

House representative, caretaker, semester cleaning

17. Dezember 2020

House representative

- > The house representative lives in the same property as you and is either a student himself /herself as well as an employee of WOKO.
- > The house representative acts as the contact person between the student tenants and WOKO.
- > He/ she is your first point of contact for organizational inquiries, key losses, and internet problems.
- > Requests to the house representative should be sent by email. You can find the contact details at the entrance to your property.

Caretaker

- > The building maintenance is responsible for the cleaning of the common areas and for repairing damages.
- > In most of properties WOKO has a caretaker. You can find the contact details at the entrance to your property.
- > Do you have any damage, or do you have to repair something? You can find information on how to report damage and repairs in your property on the bulletin board at the entrance to your property. Other forms of reporting, such as email or telephone inquiries are not accepted as damages.

Semester cleaning

- > You are responsible for cleaning your own room. Together with your flat mates it is your duty to regularly clean the kitchen, bathroom and common areas.
- > Every semester there is a semester cleaning. The common areas are to be cleaned by you and your flat mates and will be checked by WOKO. How to properly clean you can find in the [videos](#).
- > If WOKO decides that the cleaning of the flat is insufficient, WOKO will assign an external cleaning company to clean the flat and will charge you and your flat mates with the service fee.