



Internationales Studentenhaus

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RESIDENCE RULES AND EVERYDAY STORIES

(Integral part of the Residence Contract)

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RESIDENCE RULES

1. Getting started

1.1 Moving in

With the Residence Contract signed and returned by the ISH, the tenant is ready to move in. New residents register on arrival at the Helpdesk. They must present their copy of the Residence Contract and a valid photo ID. After registration they are issued with their key/keycard.

In accordance with the provisions of the Austrian Registration Law, every resident must register within 72 hours at the Registration and Residents Office (Einwohnermeldeamt) in the Town Hall. A copy of the registration certificate issued there must be presented at the Helpdesk.

On taking up residence and at the beginning of every semester, tenants must present their enrolment certificate at the Helpdesk. This must be done by 15 November for the winter semester and 15 April for the summer semester.

On moving into their apartments, tenants undertake to hand in the accommodation transfer protocol, filled in and signed, at the Helpdesk within 24 hours. That is important as the apartments and the furnishings must be returned to the ISH in the condition they were in at the beginning of the original tenancy.

1.2 Keys/keycards

Keys/keycards issued to residents may not be duplicated or made available to third parties. Tenants who expect to be absent from their accommodation for any length of time can leave their key/keycard at the Helpdesk. Loss of the key/keycard must be reported to the Helpdesk without delay. A replacement will be provided on payment of a deposit. The tenant will be charged for the replacement in accordance with the price list posted on the ISH management notice board ("Aushänge der Direktion").

1.3 Helpdesk

The Helpdesk can be reached 24 hours a day. The responsibilities of the Helpdesk staff include monitoring compliance with the Residence Rules and safety in the building in the interest of an orderly community. They also distribute incoming letters and accept letters for posting. Parcels, registered letters and money orders are not handled by the Helpdesk. The student residence operator accepts no liability for lost, damaged or stolen postal items.

The Helpdesk is also responsible for the communal facilities, etc. (see the Welcome Brochure for the details).

1.4 Residence fee

For each student residence year (see section 1.6), the monthly residence fee is determined in accordance with the provisions of Art. 13 of the Austrian Student Residence Law (StudHG), the Austrian Non-profit Housing Act and the Tyrolean Housing Assistance Act. An increase in the fee in the course of the year is only permitted to cover increases in tariffs, taxes and charges occurring during that period.

The deposit and the residence fee for the first month must be paid by credit card (MasterCard or Visa with 3D Secure Code), in cash or by bank transfer to the account of ISH, payable to Internationales Studentenhaus gemeinnützige Gesellschaft mbH, IBAN: AT97 5700 0002 0013 1001, BIC: HYPTAT22, within ten days of receipt of the offer of accommodation.

Payment by credit card is to be made as follows: Payment is to be made in the foreign currency in the case of credit cards issued in countries outside the Euro zone, with any foreign exchange differences to be borne by the tenant or his/her legal representative and transaction costs to be borne by the ISH.

As of the second month, the residence fee is collected by the ISH by the fifth of each month in advance using the SEPA direct debit system. For that purpose, the resident must have an account with a European bank. No other mode of payment can be accepted.

The SEPA direct debit system is used to collect monthly residence fees and charges for telephone, parking, bicycle storage and others.

For a Residence Contract with a minor to be valid under Austrian law, it must include the consent of the minor's legal representative. By appending his/her signature to the contract, the minor's legal representative gives formal approval to the contract.

By appending his/her signature to the contract, the minor's legal representative declares that he/she accepts liability jointly and severally with the minor for all financial obligations arising out of the contract (residence fee, deposit, damage caused, etc.). This applies to the full term of the contract, even in cases where the minor comes of age before expiry of the contract.

1.5 Deposit

The deposit serves as security for payment of the residence fee and other charges and also for financial obligations relating to cases of compensation, damage to the residence and furnishings, additional cleaning requirements, and cancellation fees charged on late delivery of notice of termination, etc.

Repayment of the deposit will be made to the account entered in the apartment departure protocol.

