



AKADEMIKERHILFE

STUDENTENUNTERSTÜTZUNGSVEREIN

Schwarzes Rössl
Priesterhausgasse 6, 5020 Salzburg



Residence Companion

Version 2014.1





Dear residents,

On behalf of Akademikerhilfe Students Support Society I bid you welcome at your new home. Our residence "Schwarzes Roessl", which is situated in the heart of Salzburg's historic centre right at the foot of Kapuzinerberg, had first been rented by Akademikerhilfe in 1971 and was purchased in 1997.

Between November 2007 and July 2008 the building was completely renovated with a focus on the preservation of its traditional style, the number of places was raised from 87 to 95.

Akademikerhilfe has always tried to provide the basis for a thriving community, where friends are made for a lifetime. We shall be glad if you continue this tradition in your new home.

I wish you a good start into the new academic year and a lot of success in your course of study.

Once again – welcome at the student residence!



AKADEMIKERHILFE
Students Support Society

MMag. Bernhard Tschrepitsch
Managing Director



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Useful and important information

You have moved into a new home, a new environment, and you are probably not familiar with living in a student residence. In order to make your start easier we have put together some important and useful information. This residence companion is meant to be a reference collection for your time in the residence.

We kindly ask you to study this residence companion carefully, as you will in advance find the answers to many questions that are likely to come up. However, do not hesitate to ask the Residence Manager, Mr Amir Dervisagic, either by e-mail a.dervisagic@akademikerhilfe.at or by phone (0699/140 176 28) should one or the other question require further explanation.

1.1. Akademikerhilfe Students Support Society

Akademikerhilfe is the managing society responsible for the administration and operation of your new home. You have certainly had contact with some of the Akademikerhilfe staff: The Student Service staff dealt with your application and notified you about the allocation. Your Residence Manager, Mr Dervisagic, gave you the keys and the check-in papers. We – the staff of Akademikerhilfe – endeavour to make your stay in your new home as comfortable as possible.

We have a lot of experience in that field. After all, Akademikerhilfe has built, maintained and operated student residences since 1921. Currently we manage 27 residences for a total of about 4,000 students in all Austrian university towns. We are glad that now you are a member of the Akademikerhilfe community as well.

1.2. Registration

In compliance with the Austrian Registration Law you are obliged to register with the competent authorities within three days after arrival.

Registration forms can be downloaded from <https://www.help.gv.at/Portal.Node/hlpd/public/resources/documents/meldez.pdf> (www.stadt-salzburg.at)

The form is available at the Registration Office as well.

The fully completed registration form must be stamped and signed by the Residence Manager before registering in person. An ID card or passport will be required. There is no fee to be paid.

Registration Office:

Bürgerservice, Schloss Mirabell, Mirabellplatz 4, Ground floor

Einwohneramt, Kieselgebäude, St. Julien Straße 20, 4th floor

Office hours: Mon – Thu 7:30-16:00 hrs, Fri 7:30-13:00 hrs.

Minors who are already registered in another place in Austria are exempt from this obligation only as long as they are minors.

IMPORTANT for citizens of European Union, Iceland, Liechtenstein and Norway as well as for Swiss citizens who plan to stay in Austria for more than 3 months: After registering with the authorities they must apply for a confirmation of registration in compliance with § 53 NAG (“Anmeldebescheinigung”).

The respective form can be downloaded from

<http://oeh.kug.ac.at/wp-content/uploads/2010/09/Formular-Anmeldebescheinigung.pdf>



It is also available at the Office for Public Order at Schwarzstrasse 44. For further information consult <https://www.help.gv.at/Portal.Node/hlpd/public/content/12/Seite.120225.html>

The completed form, i.e. the Application for a Confirmation of Registration for EWR citizens, must be turned in at the Office for Public Order (Amt für Öffentliche Ordnung) at Schwarzstrasse 44 (Tel +43-0662-8072-3101).

Office hours:

Mon 08.00-11:30 and 13:30-15:30

Tue 08:00-10:30

Wed – Fri: 08:00-11:30

When turning in the application form you will have to provide

- a valid ID document
- proof of sufficient financial means (e.g. bank draft or confirmation that parents will provide sufficient support)
- proof of health insurance
- confirmation of admission to an educational institution

The fee for the Confirmation of Registration is € 15.00.

Please note: Not to apply for a Confirmation of Registration within 3 months of your stay may entail an administrative penalty of approx. € 200.00!

1.3. Bedding and bed linen

Akademikerhilfe does not provide bed linen, but only the bedding (duvet and pillow without cover). If you cannot bring your own bed linen you may purchase these items at the Residence Manager. The price for a set of bed linen is quoted on www.akademikerhilfe.at. Also, we recommend using a mattress protector.

