

AKADEMIKERHILFE
STUDENTENUNTERSTÜTZUNGSVEREIN

		
Eisenstadt		Leoben
Linz	Residence Guide	Graz
Salzburg		
	Innsbruck	



Dear future residents,

Akademikerhilfe Students' Support Association bid you welcome to your new residence. Living in a students residence gives you the opportunity to enjoy the community with other students as well as your private time in your own room. Arranging your everyday life together and supporting as well as appreciating each other are important cornerstones now and for your entire future life.

Our association was established in 1921 and in November 2021 we had our 100th anniversary. So the Akademikerhilfe is a reliable partner for our residents and also for our business partners. At the moment we are running residences in eight cities here and due to that we meet housing demands of students from Vienna to Innsbruck all over Austria.

We stand for a lively community which gives you the opportunity of temporary partnerships of convenience but as well you can make up friendships for life. We are happy, if you seize the chance to be part of that tradition of the residence you chose.

Finally there is nothing more left, than wishing you the best of success for your academic studies and a good start into a new academic year!

Again, we bid you welcome to your new home!

AKADEMIKERHILFE
Studentenunterstützungsverein

MMag. Bernhard Tschrepitsch
Generalsekretär

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1. Information for living all together in the residence

You have chosen to live in one of Akademikerhilfe residences.

This residence guide should answer the FAQs as well as serve residents, who have been living here already for a long time, to look up certain issues. Just in case your questions cannot be answered here, do not hesitate to ask your residence manager on site or direct your questions to the administrative central in Vienna.

1.1. *Akademikerhilfe Association for supporting students*

Akademikerhilfe is a non profit association which is operating students residences all over Austria. Our team assists you in registering for a room (studentservice), checking into the residence (residence managers on site), your monthly payment (accounting department), technical issues (residence technicians on site) up to finally checking-out again (residence managers on site). With all that we are always concerned in meeting your demands to your full satisfaction.

Our experience is our success: Since 1921 Akademikerhilfe (short form: AH) is building, preserving and running students residences. We really appreciate that you also decided for one of our residences!

1.2. *Bicycle Parking*

Please only use the certain bicycle parking areas (bike racks etc).

Parking your bicycle in your room, in the floors, on the balconies, stairways or common public rooms is not allowed.

1.3. *Cleaning*

Basically you have to clean your room by yourself. Cleaning Service of public areas and public rooms is done by Akademikerhilfe without being an obligatory part of the housing contract and is not a service which is covered by the monthly housing fees, but it is an extra service, which is free for our residents until further notice. In case cleaning public areas need extra work and time as usual this extra costs may be forwarded to the residence community or the responsible resident(s).

Once or twice per academic year there may be announced room checks. In case the room is dirty or full of trash, a deadline will be set to clean the room. If the room is not cleaned by that deadline, the room will be cleaned by Akademikerhilfe and the resident has to cover the costs therefore

You do not need to be on site during the announced room checks, these will also be done, when you are absent.

Whenever you check-out or you change rooms you will have to pay a cleaning fee. The current cleaning fees can be looked up under „other fees“ on our website.

1.4. *Contract Cancellation by resident*

All details concerning a contract cancellation you find in your housing contract under X/1.

1.4.1. Check-Out

After you cancelled your contract, haven't prolonged your running contract or only have a temporary contract at all, please contact your residence manager to check what needs to be done for check-out (room check, returning keys, legal deregistration etc.).

After the room check and returning the keys the check-out is done. In case of damages in the room caused by you, expenses for repairs etc. will be withdrawn from your deposit. If the costs are higher than your deposit you will be informed about the amount, which has to be paid.

1.5. Deposit

You have to pay a deposit. Detailed information you can find on our website www.akademikerhilfe.at in the topic „other fees“.

Concerning the housing contract the Akademikerhilfe returns the deposit after 45 but within 60 days after contract ending, if you left your room in time and in conditions meeting our guidelines. The final cleaning fee will be withdrawn from the deposit before refunding.