Interest earned on the amount of the deposits is used by the student residence representatives, acting in agreement with the Director, to purchase items and make payments of benefit to the resident community. For that reason, no interest is paid to individual tenants (Art. 14(2) StudHG).

1.6 Term of the contract

The Residence Contract has a term of twelve months (student residence year). Freshers will be offered a 24-month contract on request.

Students can request a Residence Contract with a shorter term.

Visitor contracts for non-students are valid for the agreed term but terminate at the end of the student residence year at the latest.

Pursuant to Art. 5a (7) StudHG, the period of residence at the ISH is generally limited to one and half times the official duration of the resident's study programme. The Director may decide at his/her discretion to permit residence for a longer period.

The student residence year at the ISH begins on 1 September and finishes on 31 August of the following year. The winter semester ends on 28/29 February and the summer semester on 31 August.

In accordance with Art. 5a (7) StudHG, students are only entitled to renewal of the Residence Contract if they have collected the necessary number of credits per academic year (pursuant to student grant regulations), namely 30 ECTS points for Diploma and Bachelor programmes, 20 ECTS points for Master programmes and 12 ECTS points for doctoral/PhD programmes. In the final thesis stage, students must present written confirmation of their status for the semester concerned. The ISH management reserves the right to make exceptions in special cases. Students must communicate their wish to renew their Residence Contract in writing by the last weekday in March at the latest.

2. Life at the ISH

2.1 Communal facilities

The following communal facilities are available at the ISH:

- lounges
- media room
- meditation room

- communication, recreation and games rooms
- sports facilities, e.g. fitness, billiards, table tennis and table football
- music room.

The communal facilities may be used by all residents until midnight. Specific rules including temporary closures may be imposed by the Director. The communal facilities must always be left in a clean and tidy condition.

2.1.1 Events

Events may be held on the premises of the ISH. Planned events must be notified to the Director's office at least eight days in advance and must be in keeping with the designated purpose of the ISH. Care must be taken to comply with the safety and fire prevention regulations and to minimise noise levels (quiet hours).

Responsibility for any given event must be assigned to one individual person by name, who will be liable to the Director in all respects.

Regular events organised by the residents' representatives are subject to approval by the Director and all relevant legal provisions such as the Public Events Act, the Trade Regulations Act and Austrian tax law, etc.

2.1.2 Quiet hours

Excessive noise must be avoided in the buildings, courtyard and all access areas (paths). In particular, the night-time quiet period between 10 p.m. and 6 a.m. must be respected in both the apartments and the outdoor areas of the ISH as well as the entrance areas to the ISH.

2.2 Apartments

Apartments may only be used by their respective tenants. Subletting and other forms of third-party use are not permitted except for authorised visits where the resident is also present. Similarly, washing machines, leisure rooms and games facilities, etc. are for the exclusive use of tenants.

ISH residents are asked to treat the furniture and furnishings in their apartments and in the communal rooms with due care. No changes may be made to the furniture and fittings in the apartments without the approval of the Director's office. Small items of furniture such as tables and chairs can then be placed in store. All such changes to the inventory must be reversed at the resident's own initiative two weeks prior to his/her departure or change of apartment.

Residents are not permitted:

- to move items of furniture from one apartment to another
- to use fan heaters or air conditioners in their apartments as they interfere with the electronically monitored and controlled heating system
- to remove any heating controls, thermostats or similar
- to store skis, car tyres, surfboards, etc. in their apartments
- to play musical instruments in the apartments as dedicated music rooms are provided
- to wash, dry or iron laundry in the apartments as appropriate facilities are provided in the basement
- to keep any kind of pets in their apartments as a large number of people are sharing a relatively limited living space and allergy problems could be caused
- to store any weapons within the terms of the Austrian Weapons Law.

All electrical appliances must be connected in accordance with the regulations issued by the power supply company. Students are exempt from Austrian radio and TV license fees and need make no application to the GIS fee collection agency.

Weekly automatic flushing of the water pipes on Saturdays between 2 and 5 a.m. can cause fluctuations in water temperature.

Access to other apartments is only permitted with the permission of the respective tenant. In their own interest, tenants should always lock the door when leaving their apartments.

