

Frequently Asked Questions about living in our student residences

1. Do I need to share my room with another person?

No, we only offer single rooms. Most of the rooms are located in shared flats (WG). That means you have your own room and you share kitchen and bathroom with the other tenants. We also offer a few single apartments with non-shared bathroom and kitchen. Each single room is lockable.

2. Who will be my flatmate?

We cannot tell you that before you move in. It is very likely that you share the flat with people of a different sex.

3. Can I get in contact with my flatmate before I arrive?

No, that is not possible. You will get to know your flatmate once you move into your room. In your student residence you will have numerous possibilities to get to know the other tenants (e.g. during parties in the student residences or in the common rooms). Due to data protection laws, we are not allowed to communicate any personal data.

4. Can I visit the room before I move in?

In student residences it is not possible to visit the rooms. Before your arrival, your new room is still occupied by the previous tenant. But you can get informed about our rooms and the furniture on our website: www.studentenwerk-ev.de

5. I have received an offer for a room that does not meet my wishes for my preferred student residence. I wish to live in my preferred student residences. What should I do?

We try to allocate the rooms according to the wishes of the applicants. Unfortunately, it is not always possible to receive an offer in the preferred student residence since we receive a lot of applications and the number of rooms is limited. We advise you to accept the offer even if the room does not meet your wishes. Otherwise you might not get a room at all. A change of your room during your tenancy is possible.

6. How do I get bed linen?

Bed linen is not included in the furniture. Either you bring your own from your home country or you buy bed linen once you arrive in Weingarten. There is a mattress in the room. International Students can also buy bed linen from the administration.

7. What is the size of the bed?

In our student residences there are standard sized single beds (1,00m x 2,00m or 0,9m x 2,00m). Double beds or extra large beds are not available. There is a mattress in your room.

8. How do I get dishes?

Dishes are not included in the furniture. Either you bring your own from your home country or you buy dishes once you arrive in Weingarten/Ravensburg.

9. How do I get Internet? Is Wireless LAN available?

Internet is included in the rental price. There are no additional costs for Internet. Internet access is set up via a network cable or Wireless LAN. You need to bring a cable yourself or you can buy it in Weingarten/Ravensburg after your arrival. You have to register for the Internet yourself with our provider www.my-wire.de if you live in Briachstr. 10, Weingarten or in Henri-Dunant-Str. 6, Ravensburg.

10. Do I have insurance for my room in the student residence (household insurance and liability insurance)?

No, you need make a household insurance yourself. There is no liability insurance either. Studentenwerk Weiße Rose does not offer insurance cover. In order to live in one of our student residences you need to have a private liability insurance with a minimum coverage of at least 10 Mio. Euro. You have to prove that when moving into the residence. We can recommend an insurance company if you don't know one.

11. I got a room from Studentenwerk Weiße Rose e.V. - What comes next?

You need to send us an E-Mail with your exact date of arrival or book an appointment here: <https://www.etermin.net/StudentenwerkWeisseRose>. We will make an appointment with you to hand over the keys.

You can only move in from Monday to Friday during our office hours. You cannot move in outside office hours, on weekends or on public holidays. If you arrive outside our business hours you have to sleep in a hotel until we are open again.

Office hours residences Briachstr. 2 and Briachstr. 10 in Weingarten

You can only move in from Monday to Friday from 07.30 am until 15.00 pm.

Office hours residence Henri-Dunant-Str. 6 in Ravensburg

You can only move on Monday or Friday from 12.00 noon until 13.30 pm or on Wednesday from 17.00 pm until 18.30 pm.

12. What are the opening hours? What are the arrival hours?

You can only move in from Monday to Friday during our office hours. You cannot move in outside office hours, on weekends or on public holidays. If you arrive outside our business hours you have to sleep in a hotel until we are open again.

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Office hours residence Henri-Dunant-Str. 6 in Ravensburg

You can only move on Monday or Friday from 12.00 noon until 13.30 pm or on Wednesday from 17.00 pm until 18.30 pm.

13. Can I move in as soon as I arrive? I do not have any other accommodation.

You can only move in from Monday to Friday during our office hours. You cannot move in outside office hours, on weekends or on public holidays. If you arrive outside our business hours you have to sleep in a hotel until we are open again.

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14. How do I get from the central station to the student residences?

Residences Briachstr. 2 and Briachstr. 10 in Weingarten

You can take bus 1 until "Weingarten Post". There you can change to bus 6 until "Weingarten Hochschule". From there it is a 5 minute walk to our residences.

Residence Henri-Dunant-Str. 6 in Ravensburg

You can take bus 1 until the stop "Henri-Dunant-Straße". From there it is a 2 minute walk to our residence.