Please check your bank details you forwarded to us before we return the deposit.

1.6. Dishes and kitchenware

Dishes, cutlery, pans and pots need to be brought by yourself.

In some residences you may order and buy a basic kitchen package. Please contact your residence manager for detailed information, if the package is available in your residence and at what price. (right at the moment available in: Graz, Klagenfurt, Linz, Leoben and Pfeilgasse 3a)

1.7. Electronic Devices

Only normed, proven and legal electronic devices may be used in our residences. Using devices with high energy consumption is not allowed. (Residence Statute V/5 and V/13)

1.8. E-Scooter, E-Bikes

It is not allowed to park E-Scooters and/or E-Bikes in the residence. Batteries must not be charged in the rooms. (also see Fire Safety Guideline)

Akademikerhilfe does not take any responsibility or liability for parked/stored bicycles.

1.9. Fire Alarm System/Fire Safety Guidelines

The current version of our Fire Safety Guideline is integrated part of our housing contract and needs to be followed.

Never manipulate any alarms in your room or the public areas and always keep the floors free as these serve as escape routes! (no shoes, trash, doormats, drying racks etc. on the floors)

You find our Fire Safety Guidelines on our website www.akademikerhilfe.at on the site for „Downloads“.

„Tips and suggestions“ for preventing false alarms you can find in the file attached to our fire safety guideline.

Please note: In case of acting against our residence rules and against our fire safety guideline we forward all costs for false alarms to the residents who caused the false alarm or the Students Representatives. (see Fire Safety Guideline)

1.10. Internet and Internet User Guideline

The current version of our Internet User Guideline is also integrated part of our housing contract and needs to be followed.

In case you want to use/set up a WI-FI Router, please contact your residence manager or the IT-advisor of your residence. To clarify certain set ups to not interrupt the running system.

1.11. Inventory

Furniture, inventory and walls may not be removed, dismantled, laminated or changed. See Residence Statute.

1.12. Keys

1.12.1. Losing your keys

If you lose your keys you have to pay for the duplicates. For information about current costs for key duplicates please contact your residence manager. A notice of loss has to be made at the local authorities.

1.12.2. Forgetting your keys

If you forgot your keys at your parents' home for example or if you simply can't find the keys at the moment, you may get spare keys temporarily. If you get a spare key from your residence manager, students representatives or the residence technicians varies from residence to residence, please contact your residence manager for further information.

You have to pay a deposit for the spare keys, which equals the costs for the duplicates. When you return the spare keys you get back the deposit. If you do not return the keys within a fixed period of time (at the end of the month by latest usually) we concern the keys to be lost and the deposit will be kept for the duplicates.

1.12.3. Keyservice

Outside our office hours or if you cannot reach anybody who can open your room or hand over spare keys you have to call a keyservice at your own expenses. Contact details for a keyservice you can find on the announcement wall of your residence or in this guide in part 2.

1.13. Kitchens & Cooking

Public Shared Kitchens: These kitchens are fully equipped and can be used instantly.

Private Kitchens: If you have a private kitchen, you find all devices in the list of inventory.

Please follow cleaning suggestions for kitchen-/cooking devices as read in the manuals. If you do not have manuals in your kitchen, you can get a copy of it from your residence manager.

Kitchenware, like dishes, cutlery, pots and pans must be brought by yourself.

If you do not have a private kitchen in your room, you must not use cooking devices in your room, as said in our fire safety guideline. If you bring your own cooking devices for your private kitchen or

the shared kitchen (like toasters, grills, raclettes, fondues etc.) you must contact your residence manager before using it.

1.14. Linen, Pillows, Duvets

Usually we do not provide linens, pillows and duvets. If you do not bring your own, you may order online prior to arrival either linen or pillow and duvet or both. (Not possible in Salzburg and Eisenstadt at the moment)

Generally you may buy linen, pillows and duvets on site at any time, depending on the stock on site. Just ask your residence manager on site if you can buy it on site and how much you need to pay for it.

