

INFORMATION
ON YOUR NEW HOME



A WARM
WELCOME

TO YOUR NEW NEIGHBOURHOOD.



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HOME IS WHERE THE HEART IS.

A WARM WELCOME TO ALLBAU

We are pleased that you have chosen one of our apartment as your new residence. We hope that you and your family will feel at home in your new neighbourhood in no time at all. We wish you a most enjoyable time in your new home, and that the relationship with your neighbours is always considerate and pleasant. In this brochure we have compiled information for you to further facilitate coexistence in your new neighbourhood.

GENERAL INFORMATION



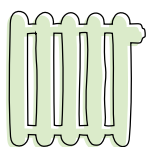
TENANCY AGREEMENT

The tenancy agreement governs all important matters between you and us, such as the amount of the net cold rent and the payment of operating costs (e.g. for heating and water). **Please keep your tenancy agreement in a safe place.** Moreover, there are obligations that all tenants have to meet without fail. Please ask your facility manager for further information in this respect.

HOUSE RULES

The most important rules to ensure good coexistence with your neighbours are set out in the house rules, e.g. the quiet hours or other things that should be observed in the building to ensure a pleasant relationship with your neighbours.

HOW TO LIVE BETTER



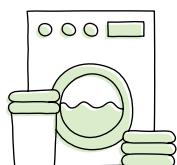
HEATING

When it is cold, turn on the radiators in your home to heat your apartment. You may regulate the heating via the radiator's control knob. Do remember that the energy used for heating is part of the operating costs, which you have to pay in addition to your rent. Should your apartment be equipped with an electric storage heater, please see the respective information provided on page 7.



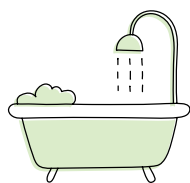
AIRING YOUR APARTMENT

Cooking, doing the laundry, or taking a bath or a shower all cause humidity in the apartment. To prevent mould, it is important that you regularly air your apartment. Keep the windows wide open – for about 5 to 15 minutes, depending on the season – for so-called „shock ventilation“. Remember to turn the thermostat of your radiator to zero to ensure that you are not heating and ventilating at the same time.



WASHING AND DRYING LAUNDRY

Please ensure that no damage, such as mould or water damage to floors and walls, is caused to your apartment while you are washing or drying your laundry. Information on the ideal place(s) for you to dry your laundry is provided in your tenancy agreement or in the house rules.



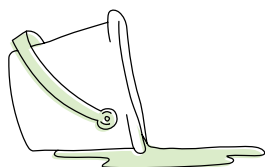
BATHROOMS

We would ask you to solely use the shower or bathtub for taking a shower or a bath. Please do not throw any objects into the toilet bowl other than toilet paper, and do not stand on the toilet bowl.



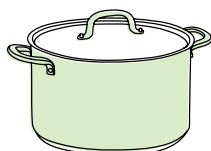
TAP WATER

The quality of tap water is strictly regulated in Germany. It is therefore safe to drink tap water and use it for cooking.



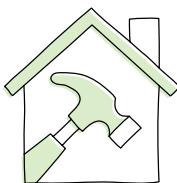
WATER

Please be careful and ensure that no large amounts of water will ever spill onto the floor, neither in the bathroom nor in the other rooms of the apartment, as this may cause serious damage to the building. Do also bear in mind that you have to pay for the amount of water used in addition to your rent.



COOKING

We would ask you to use the stove and oven in your kitchen for cooking. Never place food directly on the hob or in the oven, but always use a suitable pot, pan or oven-safe dish. The use of gas bottles is prohibited.



USE OF APARTMENT

We would urge you to never make any unauthorised changes in or refurbishments of your apartment. This applies in particular to all water pipes or power supply lines. If you wish to make changes, you need to speak to your facility manager first and get his/her written approval. The facility manager will also attach or change name plates on doorbells and letterboxes.



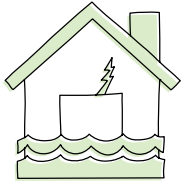
SAFETY

It is not permitted to light a fire in the apartment, on the balcony, in the building or in open spaces.



HOUSE SECURITY

The front and cellar doors should always be closed to prevent unauthorised persons from getting into building. However, do not lock these doors, as they serve as escape routes in case of fire.



DAMAGE IN YOUR APARTMENT OR IN THE BUILDING

Please inform us immediately of any major damage (e.g. a burst water pipe), so we may arrange for the necessary repair work to be made. Your facility manager can be contacted at 0201 2207123. In the evenings or at weekends you may call the emergency number which is provided in the glass box located in the staircase next to the front door.



ORDERLINESS

Please maintain general cleanliness and tidiness. For example, the staircase is not part of your apartment and is not to be used as a storage facility for bicycles, shoes or shoe cupboards, or for any other piece of furniture or garbage bags. Moreover, the staircase is an escape route and must be kept clear of any objects that obstruct or even block the way out of the building in case of fire.



WHERE TO PUT LITTER?

Litter must never be discarded in areas outside the apartment, on the balcony or in toilets, handwash basins or kitchen sinks. Litter is not to be stored in the staircase either. For environmental reasons garbage is separated in Germany, so you are requested to use the respective bins/containers provided in the housing area for waste disposal. If there are no bins or containers for glass, paper and cardboard, you may put glass items in the designated glass containers located outside your apartment block. Should you wish to dispose of furniture or larger items, you have to arrange for bulk garbage collection, which is free of charge once a year.

