



Answers to questions frequently asked of the Accommodation Department

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Coronavirus - frequently asked questions

I tested positive for Covid-19 and live in a shared apartment in one of the student residences operated by the Studentenwerk Würzburg. What will I have to do?

Please contact the competent health office (*Gesundheitsamt*) immediately. A quick identification of persons who are suspected of having Covid-19 and a systematic management of contact persons can help curb the spread of the infection. Please let Accommodation Services know that you have Covid-19 and are living a shared apartment in a student residence.

It is particularly important that you also actively contact your flatmates to let them know that you have Covid-19. They can only take the necessary precautions if they know that you are infected. Our experience has shown that persons who are living in a shared apartment usually show solidarity and help their flatmates, e.g. by doing the shopping for them. In the current situation, it is very important that you keep your apartment clean and follow the general hygiene guidelines. In addition, we would recommend that you draw up a bathroom and kitchen schedule to avoid unnecessary contacts with your flatmates.

Will new tenants be able to move in as planned?

Yes, new tenants will be able to move in as planned.
If that should change, we will let you know.

I want to move in and I am feeling sick. What do I do?

You must follow the general hygiene guidelines.
If you are having symptoms that are typical for Covid-19 (e.g. cough, nasal symptoms, scratchy throat, fever) or think that you may be infected with Covid-19, please phone your caretaker before you come to collect your keys. Please follow this rule in order to protect yourself and others. We will find a solution!

Can I give extraordinary notice of termination of my rental contract due to the coronavirus pandemic?

No, despite the current situation, you cannot give extraordinary notice of termination of your rental contract.

Given the current situation, will I be able to live at the student residence for longer than the maximum period permitted?

No, unfortunately you won't. We will not be able to grant a general extension of the maximum period permitted.

My neighbour has Covid-19. Am I entitled to a rent reduction?

No, you are not. A Covid-19 infection in a flatmate or neighbour is not considered to be a defect in the rented property.

I am an international student and I am considering returning to my home country. Where do I find information about travel restrictions etc.?

Information about travel warnings and advisories that have been issued by the German Federal Foreign Office can be found at:

www.auswaertiges-amt.de/de/ReiseUndSicherheit/reise-und-sicherheitshinweise

Information can also be obtained from the embassy or consulate of your home country in Germany:

www.auswaertiges-amt.de/de/ReiseUndSicherheit/vertretungen-anderer-staaten

My university is closed, the room in which I live is very small, and I miss meeting with my friends. Also, I am feeling anxiety over the pandemic. Who can I turn to for help with my worries and fears?

The Studentenwerk Würzburg has a psychotherapeutic counselling service. The team there offers free and anonymous counselling by phone or online chat. Unfortunately, we cannot offer face-to-face counselling sessions at the moment. Get in touch to arrange for an appointment.

Will I have to let my caretaker or landlord enter my apartment, e.g. for a move-out walkthrough or to perform repairs?

Your rental contract states that your caretaker can only enter your apartment if he/she has given advance notice. If there is an emergency, advance notice is not required.

Whenever you have an in-person appointment with one of our caretakers, you must keep a distance of at least 1.5 metres and must wear a mask over your mouth and nose. Please contact your caretaker directly to arrange for an appointment. To keep the risk of infection as low as possible, we have instructed our caretakers to keep the duration and frequency of in-person contacts to a minimum. This means that, for example, only the tenant will be allowed to be present during a key handover or move-out walkthrough and persons will have to keep a safe distance from each other when repairs are being performed (the tenant may have to wait in the hall).

I have signed a rental contract with the Studentenwerk, which will start next month. Given the current situation, I will not be able to move house, however. What do I do?

You will not be able to cancel your rental contract.

I am abroad currently and want to take up my studies in Würzburg in the 2021 summer semester. I have already signed a rental contract for a room in one of the student residences operated by the Studentenwerk. At the moment, I am not allowed to enter the country, however. Will my rental contract remain valid? Can I terminate the contract without notice?

Your rental contract will remain valid.

You **cannot** terminate the contract without notice. You will have to give the amount of notice agreed upon in your rental contract.

I have lost my side job due to the coronavirus pandemic. From next month on, I will be unable to pay the rent for my room in the student residence. Will the Studentenwerk terminate my rental contract?

We may be able to give you more time to pay your rent. In addition, you may be eligible for a rent subsidy, financial assistance under the German BAföG Act or interim financial aid (*Überbrückungshilfe*).

The rental accounting department will contact you about an intended extension of the payment deadline in a timely manner, preferably by email.
We will find a solution!

I am an international student and have lost my side job due to the coronavirus pandemic. I can no longer afford to pay my rent and I want to return to my home country as soon as possible. Can I terminate my rental contract early or without notice?

No, you can't. You will have to give the amount of notice agreed upon in your rental contract.

Please contact Accommodation Services. The team there will try to find a solution.

I am an exchange student and live in one of the student residences operated by the Studentenwerk. I will return to my home country because of the coronavirus pandemic. This is an official decision taken by myself and my university. My rental contract will not run out until March 2021. Will I have to interrupt/terminate my rental contract?

You are free to return to your home country. Your rental contract will continue and you will have to continue to pay your rent until the date of expiry of your rental contract.

Please notify the team at Accommodation Services.

I have terminated the rental contract for my room in a student residence operated by the Studentenwerk and I am supposed to move out next week. Unfortunately, I currently have Covid-19 or was placed under quarantine. Will I have to move out?

No, you won't. In that case, we will not insist that you move out. However, you will have to move out and arrange for an appointment for a move-out walkthrough with your caretaker immediately after your quarantine has ended or a test has confirmed that you are no longer infected with Covid-19.

Your room has probably been rented out to a new tenant already. Therefore, please contact your caretaker and Accommodation Services to let them know that you will be staying in your room longer than planned. They will then inform the new tenant.



I was planning to leave, and my rental contract runs out at the end of the month. Given the current situation, I will stay longer than planned. However, a new tenant has already signed a rental contract for my room and that contract will start next month. Will I be able to keep my room?

If a new tenant has signed a rental contract for your room already, you will **not** be able to keep your room.

Where in the student residence will I have to wear a face mask?

Please wear a face mask in all areas of the student residence that are open to the public: in the lift, on the stairs and in hallways.

If you have a question that is not answered here, please phone Accommodation Services at the Studentenwerk Würzburg or email them at wohnen@studentenwerk-wuerzburg.de.