1.15. Living and Community in the residence

The residences of Akademikerhilfe are pretty well known for the good residence community. Therefore we provide common public rooms in your residence. Which rooms you have in your residence you can look up in this residence guideline in the part which handles details for your certain residence.

1.16. Living in our residences

By accepting the contract you also accept our rules for living in our residences, especially:

- Careful handling with our inventory: Residence Statute V/1 und V/12
For preventing damages, furniture (like cupboards, beds, etc.) may not be shifted, removed or dismantled. Doors and furniture may not be decorated with stickers, mirrors, hangers etc. which have to be stuck or fixed onto doors and/or furniture.
- Prohibition of smoking: Residence Statute V/2
- Compliance with legal sleeping hours: Residence Statute V/4
- Parking of vehicles in or around the residence: Residence Statute V/20

1.17. Online Portal – Login for residents on our website

Please check your personal data right after checking in.

In our „Online-Portal“ you can:

- Update and organize your personal data
- Update and organize your financial residence issues
- Set a wish for changing rooms or room categories
- Do the annual housing contract prolongation
- Download the current version of your housing contract

Make sure that especially your phone number (where you may be available most likely, like your mobile phone number) and your current e-mail address are correct, as we are contacting you either by phone or e-mail in case of important or urgent issues and information. (for example: deadlines for contract extensions, information about repairworks in your room etc.)

You can get into our „Online Portal“ by visiting our website: <http://www.akademikerhilfe.at> and pressing the button "[Login](#)". Access details therefore you receive by e-mail at the check-in, by latest.

1.18. *Overnight Stays of non-residents*

Look up residence statute V/11b.

1.19. *Parking*

Your residence manager can inform you about the availability and rates of parking spaces for cars and how to rent it.

Please note: Akademikerhilfe is not taking any responsibilities or liabilities in case of parking damages or thievery.

1.20. *Personal Liability Insurance*

We suggest to make a personal liability insurance or an expansion of an existing liability insurance of your parents' home for your stay at the residence.

1.21. *Pests & Parasites*

In case of pests and parasites, which have been brought into the residence by residents (for example: moths, cockroaches, bedbugs etc.) and which make it necessary to call an exterminator, the costs will be forwarded to the responsible resident. All forwarded costs will be announced beforehand.

1.22. *Pets*

You are not allowed to have pets in the residence: Residence Statute V/17

1.23. *Post/Postboxes*

Please do always announce your room number to any person/company/department etc. wherefrom you might receive letters, so that all the letters and sendings as well as parcels contain your room number. Employees of Akademikerhilfe are not allowed to receive any parcels or registered letters for residents. So if you are not there in person when your registered letter/parcel arrives you will find the notification form for picking up or resending from the delivery service in your postbox.

In case you have a letter in your postbox which is not addressed to you, please bring it to the residence manager or put it in the residence manager's postbox.

1.24. *Prohibition of Smoking*

See Residence Statute V/2.

1.25. *Public radio and TV fees (ORF Haushaltsabgabe)*

Akademikerhilfe is paying the fees for public radio and TV so you don't need to pay these fees. In case you receive a letter saying that you need to pay the fees, please forward it to your residence manager for further steps.

1.26. *Reporting Act (Registration Certificate & Residence Permit)*

Due to Meldegesetz (Austrian Reporting Act) you have to register officially within three working days, you can have either primary or secondary legal residence in Austria. Legal deregistration can be done three working days before until 3 working days after check-out.

Please note: you are responsible for your legal obligations concerning the registration process!

We do not take any obligations, responsibilities or liabilities.

You can get the registration form from your residence manager on the day your contract starts. We are not allowed to hand out or sign complete registration forms prior to the contract starting date.

You are also obliged to update your data and report it to the registration centre (change of residence or also change of room).

