

House Rules

As of January 2026

KOLPINGHAUS WIEN-ZENTRAL
Betriebsges.m.b.H.
Gumpendorfer Straße 39, 1060 Wien
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www.kolping-wien-zentral.at



We are glad to offer you a room at our Kolpinghaus and we wish you a pleasant stay.

Living together in a community requires an atmosphere of trust and respect as well as certain house rules which are binding for everyone. Within the framework of our House Rules keep in mind that:

The limit to your freedom is the individual freedom of the other residents. As each person enjoys a circle of freedom around him*her, we ask you not to invade the freedom of others.

Christian and social values form the basis of our Kolpinghaus which serves as a residence for young people and adults who are studying at the University or are in training in Vienna.

Moving-in:

Employees of the administration office are available as contact persons. When moving in you will receive the keycard for the room, a key for the post box and depending on your room keys for the communal kitchen. The room is handed over basic cleaned. When receiving the keys, the room is handed over. The occupant confirms by signing the certificate of delivery the cleanliness, completeness of the equipment and intact condition of the room. For the loss of the key card a fee of 20,00€ is charged, for the loss of a key 50,00€ is charged.

Compulsory registration:

You have to take note of your obligation according to paragraph 3 and 4 of the Registration Law and to register or to give notification of a change of address within three days at the municipal authority.

Deposit:

Residents are required to take care of the equipment of the house. You paid a deposit, this amount will be repaid after the room has been handed over (key delivery – certificate of delivery) when nothing is damaged and when there are no financial obligations due to our house. Unpaid claims can be withheld from the deposit.

Payment:

The monthly fee has to be paid in advance before the 5th day (valuta bank) of the respective month. To ensure a timely receipt of your rent on our account and to reduce the administrative burden, we propose to set up a SEPA Direct Debit Scheme. Please give us an authorization. In case of failure to meet the payment deadline we will charge reminder fees of €10,00 per reminder.

Termination:

The place in the residence can be terminated on both sides. Notice of termination shall be given until the end of the month. The period of notice is one month. This means that the written notice has to be received by the administration office until the last day of the previous month. The rental charge has to be paid in full until the expiration of the period of notice. If the student moves out before the expiration of the period of notice no reduction or repayment will be granted. A notice of termination or immediate cancellation of the contract through the Kolpinghaus Wien-Zentral Betriebsges.m.b.H. is made out of court by means of a letter which is handed over personally or sent/left at the last known address of the student. The student is committed to inform without delay about possible changes of the address, otherwise the dispatch of the letter to the last known address will have the effect of a regular delivery.

The notice of termination or immediate cancellation of the contract of use through Kolpinghaus Wien-Zentral Betriebsges.m.b.H. is possible in the cases mentioned in paragraph 12 of the StHG (=Austrian law "Studentenheimgesetz"). The rental agreement can be terminated even in case of significant

disadvantageous use of the place in the residence, intolerable behaviour, outstanding payments of the rental charge or an abuse of the internet (referring to "Internet").

Moving-Out:

Moving out must be completed by 10 a.m. at the latest on the last working day (Mo-Fr) of the month. Delivering the room in orderly condition includes that the room is returned vacated and clean and all waste has been removed and disposed of into the appropriate containers. Electrical appliances or special waste have to be removed or disposed in a proper way when moving out. If the room will be returned in dirty conditions, the resident must carry the cost of cleaning. We reserve the right to claim damages as a result of delay of occupant of the house if the room is not returned on time and according to the rules. When moving out or changing room, a cleaning fee will be charged in any case (€ 50.00 double room per person / € 100.00 single room). If the room is very dirty on handover, this flat rate can be increased.

Night's rest:

The night's rest must be observed between 10 p.m. and 7 a.m.! PC, TV, radio and other audio equipment must be turned down to moderate volume. A minimum of consideration and silence is an important premise for a good communal life.

Visitors:

It's not allowed to leave the room to third parties and to pass on the keys of the room. Overnight stays of visitors in the students' area are not allowed. In case of infringement a forfeit of €40,00 per overnight stay have to be paid and this can result in termination without notice after an appropriate warning.

No-Smoking Policy:

We operate and support a strict no-smoking policy in our Kolpinghaus. Smoking is only allowed in designated areas.

