

The **9** most common questions regarding the termination of your rental agreement



1

Why does my apartment need to be viewed?

Viewing of your apartment is advisable in order to provide you with information about the scope of any cosmetic repairs that may need to be carried out or about your possible obligations to remove fittings that you have installed. Of course only visible surfaces can be inspected; nonetheless, a general evaluation of the state of the apartment and of the scope of any necessary work is possible in all cases. In this way, you can prepare for the handover of your apartment (see Item 3) without time or cost pressure.

2

Why are there two appointments for viewings for my apartment?

The sole purpose of the first appointment is to determine the current state of your apartment. It takes the form of a general technical inspection. The purpose of the second appointment is the handover of the apartment. Our staff member is available to assist you with your questions in this regard. You can also make the necessary arrangements and agreements with him or her.

3

What is the procedure for the handover of my apartment?

As part of the apartment handover, one of our employees will check the condition of your apartment and will prepare a handover protocol that documents any damage that may be present. In particular, we focus on the following issues:

- Have you carried out cosmetic repairs (to the extent that your rental contract obliges you to).
- Have you carried out any building works in the apartment?
- Are there any fittings owned by the tenant (e.g. tenant's own fitted-kitchen)?
- Have the landlord's fittings been damaged?

If any damage in or to the apartment is noticed that is your fault, we as the landlord have the right to repair or replacement. In the case of building works in the apartment, we will examine if and to what extent these can be left as they are. The handover protocol will state the repairs that you have to carry out. Cosmetic repairs include wallpapering and painting of walls, ceilings, floors, radiators including heating pipes, interior doors, windows and the inside of exterior doors. You will receive a copy of the handover protocol. If damage or problems have been identified in the protocol, you will be asked to rectify them within a reasonable period of time.

In certain cases, you can also agree with us to have us appoint specialist companies to rectify the damage or problems and to have the costs offset against your deposit. This way, we can then release you from the rental contract.

4

Under which conditions may I retain the apartment beyond my notice period?

If you have not yet found a new apartment by the end of the notice period or if your move has been delayed for important reasons, then you can apply to extend your notice period. This is of course only possible if a new tenant for your apartment has not already been found or if there are no other reasons that hinder an extension of the notice period.

5

How can I be released from my rental contract earlier?

Please inform us – if you have not already done so – if you wish to move out earlier, specifying when you wish to do so. Even though we must initially confirm the contractually agreed termination date for legal reasons in our confirmation of termination; under certain circumstances we can consider an early termination. However, we cannot provide legally binding confirmation that it will be successful. We recommend that you provide us with a

telephone number where you can be reached during the day as well as an e-mail address so that we can contact you at short notice. Please inform us of your new address in good time.

6

When will I get my deposit back?

The deposit or the deposit account held in the tenant's name will be released within six months of the end of the contract under the prerequisite that your apartment and the associated rooms have been properly handed over to us and your rent account is up to date. Under certain circumstances, an earlier date for releasing the deposit can be agreed. In some cases, the deposit will be claimed either in part or in full by us to cover ensuing cost. You and the institute that hosts the account will receive written notice from us in this matter. You can then discuss the procedures for closing or cancelling your account with your bank.

7

What happens to my advance payments of service charges?

If your rent includes advance contributions for heating, hot water or lifts etc. and/or advance payments of service charges, we will send you our final calculations for these within the statutory periods. These final calculations are carried out once a year. Intermediate calculations will not be carried out at the end of individual contracts. Any excess payments due to you will be reimbursed if there are no outstanding claims in relation to the rental agreement. Any additional payments due from the tenant are to be paid to us within the applicable periods.

8

Which documentation do I need from my landlord for the local registration office?

In Germany, you have to register with the local registration office within one or two weeks of

moving home. Since 1 November 2015, tenants who wish to register a new home address have to provide written documentation from that landlord to prove that they actually live at the given address. The landlord or property management company must provide written confirmation to the tenant in written or electronic form within two weeks of the tenant moving in or out.

You can only inform other authorities such as the vehicle registration office, the tax office etc. after you have registered with the local registration office.

9

What else do I have to take into account when moving in or out?

Please remember to inform your telephone, electricity and gas companies of your move and have your post redirected to your new address.

If you need help with your move, we would be happy to help by putting you in touch with a moving company.

Contact us using our online service at www.helvetica-services.com

