

AKADEMIKERHILFE ^AH

STUDENTENHEIM – GES.M.B.H.
„STUDENTENDORF KLAGENFURT“



Your Residence Companion



2015/16

Welcome to the „Student Village“ Klagenfurt!

Dear colleague,

On behalf of the Managing Director of Akademikerhilfe (AH), MMag. Bernhard Tschrepitsch, I am glad to welcome you as a new resident in the Student Village.

This Residence Companion has been put together to inform you about the main rules and directives of residence life. However, this paper cannot include every residence-related detail. That is why we strongly suggest that you take part in the information evening.

As residence manager I shall be glad to help you in all questions and problems concerning residence life. As the representative of Akademikerhilfe in the Student Village I am in charge of the economic administration as well as the technical and building maintenance. You may contact me either directly during my office hours or by e-mail r.kollmann@akademikerhilfe.at.

Akademikerhilfe owns or manages 27 student residences all over Austria with a total of more than 4000 places, thus being one of Austria's biggest providers of student residences. The Student Village Klagenfurt is the property of Studentenheim-Ges.m.b.H., an economically independent subsidiary of Akademikerhilfe.

Every year the residents elect at least 6 residence representatives, who act on behalf of the residence community towards the residence management and are responsible for

- the social life within the residence,
- the administration of the residence intranet,
- the representation of other residents' wishes and interests,
- the communication of vital information to the residence community.

The IT-systems-administrator will be elected as well. She/he is in charge of the proper functioning of the residence intranet and the account administration.

To be a resident in the Student Village means to be free to enjoy the student community while respecting the framework of the Residence Statute and the Residence Rules set by Akademikerhilfe on the basis of Christian values.

For further information see www.akademikerhilfe.at and www.heimvertretung.at.

Best wishes for a pleasant time in the Student Village and for a successful study!

Robert Kollmann
Residence Manager

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Your contact in the residence



Robert KOLLMANN

He will be glad to help you and can be contacted

by email: r.kollmann@akademikerhilfe.at

OFFICE: Ground floor of administration building (H11)

Phone-contact and office hours: Infopoint (House 11) and Website

www.akademikerhilfe.at



Fire brigade 122



Police: 133



Ambulance: 144



Emergency doc: 141

Outside office hours please send an e-mail to r.kollmann@akademikerhilfe.at

In urgent cases:

1. Try to contact Residence Manager in person (H11) or through a residence representative (see homepage).
2. Pin a note to the Residence Manager on the ground floor gate of the building.
3. In case of power failure: see emergency instructions on pinboard in H11
4. In case of internet failure: Contact systems administrator through a residence representative (see homepage).

Information about community life

1.1. Office hours

The Residence Manager will be at the residents' disposal during the regular office hours (see homepage) You are kindly requested to make use of these times, as the Residence Manager is not obliged to be available on the premises. Residents who are unable to make use of the office hours may contact the Residence Manager by e-mail (...) or by putting a note on the ground floor gate of H11. In very urgent cases (loss of key, burst pipe, power failure, fire etc.) the Residence Manager may be contacted privately outside the office hours as well.

1.2. Flat Rate Payment (Statute Item 6), Residence Representative Contribution, Final Cleaning Fee

a) Flat Rate Payment

Every academic year a flat rate payment (currently at least 20% of the highest monthly rental fee incl. v.a.t.) is levied together with the first monthly rental fee. The amount of the flat rate payment is fixed by Akademikerhilfe after hearing the residence representatives. This payment will be used to cover damages to the residence facilities during the academic year if the source of the damage cannot be identified. The flat rate payment will not be returned – not even in case of a resident's premature check-out or if a resident does not check in at all.

Also, a final cleaning fee will be charged for checking out or moving room. For the amount see *current rates* on www.akademikerhilfe.at.

b) Residence Representative Contribution

This contribution will be levied on behalf of the Residence Representatives. It is used to cover the cost of internet administration and to finance community life.

