## repair report

Describe the damage or defect as well as possible so that our technicians can prepare accordingly.

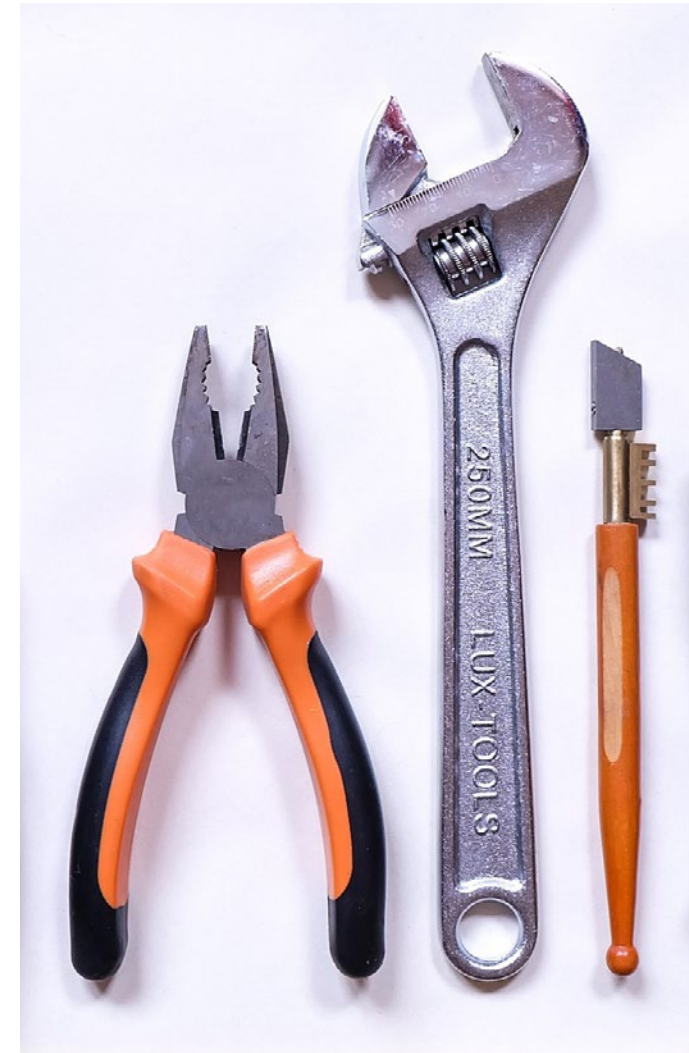
## appointment

You are welcome to give us a general access authorization, so that our repair service can make the repair faster and more flexible.

Individual appointments, where you are personally present, can of course also be arranged. For this we ask you in advance for date suggestions.

## costs

Defects that are not caused by the tenant will be done by us free of charge. If a damage was caused by a tenant, the repair of this will be charged accordingly.



# sublease

## By students for students

During the study programme, it often happens that you want to do an internship, spend a semester abroad, etc., or there is another reason why you want to sublet your room for a certain period of time.

However, it is possible to sublet your room under certain conditions.



## requirements and costs

The guidelines for subletting can be downloaded from our homepage.

The fee for subletting is currently a one-off charge of 50.00€.

## required documents

All documents must be attached to the online application.

### study-related:

- Proof of semester abroad
- Copy of the semester ticket from the subtenant
- Signed guidelines

### not study-related:

- Copy of the semester ticket from the subtenant
- Signed guidelines

# extension of the tenancy agreement



To offer inexpensive accommodation to as many students as possible, the length of residence per tenancy agreement is limited to a maximum period of 24 months (four semesters). The maximum total length of residence is four years (eight semesters).

## information about the expiry of the tenancy

All tenants are automatically informed of the end of their contract by e-mail three months before it expires.

From this time on, each tenant will be given the opportunity to submit an informal application for an extension of the period of tenancy by e-mail.

## application

After receiving the information about the end of the tenancy agreement, an informal application can be made by e-mail.

This should state the requested duration of the extension, as well as a reason for the extension.

## application processing

After the application has been received, each tenant receives a confirmation that the application has been received.

This is followed by an official check of the application.

## approval / declination of the application

An appointment for a renewal meeting will be arranged by the accommodation service in your dormitory. If this appointment is positive, a new tenancy agreement can be made.

If the result of the check is not positive, the tenant will receive a corresponding response.



# termination of a tenancy agreement

## cancellation period

The contractually agreed notice period is three months to the end of a semester.

## the form

Notice of termination can only be accepted in writing and with an original signature.

## submit

The notice of termination can be submitted by post, in person, or in the letterbox of the accommodation service in your dormitory.

Notice of termination by e-mail, as an e-mail attachment, digitally signed, etc. cannot be accepted.

## exceptions

The regulations for de-registration can be found in our [allocation rules](#).

If you are doing an internship or a semester abroad, please contact us, we will be happy to assist you.

# deposits

## use

The deposit serves as security for the rental object. Should any damage to the rental object be caused during the rental period, which has to be repaired when the tenant moves out, the paid deposit will be used for this repair. The deposit cannot be used to pay the monthly rent.

## repayment of deposit

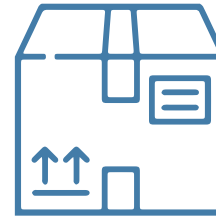
Deposits are automatically returned to the specified bank accounts three months after the end of the contract.

# move out

## procedure

Not later than 14 days before moving out, the pre-check of the room takes place, when the Studierendenwerk Darmstadt and tenant will discuss what work needs to be done before moving out. The tenant will also receive a checklist for this process.

The handover of the rented room takes place on the last working day of the month at the latest. On weekends or holidays it is not possible to move out. In this case the handover will take place the working day before.



## IMPORTANT

After the handover, the rented room can no longer be entered by the tenant.

## the presence

The tenants should be present in person at both appointments.

Otherwise a person must be authorized in writing to make the handover in place of the tenant.



**studierendenwerk**  
darmstadt

# imprint

## **accomodation service**

Alexanderstr. 4  
64283 Darmstadt

mo. – thu., 9 am – 5 pm  
fr., 9 am – 3 pm

phone: (06151) 16-29373

[https://studierendenwerkdarmstadt.de/  
en/accomodation-service/](https://studierendenwerkdarmstadt.de/en/accomodation-service/)

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Hendrik Hamelau StwDa: pictures of dormitories (p. 1, 5 and 6), bicycle boxes (p.19), repair station (p.19); Susanne Schuckmann and Lena Becker StwDa: key loss (p.20); gpointstudio auf Freepik: move in picture (p.7); IStock: smoke detector (p.21); Pixabay: cover (p.1), repairs (p.22); Flaticon.com: all icons