



HERE'S TO GOOD NEIGHBORS

TIPS AND RULES TO CREATE A GOOD NEIGHBORLY ENVIRONMENT IN APARTMENT BUILDINGS

WBM.

Wohnungsbaugesellschaft
Berlin-Mitte mbH



GOOD PAGES FOR BETTER LIVING

When you're a large housing association, this can also have special advantages. For example, over the years, together with our tenants and residents, a sheer inexhaustible collection of good tips and important advice on the topic of residential living has been compiled. Now we would like to pass this information on to you in a practical how-to series. This should help you to avoid problems, save money and maintain or improve the living conditions and quality of life in your home.

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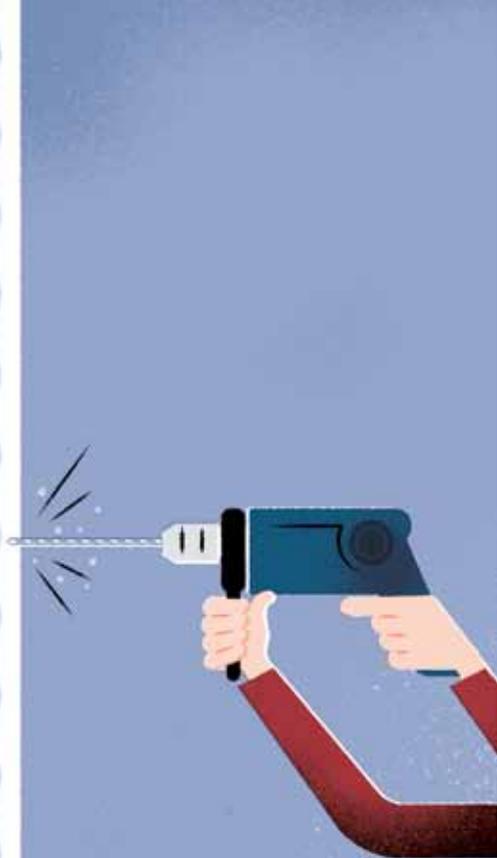
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HERE'S TO GOOD NEIGHBORLY RELATIONSHIPS!

Whether it's loud music from the neighbor's apartment, a screaming baby or a dog that is constantly barking, noise can definitely get on one's nerves. In addition, every neighbor can react differently to loud noise.



**THE FOLLOWING APPLIES
IN ALL CASES:**

Intrusive noise must be avoided from 8 pm to 7 am, as well as throughout the entire day on Sundays and Holidays. This also applies to the afternoon period (between 1 pm and 3 pm), when loud noise is undesirable. During the remaining times of the day, everyone should try to avoid causing noise - especially loud, intrusive noise - as much as possible. Mutual consideration is called for and a little reciprocal understanding makes living in an apartment building more enjoyable for all concerned.



PLEASE DON'T TURN THE STEREO / TV ALL THE WAY UP!

Please keep the volume adjusted to room level. In other words, keep the volume at a level which ensures that the neighbors above, below and next door cannot hear or are barely able to hear what is going on in your apartment. In particular, booming base sounds can be quite annoying to your neighbors. In this case, placing your loudspeakers on a mat can help to muffle the sound.

LIVING WITH A PIANO, TRUMPET AND COMPANY

Playing music at home is permitted for two hours a day outside those times when one is required by law to refrain from noisy activities. This includes music lessons and practicing an instrument. On Sundays the practice period for piano and guitar is restricted to one hour.

NOW THE PARTY IS REALLY GETTING UNDER WAY!

The legal requirement to keep noise to a minimum in the evening and at night also applies to parties. Those, however, who plan to have parties that continue past 10 pm are best advised to inform their neighbors in advance and ask for their understanding. Music volume is to be kept at room level and windows are best kept closed, otherwise neighbors whose apartments adjoin the rear courtyard could all be disturbed. And when the guests leave, please ensure that they do so quietly. Stomping around and loud conversation in the stairwell late in the evening or at night quickly results in trouble.

WHEN CAN A NAIL BE HAMMERED INTO A WALL?