1.4. Living in a Residence Community

You live in a student residence with tradition and history – and a lot of stories. In order to guarantee a comfortable stay for every resident you are kindly requested to observe the following rules. In particular we remind you to avoid any noise and loud music after 10 p.m. Otherwise you risk having the police in front of your room or of the common room.

Also, please leave the furniture of your room (wardrobes, beds etc.) in their designated place and do not move them in order to avoid damage to the floor and walls.

For safety reasons it is strictly forbidden to put items on the window sill – they could be knocked over by the wind and fall to the ground.

You are kindly requested to prepare your meals in the common kitchens only, where fridge and freezer, ceramic hobs, oven, microwave and sink are at your disposal.

Smoking is not allowed in the residence – neither in the rooms nor in the common rooms or corridors.

The use of inline-skates, skateboards, bicycles and the like inside the house is not permitted.

Basic rule: Have the Residence Statute in mind at all times and do not set any action that you would regard as a nuisance if you were the victim yourself!



1.5. Fire Safety Guidelines/Fire Alarm System

By accepting the Housing Contract you have also received and acknowledged the Fire Safety Guidelines. Among other details they state that you are not allowed to store any objects (clothes, shoes, doormats, shoes, garbage bags etc.) in the corridors as they may block the emergency exit.

The residence is equipped with an automatic Fire Alarm System, which is described in greater detail in the Fire Safety Guidelines. Please study them again on our homepage www.akademikerhilfe.at in case you are not familiar with all the details.

How to avoid triggering off a false alarm:

- Do not turn/pull or push the detector
- The rooms are equipped with smoke detectors. If you open the bathroom door right after a hot shower the vapour escaping may as well trigger off an alarm.
- The heat detector in the common kitchens on the 1st floor is comparatively insensitive to smoke.

We want to remind you that the cost of calling out the fire brigade because of a false alarm will be collected from the resident causing the alarm. If the person who caused the alarm cannot be identified the cost will be covered by the student community.

1.6. Bicycle Parking

In the area in front of the residence entrance there are bicycle stands. However, Akademikerhilfe does not assume liability for bicycles parked there.

1.7. Domestic Animals

Should you consider keeping goldfish, a hamster or even a goliath birdeater in your room we must disappoint you: No domestic animals are allowed in our residences, not even more common species such as turtles, cats, snakes and dogs. Very, very rarely an exception may be made for study reasons only in towns that offer veterinary university training, requiring both the Residence Manager's and the Secretary General's consent as well as the observation of special hygienic conditions. Such a special permission is required for guide dogs as well.

1.8. Common Facilities

Akademikerhilfe residences have always been known for their outstanding community life. That's why they offer rooms and areas where you can meet your fellow students:

- A comfortable lobby on the ground floor
- A large common room on the ground floor for chatting, reading or watching TV
- A smaller common room on the ground floor providing a beverage vending machine and a soccer table
- Two common kitchens on the 1st floor
- A music practice room on the 1st floor. A new piano was bought in May 2014.



1.9. Residence Representation (HV)

The Residence Representatives act in the interest and on behalf of the residents towards Akademikerhilfe. They are elected every year, and every resident should feel encouraged to take part in that process.

The Student Representatives are also supposed to help residents should any problems occur within the community, such as a dispute with a neighbour in case you cannot come to terms with the respective student.

The names and contact data of the Residence Representatives are displayed on the door of the HV Office on the ground floor next to the janitor's.

1.10. Internet

By accepting the Housing Contract you have also received and acknowledged the Internet User Rules (www.akademikerhilfe.at).

All residence rooms are equipped with an Ethernet socket and there is WLAN access in the entire building. Currently there is no download limit as long as every user respects the "fair use principle": Should any user set actions in the internet that jeopardize or restrict other users the residence management reserves the right to interfere.

To connect your computer you will need an ordinary RJ45 Ethernet cable and RJ45 network adapter (usually built in. If it isn't, consult a computer shop).

If you have a question or a problem concerning the Internet please consult the network administrator appointed by the Residence Representation or the Residence Manager.

1.11. Caution money

The caution money of € 500.00 was collected together with the first housing fee. After moving out the caution money minus the final cleaning fee will be refunded by bank transfer, provided that all housing fees have been paid and all keys returned, and that there are no damages in the room. The "final cleaning fee" (€ 70.00) for administrative expenses and cleaning costs is due for every change of room or check-out.

