

FAQ – Frequently Asked Questions

I am looking for a flat from Deutsche Annington. Who can I turn to?

Our staff will be pleased to provide you information about space available for rent on the service hotline +49 (0)1801 121 212*. You may also use the property search function at the top right of our Web page. If you enter your search criteria in the search screen you will receive an overview of available space.

* 3.9 cents/minute from the German landline, different mobile phone rates may apply.

Our telephone service hours:

Monday–Friday: 8 a.m.–6 p.m.
Saturday: 9 a.m.–1 p.m.

Do I have to pay a commission if I rent a Deutsche Annington flat?

No, you don't. Deutsche Annington is the proprietor of most of the flats it rents or sells. Therefore rental and sale are commission-free.

My German is very bad or I don't speak any German. Can someone help me anyway?

Of course we will be pleased to help you. Staff members can assist you in English on our central service number +49 (0)1801 121 212*. In addition, some basic information is available in Russian, Turkish, English and Spanish on our initial site of the homepage under 'Information'.

* 3.9 cents/minute from the German landline, different mobile phone rates may apply.

Our telephone service hours:

Monday–Friday: 8 a.m.–6 p.m.
Saturday: 9 a.m.–1 p.m.

I am a tenant of Deutsche Annington and would like to report a repair. What do I do?

The service number +49 (0)1801 121 212* is available to all tenants of Deutsche Annington. They can report repairs on that number round the clock. We will make sure that the damage is repaired as quickly as possible.

* 3.9 cents/minute from the German landline, different mobile phone rates may apply.

Our telephone service hours:

Monday–Friday: 8 a.m.–6 p.m.
Saturday: 9 a.m.–1 p.m.

I am a tenant of Deutsche Annington and would like to terminate my lease. What do I have to observe?

Please note that the lease termination notice must be submitted in writing. The written notice of termination must be received by your landlord by the third workday of the month to be effective at the end of the month after next. Example: Your landlord receives your termination notice on the third workday in the month of April. The lease will then terminate on 30 June of that year.

What is Creditreform information?

These days, when you rent a flat or make a larger purchase, the landlord or seller often checks your creditworthiness as a matter of course. Creditreform is a service provider that supplies its contractual partners with information on their customers' creditworthiness. Needless to say, all reports are subject to data privacy regulations – whether you're buying a television or renting a flat.

Deutsche Annington Kundenservice GmbH
Postfach · 44784 Bochum
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What are maintenance costs / extra charges?

Maintenance costs are costs which the proprietor (or leaseholder) incurs on an ongoing basis on account of the property (or ground lease or the proper use of the building, the adjoining buildings, facilities, installations and the land). The tenant only has to pay extra charges in addition to the rent if this has been agreed upon in the lease.

The following may be agreed as extra charges:

Wastewater

This refers to fees for the use of a public drainage system or the charges for the removal and cleaning of the building's own septic tank or cesspit.

Lift

This includes the costs of the operating current, the supervision, maintenance and cleaning as well as regular checks of the operational safety and availability.

Outdoor and staircase lighting

Electricity costs for outdoor, staircase and laundry room lighting.

Community antenna / broadband cable

The operating, electricity and maintenance charges may be allocated to the tenants. Cable costs also include the monthly charges to be paid to the post office. This does not apply if tenants have signed personal contracts with Telekom or a private cable service.

Garden maintenance

Material and personnel costs incurred for maintaining the building's green spaces. This also includes charges for replacing plants or for playground maintenance.

Real estate tax

It is levied by the municipality. In some rental leases this is also referred to as 'public property charges'.

Cleaning of the building / pest control

Costs for a cleaning lady for instance who cleans the halls, stairs, laundry room etc. Pest control costs are only the running costs, for example for an insect spray.

Caretaker

Personnel costs for the janitor (without charges for repair and administrative work).

Property and liability insurances

Building insurances against fire, storm and water as well as natural hazard damage, glass insurance as well as liability insurances for building, oil tank and lift.

Chimney cleaning

Costs for the chimney sweep (sweep fees) and for immission measurement.

Street cleaning / refuse collection

Costs which the city charges the landlord by way of fee assessment.

Wash facilities

Costs for the shared washing machines, i.e. for electricity, cleaning and machine maintenance.

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Water

This includes water fees, the costs for a water meter if applicable and for a water treatment facility.

Miscellaneous charges: These include maintenance costs which are not listed above, such as costs pertaining to a swimming pool, a sauna or other shared facilities in the building.

These extra charges may be allocated in accordance with the allocation system specified in the rental lease.

What is a certificate of eligibility?

The certificate of eligibility (CE) is an official certificate with which a tenant can prove that he or she is entitled to rent a flat subsidised with public funds.

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