15. Where do I get the keys for my room?

You will get the keys to your room at the time of the appointment you made in advance. Please wait on the designated time in front of the dorm for the janitor or a person from the administration. Together you will fill out a form to document the state of the room and the common area. Both parties have to sign this form. This is important for the refund of the deposit after your stay.

16. I will arrive outside office hours, on a weekend or a public holiday. What should I do?

If you arrive outside our business hours you have to sleep in a hotel until we are open again.

17. I do not know my arrival date yet. What should I do?

As soon as you know your arrival date, please send us an email with the exact date and time or book an appointment here: <https://www.etermin.net/StudentenwerkWeisseRose>

18. What is the arrival procedure?

Please wait on the designated time in front of the dorm for the janitor or a person from the administration. Together you will fill out a form to document the state of the room and the common area. Both parties have to sign this form. This is important for the refund of the deposit after your stay.

19. What do I have to pay upon arrival?

You don't need to pay anything upon your arrival. In some cases you might have to refund banking fees but we will tell you that in advance.

20. Can I pay the deposit and the first monthly rent via cash card or credit card?

Cash is not possible. You can pay with credit card until you have your German bank account.

21. Which documents do I need upon arrival?

You don't need any documents.

22. When is the room available for moving in? When can I move in?

You can move in on or after the 1st of the month in which your contract starts during our office hours. It is not possible to move in before the 1st of the month.

23. Can I arrive in the middle or at the end of the month although my tenancy agreement starts on the 1st of the month?

Yes, you can arrive after the start of your contract. Please be aware that in any case the whole monthly rent is due.

24. I arrive in the middle or at the end of the month. Do I need to pay the whole monthly rent?

Yes, we have monthly rents. The room is reserved for you from the 1st of the month on, so you need to pay the whole monthly rent even if you arrive only in the middle or at the end of the month. A partial payment of the monthly rent is not possible.

25. Can a friend of mine pick up the keys for me?

No, you need to be here in person for the arrival procedure. It is not possible that a friend of yours picks up the key for you.

26. Can I move into my room before the start of my contract?

No, that is not possible. If you arrive before the start of your contract, you need to find accommodation elsewhere, e.g. in a hotel.

27. Can I send a postal parcel to my student residence before I arrive?

No, that is not possible. In the student residences, there is no reception that can receive a postal parcel for you. Your name is not yet on the post box. You can only receive a parcel once you have moved in.

28. Are there luggage rooms in the student residences?

No, there are no luggage rooms in the student residences.

29. My parents/friends accompany my arrival in Weingarten/Ravensburg. Can they stay with me in my room in the student residence?

The rooms in our student residences are intended for housing one person only. You have to find an alternative accommodation for your parents/friends e.g. in a hotel nearby.

30. Where can I find the General Terms of Lease?

You can find the General Terms of Lease on our website: www.studentenwerk-ev.de

31. Where do I get the certificate of enrolment for signing the tenancy agreement?

You will get the certificate of enrolment from your university. If you have not yet received your certificate of enrolment when arriving in Germany, you can hand it in later.

32. Can I always pay the monthly rent in cash?

No, paying the rent in cash is not possible. After your arrival you need to open a German bank account. The monthly rent from the second month on will be paid via direct debit from your German account. You can pay with credit card.

33. Can the rent be paid on the 15th of the month?

No, the rent is always due on the 1st of the month.

34. Do I get the deposit back after moving out?

Yes, 2 months after your move-out and after settling all accounts the deposit will be transferred back to your bank or PayPal account.

35. I do not have a German bank account yet. Do I need to open a German bank account?

Yes, the payment of the monthly rent is only possible via direct debit from a German bank account. Currently, it is not possible to deduct from a non-German bank account (there are only exceptions for some European countries). Therefore, you need to open a German bank account.

36. When will my contract end? Is there a minimum tenancy period?

The minimum tenancy period for international program students (e.g. Erasmus students) is 6 months. For all other students it is 6 months to 1 year. The length of your contract will be defined in your tenancy agreement.

37. Can I move within the student residences?

Moving to another room or to another student residence is possible only after a minimum of 6 months of occupancy and only for a remaining tenancy period of at least 6 months. On that condition you can apply for a relocation. If you stay shorter than a full year a relocation is not possible. A relocation from one residence to another is also possible – but only if we have a new tenant for your old room.

38. Is it possible to give the room to a subtenant?

Yes, that is possible. You will find a form on our homepage. The contract for the sub-tenancy has to be handed in together with a certificate of enrollment for the subtenant at least 2 week prior to the beginning of the contracts. We will check the contract and give you the permission if there is no problem with the subtenant. Please note that certain rooms are only rented out to Non-European-Internationals. Others only to Europeans.

39. I have further questions and I have already read the FAQ.

Do not hesitate to contact us via email at info@studentenwerk-ev.de