2.2.1 Visitors

Visitors are permitted in the ISH from 7 a.m. to midnight. The host must ensure that his/her visitors observe the Residence Rules and is liable to the ISH operating company for any damage that is his/her visitor's fault.

In the case of shared apartments, and especially double rooms, visits are only permitted with the express approval of the other resident. Visitors are not permitted to use the music rooms, laundry/drying rooms, computer room, games rooms and fitness facilities, etc.

Non-residents may not spend the night in the ISH unless prior written consent has been obtained. Such requests must be made in writing and approved during office hours. In the case of any unauthorised overnight stay, a charge will be made (see Residence Contract and the price list posted on the ISH management notice board under "Aushänge der Direktion"). A repeat infringement of this regulation following a warning under penalty of termination of the Residence Contract will be considered grounds for termination of the contract (Art. 12(1)(3) StudHG).

2.2.2 Telephone and Internet

For technical reasons it is not possible to use telephone provider services or answering machines or to operate modems, etc. via the telephone system.

For safety reasons, the telephones provided in the apartments must not be unplugged nor the receiver left off the hook. Please note that the telephone system has a Do Not Disturb option (for details see our Welcome Brochure).

The ISH merely provides the data lines and has no liability for the correct functioning of the Internet, etc. In accordance with the ISH's contractual agreement with the University of Innsbruck, only the individual tenant may access the Internet via the connection provided in his/her apartment. This does not apply to the PCs in the computer room.

Under the terms of the contractual agreement with the University of Innsbruck, the following uses of the Internet are forbidden:

- all commercial uses
- private usage in excess of normal usage
- the operation of servers
- forwarding the services to third parties
- providing network services for third parties
- infringements of netiquette
- child pornography or other offences under criminal law
- providing access to the INNET from outside the ISH (e.g. via the telephone network)
- the creation of a Wireless LAN using an access point or router via the internal network.

2.2.3 Cleaning and building services

Cleaning: For the sanitary facilities of the apartments in the main building and at Rechengasse 1, a regular basic cleaning service is provided on weekdays at specified times between 8 a.m. and 4 p.m. There may be occasions when the cleaning times have to be rescheduled. Such changes will be communicated in the form of notices and where possible by e-mail. During the vacations, different cleaning intervals apply.

The ISH does not provide cleaning services for apartments at Rechengasse 3 or Hormayrstrasse 12.

Building services: Repairs, inspections and maintenance work are normally carried out on weekdays between 8 a.m. and 6 p.m., and access to the apartments must be provided for such purposes (also at other times in exceptional and urgent cases). In emergencies or potentially dangerous situations, access must always be permitted to the apartments (see also section 4.1.3).

2.2.4 Waste disposal

Waste separation is mandatory under Austrian law. Waste must be separated and placed in the appropriate containers. There is a public glass recycling collection point in Rechengasse for the disposal of glass.

2.2.5 Parking

Bicycles can be left at the bicycle stands in the courtyard or, subject to payment of a charge, in the bicycle storage room in the basement. Bicycles must have an ISH sticker (available at the Helpdesk). Bicycles left for more than three days without the ISH sticker will be immobilised.

Motorbikes and motor scooters may not be parked in the courtyard.

Car parking spaces can be rented in the basement or open-air car parks. Due to a lack of clarity on the question of liability, gas-fuelled and electric vehicles are excluded.

The ISH accepts no liability for parked bicycles and motor vehicles.

3. Departure

3.1 Notice of termination given by the tenant

In the normal case, the tenant may terminate the Residence Contract at the end of the semester (28/29 February for the winter semester, 31 August for the summer semester), notice to be submitted to the Director's office in writing by 30 November of the previous year for the winter semester and 30 April of the current year for the summer semester.

The Residence Contract can also be terminated for good reason by giving notice of termination at the end of the following month. Good reason applies in cases of military service, training service and alternative civilian service, change of place of study, discontinuation of the study programme, completion of the study programme, pregnancy, care of a close relative and unforeseen social distress (Art. 12(3) StudHG). Proof of the good reason is required.