Electrical Appliances:

ATTENTION: The usage of additional hotplates, cooking or heating devices (including air condition) of all kinds is strictly prohibited due to fire safety regulations.

Internet

The room have LAN (cable) as well as WIFI access.

Lan connection: You may use the LAN socket to access the network only with CAT5 (or higher) specified cables. It is not allowed to connect devices other than PCs or laptops to the network. In particular, WIFI access points, servers, routers or providing server services.

WIFI: The registration data as well as the instructions for registration will be given upon arrival or request at the administration office.

Using network access is at user's own risk. If you access to the network, the network access provider (Kolpinghaus Wien-Zentral Betriebsges.m.b.H.) is not responsible for any of visited sites or used services, their content or their privacy policies. If you decide to access any internet content, you do this entirely at your own risk and you are responsible for ensuring that any accessed material does not infringe the laws governing, but not exhaustively covering, copyright, trademarks, pornography, or any other material which is slanderous, defamatory or might cause offence in any other way. Due this agreement the network access provider may record network traffic data and provide it to proper authority.

There is no legal claim for the use of the internet. If the internet does not work for technical or other reasons the user is not entitled to reduce the rental charge. Commercial use is strictly prohibited. Use of internet that violates applicable laws and regulations for example disclosure of confidential data or unauthorized downloading of copyright software or files is explicit prohibited and inadmissible. If the use of the internet hinders other users or cause damages to the computers, the internet connection

may be switched off partially or completely. Criminal abuse of the internet can lead to an immediate termination of the place in the residence or the contract, according to paragraph 12 of the StHG (= Austrian law "Studentenheimgesetz").

We assume no liability for the unauthorized use of the Internet! The user alone is responsible for the content of the visited pages or the effects of the use of the Internet access. The user is liable for damages caused by the use of the internet and is obligated to indemnify for all claims of third parties against the Kolpinghaus Wien-Zentral Betriebsges.m.b.H.. Any expenses will be charged to the person responsible.

Laundry:

Laundry and drying facilities are available in HOUSE 1, Staircase 1 (STG 1) in the 2nd cellar (lift - 2). A usage fee has to be paid. Unintentionally paid fees cannot be refunded. For an appointment, you have to put down your room number into a list at the reception desk. The list of appointments is available for the current week and the following week. If multiple appointments are not attended in a short span of time, a warning will be issued. After the 3rd warning a fee of 10€ will be charged to the person responsible. It is not allowed to dry the laundry in the corridors or on the balcony railing. You can dry your laundry in the room until further notice. Please make sure the room is well-aired.

Cleaning:

Cleaning of public areas (corridors, communal kitchen, etc.) is done by the cleaning staff. A room that is occupied for a long term also needs a regular cleaning and airing. Good general hygiene condition is necessary for your health and also for the maintenance for the furniture as well as to avoid pest infestation. Every student is obliged to clean her*his room herself*himself. Damages that result from neglected cleaning will be charged.

Tidiness of Rooms / Right of access:

The furniture has to be treated with care. It is not allowed to replace furniture between rooms or remove it from other rooms. It is prohibited to damage walls or furniture with hooks, screws, nails, glue and similar things. The management reserves the right to inspect with prior notice the rooms with regard to cleanliness and tidiness. The management, the cleaning staff as well as the technician have keys for the relevant rooms in the house. With prior notice they can access all rooms when safety, repair or maintenance is required.

In the event of an emergency the management can access the room without prior notice especially if a damage of the existing property and related costs are suspected and if persons are in danger.

Saving Energy:

Energy supplies like water, heating, electricity have to be used economically. We ask you to air the rooms by opening the windows briefly and completely during the heating period. In wintertime it is not permitted to leave the window either open or tilted when the resident is absent, in order to avoid low temperature or damage by cold. For energy consumption above average (according to energy meter) we reserve the right to charge an extra sum on top of the monthly rent.

Waste and Waste Separation:

For residents of House Gumpendorfer Straße 39 the waste containers are located in the 1st basement, for residents of "Haus 2" in front of the blue gate. There are containers for glass, paper, plastic and non-recyclable waste. Waste has to be separated and disposed into the appropriate containers. For improper waste disposal (e.g., leaving trash in front of your room door), a fine of €40.00 will be imposed after repeated violations.