Noisy work associated with renovations should not go past 7 pm. And in general, hammering and drilling are prohibited on Sundays and Holidays. Are you in the process of moving into your apartment? Please inform your neighbors if you are going to have to deviate from the times when one is supposed to refrain from noisy activities.

In the case of required building work commissioned by the landlord, this work may be carried out during the statutory times of the day when noise is otherwise supposed to be kept to a minimum. However, whenever possible, workers are instructed to try to refrain from noisy building work during these times of the day.



WHEN THE NOISE LEVEL NEXT DOOR GETS TOO LOUD ...

The first step a tenant should take if he or she is feeling bothered by the noise level is to approach the neighbor in a friendly manner. Often times a simple solution can be found. For example: when your neighbor who is older or hard of hearing has set the volume on his TV so loud that the program he or she is watching is distinctly audible in the neighboring apartment. Just pointing out that the volume is too loud and a friendly request for the TV to be turned down is often all one needs to do.



CHILDREN, CHILDREN!

The noise level associated with small children is often higher than with adults. Kids fre-

quently jump around and play the length and breadth of the apartment. In particular, infants and toddlers cannot be expected to keep the room noise level down or generally to comply with the times of the day when noise is supposed to be kept to a minimum. Nonetheless, parents are obliged to ensure that the noise associated with children – such as persistent shouting or running around – is kept to a minimum, especially in the evening and at night. And in particular, in the afternoon between 1 pm and 3 pm, loud, boisterous games – for example, children jumping off chairs – should be avoided.

SIESTA ON THE SWING SET AND SLIDE

On playgrounds, that are located in the middle of the apartment complex, parents should ensure that the noise level is kept down between 1 pm and 3 pm. The same applies to play areas that are located directly next to the apartment building and homes. Children playing football can be a major nuisance during this period in the afternoon.





WHEN IS IT BATH TIME?

Showers and baths may be taken at any time – even at night. However, taking a bath late in the evening or at night should be kept to a minimum, since the noise caused by filling and emptying the bathtub can be a nuisance.



AND NOW LET'S TALK ABOUT THE LAUNDRY

The noise caused by washing machines and dryers is part of normal day-to-day living. However, those unable to avoid doing laundry at night should ensure that the washing machine is placed on a noise-reducing mat and that it is not in direct contact with the wall or bathtub, in order to avoid transmitting the noise caused by vibration.

NICE FLOORS

Laminate or parquet floors may only be installed with the permission of the Landlord. A noise-reducing floor padding must be used to limit the noise level. In the event the standard PCV flooring is used without a carpet, noisy footwear should be avoided out of consideration for the neighbors below.

THE FOLLOWING APPLIES IN ALL CASES:

If a friendly conversation with the neighbor is not sufficient and the "troublemaker" remains obstinate, we recommend that you approach the landlord and provide a written description of the situation. It is necessary to keep a record of the noise caused by the neighbor, a so-called "Lärmprotokoll". This must contain the date, time, duration, and type of noise. And of course the individual causing the noise must be named. The final step is to lodge a formal complaint at the municipal public order office (the Ordnungsamt). In this case, the troublemaker can occasionally be required to pay a fine. However, initiating a formal procedure like this should always be a last resort when resolving conflicts between neighbors.



IF YOU LIVE UNDER THE SAME ROOF ...

... THERE ARE MANY THINGS TO CONSIDER.

A clean house not only makes a good impression, one also feels more comfortable living there. This can only be accomplished, however, if every tenant feels co-responsible for order and cleanliness in the apartment building. Please ensure that everything is cleaned up in short order if you make a mess in the hallway – whether it's the result of a delivery or is caused by dirty bicycles.

This also applies to cigarette butts or paper that is carelessly tossed in the hallway. Smoking is prohibited in the hallways, elevators, basement, attic, underground garage, and garages. In general, all tenants should ensure that the apartment building door is kept properly closed. This way, on the one hand, unwelcome guests cannot enter the premises and, on the other hand, additional dirt is not tracked into the apartment building. Fire protection doors must always be kept closed to ensure that, in the event of a fire, the fire and smoke do not spread throughout the building.

