



After you have been accepted for a place in a hall of residence, there is still a lot to do before you can finally move into your new home. In the third part of our series on housing, Angela Muhl from the dormitory administration in Hohenheim will tell you in detail what that is. In addition, you can find out who to contact if you have problems with your room or shared flat and how moving out works*.

**Please note that the procedures and deadlines mentioned may depend on the location of the university. If in doubt, always contact your respective caretaker.*

Mang: Hello and welcome to a new episode of our My StuWe podcast. Today it's all about housing again. We have lots of tips and tricks for you about moving in and out of our halls of residence. I'm Philipp Mang, the press officer of the Studentenwerk, and I'm taking care of the questions again today. I'm a guest in the dormitory administration in Hohenheim and I'm talking to a very dear colleague, Mrs. Muhl, who has also been working here at the Studierendenwerk for many years. She will tell you about the duties and to-dos you still have to do after you have been accepted for a place in a hall of residence. Often, especially at the beginning of your studies, there is a lot to organise and you can lose track of everything. Ms. Muhl, it's great that we can be with you today. Perhaps we could start by introducing you to our audience, who you are and how long you have been with the Studierendenwerk. Just so that we get an impression of you.

Muhl: Yes, it's nice that you are here today, in the dormitory administration and would like to spread the word about our topic via your podcast. I, Angela Muhl, have been here for 15 years now in the dormitory administration and I still enjoy supporting students in their search for accommodation and ultimately also finding them accommodation. That is the goal, the positive outcome. And of course, there are many things that the dormitory administration does in preparation and also during the period of residence and in the follow-up.

Mang: Ms Muhl, as I said at the beginning, today we will be talking about the whole issue of moving into and out of the halls of residence. Besides the application phase, this is certainly still one of the most stressful phases for you, personally and for your team. Maybe you can tell us a little bit more about it?

Muhl: Yes, indeed. In preparation for the big change of tenants at the start of the semester, the dormitory administration and the caretakers are busy preparing all the documents, keys for moving in, putting paid starter sets reserved in advance into the rooms, answering last questions of the future tenants and everyone is excited to see how the change of tenants will go.

Mang: Now let's perhaps go through the whole process one by one. Let's assume I have applied for a room at the Studierendenwerk and have been accepted. What else do I have to do and organise before I can finally move in?

Muhl: It's not that much then. So the confirmation is the rental contract and after we have received it within the return deadline, the deposit has to be transferred before moving in. Then it's time to pack and go – off to Hohenheim.

Mang: That sounds good. You just mentioned the issue of a deposit. Many of our students are moving into their own four walls for the first time. That's why we should perhaps clarify it again: What is a deposit anyway? What is it for and how do you pay this amount to the student union?

Muhl: The deposit is transferred in advance, so it is not paid in cash, but really just transferred. And the deposit is used to settle outstanding claims from the tenancy after the tenancy agreement has ended.

Mang: All right. Let's go one step further. So I have submitted all the required documents, paid the deposit. How do I finally get the key to my new home?

Muhl: Yes, that is the question. So the future tenants are informed in advance about the move-in procedure. There is an email for this. As a rule, no appointment is necessary at the beginning of the semester on the first three working days. You can move in from 12:00 noon on the first day and all day on the following two days. From the fourth day onwards, an appointment must be made in advance with the respective caretaker. You go to the caretaker's office, sign the takeover protocol, get your keys and then you have a room in the hall of residence.

Mang: Yes, and with the key I can finally move into my new home. But what do I actually do if I don't like the room or want to change to another hall of residence? For example, since friends of mine live there, do I have any chance of changing?

Muhl: Unfortunately, it's not possible right away, as all the rooms are already taken by the start of the semester. However, you can apply to move in at the next semester change. However, I must note here that not all applications for relocation can be approved because otherwise we would have far too much movement, moving in and out of the halls of residence. Unfortunately, that is not possible. In exceptional cases we approve the moves, but it is not the rule.

Mang: Okay. Now we've gotten rid of the whole topic of moving in a bit. Let's go one step further again. I've been living in the dormitory for a while now, I've settled in. Now it can always happen that I discover some defects in my room or that damage has been caused. What can I do in this case?

Muhl: A very important point. In these cases, the caretakers are the first point of contact. If the defect is discovered immediately upon moving in, it should also be reported immediately to the caretaker. It will then be recorded and repaired as soon as possible. If a defect is discovered during the course of the tenancy, it should also be reported to the caretaker as soon as possible. There are two possibilities: Either download the defect report from the website and send it to the caretaker by e-mail, or go directly to the caretaker during his office hours and fill out a defect report there. And the defects will then be remedied as quickly as possible either by the caretaker himself or by a specialist company.

Mang: Okay, another topic. It's like that – life is not always so easy to plan in advance. Now it may be that at some point I want to move in with my partner or start a

shared flat with fellow students. So I want to move out before the agreed maximum rental period of six semesters. What do I have to do then? So how can I give notice and are there perhaps any deadlines to observe?

Muhl: Yes, of course. You are not bound to the original lease term. You can terminate your contract in writing at the end of each semester by giving two months' notice. This means that the semester ends at the university locations on 31.03. or 30.09. The notice of termination must then be received by the hall of residence administration by 31.01. or 31.07. at the latest. You can either cancel informally or find a template for cancellation on our website.

Mang: That brings us to the topic of moving out. How does that actually work? Is a handover protocol drawn up? Who is actually present when you move out? And what happens if any damage is discovered?

Muhl: The tenant makes an appointment with the caretaker to move out at least 14 days before the end of the contract. And beforehand, he receives a checklist for moving out from the hall of residence administration with all the important points that he has to take into account. This is to prevent any costs from arising that we have to charge to the tenant afterwards. On the move-out date, the caretaker checks the room for damage caused by the student and whether the obligatory cleaning has been done. This is then all recorded in writing on the move-out protocol and any damage or lack of cleaning for which the student is responsible is then deducted from the deposit.

Mang: You also mentioned the caretaker again and again. They also seem to play a very important role in dormitory life. Perhaps you could explain to us again what exactly these colleagues are responsible for. Or perhaps you could tell us something about their everyday life.

Muhl: Spontaneously I think of it: In the dormitory they are responsible for everything. But of course you can't put it that way either. So the everyday life of a caretaker can perhaps be described in the sense that no two days are the same. The caretakers' tasks are just as varied as our buildings and our tenants. The caretakers are actually responsible for the building services and that everything in the building works that the residents need. With the exception of the internet. For that we have the „Netz-AK“.

Mang: And if I now want to reach all these helpers for everything somehow in the house, how can I contact them?

Muhl: Die Kontaktdaten werden einmal vor Einzug durch die Wohnheimverwaltung kommuniziert, sind dann aber auch auf unserer Webseite jederzeit nachzusehen und hängen im Wohnheim aus. Sprechzeiten der Hausmeister gibt es auch, da kann man sie dann persönlich antreffen und die Sprechzeiten hängen auch jeweils in den Wohnheimen aus.

Mang: Good, I think we have now been able to clarify many important questions around the topic of moving in and moving out for you. Ms Muhl, thank you very much for these really interesting insights. The next episode of our housing series will focus explicitly on the topic of housing alternatives. We'll show you what options you have on the private housing market if, for example, you couldn't get a place at the Studierendenwerk. Unfortunately, this is a very important topic. I hope you will join us again. As always, you can also give us feedback on social media after the podcast. Thank you for listening and see you next time.

**Note: This transcription of the podcast was generated with the help of machine software. We apologise for any minor discrepancies or spelling mistakes.*