3.2 Notice of termination given by the ISH

In accordance with Art. 12(1) of the Austrian Student Residence Law (StudHG), the Residence Contract may be terminated by the ISH before the date of expiry. In such cases, notice of termination may be given for the last day of the following month at the earliest. Pursuant to Art. 12 StudHG and the Residence Rules, notice of termination of the tenancy or of early termination of the contract must always be given in writing by the Director. On expiry or early termination of the Residence Contract, the apartment must be vacated by the tenant by the last day of use and returned to the ISH in the condition it was in at the beginning of the original contractual period.

The following constitute grounds for termination:

- 1) The tenant has completed or discontinued his/her study program.
- 2) The tenant is not making personal use of the apartment.
- 3) The tenant permits another person to live in the apartment contrary to the provisions of the Residence Rules.
- 4) The tenant is at least two months in arrears with payment of the residence fee despite receiving a written reminder under penalty of termination of the contract.
- 5) The tenant is guilty of a criminal offence to the detriment of other tenants of the ISH or the operating company of the ISH or its staff.
- 6) The tenant is guilty of a serious breach of duty arising out of the Austrian Student Residence Law (StudHG) or the Residence Contract or of a breach of duty in spite of receiving a written warning under penalty of termination of the contract.

Further clarification relating to the above item 5 (corresponding to Art. 12(5) StudHG):

If the tenant is guilty of a criminal offence to the detriment of other tenants of the ISH or the operating company of the ISH or its staff, or if the tenant creates an imminent danger for the ISH, other tenants of the ISH or ISH staff, the Residence Contract can be cancelled by the ISH management with immediate effect.

Further clarification relating to the above item 6 (corresponding to 12(1)(3,6) StudHG):

Damage to the reputation of the ISH, refusal of an ID check by the ISH, and repeated or serious violations of the Residence Rules will be considered grounds for termination of the Residence Contract at the end of the following calendar month.

Excessive dirt or a risk to general hygiene or safety in the apartment, the communal areas or the garden as well as unauthorised overnight stays in the apartment may, if such behaviour is repeated (following a warning under penalty of termination of the contract), result in termination of the Residence Contract at the end of the following calendar month.

3.3 Vacating the apartment

Residents vacating or changing their apartment must agree a date in advance and must submit the accommodation transfer protocol at least seven days prior to that date. For departures or changes of apartment in August/February/June, the deadline for submission is 31 July, 31 January and 19 June respectively. The apartment will be inspected for cleanliness by a member of the ISH staff and the inventory checked for completeness and defects.

At the agreed time of inspection, the apartment must be clean and emptied of all personal items and all waste disposed of. Any failure to clean the apartment or to clean it sufficiently will be noted in the inspection report, and the outgoing tenant will be charged for the cost of subsequent cleaning by the ISH. Such work may not be performed by the outgoing tenant. All repairs for damage and excessive wear and tear will be carried out either by ISH staff or by a qualified company hired for that purpose and the costs charged to the outgoing tenant. This applies to both the main building and the buildings at Rechengasse 1 and 3 and Hormayrstr. 12.

4. A few other points

4.1 Legal

4.1.1 Liability of tenants and their legal representatives

- a) All ISH tenants or, in the case of minors, their legal representatives are liable for any culpably caused damage and especially for damage arising out of a failure to observe the Residence Rules, the appended Everyday Stories or notices posted on the ISH management notice board under "Aushänge der Direktion". In cases where such liability applies, the ISH is entitled to employ the tenant's deposit to cover the cost of the damage caused. Within 14 days the tenant must make payment to restore the deposit to the original amount prior to the deduction of the amount used for this purpose. Any damage not covered by the deposit must be paid by the person responsible for the damage by the due date or, in the absence of a due date, within four weeks of invoicing. In addition, the ISH has the right to demand other guarantees at any time, such as a bank guarantee, collection order, etc.
- b) All ISH residents are liable for wear and tear over and above that consistent with normal and reasonable use, i.e. all kinds of damage or untypical wear and tear (e.g. walls discoloured by smoke). The cost of restoring the affected items or areas to the condition they were in at the beginning of the tenancy will be charged to the tenant (see also Everyday Stories).
- c) The costs of a fire brigade operation resulting from activation of a fire alarm at the ISH will be charged to the person responsible for the alarm.

