

Frequently asked questions before arriving at the dormitory (FAQ)

A - Before moving in

1. Where do I get my keys for the room?
2. Is it possible to have a look at the room before moving in?
3. Are there washing machines available at the dormitory?
4. How are the rooms equipped?
5. How can I plan my trip to Saarbrücken?
6. I will arrive on a weekend or in the afternoon; do you have suggestions for a hotel?

B - After you moved in

6. I am leaving earlier than the end of the semester, what do I do about my contract?
7. There is no mattress, blanket or pillow in my room. What do I do?
8. I have moved in, but there is no internet. What do I do?
9. There is no kitchenware (plates, cups, cutlery...) in the room, where can I get it?
10. There is a problem in the apartment or something is broken. To whom do I talk?
11. How do I pay my rent?
12. Why do I have to pay a deposit?
13. I have lost my keys, what do I do?
14. Are there house rules that I need to be aware of?
15. Do I have to register with the city?
16. Can my relatives or friends stay in my room?
17. I have received a letter from the "Rundfunkbeitrag" (German broadcast fee), but I am an international student and I do not have a TV. Do I really have to pay this fee?
18. How do I get my deposit back?

A - Before moving in

Where do I get my keys for the room?

After you have received your rental contract, you have to inform the caretaker of the house ("Hausmeister") about your date of arrival. Please inform us about your arrival time as well (incoming@htwsaar.de). With this contract, you can go upon arrival to the Hausmeister (caretaker) of your dormitory, to receive the keys to your room. You will NOT get any keys without the contract.

You can find the contact hours of the Hausmeister here below. If you arrive outside of these hours and cannot meet the Hausmeister to get the keys, you need to book a room in a hotel or Youth Hostel for the first night. Please watch out for holidays in Germany (e.g. October 03), as you cannot move in on holidays.

Wohnheim Guckelsberg (bus stop: „Guckelsberg“ oder „Lisbet-Dill-Str.“)

Working hours: Monday to Friday, 08.00 – 12.00 hrs

Address: Richard-Wagner-Str. 91, 66125 Saarbrücken

Hausmeister: Herr Bach

Email: a.bach@studentenwerk-saarland.de

Phone: +49 159 040 83 763

Wohnheim Waldhausweg (bus stop: „Waldhausweg“)

Working hours: Monday to Friday, 10.00 – 12.00 und 13.00 - 14.00 hrs

Address: Waldhausweg 15-21. 66123 Saarbrücken

Hausmeister: Herr Pletto

Email: f.pletto@studentenwerk-saarland.de

Phone: +49 159 040 83 762

I am leaving earlier than the end of the semester. Why do I still have to sign a contract until March 31 / September 30?

This is how the rental system of the dormitories works and the Studentenwerk (your landlord) prepares all contracts accordingly. You always have to rent the rooms for the full duration of the semester, which ends on March 31 /September 30. If you want to leave earlier (e.g. in January) you are of course free to leave, but you still need to sign a rental contract for the full semester and therefore pay for the last months as well. In case you leave earlier, we can inform you about your options.

Is it possible to have a look at the room before moving in?

Every tenant has the right to stay in the room until the last day of his/her rental contract. Therefore, it is not possible to organize visits for the future tenants to view their rooms.

Are there washing machines available at the dormitory?

Yes, there are common laundry rooms with washing machines that you can use. They usually need special coins to work; you can buy them from the Flursprecher (the resident advisor of your hallway).

How are the rooms equipped?

Unless otherwise indicated, the rooms are fully furnished with a bed, a wardrobe, a shelf, a table, a chair, and desk. The single apartments come with a private small kitchenette (stove, fridge, sink), the double apartments have a small kitchenette between the two bedrooms.

The following items do NOT belong to the inventory:

mattress, bedding (pillow, blanket), bed linen, cleaning agents, LAN cable, pots and pans, cutlery, plates and dishes, mugs, glasses and bowls.

It is possible, that your previous tenant has left his/her mattress in the bed and if it is still in good condition, it will be left for you. Upon arrival, you can decide if you want to keep this mattress or buy a new one.

I will arrive on a weekend or in the afternoon; do you have suggestions for a hotel?

While we cannot make any recommendations, we know that students have stayed here in the past:

Europa-Jugendherberge (Hostel)
www.diejugendherbergen.de

Hotel Schlosskrug
www.hotel-schlosskrug.de

Ibis Budget Hotel
www.ibis.com

Gästehaus Weller
www.weller-hotel.de

B&B am Bahnhof
www.hotelbb.de

AirBnB
www.airbnb.de

City Hotel Saarbrücken
www.hotel-saarbruecken.de

B - After you moved in

There is no mattress, blanket or pillow in my room. What do I do?