Exceptions you find in §2 (2) Meldegesetz (Austrian Reporting Act).

Your residence manager can inform you about the nearest registration centre.

IMPORTANT: If you do not follow your legal obligation concerning your registration/deregistration or updating your data, you act against Austrian law and you are likely to get an administrative penalty!

When you are EU or EEA Citizen it is likely that you need an additional Registration Confirmation. EEA Countries are: Iceland, Liechtenstein, Norway or Switzerland). To find out, if you need that Registration Confirmation or if you need a Residence Permit as a non-member country citizen, you can follow the link below:

Registration Confirmation:

https://www.oesterreich.gv.at/themen/leben_in_oesterreich/aufenthalt/4/2/Seite.120810.html

§§51 ff (§§ 51 ff Niederlassungs- und Aufenthaltsgesetz (NAG))

<https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20004242>

Implementing Order of Settlement- and Residence Act (Niederlassungs- und Aufenthaltsgesetz-Durchführungsverordnung (NAG-DV))

<https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20004470>

Residence Permit:

https://www.oesterreich.gv.at/themen/leben_in_oesterreich/aufenthalt/3/Seite.120221.html

Aliens' Police Act (Fremdenpolizeigesetz (FPG)
(<https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20004241>)

§20 and §21 Settlement- and Residence Act (§20 und §21 Niederlassungs- und Aufenthaltsgesetz)
(<https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20004242>)

1.27. Residence Statute

The current version of our Residence Statute is integrated part of our housing contract and needs to be followed.

You find the main part of our Residence Statute on our website www.akademikerhilfe.at on the site for „Downloads“. It is important to know and follow it.

1.28. Room Changes

For making wishes for changing rooms please go back to the point „Online-Portal“.

1.29. Students Representatives (short: HV from German Heimvertretung)

The Students Representatives are directly elected annually by the residents of the certain residence and they represent the interests of the residents. All of you are welcome to be part of the Students Representatives. Akademikerhilfe is always supporting our Students Representatives and assists in topics like election, constitution and conduction of business of Students Representatives.

You can look up everything concerning election, rights and obligations of Students Representatives in the law for residences. (Look up §7 and §8 Studentenheimgesetz)

1.30. Studying abroad

If possible you can have your contract being paused for studying abroad. You just need to send the confirmation/nomination letter to Akademikerhilfe Studentenservice.

For your return we try to reserve a room in one of our residences in the city you lived before. Please note that we cannot grant a certain roomtype or residence, but we always try to offer the same type of room in the same residence, you used to live before you left to study abroad.

1.31. Telephones

If your room has a telephone, please look up the information in part 2 of this guide.

1.32. Washing Machines & Dryers

Your residence manager will give you a washing card at the check-in, on which the washing and drying cycles are reported and laundry costs have to be paid monthly. If you lose or break the washing card you will have to pay a fee.

2. Your residence

2.1. *Ad student residence*

Pfeilgasse 4-6

2.2 *Bar (dormitory bar/party room)*

Klub Pfeilheim: Party room with events. Operated by the Students Representatives (HV).

2.3. *Barbecue area*

The barbecue area in the garden can be reserved via the website of the Students Representatives (pfeilheim4-6.at). The reservation is absolutely necessary so that there are no overlaps (especially on nice summer days). Your Students Representatives will provide you with suitable barbecue equipment. Please note: It is not permitted to use the grill from the communal kitchens for barbecuing! Only charcoal may be used for barbecuing. The ashes must be completely cooled before disposal. Leave the barbecue area clean after each use. There is a garbage bin for residual waste near the barbecue area. If it is already overflowing, please use the residual waste containers in front of the house. Due to intense heat a general barbecue ban may be imposed by the City of Vienna, which must be observed until further notice. A corresponding notice will be displayed in the residence.