4.1.2 Liability of the ISH

- a) The ISH can only be held responsible for damage or injury caused to tenants on the premises in accordance with the relevant legal provisions. Any damage or injury must be notified to the Director's office in writing without delay.
- b) The ISH can accept no responsibility for the loss of any money, jewellery or other valuables or other personal property brought onto the premises by tenants of the ISH. It is the sole responsibility of the tenants to ensure the safekeeping of all such items.
- c) The use of communal rooms and areas and sports facilities is always at the user's own risk.
- d) The ISH can only be held liable for material and financial damage where caused wilfully or through gross negligence on the part of the ISH. No liability can be accepted for material and financial damage in cases of ordinary negligence.
- e) Any vehicles parked illegally will be towed away at the expense of the owner or an action of trespass brought.

4.1.3 Powers of ISH staff

The staff of the ISH have a duty to report any infringements of the Residence Rules, Residence Contract or instructions issued by the management or the Director's office.

The agents of the ISH, the management and the Director's office and persons delegated by the same must be granted access to the apartment following written notification given 48 hours in advance. Prior notification is not required in cases of immediate danger or essential operational requirements. This provision also applies to related preparatory and follow-up work. In the tenant's absence the apartment will be entered only in urgent cases and in the presence of another person.

ISH staff have the right to refuse admission to the ISH to persons who are unknown to them and/or whose entitlement is in doubt until they have proven their right to admission (e.g. photo ID).

Instructions and rules issued by the agents of the ISH and its staff must be complied with at all times. Non-compliance constitutes a serious breach of the Residence Contract and Residence Rules.

By submitting a ticket via the ISH website, the tenant authorises access to his/her apartment for an inspection of the reported facts and any maintenance work or repairs or similar as required, including access by a relevant expert or contractor.

4.1.4 Fire safety regulations: general precautions

General fire prevention measures:

- a) Tidiness and cleanliness are fundamental requirements for fire prevention and the safety of the tenants of the ISH.
- b) The ISH is a non-smoking residence with the exception of designated areas such as the smoking pavilion on the terrace. This also applies to e-cigarettes and other types of synthetic smoking devices.
- c) The use of open fires and candles is prohibited. This also applies to Advent wreaths, Christmas trees and so on. In emergencies (lengthy power failures), candles may be used only if someone is always present and if positioned at a minimum distance of one meter from any inflammable objects (curtains, etc).
- d) The use of joss sticks etc. is prohibited due to the risk of false fire alarms.
- e) Escape routes and circulation areas must be kept clear across their full width at all times. The usability of all exits in cases of danger must be ensured at all times.
- f) Any faults or damage to electrical equipment or systems must be notified immediately to the Helpdesk.
- g) No smouldering cigarettes or matches including cigarette ash and butts may be placed in waste paper baskets.
- h) No inflammable items may be stored near cooking appliances.

- i) No inflammable liquids (petrol, methylated spirits, liquid gas, etc.) including liquid-gas aerosols may be stored or used in any areas of the ISH (apartments, basement car park, communal facilities, etc).
- j) The use of heaters and air conditioners is not permitted.

4.1.5 What to do in case of fire

- a) Keep calm!
- b) Immediately notify the Director's office or the Helpdesk by calling the internal number 911.
- c) Immediately call 122 and inform the FIRE BRIGADE.
- d) Do not use the elevators in the case of fire.
- e) Close the windows and the doors of the room affected by the fire.
- f) If the escape routes are blocked by smoke, you should remain inside the room, close the door, open the window and draw attention to yourself by calling to the firefighters.

4.2 Definitions

4.2.1 Operating company

The ISH and other buildings in which accommodation for students pursuant to Art. 2(1,2) StudHG of the 2014 Union of Students Act, Federal Law Gazette I no. 45/2014 is located, are owned by Internationales Studentenhaus, gemeinnützige Gesellschaft mbH, Rechengasse 7, 6020 Innsbruck. The student accommodation constitutes rental objects which are rented out within the framework of the operation of the student residence. The company is listed in the company register of the Innsbruck Regional Court and the Innsbruck Commercial Court under comp. reg. no. FN33956K. The agents of the limited liability company are the Director, the Supervisory Board and the General Assembly.