1.3. About the use of your room:

A TOTAL BAN ON SMOKING IN ALL ROOMS AND STAIRCASES OF THE RESIDENCE. All damages must be reported to the residence manager in writing (email). Avoid damages to walls, furniture and plumbing by all means. Do not remove residence property from the room. The bed, the slatted bed frame and the mattress must not be replaced. Any alterations of the room and its equipment require the prior permission in writing of the Residence Manager. Alterations without this permission will be restored at the sole cost of the resident. Also, the Residence Manager may demand from the resident to restore the room to its state on check-in.

The room key must not be passed on to anyone else. Non-residents must not stay overnight (Student Residence Law, valid throughout the year). A single room must not be occupied by 2 or more persons. Non-compliance with these rules may entail the loss of the residence place.

Residents are requested neither to disturb other residents nor to set any action that may cause a disadvantage to anyone else. After 10 p.m. the silence of night must be respected.

You are not allowed to keep animals in the residence.

Weapons must not be brought into the residence.

We want to point out explicitly that the contract of use between residents and Akademikerhilfe is a 12-month contract, from October 1st to September 30th of the following year.

The cancellation period is 2 months, cancellations must be received in writing (e-mail or letter or fax) by the Residence Management by the last day of a month. After cancellation the housing fee must be paid for another two months.

A cancellation per July 31st or August 31st will not be acknowledged, as the contract of use is valid until September 30th.

The renewal of the housing contract can be made on-line on the Akademikerhilfe website. The contract of use will be extended as long as a successful course of studies can be proved and the economic situation of the

resident is in compliance with Akademikerhilfe guidelines. A new application is not required. Residents may use their residence place for 12 months and are obliged to pay the monthly rental fee for 12 months.

Students who wish to study abroad for a certain period may

1. pay for the room during their absence,
2. cancel their residence place and apply again before returning,
3. find an individual arrangement with the Residence Management in due time (at least 2 months) before leaving.

1.4. Electricity – Annual bill

For every resident a monthly flat rate for electricity is collected through direct debit. At the end of an academic year (Sept. 30th) or on checking out from the residence at an earlier date the actual electricity consumption – i.e. resident's share of common consumption (light in common rooms, hot water) plus individual consumption (room meter) will be calculated against the flat rate. Credits or debits will be put to or collected from the resident's account. The Residence Management only collects the official tariff of the electricity provider. The current tariff is EUR 0.14 per kwh. The annual electricity bill may be inspected in the Residence Office during office hours after November 15th. The monthly bill can be looked at after the 15th of the following month.

1.5. Heating & Airing

Residents are obliged to take care of a sufficient heating of their rooms and bathrooms to prevent frozen pipes, damage to the wall-painting or mould in the bathrooms. During the heating period the average electricity consumption ought to be about 200 kwh per month. The Residence Management is entitled to turn on the heating in rooms and bathrooms to prevent damages if the resident fails to do so. At the same time we want to remind every resident to air their rooms regularly. (See extra information).

1.6. Car parking – Snow removal

In the north of the Student Village, behind Houses 18 and 19, there is a parking lot for 25 cars. Residents may apply for a parking space at the Residence Management. The monthly payment is to be made by direct debit, cancellation deadline is 14 days.

Important: In case of impending snowfall the car park must be vacated to enable the removal of snow without the danger of damaging the parked cars.

1.7. Laundry

Residents may use the common laundry with 3 washing machines and 2 dryers. The fee per unit (washing or drying) is € 1.20 and is to be paid with "Quick Card".

Washer 3: Before opening the loading door after washing you need to push the green button on the meter. The Residence Management is not liable for stolen or damaged laundry. Non residents are not allowed in the laundry. You may not put up clothes horses to dry your laundry.

Please note!