2.4. *Bicycle (parking facilities, labeling)*

There are parking facilities for bicycles in the inner courtyard. It is forbidden to leave bicycles in rooms, on the loggias, in the common rooms, corridors or staircases! It is also not permitted to hang bicycles on the front garden fence as this may obstruct emergency vehicles. There is no underground parking garage at Pfeilgasse 4-6 but parking spaces in Pfeilgasse 1a and 3a. If you are interested, please ask the management.

2.5. *Building services/repairs*

If you notice any defects when you move in or during your stay (e.g. room light does not work, heating does not work, etc.) please let your residence manager know immediately. The best way to do this is to send an e-mail to: pfeilgasse4@akademikerhilfe.at or drop by the office during opening hours. Our house technicians will carry out the repair as soon as possible. In principle your presence is not required for repairs. For emergencies outside opening hours, a notice with contact details is posted on the front door and in the display case.

2.6. *Chapel*

Pfeilgasse 4- 6 offers an own chapel which is looked after by Father Dr. Thomas Figl (t.figl@edw.or, 0664-805246112). Holy mass is celebrated every Wednesday at 7:00 p.m. This is usually followed by a cozy get-together in the Holzmeister Bar, the KHG room in Pfeilgasse.

2.7. *Cleaning*

The bathrooms and kitchens are cleaned on average every 2-3 weeks by the Akademikerhilfe cleaning staff. You are responsible for keeping your living, learning and sleeping areas clean. Please ensure that all areas are kept clean between cleaning intervals. A vacuum cleaner is available on each floor and can be borrowed free of charge. The appliance is either in the common room or in the rooms of residents who are currently using it. The residents themselves are responsible for

managing the vacuum cleaner. If a device is defective, this must be reported to the residence management.

2.8. Communal kitchens

There are no traditional communal kitchens but the communal rooms on the 1st to 8th floor have a practical kitchenette with sink, fridge incl. freezer compartment and an oven. You can preferably use the communal room on your floor, but you can also use the oven on another floor. There is a microwave oven on the even floors. There is only one rack, which is placed on 4 hooks. Please do not pull on it, otherwise the hooks may break, but lift the rack out carefully. On the odd-numbered floors there are normal ovens with a baking tray and a rack to pull out.

2.9. Common rooms

On the first floor to the left of the main elevator (coming from the main entrance) is the so-called „GREG“, the common room on the first floor. There is a projector here for communal movie evenings or for cheering on sporting events.

There is also a common room on each floor, which invites you to study, eat or enjoy your free time together with your colleagues from the neighboring room. Please make sure to leave the common rooms clean. Regular floor meetings take place in the common rooms - it is best to join the chat groups that are posted on the floors.

2.10. Curtains

All rooms are fitted with orange blackout curtains. Blinds (transparent) curtains can be fitted by you on request, as the curtain rail is double-running.

2.11. Fire protection

All rooms are equipped with smoke detectors. There are also fire alarms (manual call points), fire extinguishers and wall hydrants in the building. The detectors and the fire alarm system are serviced once a year. The fire alarm system has a direct connection to the fire department.

2.12. Fitness room

The fitness room is located on the groundfloor opposite the common room (GREG). This is very well equipped and is run by residents of Pfeilgasse 4-6 as the "Fitnessclub Pfeilheim". It can only be used by residents of Pfeilgasse.

There is a notice at the entrance to the fitness room with contact details, the terms of use and the current semester price. The registration dates are announced at the beginning of the semester in the Facebook group (QR code on the door of the room). There you will also find the FAQ with information on registration. During the semester, registration is possible after direct contact via e-mail fitnessclub.pfeilheim@gmx.at or private messages to the administrators of the Facebook group. Members of the fitness club can train in Pfeilgasse 4-6 as well as in Pfeilgasse 3a.

2.13. Foyer

In the foyer, opposite the management office, there are two comfortable leather sofas and a round coffee table. Drinks and snack vending machines as well as a coffee machine will shorten your waiting time or invite you to have a little refreshment in between. Post boxes and reception boxes are also located directly in the foyer.

