

Studierendenwerk Mainz ♦ Staudingerweg 21  
♦ 55128 Mainz

To all tenants of the dormitories

Bingen, Binger Schlag, Kesselberg,  
Inter II, Wallstraße, K3, Oberstadt,  
Münchfeld, Weisenau, Hechtsheim

Abteilung Studentisches Wohnen

Abteilung International

Colonel-Kleinmann-Weg 2

55128 Mainz

Hotline Wohnen 06131-392 22 366

Hotline International 06131-392 49 82

[Wohnen@studierendenwerk-mainz.de](mailto:Wohnen@studierendenwerk-mainz.de)

[International@studierendenwerk-mainz.de](mailto:International@studierendenwerk-mainz.de)

[www.studierendenwerk-mainz.de](http://www.studierendenwerk-mainz.de)

16. März 2020  
Mei-vab

Dear tenant,

In light of recent events as well as to practice solidary self protection we kindly ask you to **solely visit our personal office hours in urgent emergencies from now on.**

In short: only in very urgent emergencies visit our **administration** in SBII, the **caretaker's office** in the dormitory and the **Info-Point** in Studihaus.

**Please call us first or send an e-mail** to inquire whether we are able to solve your concern via phone, e-mail or by post.

**Our administration will gladly help you via e-mail or phone** during our business hours

Monday – Thursday between 8.30 and 16.00 o'clock and  
Friday between 8.30 and 12.30 o'clock or

**In the caretaker's office via phone during the usual business hours.**

**Please also only contact the hoesetutors via e-mail.**

If you have one of the following concerns, we kindly ask you to **ONLY** contact us via **e-mail**, **phone** or by **post**:

#### **Via E-Mail:**

- Questions about the end of your rental contract and finding a possible new tenant
- Questions about the **deposit** and all relating appointments
- Wanting to receive receipts to pay the rent at the cash point (we will have the receipts ready for you there)
- Questions about official documents such as city registration or copy of the rental contract (we will send out these documents via post)

Anstalt des öffentlichen Rechts  
Mitglied im Deutschen  
Paritätischen Wohlfahrtsverband

Bankverbindungen: Sparkasse Mainz BIC MALADE51MNZ  
IBAN DE70 5505 0120 0000 0447 35  
Mietzahlungen : Sparkasse Mainz BIC MALADE51MNZ  
IBAN DE79 5505 0120 0000 0204 20  
Postbank Frankfurt/Main BIC PBNKDEFF  
IBAN DE85 5001 0060 0100 7346 06

Telefonische Sprechzeiten:  
Mo.-Do. 8.30 – 12.30 Uhr,  
13.00 – 16.00,  
Fr. bis 12.30 Uhr

- Questions about the original rental contract (we will send out these documents by post)
- Announcement of a sublease agreement and questions about the sublease in general

**Via Post:**

- Cancellation of the rental contract (we need an original signature from you)
- Original rental contract with the signature of Stw Mainz (we will send you your rental documents to the dormitory and you send us back one copy)
- Documents for accomodation allowance/ rent certificate / rent dept cetificate
- Sublease form (filled in and signed)

**Via tenant app:**

- Certificate of study to prove eligibility to live in the dormitory, studierendenwerk-mainz.de/ tenant-app/

**Please only visit the temporary office hours of the caretaker in the following cases:**

**Monday – Friday between 10.00 and 11.00 o'clock**

- Problems with washing machine /tumbler
- No electricity in apartment
- No electricity in common rooms / corridors
- Clogged toilet
- Locked out / key lost or forgotten
- Broken waterpipe + running water

**For all other concerns, please email [wohnen@studierendenwerk-mainz.de](mailto:wohnen@studierendenwerk-mainz.de) or [international@studierendenwerk-mainz.de](mailto:international@studierendenwerk-mainz.de) with your phone number. Our caretakers will then contact you as soon as possible.**

Furthermore, we kindly ask you to inform us immediately if

- you have been ordered to keep in outpatient domestic quarantine
- you have been tested positively for the corona virus

We will, of course, treat your data confidential, discreet and according to the data protection regulation.

If you were in contact with someone infected by the corona virus or if you suffer from flu-like symptoms, we kindly ask you to act in accordance to the RKI guideline and to call your doctor or the health ministry of Mainz.

Helpful information about the corona virus you can find on the following websites:

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Robert-Koch-Institut: <https://bit.ly/3aQtB82>  
Verbraucherzentrale: <https://bit.ly/2QbxHQ3>  
Gesundheitsamt Mainz Bingen: <https://bit.ly/2vRIlon>

**Finally, we inform you that with immediate effect, all common rooms are being closed for all events presumably until April 30th, 2020**

In your own interest, and for the safety of all, we thank you for your understanding. In the times of the corona virus, we wish you all the best and good health.

Kind regards,

**Studierendenwerk Mainz**

Gez. Tobias Meier  
(Leiter Abteilung  
Studentisches Wohnen)