1.8. Bulletin boards and Homepage www.akademikerhilfe.at

Information put up on bulletin boards, in the staircases and on the homepage must be observed by all residents. The information on the bulletin board comprises the essential rules and guidelines concerning residence life (Residence Statute, Residence Rules). Residents are obliged to acknowledge these publications and to use the residence facilities accordingly.

1.9. Staircases

TOTAL BAN The staircases are cleaned on a weekly basis by a the technical support according to the following schedule: Mon: Houses 19-24, Wed: Houses 17-14, Fri: Houses 1-8 The cleaning must not be obstructed by any objects.

Every resident is obliged to contribute to the proper order and cleanliness in the staircases. Waste must be taken to the respective bins and must not be left in the staircases. No bicycles, baby carriages, clothes horses, shoe boxes, waste boxes or other bulky objects must be deposited in the staircases or near the main doors.

Do not paint on the walls of the staircase, do not fix or glue anything on the doors (apart from a small nametag) or on the mailboxes and do not place anything on top of the mailboxes. The Fire Safety Guidelines must be observed by all means. The main door to the building must be kept closed during the heating period. The airing of the staircase must be effected by means of the electrical staircase airing system only. If you need to keep the main door open please use the black bolt on the automatic door closer only.

1.10. TOTAL BAN ON SMOOKING, Smoke and Heat Extractor

There is a total Ban on smoking inside all rooms of the residence. The Smoke and Heat Extractor is a safety measure to allow the rescue of people and to prevent the fire and heat from spreading in the event of a fire. The smoke detector mounted below the skylight triggers off a "smoke alarm" and causes the skylight to open at an angle of 140° to allow the heat and the smoke to escape. To trigger off an alarm wilfully will be regarded as damaging to the residence and may entail the termination of the housing contract.

1.11. Common Room behind House 19 (east)

Behind House 19 there is a Common Room with a data projector and a Barbecue Corner. The Residence Representatives are encouraged to organize various social events in that common area to promote community feeling. However, any pub activities that include regular opening times or selling drinks for a profit etc. are strictly prohibited. Both common facilities may be booked on www.heimvertretung.at.

The User Rules defining the procedure of booking, obtaining and returning the key have been set by Akademikerhilfe. The control of the common facilities is carried out by the Residence Manager, who hands out the key to the student who has made the booking during regular office hours. The key must be returned the day after the event by 12 a.m. at the latest.

1.12. Internet, e-Mail. Sent your MAC-adresse to heimvertretung1@gmail.com

Residents have free access to the internet and to the Residence intranet. To use the Internet you have to send an email with your house- and roomnumber and your MAC-adresse to heimvertretung1@gmail.com.

Akademikerhilfe provides the internet access and the individual internet accounts, while the Residence Systems Administrator is in charge of the Residence intranet. Residents are obliged to visit the Residence homepage at regular intervals so as not to miss any internal information such as change of office hours etc.

Telephone numbers and e-mail addresses must be kept up-to-date in the individual resident's account and any change must be reported to the Resident Manager. Also, every summer semester residents must prove their academic progress online on www.akademikerhilfe.at with their personal login.

1.13. Vacation of residence place (in compliance with Contract of Use VIII)

Before the expiry of the housing contract or before check-out all private pieces of furniture must be removed from the room. Furniture must be put back to their original place. If a resident fails to observe this regulation the original arrangement will be restored at the cost of the resident. Residents consent that any objects left behind will be kept until October 31st of the respective year and will then become the property of Akademikerhilfe without compensation or will be discarded. This rule does not apply to objects that were obviously left behind to be discarded. For the removal of such objects the resident can be charged an appropriate amount of money. Vacating the room and checking out requires the presence of a competent staff of the managing society. Both their names and the schedule of their availability will be posted in the residence.

1.14. Registration

In compliance with the Austrian Registration Law you are obliged to register with the competent authorities within three days after arrival. Before doing so the required registration forms must be stamped and signed by the Residence Manager.