The fire safety regulations are an integral part of your contract of use. See https://www.akademikerhilfe.at/sites/default/files/heime/downloads/1080_P4_de_0.pdf You will receive tips on how to avoid false alarms when you move in.

2.14. Front door/residence entrance/residence access

In front of the main entrance there is a driveway with a pedestal. Your residence management has a key for the gate. This can be changed when you move in so that you can drive as close as possible to the main entrance. The driveway is only available for estate activities and for external companies working in the building. Permanent parking is not permitted!

2.15. Garden

The garden is available to all residents of the houses in Pfeilgasse. The Students Representatives have provided comfortable seating and benches. In summer, you can refresh yourself under the garden shower. The night's rest from 10 p.m. must be strictly observed, otherwise there may be complaints from the neighborhood. Please close the garden gate quietly by hand. Our neighbors are happy if they can sleep with the window open in summer and are not woken up by the slamming of the garden gate. Please dispose of garbage in the garbage bins in the garden. If these are already overfilled, please use the residual waste containers in front of the house. Smokers please use the smoker's waste bins or bring your own ashtrays, which will then be emptied properly into the smoker's waste bin.

kitchenette, which is equipped as follows: ceramic hob (2 hotplates), sink, fridge with freezer compartment, microwave, kitchen wall unit and a small open shelf. The kitchen waste garbage can is located in the base cabinet next to the fridge.

2.16. Gym

There is even a gym in the basement. This can be reserved via the Students Representatives website and is generally available to all residents. There are also often courses on offer that you can take part in. Please do not use street shoes so that the gym floor (parquet) remains beautiful for as long as possible. Access (creation of a finger scan) is via the Students Representatives.

2.17. Heating

District heating usually supplies us with energy from mid-October. The functioning of the room heating is linked to the outside temperature. If it is too warm outside, the heating does not work. If it is cold enough (from approx. 18 degrees), you simply turn the room thermostat up to 20-25 degrees. In the bathroom there is a rotary valve on the radiator with which you can regulate the temperature (only a few bathrooms have a room thermostat here too).

2.18. Internet/WLAN

Each room has an internet socket (connection 1). To use the LAN, you need a LAN cable. Wi-Fi has been available throughout the house. You will receive passwords when you move in.

Please adhere to the internet usage regulations.

Failure to do so may result in a block. If the internet does not work, please contact the student network administrators: support@pfeilheim.sth.ac.at

2.19. Key

When you move in, you will receive a room key and a key for the roll container under your desk.

The locking functions of your room key will be explained to you when you move in.

If you have forgotten or lost your key, the residence management can provide you with a replacement key during opening hours. If you lose your key, you must make a loss report and compensation will be due (as of 01.01.2024: €70). Please report the loss to a registration office of your choice in Vienna.

2.20. Key service

If you are locked out outside office hours or have lost/forgotten your key, please contact Euroschloss Sicherheitstechnik GmbH (24h) +43 664 34 08 390 (see also notice at the entrance door). Consider whether a replacement can wait until the next working day. A new cylinder, should it break during opening, will be charged in addition to the door opening. Your residence manager has a second key as a backup and can help you on the next working day during office opening hours.

2.21. Kitchen equipment in the room

Each room, each accommodation unit has its own 2.2 Elevator/Lift

The main elevator is located near the main entrance. There is also a smaller elevator located in the 2nd staircase in front of the chapel. Please inform the residence management if you notice any new defects in the elevator or if the elevator breaks down.

2.22. Laundry room

If you go down the stairs to the right before the rear exit (garden), you will find the laundry room on the right-hand side, just before the gym. There are 4 washing machines and 2 dryers. The prices for a wash or dry cycle and the operating instructions are displayed in the laundry room. You will receive a laundry card and further information on how to use it on request when you move in.