1.12. Cooking/Common kitchen

The two common kitchens on the 1st floor are fitted with three ceramic hobs with oven, two microwaves and a sink. For your foodstuff you can use the fridge and freezer in the bigger kitchen. Moreover, you may borrow a small fridge for your room (deposit € 150.00). If you wish to do so please contact the Residence Manager. Akademikerhilfe is not liable for the loss (theft) of foodstuff.

Cooking utensils (pots, pans etc.) are not provided and must be brought by the residents. You are not allowed to use cookers in the room with the exception: coffee makers.

Please always leave the kitchen as clean as you want to find it.



1.13. Cancellation of housing contract

A cancellation of the housing contract must be made 2 months prior to the desired end of contract. The cancellation must be received in writing by the last workday (Mon–Fri) of a month. It must either be sent by mail to Akademikerhilfe Student Service, Pfeilgasse 3a, 1080 Wien, by e-mail to studentservice@akademikerhilfe.at or by fax no 01/40176-38, or to the Residence Manager.

1.13.1. Moving out after cancellation

After cancellation please make an appointment with the Residence Manager a few days before, but not later than by the day of moving out.

The Residence Manager will prepare the check-out documents and will check the room for damages in your presence. After the procedure both parties will sign the documents and you will return the keys (room and mailbox). Repair costs for damages caused by you will be set off against the caution money.

1.14. Music practice room

On the 1st floor there is a practice room with a piano. The schedule for practicing is in the responsibility of the Residence Representatives.

1.15. Online Portal – Login for residents

On this platform you may check and amend your personal data, which you sent to Akademikerhilfe with your application. Please do so right after moving in. It is particularly important that your phone number and your e-mail address are correct, as you will receive any important or urgent information by phone or e-mail (e.g. deadlines for contract extension, information about repair work in your room etc.).

You may also use this platform to place a wish for a change of room or residence or for the annual renewal of your housing contract.

How to log on: www.akademikerhilfe.at – Service – Online portal-Login for residents. You will receive your login-data by e-mail on moving in or even earlier.

1.16. Mail/Mailbox

Please communicate your room number to every person that you expect mail from. For every room there is a mailbox in the basement. The key to the box will be given to you together with the room key. The Residence Manager is instructed not to accept registered letters. If you are not available at the delivery of such an item the postman will leave a message slip and you can pick up the item at the post office at Schranngasse 10C. If you find a letter in your mailbox that is not meant for you kindly pass it on to the Residence Manager.

1.17. Radio and TV fee

Residents are exempt from the Broadcasting License Fee, as the fee is paid by the managing society.



1.18. Cleaning

Residents are responsible for the cleaning of their rooms. Every 3 to 4 weeks however, the rooms will be cleaned by Akademikerhilfe staff. The “lump sum for cleaning” (€ 70.00) for administrative expenses and cleaning costs is due for every change of room or check-out.

1.19. Pest infestation

Should pests (e.g. cockroaches or bed bugs) be bred or brought in a room and should the pest infestation require the intervention of a pest control specialist the respective resident will be charged for the intervention. The resident will be informed in writing before the charge is levied.

1.20. Summer reservation

You have received a 9-month Housing Contract (1st Oct. – 30th June) for your residence room. During the summer months July, August and September the residence is operated as a hotel.

If you wish to stay in the residence during the summer (1st July – 30th September) you will have to send a request for a “summer reservation” to Ms Baldauf: reservation@academiahotels.at.

About 10 places are available on the 5th floor; they will be allocated in the order of receipt. In most cases a change of room will be inevitable for the summer months.

Extensions in your own room may be granted until July 7th, premature arrivals will be possible starting from Sept. 25th.

1.21. Non-residents

We want to draw your attention to the following detail of the Residence Statute: “Residents are not permitted to allow non-residents to stay overnight or live with them.”

1.22. Laundry

In the basement there is a laundry room with 2 washers and a tumble-dryer. One washing- or drying cycle is € 1.20, payable by “Quick Card” (prepaid bank card).

1.23. Change of room

See Online Portal (1.15.).

2. Some important places in the neighbourhood



A: Student Residence Schwarzes Roessl: Priesterhausgasse 6, 5020 Salzburg

Just a few steps away from the residence is Linzer Gasse, where you find

- Pharmacies (2)
- Baker's
- ATM
- Drugstore
- Pubs and restaurants
- Supermarket: Spar, Billabox
- Tobacconist's

Nearest police station: Rudolfskai 2

Nearest Post Office: Schranngasse 10C

General Practitioners e.g. at: Linzer Gasse 55, Dreifaltigkeitsgasse 18, Wolf-Dietrich-Straße 2/1, Wolf-Dietrich-Straße 6a, Schranngasse 11, ...