

# info

Berlin, 25.03.2020

## **TENANT INFORMATION ON CORONAVIRUS - PROTECTION & SUPPORT**

**Here are some important contacts and sources of information that you can use to obtain information about coronavirus. At the same time, we would like to encourage neighbourly cooperation**

Dear Tenants,

given the current situation, we are all having to deal with restrictions imposed on us by the authorities to limit the spread of coronavirus. This affects our business operations and service, but also your everyday life.

**The Senate decree to curb coronavirus in Berlin  
(other languages are available on the website)**

<https://www.berlin.de/corona/massnahmen/verordnung/>

Of course, we will continue to be at your disposal by telephone and email for any concerns related to your tenancy. However, our tenant service at Karl-Liebknecht-Str. 7 will remain closed until further notice.

In light of recent developments, we would like to remind you to comply with the general contractual terms and site regulations:

➤ **Maintenance of the rented property**

The tenant must treat the rented property (apartment) as well as the facilities and equipment with care and consideration. This also includes the disposal of toiletries, wet wipes and kitchen roll. Disposing of items via the toilet can lead to blockages in drainpipes and obstructions in the sewer system and sewage treatment plants. Therefore, please put them in the general household waste.

➤ **Protection of our tenants**

Please encourage children not to congregate in larger groups in the hallways or stairways and/or to use the lifts.

➤ **Use of play areas/football pitches and community gardens**

The play areas in our residential complexes are reopend. Unfortunately our three football pitches are still blocked off due to the risk of infection. We ask you to observe the current contact ban and not to gather in groups in the community gardens and green spaces.

➤ **Keep escape and emergency routes free**

Escape routes - including stairways and hallways but also basement corridors - needs to be kept free at all times for emergencies. Bicycles, scooters, sledges and other objects must therefore not be stored here. Prams and pushchairs must not block any escape routes. Cars, motorbikes and mopeds must not be parked on pavements, in passageways or in front of the entrance to buildings. Rubbish bags belong in the container provided, not in the stairway.

Here are several addresses where you can find out about the current situation and obtain information on how you can protect yourself against infection.

**Berlin hotline if you suspect that you have the coronavirus illness:**

030 902 82 828 (daily from 08:00 am to 08:00 pm)

**Coronavirus hotline for the central district:**

030 901 84 1000, (daily from 08:00 am to 03:00 pm);

Email: [corona@ba-mitte.berlin.de](mailto:corona@ba-mitte.berlin.de)

**Coronavirus hotline for the Friedrichshain-Kreuzberg district:**

030 902 98 8368 or 030 902 98 8328 (daily from 08:00 am to 04:00 pm)

**Coronavirus hotline for the Spandau district:**

030 902 79 4012, 030 902 79 4014 and 030 902 79 4026 (daily from 08:00 am to 05:00 pm)

**The nearest doctor's surgery can be found**

here: <https://www.kvberlin.de/60arztsuche/index.html>

**Information from the Senate Department for Health, Long-Term Care and Gender Equality:**

<https://www.berlin.de/sen/gesundheit/themen/gesundheitschutz-und-umwelt/infektionsschutz/coronavirus/>

**Information from the Federal Centre for Health**

**Education:** <https://www.infektionsschutz.de/coronavirus-sars-cov-2.html>

**Information from the Robert Koch Institute:**

[https://www.rki.de/SharedDocs/FAQ/NCOV2019/FAQ\\_Liste.html](https://www.rki.de/SharedDocs/FAQ/NCOV2019/FAQ_Liste.html)

**Information from the Federal Ministry of Health:**

<https://www.bundesgesundheitsministerium.de/coronavirus.html>

**Information in simple language:**

<https://www.bundesgesundheitsministerium.de/coronavirus/coronavirus-leichte-sprache.html>

**Hygiene tips (other languages are available on the website)**

[https://www.wbm.de/fileadmin/projekte/WBM\\_website/wbm-magazin/BZgA\\_10\\_Hygienetipps\\_DE.png](https://www.wbm.de/fileadmin/projekte/WBM_website/wbm-magazin/BZgA_10_Hygienetipps_DE.png)

**Offer and accept help**

However, in addition to all the sources of information, we would like to also encourage neighbourly cooperation. Here are also some addresses where you can help each other.

**“Help in Berlin” crisis hotline run by the Müggelspree district division of the German Red Cross:**

030 23 989 30 90 (Monday - Friday from 10:00 am to 04:00 pm)

The Müggelspree district division brings together people seeking help and volunteer helpers. The district division of the German Red Cross is particularly on hand for you when it comes to neighbourhood assistance, the coordination of your requests for help, social counselling or telephone helplines. In order to make your request for help public in your neighbourhood, the district division of the German Red Cross uses the app “Zwopr”, amongst others, with your consent.

If you are not in the at risk group, you could offer help to your neighbours who cannot leave their homes. For example, you can put a notice on your front door offering your help (e.g. to take the dog for a walk, to go shopping etc.). Templates in different languages can be found on our website at:

[https://www.wbm.de/fileadmin/projekte/WBM\\_website/wbm-magazin/Aushang\\_alle\\_Sprachen\\_c-Jenny-Kruse.pdf](https://www.wbm.de/fileadmin/projekte/WBM_website/wbm-magazin/Aushang_alle_Sprachen_c-Jenny-Kruse.pdf)

Should you need assistance yourself, you can make this clear, for example, by placing a note or shopping bag at your door. This way, your neighbours will know that you need help and can get in contact with you directly.

However, please observe the recommended hygiene and protection recommendations when contacting each other. Avoid shaking hands and hugging people and wear gloves for your own protection and so as not to endanger the at risk groups (the elderly, people with pre-existing conditions etc.).

The solidarity of the general public is very great during these days. This will help to better overcome the difficult circumstances at present. An online portal, where you can offer or request help, has been created in order to better coordinate neighbourhood assistance. There are also lively exchanges and offers of help on the various social media channels.

**Coronaport portal:** <https://www.coronaport.net/>

There are various food delivery services where you can order food and household items online. Taxi Berlin is also currently offering a shopping service, which does not incur any additional service charges other than the travel and shopping costs.

- Rewe <https://www.rewe.de/service/lebensmittel-lieferservice/>
- Edeka <https://www.edeka24.de/>
- Lieferando <https://www.lieferando.de/lebensmittel-lieferservice-berlin>
- Food.de [https://food.de/supermarkt\\_berlin](https://food.de/supermarkt_berlin)

### **What if money is getting tight?**

- Please initially contact our claims management team if you have or expect to have rent arrears due to loss of earnings. We are on hand to offer you advice by telephone and email. If you have received mail from us in this regard, you will find the contact details of the responsible person as a first point of contact. If you are not aware of this, you can reach us using the central service number on +49 (0)30/ 2471 5700.

To speed things up, please have the documents ready, providing the reasons for your limited financial resources at present.

- Then you can also ask our cooperation partner SOPHIA for advice on how to proceed.

### **Notification of claims**

Reported claims are currently being processed based on urgency and priority. We ask for your understanding if delays occur in the settlement of claims at present.

We will keep you informed of further development on our website. Please take care of yourself and each other and stay healthy.

With best regards from WBM Wohnungsbaugesellschaft Berlin-Mitte mbH