2.23. Loggia

The loggia is a sheltered, covered balcony. The common rooms from the 1st to 8th floor are equipped with a loggia. Please always close the loggia door from the outside if you want to smoke. For cigarettes, please use the smoking garbage can located on each communal loggia. Some rooms also have their own loggia. You have the opportunity to submit requests for a room with a loggia via the online portal. These rooms only face the front garden, Pfeilgasse. Please also ensure that you get a good night's sleep when you are on the loggia. Even conversations can be perceived as disturbing by roommates or the neighborhood, which in turn can have a negative effect on the house community.

2.24. Parcel receiving boxes

There are 10 yellow boxes in the entrance area that are used by the post office. If there is a parcel for you, a yellow receipt with a barcode will be deposited in your mailbox. Please contact the Austrian Post directly if your parcel is not in the box as announced or if you have not received a receipt: 0800-010 100

Other delivery services such as DHL often make several delivery attempts, leave parcels with other residents or take them to the nearest pick-up station. The employees of Akademikerhilfe are not allowed to accept your mail/parcels for security reasons.

2.25. Moving in

You can hardly wait to move into your room? Then please contact your residence management (see website for contact details). But don't worry, your residence management will get in touch with you

as soon as possible to arrange a move-in date and give you more information about moving in. In addition, there are regular meetings for new residents organized by the Students Representation - check the notices at the beginning of the semester and the various social media channels hidden behind the QR codes.

2.26. Music room

There are four music rooms in the basement under the chapel. Information on availability and equipment is available from the AGM, the easiest way is to use the QR codes on the doors.

2.27. Office of the residence management

The office of the residence management of Pfeilgasse 4-6 is located on groundfloor (EG), near the main entrance. The office is also the contact point for the residents of Pfeilgasse 1a and linke Wienzeile 212.

The office hours can be found on the notice board, in the move-in mail or on the website. All Akademikerhilfe offices and receptions are closed at weekends and on public holidays. Appointments can be arranged within the working hours of your residence management.

2.28. Office of the Students Representatives

You can reach the Students Representatives office (HV) via the printer room, which is located directly next to your residence manager's office. However, the easiest way to get to the Students Representatives

Office is via the website pfeilheim4-6.at or via the various QR codes distributed throughout the residence. These lead to a collection of important information about the residence. The AGM represents the interests of the residents vis-à-vis Akademikerhilfe and manages the various areas of responsibility. Elections are held once a year (usually in November) and are chaired by the incumbent AGM. Perhaps you would also like to get involved in the community?

2.29. Parking lot

Pfeilgasse 4-6 does not have an underground parking garage. However, there are parking spaces in Pfeilgasse 1a and 3a. If you are interested, please ask the management.

2.30. Post office/mailboxes

The post boxes are located directly in the foyer (opposite the vending machines). Please always state your room number. Letters without a room number will unfortunately be returned by the post office. Parcels cannot be accepted by the AH staff. Please hand in letters from previous residents to the office at Pfeilgasse 4-6 or drop them in P.O. Box 903 (property management).

2.31. Printer

The printer is located in the room to the right of the residence management office. It is administered by the Students Representatives (HV) of Pfeilgasse 4-6. Printer vouchers (10EUR or 20EUR) are available in the office of Pfeilgasse 4-6. Please order by e-mail: pfeilgasse4@akademikerhilfe.at. If the office is not occupied, the vouchers are available from the vending machine in the printer room. Please bring enough counted change (2EUR drink, 10EUR voucher). Further information can be found on the website of the Student Representatives: <https://www.pfeilheim4-6.at> under the "Print" tab.