Before moving from the registered address you must terminate your registration within three days before or after giving up the address.

Registration forms can be downloaded from <http://www.klagenfurt.at/downloads/Meldezettel.pdf>.

Residence permit:

For EWR-citizens (EU, Iceland, Liechtenstein, Norway) and Swiss citizens planning to stay more than 3 months it is vital to study the terms and conditions required for a residence permit on the website of the Austrian Ministry of the Interior: http://www.bmi.gv.at/cms/BMI_Niederlassung/english/start.aspx.

Mind: Not to request a residence permit within 3 months of the stay may entail an administrative penalty of approx. EUR 200!

Further information: www.akademikerhilfe.at or www.heimvertretung.at

2. Application for the Internet & Residence Network

1. **Network:** Akademikerhilfe provides the internet access in the room free of charge, including the hard- and software required for the residence intranet. Any further services will be provided by the residence representatives (www.heimvertretung.at).
2. **Function:** The proper use of the internet access and the configuration of the computer are in every resident's own responsibility.
3. **Hardware:** The computer must be equipped with an Ethernet card (100 Mbit). In every room there is a LAN socket that connects with the computer via Ethernet cable (uncrossed twisted pair). Do not use a modem cable! No WiFi provided!
4. **Account application:** Every resident can apply for an internet access in the Student Village by means of the attached form "*Application for Internet Account*". The completed form must be turned in to the Resident Manager, who will then create the IP-address and open the internet access.
5. **MAC address (=Ethernet ID):**
Windows and Apple: Click *Start* – click *Run* – enter *cmd* – in the pop-up window enter *ipconfig/all*
The MAC address (6x2 letters/numbers, e.g. 23-5F-7J-22-R8-00) is shown in the *Ethernet Adapter* section, next to *Physical address*.
Linux: Follow above procedure, but enter *ifconfig* instead, MAC address appears as *Hardware address* sign pairs are separated by colons (:) instead of hyphens (-).
Apple OSX: *Menu* – *System configuration* – *Network* – doubleclick *Built-in Ethernet*.
6. **Connecting:** As soon as the account has been opened the IP address can be obtained automatically by connecting the computer with the LAN socket. Before that the W-LAN function must be deactivated. Residents who wish to operate a W-LAN router in their room must report the MAC address of the router to the Residence Manager.
7. **REGISTRATION: If you have found out the MAC-address** send the number with your name and your number of the house and room to r.kollmann@akademikerhilfe.at
8. **Malfunction:** If the internet access does not work, check your MAC address again and make sure that the cable is properly plugged in at both ends. If that does not help you may consult one of the Residence Representatives (www.heimvertretung.at). **Sent your Mac-adresse to heimvertretung1@gmail.com.**

3. Heating and Airing

For a comfortable climate in your room you ought to consider the following details:

1. To prevent too much humidity in your room you must heat and air it regularly.
2. The ideal room temperature should not be less than 20°C. Do not let your room cool off completely when you are away.
3. Air your room as often as possible, but do not keep the window open or tilted permanently during the heating period. Twice a day you ought to provide a thorough draught. If your window panes are misted up from condensation on the inside you ought to air your room at once.
Don't forget to air your mattress and the bedding box at regular intervals as well.
4. Keep the bathroom door slightly open all day. Turn on the heating in the bathroom 5 minutes before taking a shower. After the shower wipe the tiles dry and spread the shower curtain, but leave a gap left and right to let the air circulate. Keep the bathroom door wide open to let the humidity escape.
5. Report dripping water taps – especially hot water – immediately to the Residence Manager.
6. Do not hang up wet laundry in your room.
7. If you discover mould between the tiles you must remove it at once with an appropriate cleaner.
8. Leave a gap of approx. 5 cm between the furniture and the walls. Check the wall behind the bed and behind shelves regularly for mould or traces of humidity.
9. Should there be any traces of mould on the walls despite the above precautions you are to notify the Residence Manager at once in order to enable professional measures. Residents who fail to report mould in time will have to bear the cost of the mould removal and the subsequent painting.

