

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

Inhaltsverzeichnis

1. Information for living all together in the residence	5
1.1. Akademikerhilfe Association for supporting students	5
1.2. Bicycle Parking	5
1.3. Cleaning	5
1.4. Contract Cancellation by resident	5
1.4.1. Check-Out	5
1.5. Deposit	6
1.6. Dishes and kitchenware	6
1.7. Electronic Devices	6
1.8. E-Scooter, E-Bikes	6
1.9. Fire Alarm System/Fire Safety Guidelines.....	6
1.10. Internet and Internet User Guideline.....	7
1.11. Inventory	7
1.12. Keys.....	7
1.12.1. Losing your keys	7
1.12.2. Forgetting your keys.....	7
1.12.3. Keyservice	7
1.13. Kitchens & Cooking	7
1.14. Linen, Pillows, Duvets	8
1.15. Living and Community in the residence	8
1.16. Living in our residences.....	8
1.17. Online Portal – Login for residents on our website.....	8
1.18. Overnight Stays of non-residents	8
1.19. Parking.....	9
1.20. Personal Liability Insurance.....	9
1.21. Pests & Parasites	9
1.22. Pets.....	9
1.23. Post/Postboxes	9
1.24. Prohibition of Smoking	9
1.25. Public radio and TV fees (ORF Haushaltsabgabe)	9
1.26. Reporting Act (Registration Certificate & Residence Permit)	9
1.27. Residence Statute.....	10
1.28. Room Changes	10
1.29. Students Representatives (short: HV from German Heimvertretung).....	10
1.30. Studying abroad	11
1.31. Telephones	11
1.32. Washing Machines & Dryers	11
2. Your residence.....	12
2.1. Ad student residence.....	12



2.2. Bicycle (parking facilities, labeling)	12
2.3. Building services/repairs	12
2.4. Chapel	12
2.5. Cleaning	12
2.6. Communal kitchens	12
2.7. Curtains	12
2.8. Elevator/lift	12
2.9. Event room	12
2.10. Fire protection	12
2.11. Fitness room	13
2.12. Foyer	13
2.13. Front gate/home entrance/home access	13
2.14. Heating	13
2.15. Internet/WIFI	13
2.16. Key	13
2.17. Key service	13
2.18. Laundry room	13
2.19. Locking system	13
2.20. Moving in	13
2.21. Parking lot	14
2.22. Post boxes	14
2.23. Post /mailboxes	14
2.24. Reception	14
2.25. Repairs and repair reports	14
2.26. Residence management office	14
2.27. Smoking area	14
2.28. TV room	14
2.29. Waste disposal/separation	14
3. <i>Important points in your vicinity</i>	15

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 therefor.

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“.

„Tipps 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, has to 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.) please 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 therefor 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 a 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 Studentservice.

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 1a

2.2. *Bicycle (parking facilities, labeling)*

It is forbidden to leave bicycles in the student residence (corridors, rooms, common rooms). Publicly marked parking facilities are available at the intersection Strozzigasse/Pfeilgasse.

2.3. *Building services/repairs*

Repairs are mostly carried out by our building services. Repairs and damage must be reported to the residence management in person, by telephone or by sending an email to pfeilgasse1@akademikerhilfe.at immediately.

2.4. *Chapel*

There is a chapel in Pfeilgasse 4-6; service times are posted at the entrance.

2.5. *Cleaning*

The communal kitchens, toilet facilities and corridor areas are cleaned regularly on working days, sanitary areas in the rooms every two weeks. All areas must be kept clean. Cleaning, especially in communal kitchens and personal sanitary areas is a voluntary service and is intended as support in everyday life.

2.6. *Communal kitchens*

Each floor has a communal kitchen. The kitchen rules, which are posted on each floor, must be observed. There is a cleaning service on weekdays, which is to be understood as a supplement to independent cleaning after each use of the kitchen. Each resident must take care of the own kitchen utensils. It is recommended that these are kept in the room.

2.7. *Curtains*

All rooms are equipped with either blinds and/or curtains.

2.8. *Elevator/lift*

There is an elevator that reaches all floors.

2.9. *Event room*

The TV room also serves as a function room.

2.10. *Fire protection*

All corridors are equipped with fire smoke detectors. An emergency lighting system and automatic closer for the fire protection zones in the kitchens provide additional safety.

2.11. Fitness room

The fitness room in Pfeilgasse 4-6 can be used by the residents. Information on this can be obtained directly from the Students Representatives of Pfeilgasse 4-6 or at the door of the fitness room.

2.12. Foyer

Post boxes and two drinks machines are located in the foyer.

2.13. Front gate/home entrance/home access

The entrance to the residence is equipped with an automatic door lock from 05:00 p.m. to 07:00 a.m. During this time you need your key to enter.

2.14. Heating

Each room is equipped with heating that can be set individually. The heating system is connected to the district heating network of the City of Vienna.

2.15. Internet/WIFI

Each room is equipped with a LAN socket. According to the information sheet and the notice at the reception, a router can be connected to the network independently. Please ensure that the "WAN" port is used.

2.16. Key

Each resident receives a key for the room/student residence and a post box key.

2.17. Key service

In case of emergency there is a locksmith service for a fee:

Euroschloss Sicherheitstechnik GmbH
24h service number: +43 664 340 83 90

2.18. Laundry room

The laundry room, equipped with two washing machines and a tumble dryer, is located in the basement. A laundry card can be obtained from the residence management. Billing is monthly. To make things easier, there is an online reservation system set up by the Students Representatives to reserve time slots for the washing machine.

2.19. Locking system

There is an automatic door lock on the entrance door between 17:00 and 07:00. The room key also locks the residence.

2.20. Moving in

Moving in is only possible after making an appointment with the residence management.

2.21. Parking lot

The student residence Pfeilgasse 1a has a garage and a courtyard parking lot. Interested parties can have themselves put on a list by the resident management in order to obtain a parking space as soon as one becomes available.

2.22. Post boxes

The residence has several yellow mailboxes for receiving parcels.

2.23. Post /mailboxes

Post boxes are located on the ground floor in the entrance area. Please ensure that the correct postal address with the respective room number is used.

2.24. Reception

The reception in the entrance area is not staffed; the office is located at Pfeilgasse 4-6.

2.25. Repairs and repair reports

Simple repairs are carried out by the building services department. Repairs and damage must be reported immediately to the resident management in person, by telephone or by e-mail to pfeilgasse1@akademikerhilfe.at.

2.26. Residence management office

The management office is located at Pfeilgasse 4-6 on the ground floor. The reception at Pfeilgasse 1a is permanently closed. Only residence-related notices can be found there. The opening hours can be found in the move-in mail, the notice board or the information sheet.

2.27. Smoking area

As in all Akademikerhilfe residences smoking is also strictly prohibited in this residence and may result in the loss of your room. Smokers find a smoking area and an ashtray directly in front of the house.

2.28. TV room

There is a TV room in the basement which can be borrowed from the Students Representatives. The TV set can be used in this room or small parties organized.

2.29. Waste disposal/separation

Residual waste is taken away by the cleaning staff several times a week. Cardboard/paper must be disposed of independently on the opposite side of the street in the waste room of the residence Pfeilgasse 4-6. Glass bottles, plastic packaging and cans must also be disposed of independently in front of the residence in the public containers at the waste island.

3. Important points in your vicinity

Are you looking for something specific (doctors, pharmacies, bus routes or supermarkets...)? You will find a small overview of the surrounding area in the showcase or your residence manager will be able to help you.