This is normal - the rooms are not equipped with this. You have the possibility to buy these things from the Hausmeister; he usually has one or two sets in storage.

Alternatively, you can get it cheaper from shops in the city, for example Tedox in Saarbrücken or Woolworth in Dudweiler.

Tedox: Ursulinenstraße 71, 66111 Saarbrücken. Bus stop: Brauerstrasse

Woolworth: Am Markt 1, 66125 Saarbrücken. Bus stop: Dudweiler, Am Markt.

I have moved in, but there is no internet. What do I do?

You need a LAN cable to connect to the internet; there is no Wi-Fi in the dormitories.

If it does not work automatically, there need to be some settings changed on your computer. Every dormitory has a so-called Netzwart, which is a student that is in charge of the dormitory's internet. You can find their name on the lists in the hallways or on the website of the dormitory.

There is no kitchenware (plates, cups, cutlery...) in the room, where can I get it?

You can buy it in the same places as the bed supplies (see above), but there is also a kitchenware rental-service at university. You only have to pay 10€ deposit, which you get back in the end, when you return the things. To do this, please email to: kultur@io.uni-saarland.de

There is a problem in the apartment or something is broken. To whom do I talk?

You have to contact the Hausmeister, who will try to fix the problem as soon as possible. In addition, during the first weeks, you will receive an email from Studentenwerk with a login for their website, where you can automatically inform them about any problems

How do I pay my rent?

With your contract, you receive a paper called "SEPA Einverständniserklärung". Here, you need to fill in your bank details (IBAN and BIC), so they can take the rent every month from your account. It is then charged automatically from your account and you do not have to remember to pay it every month.

The bank account that you offer has to be a German account (which is free for students), in exceptions, it can be a European bank account, but it cannot be an account outside of Europe. Please be aware that you need to hand in a copy of this "Sepa Einverständniserklärung" to you bank. Otherwise, they might reject the payment, which will cause fees that you have to pay.

Why do I have to pay a deposit?

The deposit serves as security and has to be paid before the contract is signed. No interest will be paid on the deposit, but you receive the deposit back after you move out. If your room is not left in a sufficiently clean state, or you have broken something in the apartment, or you have lost a key, the Studentenwerk will use your deposit to have the room cleaned or to repair any damages. The Studentenwerk then transfers the remaining deposit back to your account.

I have lost my keys, what do I do?

Please contact the Hausmeister, so he can prepare a replacement key for you (the costs will be taken from your deposit). If you lock yourself out at night, you can call the emergency number mentioned on the black board.

Are there house rules that I need to be aware of?

YES! With your rental contract, you have received the general rental conditions as well as the house rules. You need to comply with these rules at any time. If you break the rules, the Studentenwerk can terminate your contract with immediate effect.

Is it allowed in Germany to download / stream movies, tv shows and music?

No! Any media consumption that you have not paid for is not allowed. Paid services like Netflix or Amazon prime are of course fine, as well as free services like YouTube. However, any illegal platform like BitTorrent or streaming websites are forbidden and can lead to high fines that you have to pay.

Do I have to register with the city?

Yes, every person moving to Germany needs to register with the local authorities. Please make an appointment with any "Bürgeramt" in Saarbrücken. You can book the appointment online:

www.saarbruecken.de/rathaus/onlinedienste/termine_online_buchen

You need to bring your passport and your "Wohnungsgeberbestätigung", which you get from the Hausmeister when moving in.

Can my relatives or friends stay in my room?

You may have guests staying in your apartment for a short period. However, please be aware that a guest usually does not stay longer than a maximum of three to five nights. If you have a person staying in your room for a longer period, it can be a reason for the Studentenwerk to terminate your rental contract.

I have received a letter from the "Rundfunkbeitrag" (German broadcast fee), but I am an international student and I do not have a TV. Do I really have to pay this fee?

Yes. Every person living in Germany needs to pay this contribution, whether you own a radio/TV/computer, or not. There is no exception from this payment for international students (Erasmus, Master students etc.), everyone has to pay this fee. The rate is currently ~17.50€ per month.

If you live in a single apartment, you must pay the full monthly fee yourself, usually by bank transfer.

If you live in a shared apartment (WG or Dublette) you can split the cost by the number of flatmates, which means only one person pays and the others refund him/her their share.

If you are not sure if your housing situation is qualified as a single room or as a shared living situation, please ask your neighbors who have been living there longer, to find out about the procedure.

How do I get my deposit back?

After you have moved out, the deposit will be sent back by bank transfer (4-6 weeks later) to the bank account that you have used for the "Sepa Einverständniserklärung". Should you have to close your German bank account before this, please send an email to your contact person at Studentenwerk. Her name and email is on the top right corner of your rental contract. You can give your foreign bank details by email and then the deposit will be sent there.