FAQ: Corona and my Studies
Housing

I have Autoload but cannot top up my card because all the facilities are closed at the moment. How can I top up my card?
Currently, you can set up your card for the cashless payment system. Send an e-mail to autoload@stw-ma.de if you would like to set this up. We need the following information:

- Card number
- Picture of the front and back of your bank card (Name and IBAN must be visible)
- Picture or scan of identification document (ID, passport, or German license)
- The minimum amount and the amount that should be topped off
- Your room number and the Student Residence you live in

More information about Autoload can be found on our homepage at https://www.stw-ma.de/autoload

I can no longer pay this months' rent for my room because of financial hardship from the Corona virus. Should I expect a termination notice from the Studierendenwerk now?
You do not have to fear a termination in this situation for this reason alone. Your housing contract will not be canceled due to having difficulties paying your rent during the Corona-Crisis.

Typically, your rent must be paid but there are options for payments plans or deferral. Additionally, an application for housing allowance or BAföG can be submitted. During this time, there might be other options for obtaining financial assistance.

Please provide us with information that you are facing a financial hardship due to the pandemic and therefore are having trouble paying. Please contact the housing department at wohnen@stw-ma.de

We will help you find a solution to this situation.
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I cannot travel to Germany at this time. Do I still have a valid rental agreement? Can I cancel my contract immediately?

Yes, the rental agreement is still valid. No, a termination without notice is generally not possible. The termination requirements as agreed upon apply. But also in this case, you should contact the housing department to find a solution to your situation.

I would like to return to my home country as soon as possible and would like to terminate my room with the Studierendenwerk Mannheim. Can I terminate my accommodation?

Typically no. The termination requirements as agreed upon in the contract apply. But also in this case, you should contact the housing department to find a solution to your situation.

I am an exchange student and am living in an accommodation of the Studierendenwerk Mannheim. Because of the pandemic, I would like to return to my home country as soon as possible. My housing contract goes until July 2020 though. Can I suspend or terminate my contract?

You are more than welcome to fly back to your home country. Your rental agreement will continue as normal. Please inform the housing department in this case, You do not have to terminate your rental agreement.

At this time, all courses in person have been postponed at my institution. Due to the current travel restriction measures, I would not like to move in at this time. I have rental contract beginning this month. I would like to know what my options are when everything has returned back to normal.

Officially, all courses in person have been suspended and the rental agreements are typically until July, August, or September any given year. A cancellation of your rental agreement is not possible in the most cases. However, you should contact the housing department to find a solution to your situation.
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My rental agreement ends this month. Because of the current situation, I will be continuing my studies this Summer Semester and would like to remain in my accommodation. My room has already been rented to another student. Can I remain in my room? Or do I get another accommodation? Can I move to another Student Residence?

If the room has already been rented to another tenant, then you cannot remain in your accommodation because a valid rental agreement exists. There might be other rooms available though. Whether a seamless offer can be made or shortly thereafter cannot be guaranteed. Speak to the housing department about your options. If there is no options available, then you will have to reapply and speak to the housing department after confirmation about what else can be done.

I have terminated my rental agreement and must move out next week. I have unfortunately contracted the Covid-19 Virus and have been ordered to remain in quarantine. Do I have to move out?

No. You are not required to move out in this case. Because all persons have been called upon to drastically reduce contact and for not only your own safety, but that of the other students and our employees, will nor require you to move out. Please inform the housing department about any ordered quarantine by e-mail at wohnen@stw-ma.de

This also applies for subleased accommodation and tenants outside of the Studierendenwerk.

We should all be avoiding social contact; does that mean that I cannot move in or our? What are my options?

You can still move in or out. Currently, we can offer a limited number of appointments, because we are also doing our best to avoid social contacts. To make a move-in or move-out appointment please use the Mieterportal 24h. (www.stw-ma.de/mieterportal) You will then receive information about the way you can move into or out of your accommodation.
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Despite of the restrictions, there are still “Corona-Parties” taking place. What can I do?
We are all called upon to avoid such groups to reduce the risk of infection not only because these people are putting themselves at risk, but others as well. Immediately contact the police and please contact the housing department at wohnen@stw-ma.de. There will be legal consequences to make it clear that this type of behavior will not be tolerated.

What rules are there for shared flats?
If you are living together in a shared flat, you can continue to do so of course. Depending on the size of the shared flat, be considerate or one another: Social Distancing, hygiene, and prevention of infection should have the highest priority at this time.

Information, Contacts, and Service Hours:

www.stw-ma.de/corona
www.stw-ma.de/Housing