2.32. Repairs and repair reports

If you notice any damage in the house or in your room, e.g. an empty light bulb, a blocked drain, a non-functioning ceramic hob, etc., please send an e-mail to: pfeilgasse4@akademikerhilfe.at. Your residence management will enter the fault in a repair list and the house technician will take care of it as soon as possible. Please also be fair and report any damage that has happened to you as soon as possible (e.g. you have dropped something on the ceramic hob etc.) Check with your parents whether you are insured or have your own insurance to cover the damage. If you report damage to us, we assume that the house technician is allowed to enter your room. In urgent cases, access is possible from 08:00. Our building services are manned Mon-Thu from 07:00-12:00, 12:30 -16:00, Fri 07:00-13:00. 2.33. Locking system

The locking system is from Assa Abloy. For security reasons, please make sure that the entrance door is not left open (e.g. by a smoking bucket or wedge). If you see that the door is open, please close it.

2.33. Smoking area

All Akademikerhilfe residences are non-smoking residences. Smoking is only permitted outdoors or on the loggias of the communal kitchens and on the loggias of the rooms. Please ensure that you dispose of your cigarette properly and in a fire-safe manner (use a smoking waste bin or your own ashtray). Please ensure that your cigarette smoke does not disturb other residents.

2.34. Sun protection/blinds

Your window is equipped with a crank blind and/or curtain. Some rooms on the 7th and 8th floors, which are very sunny, were additionally fitted with heat protection film on the windows in March 2022.

2.35. TV set

Each room has a SAT connection. You need a TV cable, the remote control must be set to SAT. 26 channels can be received. The household fee is included in the contract.

2.36. Table football

There are two "Wuzzeltables" in the basement in front of the club room, which are provided by the Students Representatives. These can be used freely. Please make sure that the tables remain clean.

2.37. Ventilation of the living area

Always switch on the ventilation when cooking. The switch is located in the kitchen unit next to the switch for the kitchen neon light. The ventilation is a 4-cornered box (approx. 25x25cm) and is located on the ceiling or on the wall above the kitchen. The noise is either not audible at all or barely audible. If it is, you will hear the flap open after approx. 30 seconds and close when it is switched off. Please never leave the ceramic hob unattended when cooking. Too much steam/smoke can cause false alarms and the fire department will be at the door. In this context, please note once again that the triggering of a false alarm and a possible bill for the fire department call-out will be charged to the person who caused it.

2.38. Windows

The room windows (and loggia doors) are cleaned by the cleaning staff after each move-out as part of the final cleaning. In addition, the windows of the entire building are cleaned once a year. The start of the window cleaning will be announced by e-mail. Your window sill should be as clear as possible and access to the window should be unobstructed. If you have only moved in shortly before

the annual window cleaning, your windows will not be cleaned again. Please always make sure that your windows are closed when you leave the house.

2.39. Waste disposal/separation

Residual waste and waste paper containers are located in a lockable room directly in front of the house. Your room key blocks access. You are responsible for regular disposal. Please use all containers, not just the one near the entrance door to the garbage room. To ensure that the waste paper container is well used, please fold the boxes to save space before throwing them away. Please do not leave garbage bags next to the room door, in the stairwell, etc., but dispose of them immediately. The cleaning staff are not responsible for disposing of your garbage. Waste glass and can containers are freely accessible in Pfeilgasse 1a.

2.40. WC public

There are men's and women's WCs in the foyer behind the vending machines. A barrier-free WC can only be used on request from your residence management.

2.41. Workroom

In the basement area, where the music rooms are also located, there is also a workroom which is managed by your Student Representatives. Whether for a university project or privately, this is the right place for you as a handyman! A notice with contact details can be found at the entrance door.

2.42. Winter garden

The common room on the groundfloor (GREG) leads to the winter garden, which is furnished with tables, armchairs and reading lamps. During exam-intensive periods, the winter garden is very popular for studying. Please note that the winter garden is a quiet room and conversations can be distracting. It is better to go to another common room (1st-8th floor) to study together.

3. Important points in your vicinity

Are you looking for something specific (doctors, pharmacies, bus routes or supermarkets...)? You can find information about the surrounding area on site or your residence management will certainly be able to help you.