



Student

Frequently Asked Questions  
Nido Germany 2020

## Frequently Asked Questions FAQ's (Nido Germany 2020)

This document answers all our most frequently asked questions. If you can't find the answer to your question within this document, please contact us at [marketing.de@nidostudent.com](mailto:marketing.de@nidostudent.com).

### APARTMENT

### PREREQUISITES

### SERVICE & FEATURES

### BOOKING

### RENTAL AGREEMENT

### PAYMENT & COSTS

### MOVING IN

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## Apartment Information

### 1. Can I bring my pet?

Unfortunately pets are not allowed at any of our Nido residences.

### 2. How fast is the Internet?

We are working to improve the internet speed in all Nido residences across Germany, at the moment the speed is different in each residence so please ask the house team of the residence you're interested in.

### 3. What do I do if something breaks down in my apartment?

Simply contact the house team and they will be happy to help you.

## Prerequisites

### 1. Is there a minimum rental period?

The minimum rental period is 6 months. We regret that we cannot offer rental contracts with a term of less than 6 months.

## 2. Can I only book an apartment if I'm a student?

Yes, in order to book with us at Nido Student you must be a student and need a valid enrolment certificate as part of the booking process.

### Service & Features

#### 1. Is there a pick-up service, e.g. from the train station, on my check-in day?

No, unfortunately not, but please contact the house manager if you have any questions about how to get to the residence.

#### 2. Are there parking spaces for bicycles?

Depending on the location, there are bicycle parking spaces in the underground car park or outside, if available, bike racks are listed under 'what's included' on the residence page, please contact the house team for more information on parking.

#### 3. Can I rent a bike?

Depending on the location you will find different bike rental companies. In Bremen, Kiel and Berlin e.g. <https://swapfiets.de/>

#### 4. Is there a parcel service in the house?

Yes, if you are not at home, the Nido team is happy to accept your parcels and you can pick them up during office hours. Please let the team know beforehand.

### Booking

#### 1. How can I book my apartment?

Our four step booking process is easy:

1. Find the room you want to book
2. Register your details
3. Read and sign the rental contract
4. Pay your deposit to secure your room!

Please follow all detailed instructions during the online booking process.

## 2. How do I know if my booking is confirmed?

Our booking process is available online via our website: [www.nidostudent.de](http://www.nidostudent.de)

The steps to get you to booking confirmed are as follows:

- Choose your room, term length & register your contact details with us on the Nido Portal (StarRez)
- Provide all requested documents by electronically uploading them to the portal (copy of ID/Passport and proof of studies).
- Electronically sign your lease agreement
- Complete your deposit payment

If you have completed all these steps, a member of the team will then review your application. At this point, they will either send a booking confirmation e-mail to you or send you further information on what to do next. If you do not receive either a booking confirmation or a response to your application within 72 hours, please get in touch.

If you receive a booking confirmation, your room is secured and you do not need to do anything else.

Please check your junk mail, sometimes our e-mails end up in there 😊.

## Rental Agreement

### 1. For how long I can rent?

Our rental periods at Nido are either 6 months or 52 weeks, after which you can always rebook if there is a room available.

### 2. Where can I find the house rules for my building?

The house rules are part of the tenancy agreement. It is normally attached to the contract. The house team will be happy to give you a copy.

### 3. Can I cancel my rental contract?

After booking with us, you have the right to cancel the rental agreement within 14 days. This must be done by email or post, after which time your booking cannot be cancelled.

## Payment & Costs

### 1. What is included in my "All-in" rental cost?

The all-inclusive rent includes costs for water, electricity, heating and internet.

## 2. Can I pay my rent and deposit in cash?

No, the amount must be paid via bank transfer. You will find the bank details for the payment of the rent and deposit in the rental agreement as well as on your online Nido Student portal.

## 3. Will I have to pay additional charges?

Before you move in, we require a deposit of 1 month' rent. You'll get this back after you move out, if your apartment has been kept in good condition. You'll only have to pay your broadcasting fee (known as **"GEZ-Gebühren"**). On the day you move in, we will give you a brochure with information about this contribution. Further information can be found here:

<https://www.rundfunkbeitrag.de/>

## 4. What is the "Rundfunkbeitrag" (television and radio licence fee)?

The "Rundfunkbeitrag" also known as "GEZ Gebühr" must be paid by each tenant. The "Rundfunkbeitrag" is not included in the all-in rent. It is the fee that is incurred for the use of public service broadcasting. Currently (2019), the fee is 17,50 € per month.

## 5. When do the first rent and deposit have to be paid?

The rent plus deposit should be credited to our account when the keys are handed over, so you should transfer the amount about five days before you move in.

## 6. How do I pay my rent?

The rent must be paid in advance via bank transfer at the latest on the 3rd working day of the beginning month. You will find the account details in your rental agreement.

### Moving in

#### 1. When do I get my registration form/lessor's confirmation for my registration in the civil registration office?

Your house manager will provide you with the registration form/lessor's confirmation after you move in.

#### 2. What documents do I need to bring with me when I move in?

Please bring the payment receipts for the first rental and the deposit, as well as a valid ID document (identity card or passport).

### **3. What do I need to pay before I arrive?**

Once you've found your perfect room, to secure it with us you only need to pay a refundable deposit. The deposit value will be equivalent to one month's rent, so the amount will vary depending on your preferred room.

The remaining rental fees for your stay are then divided into monthly payments, the first of which will need to be paid before you check in.

### **4. What is the civil registration office and why do I need to register there?**

Every citizen must register at his or her place of residence.

That's a law and must be done within 3 days of the actual move-in date (not after finalizing the rental contract). You can be registered in any civil registration office, regardless of the district in which you reside. Your house manager will provide you with the registration form/lessor's confirmation after you move in.

## **Hall of Residence**

### **1. Are kitchen essentials and bedding included in my room?**

No, when you are packing to move into your Nido residence you will need to pack your own linen, duvet, pillows, towels and kitchen crockery, pans, pots etc.

### **2. How are the kitchens equipped?**

Own kitchens and common kitchens are rented without additional equipment (i.e. without crockery, cutlery etc.). We provide you with the main electrical appliances. (e.g. refrigerator, stove...).