WHERE CAN CHILDREN'S STROLLERS BE PARKED?

Strollers can be kept in the hallway, if no separate space has been made available for them. However, strollers must not be in the way or placed in front of doors or block escape routes. If possible, strollers should be removed on the days the hallways, stairwells and landings are cleaned.

WHERE SHOULD I PARK MY BIKE?

Bicycles are not to be kept in the hallways or on staircase landings - they can take up too much room and block escape routes. Bicycles can either be kept in the basement, in the bicycle room, or in the rear court yard.

WHEN A FLOOD OF UNSOLICITED ADVERTISEMENTS ARRIVES

The removal of unwanted advertising materials is the responsibility of the tenant. The tenant bears the responsibility for disposing of advertising materials in the paper waste container. If separate containers or paper baskets are available, to shorten the path to the waste containers, then they should be utilized. To reduce the amount of advertising material, often times a simple sticker on the mailbox stating "No Advertising Materials" suffices.

KEEP THE HALLWAYS CLEAR!

Shoes, shoe cabinets or other pieces of furniture and objects or plants do not belong in hallways or on staircase landings. There are three reasons for this: the furniture or objects are in the way when the stairway is being cleaned, they block the escape route, and they constitute an additional fire hazard.

The same applies to garbage bags. They are not to be kept in the hall "on their way to the rubbish bin". This just results in unpleasant odors and attracts vermin.

PLEASE DON'T FEED THEM!

The feeding dish for pets must not be placed in hallways, on staircase landings or in the courtyard. Non-domesticated animals may not be fed, at least not directly in front of the house or in the courtyard. This also applies to feeding breadcrumbs to pigeons and doves. They carry diseases. However, placing a small bird house or feeder outside your window during the winter is certainly nothing anyone would object to, provided it doesn't bother the neighbors.

LOTS OF FUN IN THE FRESH AIR – WHAT YOU MAY DO ON YOUR BALCONY



VACATIONS AND DAY-TO-DAY LIVING ON “BALCONY-VILLE”

Those who do not have a garden use their balcony instead – for barbecues, for celebrations, for eating and drinking, and some use it just for smoking. Neighbors are not always happy about this.

FLOWERS ...

Of course, every tenant may place his or her plants and flowers on the balcony. But the flower boxes must be constructed in such a manner that the water does not damage the surface and that the water does not inadvertently make its way to the apartment below. The flower boxes must not simply be placed on the railing and must not hang over the front of the balcony. The best course of action is to utilize special flower box brackets. Hanging flower baskets are only to be hung where hooks are already in place; drilling into the facade of the building is prohibited. For safety reasons, the size of the hooks and the hanging flower baskets must be proportionate. Otherwise, your beautiful flower basket could possibly end up on the sidewalk at the first sign of strong winds.

LAUNDRY

Laundry may be hung out to dry on the balcony, however at the right height, namely beneath the level of the railing. The laundry must not be visible from the street.

CELEBRATIONS

When it comes to eating, drinking and celebrating - the same noise protection ordinance applies to the balcony as elsewhere. You can enjoy your breakfast and dinner on the balcony between 7 am and 1 pm and from 3pm to 10 pm and converse at a normal volume. After 10 pm the usual stipulations apply where noise is supposed to be kept to a minimum, since noise from the balcony can obviously disturb several neighbors at once.

CLEANING

Of course the apartment must be cleaned on a regular basis, but rugs or runners may not be cleaned by hanging them out the window or over the balcony railing.

SMOKING

Even though the balcony is often used as a space for smokers, cigarette butts may not be thrown over the railing. The "outdoor" ashtray can cause trouble with the neighbors and a cigarette butt can cause foliage or paper to catch fire.

BARBECUEING

Barbecuing is permitted on the balcony; however the use of wood charcoal is not permitted. Please do envelop your neighbor in smoke. Smoke must not make its way into the apartment. Those who own an electric grill may use it in good conscience once a month. And if you are going to allow your neighbor to share the aromas of your meal, then please at least make sure that they are pleasant.

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