

About our Job, introducing your rental property:



Dear Tenant, Dear Jamitzky rental family member,

We (Silvan, Silke, Lena) are your property managers for your rental period in Germany. These might still be different to your local property management state side. As a company we have full power of attorney from the landlords/ house owners. It's mostly our job to translate e.x. needs, damages, problems towards the landlords and from the landlords/owners towards the tenants. Also, we take care of government requests like meter readings or official information transfers.

It's part of our job to introduce you into the german way of using the facilities, trash systems, rent payments, security deposits, cash handling, and making sure the rental properties stay in good shape for your rental period.

We provide you extra service like helping out with translation of all kinds, private needs, extra house needs, e.x. lock out, chimney sweeper service, oil tank refills...
Most of it is free of charge, some are not. Please check the list at the end to see the prices.

Jamitzky rental property management is a small official company. We are managing properties in Wittlich City and surrounding areas. We work straight through the housing office from AFB Spangdahlem and AFB Buechel. We accept and follow all rules, incl. military and local german laws. We advertise the premises, finishing all paperwork from housing office and german requirements. We take care on introducing you into the local requirements for your neighborhood. Please check out the list with the main keywords and make sure we talked about everything.

For your own confidence, please follow "jamitzkyrentals" on facebook www.facebook.com/jamitzkyrentals and/or check out our homepage frequently www.jamitzky.com to make sure you can get the latest information about trash schedule/ changings in the local economy, warnings, etc...

On the homepage we provide actual news like e.x. warnings, vacation times...

We cannot send everybody personal messages at all time but PLEASE keep us always updated to your newest cell phone number in cases of emergency. It's your job to be updated, using housing office, on base facilities or above platforms. We are trying hard to get the newest updates at all time.

For our documentations, it's important that you send us your requests as a written text, so we can always provide that towards the landlords/ house owners. We are using several platforms:

Our contact information:

	Silvan	Silke
Regular Textmessage (SMS, Imessage)	015140050002	015150040005
Whatsapp	015140050002	015150040005
Facebook, Messenger	Paul Bokute	Sammy Jo
iMessage	Paul Bokute@googlemail.com	
jamitzkyrentals@web.de		
info@jamitzky.com		
Office address & number:	36 Am Felsenwehr 54516 Wittlich 06571 145295	10 Vitelliusstrasse 54516 Wittlich

Jamitzky rental(s) # 10 Vitelliusstrasse # 54516 Wittlich # phone: +49 151 400 500 02 # info@jamitzky.com # www.jamitzky.com # www.facebook.com/jamitzkyrentals #



Our working times for You are:

Mondays: 14:00 - 18:00 office: phone: 06571 145295
Tuesdays: 09:00 - 1300
14:00 - 1700
Wednesdays: 15:00 - 18:00
Thursdays: 08:30 - 11:30 office: phone: 06571 145295
Fridays: 13:00 - 15:30
Saturday: 09:00 - 12:00 emergency's only, extra fees possible
Sunday: no service

These are the almost guaranteed responding times on our phones. Please understand, we do have main jobs, so we are not present at the phones at all times, but usually respond in between a few hours.

When we need to visit you / your house, it'll be in usual working times. For visits we have the following days/times reserved:

Tuesday: 08:00-16:00
Wednesdays: 14:00-16:30
Fridays: 12:00-15:00

These times are free of charge, all other times can charge extra service hours of 25,-€/hour. If that would happen, we will let you know before, so there will be no kind of surprise.

Whenever we are not able to respond, please also use the possibility to reach out to your landlord or housing office. Because of different languages it is always helpful to add pictures to your information. You'll find the contact information from your landlord in your rental information map.

Whenever you have any kind of damage/ malfunction/ emergency please understand, we are not all technicians or know how everybody's system works. But we are experienced and can solve most problems through picture messaging and texting instructions. We also are able to schedule companies for solving problems:

German company's usually work from 07.30 – 17.00 from Monday to Friday. Only a few Companies offer Saturday or late afternoon service (e.g. locksmith does, heating doesn't). Usually THEY GIVE US AN APOINTMENT, and we have to take it and make sure, you or somebody you trust, (can be us/ Jamitzky rentals as well), is at home on the day/time to let them in.