Damage:

In case of damages or repairs the reception desk has to be informed immediately and it has to be written into the corresponding repair book. Major damage must also be indicated in the repair book and has to be reported in the office at the next opportunity.

Kitchen:

In "Haus 2" there are communal kitchens. We ask you to keep them clean. These kitchens are also integrated into the fire alarm system. In case of improper cooking the fire alarm system can be triggered. Please consider that you have to bear the costs for calling out the fire brigade. So please do not leave the kitchen while you are cooking and keep the doors closed! The use of the communal kitchens is only permitted from 7:00 a.m. to 10:00 p.m.

Communal Rooms:

Study rooms in House 1 are available to all residents. These rooms are not suitable for parties. Do not leave or store anything there – it is absolutely essential to leave the rooms tidy and clean. Remove personal study material from the communal rooms as you leave. We not incur liability for theft or loss of personal belongings. The keys to these rooms are available at the reception desk and must be returned immediately after leaving.

Pets:

It is not allowed to keep animals in the rooms.

Liability:

Rooms should be kept locked during absence. We recommend to leave valuable objects in the room safe. Liability for lost money or lost items, as well as any other items harmed by other circumstances, will not be accepted, as far as Kolpinghaus Wien-Zentral Betriebsges.m.b.H. is not responsible for damages. There is no burglary insurance!

Automatic Fire Detection System:

Our house is equipped with an automatic fire alarm system and directly connected to the fire department. If the fire alarm is triggered by a culpable act, the costs for the fire brigade intervention are to be paid by the responsible person. Any manipulation of the fire alarm system, in particular covering or sticking smoke detectors, is prohibited and may result in termination without notice.

Video Surveillance:

The entrances and exits of our house are monitored by CCTV. This measure serves our safety.

Reservation:

The reservation of the room will become effective only by our booking confirmation and after your deposit payment in time.

Allocation of Rooms:

The allocation of rooms is made by the staff of Kolpinghaus Wien-Zentral Betriebsges.m.b.H. Any use contrary to the contract or sublease is expressly prohibited.

Playing a musical instrument / practicing singing:

Please note that playing a musical instrument and singing are only allowed in the designated music and study rooms, and are not permitted in the rooms or hallways.

Mag. Harald Fasching
President Kolpingsfamilie Wien-Zentral

Kassandra Renner, BSc.
Kolpinghaus Wien-Zentral
Betriebsges.m.b.H. /Students
administration

Sandro Griedl
Kolpinghaus Wien-Zentral
Betriebsges.m.b.H. /CEO

FIRE EMERGENCY PROCEDURE

1. ALERT

If you discover a fire immediately sound the alarm and report it to the reception desk respectively. Red fire alarm boxes are located in the entire house at the exits and emergency exits.

2. RESCUE

After sounding the alarm, check if persons are in danger. Remember: The rescue of human life must be given priority over fire-fighting. Endangered persons have to be warned. Persons with burning clothes should not be allowed to run away: Victims have to be wrapped in blankets, coats and put on the floor to extinguish the flames.

If you cannot escape: open or break windows call for help and draw your attention to the rescue team. Leave the rooms and the building via the marked escape routes. Do not use the elevator in case of fire!!!

3. EXTINGUISH FIRE

If you feel competent to do so attempt to put out the fire with the portable fire extinguisher. If you realize that heavy smoke or the scope of fire prevent appropriate action, with regard to your own safety, stop fire-fighting and close doors and windows and wait for rescue.

BUILDING ALARM

ALARM SIGNAL: SIREN

This signal indicates that a fire alarm was set off somewhere in the building or that some sort of danger has arisen which makes evacuation necessary.

- Stay calm and use common sense! Do not cause panic – this is strictly forbidden!
- Indicate locations of exits and emergency exits and demand everyone to leave the building.
- Everyone must leave the building immediately and go the designated assembly point – Gumpendorfer Straße/Stiegengasse. Do not leave this assembly area without obtaining permission from the fire-fighters because at the assembly point a head-count is conducted to ensure that all persons have been evacuated. Missing persons have to be reported immediately to the officer-in-charge.