4. The Elven commandments of a Student Villager

1. Observe the non-smoking requirements
2. Air your room and bathroom properly by keeping the window and the bathroom door open for 10 minutes!
3. Remove mould from between tiles and from the walls at once!
4. Consult the Residence Manager before you make major changes in your room or before you put up your own furniture! Clean your kitchen and your bathroom properly and remove deposits of calcium carbonate regularly!
5. Report dripping water taps to the Residence Manager at once!
6. Take proper care of the floor in your room, keep it clean and avoid scratching it with sharp objects!
7. Do not deposit your waste in the staircase, but take it to the collection point north of the Student Village. Sort out the waste and do not turn the collection point into a dumping ground!
8. Do not touch your neighbour's laundry!
Mind the operating instructions of the washers and dryers and empty the fluff filter before every drying.
Remind non-residents that they are not allowed in the laundry room.
9. Report damages and necessary repair work to the Resident Manager at once!
Do not complain about your room or house, but use the office hours to discuss your problems with the Residence Manager!
10. Do not disturb your neighbourhood by loud noise from your TV or stereo. Respect the silence of night after 10 p.m. and avoid any excessive noise during the day as well!
11. Your Residence Manager has a right to privacy as well. Outside the office hours please contact him in very urgent cases only!

5. Expiry of contract

1) Cancellation through resident

The resident may cancel the Housing Contract by the last day of the month at two months' notice. The cancellation must be received in writing (e-mail, facsimile) by the Student Service of Akademikerhilfe, 1080 Wien, Pfeilgasse 3a, or by the local residence manager by the last workday of a month. Contracts for a full academic year cannot be cancelled per July 31st or per August 31st. That is why a cancellation for the summer months July – September must be received by April 30th every year; should the cancellation be received in May, June or July the Housing Contract will expire on September 30th. The burden of proof that the cancellation was received in time lies with the resident.

2) Cancellation through Managing Society

The terms of § 12 StHG shall apply. Repeated negligence of the terms of payment (item 5 of this contract) will be agreed upon as cause of cancellation in accordance with § 12 Section 1 lit. 6 StHG. In case of outstanding fee debts Akademikerhilfe will start the procedure for termination of contract.

2) Annulment of contract

The Managing Society is entitled to pronounce an instant annulment of the Housing Contract if a resident commits a punishable offence to the disadvantage of other residents, of the Managing Society or of its staff, if a resident violates the Residence Statute or/and if the resident's behaviour poses an imminent threat to the residence, to other occupants or to the staff of the Managing Society.

6. Your Check - Out

With regard to your check-out from the student residence I would like to draw your attention to the following detail in the contract of use:

10. Check-out

On principle the place must be vacated by the last day of contract at 10.00 a.m. The resident is obliged to remove any property from the room and to turn it over to an authorized representative of the managing society in a clean state. The furniture must be arranged the way it was on check-in.

After check-out or after moving room a final cleaning of your previous room will be made, for which a final cleaning fee will be levied. The amount of such a cleaning charge will be posted in the residence and/or published on the respective website. If the resident checks out without having entirely vacated and cleaned the room the authorized staff of Akademikerhilfe will – without respite – arrange the complete vacation and cleaning. The respective costs plus the administrative fee will be debited to the resident's account. Property that was left behind by the resident will be kept until the last day of the month following the end of contract. The resident consents that after the above date any objects left behind will become the property of the managing society. This rule does not apply to objects that were obviously left behind to be discarded. However, for the removal of such objects the resident can be charged an appropriate amount of money. Vacating the room and checking out requires the presence of a competent staff of the managing society. Both their names and the schedule of their availability will be posted in the residence and/or published on the website. The caution will be refunded 40 days after the last booking of your stay, after your check-out