For Inspection appointments (frequently depending on your house technics), Jamitzky rentals will let you know at least 48 hrs ahead, before we need to enter the premises.

By German law, all houses need to be inspected on water and electrical meters, chimneys and heating systems, water tanks, smoke detectors upon request or fixed dates. Most appointments we are trying to be with the company for your property. In these cases you can decide that we let them in, take pictures of the meters and leave your house again. You have to confirm via text message, that we are allowed to go inside without you or confirm being at home for that day, otherwise extra costs from the company can apply.

Please feel free to ask us whatever you think about as we are trying to make your rental experience as positive as possible.



Meter Readings:

1. **Water:** Once a year (Wittlich mostly December/January), can be taken care from landlord or property management.
2. **Electricity:** once a year (usually 2 times we can take care of that, every couple years Innogy® will send out their own technician.)
3. **Gas:** once a year (usually 2 times we can take care of that, every couple years SWT® will send out their own technician.)
4. **Heating oil:** your contract says own refill? Please check frequently or send a picture to us and we can help you order a refill. Make sure, every month you keep additional ~ 120,-€ on your bank account, once a year bill refill mostly are +/- 1500,- € (pending on your usage). You pay cash or up front to the oil company. Please understand we are not responsible for the amount you are using.
5. **Wooden pellets:** your contract says own refill? Please check frequently or send a picture to us and we can help you ordering refill. Make sure, every month you keep additional ~120,-€ on your bank account, once a year bill refill mostly are +/- 1500,- € (depending on your usage). You pay cash or up front to the delivery company. Please understand we are not responsible for the amount you are using.
6. **Telekom/Vodafone:** make sure you keep bills/papers from your provider, they are needed for cancelation of the service. For notifying the contract (e.g. due to pcs) make sure to send a written notice (available in legal office) at least 3 months before your departure.

If you want your meter readings in the later evening time (after 16:30) it will be charged with a late fee = 25,-€. That's not possible for government readings.

Your property:

1. You are renting an apartment? Local laws about loudness, street cleaning/snow removal/ trash apply. There's probably a house rules list provided from your landlord
2. Renting a house/duplex? Renting in this case means you have to take care of the whole property incl. street/ yard/ garages/sheds/ walkways. That includes sweeping, removal of leaves, window cleaning, concrete cleaning. You don't want to handle it yourself? We can provide workers on low costs, starting at 25,-€ / hour.

Paying bills/rent

1. The biggest difference from Europe to the states is how to handle monthly payments.
2. Companies (e.g. Innogy, SWT, Vodafone, telekom, t-mobile): These companies take out the monthly prepayments out of your bank account after your written allowance (mostly done with the contract). Usually you don't need to take care of that. In case your bank account does not provide enough money, late fees will apply.
3. Landlords and civilian people by law are not allowed to touch your bank account. You have to setup an automatic payment transaction on your personal bank. Landlords can never be late taking out money! In this case it's always you, being late, so please take care immediately.
4. To use your bank account in Europe an IBAN and BIC code is necessary, it will be provided from your bank.



Price list: (+ 19% vat)

- Late service visits (see timetable) 25,-€
- Translation end of year bills 15,-€ per page
- Handover appointment 08:00-14:00 free
- Handover appointment 14:00-18:00 35,-€
- Cleaning outside your house 22,-€ / hour
- Cleaning inside your house 22,-€ / hour
- Changing batterys (e.g. smoke detectors) 5,-€ / battery
- Quotes for renters liability 40,-€ / hour
- Meter readings pending on time
- Locked out? We bring your spare key 20,-€

Checklist Move in for done X room for your notes

2 set of keys	0	_____
Tel/internet _____	0	_____
RWE (electricity)	0	_____
SWT (gas company)	0	_____
Water/ Dishwasher/ outside faucet	0	_____
Oven/stove/Vent	0	_____
Heating/airing	0	_____
Trash/recycling /yellow bags	0	_____
Fire place	0	_____
Fuses	0	_____
Chimney sweeper/ meter readings	0	_____
Landlords bank information	0	_____
Handover protocol	0	_____
_____	0	_____

All above information has been spoken and understood.

Date: _____

Signatures:

S. Jamitzky
Jamitzkyrentals

_____ #
tenant