4.2.2 Purpose

The objects of the company are the creation, administration and management of accommodation for students attending universities, universities of applied sciences and teacher training colleges in and around Innsbruck and Management Center Innsbruck (MCI). In this framework, the purpose of the company as the operator of a student residence is to support students pursuant to Art. 2(1) and (2) StudHG of the 2014 Union of Students Act, Federal Law Gazette I no. 45/2014 in their professional training by providing accommodation in the residence, particularly in their first semesters, and to promote international understanding by admitting students from different countries where possible.

4.2.3 Administration and management

The Director is responsible for the administration and management of the ISH.

4.2.4 Residents' representatives

The elected residents' representatives are responsible for representing the tenants' interests.

Election of representatives and cooperation between the elected representatives and the ISH are subject to the provisions of the Austrian Student Residence Law (StudHG) and the Residence Rules.

4.2.5 Academic record

Places in the residence are allocated on the basis of students' average grades in their school-leaving examinations or a regular academic record from other places of study.

For renewal of the allocation, students must submit their academic record for the past academic year or study periods completed to date.

4.2.6 Allocation of places at the ISH

- a) The ISH only admits students who meet the requirements set out below and continue to do so during their period of residence. Available places are allocated firstly in accordance with the ISH's contractual obligations towards those bodies that have a right of nomination (privileged cases). The ISH also endeavours to comply with any recommendations made by the bodies that have a right of nomination (recommended cases).

Any further available places are allocated in accordance with the designated purpose of the ISH, taking into account the applicant's financial and social situation, his/her academic performance (pursuant to student grant regulations) and the distance between home and place of study.

The allocation of places in accordance with the designated purpose of the ISH relates to the management of accommodation for students attending universities, universities of applied sciences and teacher training colleges in and around Innsbruck and Management Center Innsbruck (MCI), the provision of support for students in their first semesters and the promotion of international understanding by admitting students from different countries where possible.

Applications are considered in the order of the date of application. Applicants have no legal claim to a place in the residence.

- b) Places are granted on the basis of written application made to Internationales Studentenhaus gem. GmbH, Rechengasse 7, 6020 Innsbruck. Ideally, applications should be submitted by 30 April for the winter semester. For the summer semester, application should be made by 30 November. Applications received after these deadlines will still be considered. Applications for a place at the ISH are subject to the payment (free of charges for the ISH) of an application processing fee as per price list ("Aushänge der Direktion").
- c) Residence Contracts are normally drawn up for the academic year.
- d) Where the ISH is not fully occupied by needy students (pursuant to the Student Support Act) the remaining places may be allocated to other persons. Places may also be allocated, at short notice and for a limited term, to applicants who do not meet all the requirements, especially if places would otherwise remain unoccupied. In such cases applications may be submitted at any time.
- e) The allocated place and related rights apply only to the tenant him/herself. On no account may tenants permit their apartments to be used by third parties or consign any other rights of use. An infringement of this provision constitutes a serious breach of contract and provides grounds for termination (see section 3.2).

4.2.7 Applicable legal provisions

The ISH and its facilities are subject to various provisions of Austrian law, which also apply to tenants, including the Student Residence Law (StudHG)¹, the Non-profit Housing Act (WGG), the Tyrolean Housing Assistance Act (TWbFG), the Federal Fiscal Code, the Public Events Act, the Registration Law, the Fire Safety Code, tax laws and by-laws of the municipality of Innsbruck. The Residence Rules are subject to change in response to changes in legislation or official regulations.

For all communications relating to contracts signed with the ISH, the contractual language is German.

4.2.8 Arbitration

Within the terms of Art. 18(1) StudHG, arbitration proceedings in student residences serve to achieve out-of-court settlements of any disputes arising out of the Residence Contract or Residence Rules.

