

FAQs TU Guesthouse

Accommodation provider certificate (Wohnungsgeberbescheinigung)	You will receive a housing provider certificate after moving in. You can use this as proof of your address when registering at the Bürgeramt. The housing provider certificate is only issued for the person in whose name the contract is and not for their children. However, you can use the certificate to apply for a daycare place for your children. You are required to register your address within two weeks of moving in. This also applies if you are moving from another address in Germany. For further questions, please contact the Welcome Center at TU Berlin
Baby crib	Can be provided by Berlinovo if required. Let Berlinovo know if you need one.
Blinds	There are no blinds.
Cancellations	Reservations will be canceled after the specified deadline. After receiving your reservation confirmation from the Welcome Center, you can cancel your reservation free of charge for up to six weeks. Otherwise, the first month must be paid in full and, if applicable, the second month must be paid pro rata.
Contact Janitor Adalbertstraße	Janitor's office: Adalbertstraße 58, 10179 Berlin; Phone: 0162 203 77 87
Contact Janitor Popitzweg	Janitor's office: Popitzweg 13, 13627 Berlin; Phone: 0162 2033 114
Contract documents	Please send the contract documents (rental contract + proof of payment) together as a PDF to Berlinovo. A confirmation email will only be sent once all documents have been received.
Curtains	The apartments are equipped with thin translucent and thicker blackout curtains.
Damage not caused by you	Please inform the janitor. If you experience language problems, please contact the Welcome Center at TU Berlin
Deposit	The deposit has to be paid along with the first month's rent and the final cleaning fee before moving in. You can find the amount in your rental contract
Extra beds	It is not possible to arrange extra beds.

Further rentals via Berlinovo	If you are planning to or have already concluded additional rental agreements with Berlinovo, please cancel your current binding reservation with the TU Berlin Guesthouse immediately. Please refer to the section "Cancellations" in this FAQ for information about cancellation deadlines.
Handover	Contact the relevant janitor one-and-a-half weeks before moving out to make an appointment.
Heating	Please only use the heaters provided. It is not permitted to heat the apartment with additional devices such as electric fan heaters.
Household contents	The household contents are included in the rent and cannot be removed.
Internet Adalbertstraße	You can connect to the internet using wifi. The wifi code can be found on the back of the router. There is no LAN connection.
Internet Popitzweg	Internet is not provided in the Popitzweg apartments. You will need to find your own provider.
Keys	Please arrange an appointment with the janitor to pick up your keys.
Lost keys	Please report lost keys to the janitor.
Notice and period of notice	It is possible to terminate the contract to the next end of month within the fixed-term lease (the contract period has commenced) with a notice period of one month.
Parking spaces	Parking spaces, if available, can be rented at the property. Please contact the janitor.
Payment transactions	Bank charges may apply for transactions made from non-German accounts. Please check with your bank.
Payment transactions	SEPA from German account: Additional charges may apply if you do not have sufficient funds in your account to cover the transaction. SEPA from European accounts: Berlinovo can only make foreign SEPA debits where the local currency is euros. SEPA debits are not possible for accounts held outside the Euro zone.
Payments before moving in	Before moving in, the first month's rent, the deposit and the final cleaning fee must be transferred.

Pests/vermin	Please inform the janitor or the Welcome Center at TU Berlin regarding any kind of infestation.
Pets	Pets are not allowed.
Public transport (BVG)	See Welcome Brochure
Rent	Rent is to be paid monthly in advance by the 3rd working day of each month by bank transfer with no additional fee to the account of the landlord. You will find the rental amount in your rental agreement. For an expected rental period of less than 6 months, 7% VAT will be added to the rental price.
Rental periods	The rental period is limited to a maximum of 12 months. The notice period is one month to the next month end.
Renting apartments from Berlinovo	In cooperation with Berlinovo Immobilien GmbH, the TU Berlin Guesthouse/Welcome Center has a certain number of apartments for rent. The Welcome Center at TU Berlin is not responsible for renting any apartments owned by Berlinovo GmbH other than these.
Return of deposit	It usually takes up to six months to process the repayment of deposits.
TV	All apartments come with a TV; it is not possible to arrange for the TV set to be removed from the apartment.
TV and radio license	Each household in Germany is required to pay a monthly fee of currently EUR 18.36. You will be contacted directly by the license authority (Rundfunk) after registering your address at the citizens' registration office (Bürgeramt). For shorter stays, it is possible to pay the fee as a single payment
Visa	You can submit your visa up to the end of the first month of your stay. For all other questions, please contact the Welcome Center at TU Berlin directly.
Visitors	Overnight visitors are not encouraged.
Washing	The building includes a washing center with washing machines and dryers. This service is subject to a fee.

What the apartments include

One pillow and blanket are provided. Bed linen can also be provided on the basis of a service contract. Furnishings: 1 couch (in some cases 2), TV, bathroom with shower, kitchen with stove and refrigerator, dishes (plates, cups, glasses) and cutlery, coffee maker, kettle. Flooring: without carpet.