

FAQ: Corona and my Studies Housing

Can I apply for housing at this time?

Yes you can. Our student residences are open and can be applied for. Remember to apply early - at best, 6 months before your desired move-in date.

Are there special quarantine accommodations?

Because the allocation of our accommodations is not bound to the beginning of the semester as well as the various types of accommodations such as shared flats or apartments, it is not possible to offer a specific room for the quarantine period.

What should I be aware of when traveling to Mannheim?

■ Testing

Arrival from a variant of concern area:

Proof of a negative COVID-19 test is required. Proof of vaccination or recovery is not sufficient.

All persons arriving in Germany (non-dependent on risk area or type of entry):

Proof of vaccination, recovery, or negative test results must be able to be presented. These must be able to be presented on entry or upon request to the responsible authority.

■ Registration

You are required to register at the Federal Republic of Germany's travel portal <https://www.einreiseanmeldung.de>, before arrival and carry the confirmation with you. Please be aware: Carry your negative test results with you and upload them to the travel portal <https://einreiseanmeldung.de>

■ Quarantine after arrival

If arriving from a high-risk area a 10-day quarantine is mandatory. You are required to head to your place of residence for this time immediately after arrival. Important: Quarantine can be terminated prematurely as soon as proof of a negative test result has been submitted. The test must have been carried out at the earliest 5 days after entry. There are numerous testing centers in Mannheim, <https://schnelltestzentrum-mannheim.de/>. Currently, they offer a Antigen-Quick Test once a week, free of charge.

Are masks required to be worn in the student residences?

There is an obligation to wear a mask in all common areas such as in and around the offices of the Hausbetreuung, in the staircases, corridors, elevators, laundry rooms, and bike areas.



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I would like to move in, what do I need to do? What do I need to be aware of?

- Please make a move-in appointment on the Mieterportal 24h. You will receive a confirmation or an alternative appointment from us in a timely manner.
- Appointments can also be provided using our key box. Write in the comments when making your appointment if you would like to use the key box.
- Please wear a mask during this appointment as well as in all common areas.
- If your move-in does not take place in person, then please remember to report any damages or defects on the Mieterportal 24h.

I am moving out, what do I need to do? What do I need to be aware of?

- Please make a move-in appointment on the Mieterportal 24h. You will receive a confirmation or an alternative appointment from us in a timely manner.
- You will receive all necessary documents about moving out, such as where to place your keys. .
- Please wear a mask during this appointment and keep your distance as much as possible.
- Please be aware that your room must be left in a clean and good condition when you move out. Along with the protocol, picture evidence will be taken if necessary for appointments that do not take place in person.

What can I do if I am required to be in quarantine?

- Please let us know immediately, so we can relay all relevant information to the employees at the residence.
- Follow the instructions of the local health authorities.
- If possible, we will try to separate the usage of the communal areas/rooms.
- You still have access to your kitchen and bathroom. You should inform your flatmates and during your quarantine, if you want to use the kitchen or bathroom, make sure you follow the hygiene rules. It is important that you avoid personal contact
- Please let us know if we can assist you in any way - providing cleaning supplies, grocery shopping with the assistance of the tutors in the residence, video counseling from the Psychological Counseling Center.
- Opening the windows, especially in the common areas is highly recommended.



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How can I purchase food during my quarantine?

There are a couple options:

a) You can order quite a bit of food and drink for your grocery shopping online Here you can find some helpful links to online supermarkets/providers who also deliver the groceries to your home.

- <https://www.rewe.de/service/lebensmittel-lieferservice>
- <https://www.edeka24.de>
- <https://www.mytime.de>
- <https://www.lieferando.de>
- <https://www.flaschenpost.de>

b) Your flatmate(s) or one of the tutors in the accommodation can go shopping for you and bring the groceries to your door.

What happens when myself or a neighbor are in quarantine? Am I eligible for a rental reduction?

Situation 1: Tenant must be under quarantine: Illness is neither for the tenant them self or the other tenants a reason for rental reduction. That the tenant is sick, is not a defect to the rental object. Ultimately, this cannot be judged differently than if the tenant has any other sickness. Therefore this has no effect on the obligation to pay rent.

Situation 2: One tenant in the Residence is under quarantine: The fact that a tenant in the residence is under quarantine and is not allowed to leave their apartment does not represent a defect for the other tenants. This is again comparable to other sicknesses. The neighboring tenants can use their accommodations without any actual restrictions. There is no right to reduce the rent. This also applies if the tenant who is in quarantine leaves the apartment in violation with the terms imposed by the public health department and walks around the staircase for example.

Situation 3: Entitlement to special precautions if another resident falls ill with COVID-19: No. The landlord is not required to take special protective measures. The health department is the responsible authority to keep order about quarantine regulations.



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What rules are there for shared flats?

If you are living together in a shared flat, you can continue to do so of course. Contact should be kept to a minimum in the common areas. Create a plan to practice social distancing.

Because of the mix out of on-campus and digital courses, I do not have to travel my university location. I would like to keep my apartment, but is there an option to postpone or sublet the rental agreement?

As soon as the lease is signed, it is legally valid. Unfortunately, it is not possible to postpone the start of the contract. However, you can sublet your room for up to three months. If you have any questions regarding subletting, please contact the housing department, as subletting must be approved by us.

My rental agreement ends this month. Because of the current situation, I will be continuing my studies for another 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. In order to better help you and the student community at your residence, it would be nice if you would inform us about your arrival and the duration of your quarantine.

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.

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

Moving in and out can be done in person again. 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.

You can move in to your accommodation outside of the normal operating hours by using our key box. Make an appointment using the Mieterportal 24h and let us know that you would like to use this key box service. You will receive all further information by e-mail. Important Note: Please wear a mask when moving in and out when in the presence of the Hausbetreuung.

I can no longer pay this month's 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. If you are having a difficult time paying your rent due to the Corona crisis, we have a couple options to help you.

Typically, your rent must be paid but there are options for payment 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 has not yet ended. 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.

Information, Contacts, and Service Hours:



www.stw-ma.de/corona



www.stw-ma.de/Housing