In cooperation with the student representatives, the management of the student residence appoints an arbitrator for a term of two student residence years (see "Aushänge der Direktion").

¹ The amendments made to the Austrian Student Residence Law (StudHG) at 1 September 2019 have been incorporated in this document.

4.2.9 ISH management notice board (“Aushänge der Direktion”)

Notices issued by the Director’s office and posted on the notice board by the Helpdesk are supplementary the Residence Rules and binding on all tenants.

4.2.10 Status of the Residence Rules

The Residence Rules and appended Everyday Stories form an integral part of the Residence Contract. The Residence Rules as adopted by the Supervisory Board of Internationales Studentenhaus, gemeinnützige GmbH on 26 March 2019 enter into force on the day of publication and apply for an indefinite period.

Innsbruck, 26 March 2019

Mag.^a Huberta Scheiber

EVERYDAY STORIES

The things that happen:	How we (have to) react:
- Dirtying of common rooms and communal facilities	Cost of cleaning charged to person responsible; possible closure over weekend/public holiday
- Variations in water temperature	Weekly flushing of the water pipes (see our Welcome Brochure)
- Changes to installations, furnishings and fittings or structure of the Apartment	Must be approved by ISH; charge to tenant for cost of restoration to original condition
- Furniture (e.g. bed) blocking the window and window sill	Immediate return to original position; no cleaning and no alternative date for cleaning; possible charge for polishing scratched floor
- Exchange of furniture between Apartments	Not permitted
- Use of private items of furniture	Written permission from ISH required
- Floor damaged by unsuitable footwear or rollerblades	Damage to be paid for; ban on rollerblades
- Storage of weapons at ISH	Forbidden; reason for termination of Residence Contract
- Danger to passers-by caused by items falling from window sills or thrown out of the window	No items to be left on window sills; caution will be given
- Broken window caused by leaving it open	Windows must be closed when leaving the Apartment; charge for cost of repair
- Use of a Wireless LAN modem or router	Not permitted, interference with internal network; cost of consequent repairs will be charged to the tenant using the unauthorized device

- Telephone in the Apartment disconnected	Disconnection interrupts the internal alarm system and prevents alarms; charge payable for cost of rectifying fault and damage caused
- Damage caused by unauthorized use of electrical appliances (hot plates, fan heaters, A/C units, irons)	Damage to be paid for by user, i.e. tenant; permitted electrical appliances: radio, TV, mobile radio, PC, printer, scanner, shaver, hairdryer, etc.
- Refrigerator or freezer not regularly or properly defrosted	When defrosting the refrigerator or freezer, ensure that no meltwater runs into the drawers or cupboard on which it stands. The doors of defrosted appliances must be left open to avoid unpleasant smells. Tenants will be charged for any damage caused by failure to defrost regularly or properly.
- Storage of sports equipment (e.g. bicycle, surfboard, car tires etc.) in the Apartment	Such items must be stored in the places provided; charge for cost of cleaning or repairing damaged walls and disposal of such items
- Cleaning of the Apartment not possible through fault of tenant	No alternative date for cleaning; a check will be made on the following workday to ensure that the tenant has done the cleaning. Any subsequent cleaning work that has to be performed by ISH staff will be charged to the tenant.
- Unhygienic use of bed	Use of bed linen obligatory; charge for cost of cleaning
- Piles of garbage; failure to separate or unreasonable amount of garbage or junk in the Apartment; failure to dispose of garbage - especially prior to departure (e.g. before weekend or holidays) - causing mould, smell, etc.	Duty of waste separation as per current info leaflet; charge to tenant for garbage disposal, mould removal, additional cleaning. Any garbage collection surcharges to be paid by tenant.
- Glass in the trash room	Charges for disposal to be paid by tenant
- Drains blocked by various items	Cost of unblocking to be paid by the person responsible

- Storage of garbage on balconies and/or removal of pigeon netting	Charge for additional cleaning and/or replacement netting (threat to hygiene caused by pests)
- Loss of key/chip card	Replacement at cost
- Unnecessary noise	Request for normal room volume in the Apartments and rest of building plus courtyard; written caution for repeat offenders
- Drying of laundry on windows, furniture, chairs, doors or radiators	Charge for dealing with mould or rust caused by increased humidity (cleaning, removal, repainting) including cost of expert opinion if required
- Damage to walls, doors, floors or furniture caused by nails, tacks, adhesives, window paintings, etc.	Charge to user for restoration to original condition or repair of damage over and above normal wear and tear, especially on departure or change of the Apartments
- Dirt or discoloration in the Apartment caused by smoking	Charge to tenant for additional cleaning (regular) and final cleaning and new wallpaper on departure
- Damaged floors, scratched kitchen faucets and/or stainless-steel work surfaces, etc., due to the use of unsuitable cleaning agents or methods	Charge to tenant on departure for restoration to original condition or repair of damage over and above normal wear and tear
- Defects, damage, problems, etc.	Defects and damage during the tenancy must be reported via the ISH ticket system; in the case of unreported defects/damage or if only reported to the helpdesk, the tenant is held liable, including for consequential damage, etc.
- Failure to use supplied cutting board when cutting on stainless steel work surfaces, tables, etc.	Charge to tenant for repairs on departure
- Items placed on refrigerator with resulting loss of refrigeration	Charge for all resulting damage
- Damaged (lace) curtains (holes, pulled threads)	Charge to tenant on departure for replacement (current value)

<ul style="list-style-type: none"> - Cuts, scratches, burns or scorch marks on table tops, window sills, shelves, cupboard doors, etc. 	<p>Charge to tenant on departure for replacement (current value)</p>
<ul style="list-style-type: none"> - Unapproved events at ISH 	<p>Approval is given by the Director's office for events that comply with safety and noise regulations and are in keeping with the designated purpose of ISH with responsibility assigned to one or more persons. Events for which no notification has been given are terminated at once.</p>
<ul style="list-style-type: none"> - Illness 	<p>Confidential treatment after notification to Director's office; facilitates response when medical assistance is required and in other emergencies</p>
<ul style="list-style-type: none"> - Long periods of absence (internships, etc.) 	<p>To be reported to the helpdesk, e.g. to avoid dunning charges where delivery cannot be made in time</p>
<ul style="list-style-type: none"> - Animals in the Apartment 	<p>Not permitted</p>
<ul style="list-style-type: none"> - No TV reception 	<p>The TV set must be able to receive digital signals and have DVB-C capability (digital channel search)</p>
<ul style="list-style-type: none"> - Difficulties with ISH staff 	<p>Staff only perform duties as instructed by the ISH management. The helpdesk is staffed day and night, passes on messages and hands out personal mail. Staff also monitor compliance with the house rules.</p> <p>Access to the Apartments must be granted to cleaners between 8 a.m. and 4 p.m. Access must be granted to ISH Facility Technics for repairs and maintenance work between 8 a.m. and 6 p.m. - in emergencies also later. Please address any complaints or wishes to the Director's office.</p>
<ul style="list-style-type: none"> - Visitors 	<p>ISH visiting hours are from 7 a.m. to midnight. Visitors are only permitted during that period and should be accompanied by a resident. In the case of shared Apartments, the approval of the flatmate is required. For unauthorized overnight stays a fee (see "Aushänge der Direktion") is charged</p>

<ul style="list-style-type: none"> - Fire 	<p>Issue of fire prevention measures and correct action in the event of fire (see Residence Rules). If ISH is invoiced for a fire brigade operation, the costs are charged to the person that caused the alarm.</p> <p>False alarms are mainly caused by:</p> <ul style="list-style-type: none"> ➤ burnt food ➤ items left on stoves or in the micro-oven ➤ incense sticks ➤ excessive steam after a shower
<ul style="list-style-type: none"> - Use of candles, incense sticks, etc. 	<p>Repeat offenders are cautioned and fined</p>

In the case of reminders with costs, an amount (of € 5.- and more) is transferred to the social fund.

The Everyday Stories as a supplement to the Residence Rules were adopted by the Supervisory Board of Internationales Studentenhaus gemeinnützige GmbH on March 26, 2019. The Everyday Stories as a supplement come into force with announcement for an indefinite period.

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