Phone 0201 854-1111 for bulk garbage collection. **We would ask you to also read the supplementary flyer with information on separating garbage.**

SAFEGUARDING A PLEASANT COEXISTENCE



DEALING WITH NEIGHBOURS

We have all made the experience that many things are easier to handle if we know the person we are dealing with. The first step towards a good relationship with your neighbours is therefore to introduce yourself to them. Neighbours should generally show consideration for each other. You will surely also welcome a pleasant, considerate relationship with your neighbours. Should there be any difficulties, please try to talk to your neighbours in a friendly manner. If the problem persists, please contact your facility manager. We will mutually try to find an amicable solution.



VISITORS

Needless to say, you may invite visitors to your home as often as you like. However, be considerate towards your neighbours. Noisy parties are a nuisance at any time. Your neighbours will surely appreciate it if you inform them in advance of an upcoming party. If you wish to permanently share the apartment with another person, please inform us beforehand and ask for our permission.



QUIET HOURS

Please do not make noise in your apartment. Stereo systems, radios and televisions should not be too loud. This applies in particular at night (from 10 pm to 6 am) and all day on Sundays and public holidays. Do bear in mind that loud conversations and phone calls may also inconvenience your neighbours.



PETS

If you wish to keep a pet, please ask us in advance for permission. Do bear in mind that your neighbours may feel disturbed by barking or soiling caused by your pet. Dogs must be kept on a leash outside the apartment.



BARBECUING

Your neighbours may be inconvenienced by barbecuing. Please ask your facility manager where you may barbecue.



CLEANING OF STAIRCASE

As a tenant you are obliged to regularly clean the staircase, attic and cellar. Your facility manager will let you know when you have to clean which area.

INTERNET, TELEPHONE, RADIO



INTERNET, TELEPHONE, ENERGY

You need to arrange for the provision of internet and telephone services as well as the supply of energy (electricity and/or gas) yourself. There are many providers of these services in Germany, which you may find on the internet. As a rule, your Allbau apartment has a cable connection, the cost of which is already included in the ancillary costs.



TV AND RADIO

Satellite dishes are not permitted! International programmes may be subscribed to (see page 9). Please remember that you have to register your TV and radio with the so-called Beitragsservice of ARD, ZDF and Deutschlandradio (www.rundfunkbeitrag.de). This fee has to be paid separately. It may be waived under certain circumstances. Please obtain information on this issue in advance.



MULTIMEDIA SERVICE AT A FAIR ALLBAU PRICE

If you need professional help with your computer, TV or telephone, get in touch with **Engling.IT**. As part of our on-site service for Allbau tenants, Engling.IT will provide professional assistance with all hardware or software installations.

Phone: 0208 45796004 • kontakt@engling.it • www.engling.it/allbau

EMERGENCIES



HOW TO PROCEED IN AN EMERGENCY

Be it a fire or an accident, **call 112** to ask for quick help in an emergency. You will have to provide the following information in your call.

:

- **Name of caller.**
- **Where did something happen?**
- **What happened?**
- **How many people are affected/injured?**
- **Wait for further questions!**

In case of fire, you and your family should immediately escape to a safe place. If there is a fire in the building, do not use the lift. Follow the instructions of the police and rescue workers without fail.



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LET'S JOIN FORCES IN WINTER – PROPER HEATING AND AIRING



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WE NEED YOUR SUPPORT!

Water evaporates and is absorbed by the air when we are cooking or having a bath or a shower. When we are asleep, we even evaporate up to one litre of water a night via the air we breathe or the skin. To prevent mould and moisture, especially in the cold and wet season, we need your support!



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THE PROBLEM: HIGH HUMIDITY

The ability of the air to absorb water depends on the air temperature. If the air is warm, it can absorb a lot of water. If the room temperature drops, the stored moisture is released again. The moisture condenses into water, which settles on the coldest surfaces, such as ceilings, walls or windows.

THE RESULT: MOULD

Damp indoor conditions help mould grow. To help you keep an eye on the climate in your apartment, we provide our tenants with a Meteotest map. Thanks to this map, you are in a position to check the climate in your apartment at any time and regulate it.

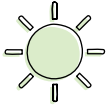


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THE SOLUTION: ACTIVE HEATING AND AIRING

In winter it is necessary to regularly and continuously heat your apartment. Keep a constant temperature of 18°C or 20°C in all rooms during the day and night. Even in the colder rooms, e.g. the bedroom, there should be a constant temperature of approx. 18°C. Close the doors of colder rooms when you do not use them.

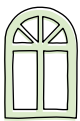
USER MANUAL OF YOUR ELECTRIC STORAGE HEATER



During the day:
18 – 20 °C



At night or when you are not around for a longer period of time:
16 °C – thus preventing the room from cooling down.



When airing the apartment:
0 °C – this setting ensures that the heat is only dissipated via the unit's surface.

SAFE HEATING THE EASY WAY: JUST WITH ELECTRICITY.

An electric storage heater combines the pleasant and the useful, as it is easy to use and a source of cosy warmth. What is so special about a storage heater is that it uses electricity which it efficiently and almost completely converts into heat energy. It automatically stores the heat at night when electricity is cheaper, so you may heat your apartment during the day. These operating instructions will show you how you can make use of the advantages of your electric storage heater, depending on the type and design of the heater.

COMFORT: OPTIMUM HEATING

Nearly all types of storage heaters release the heat stored during the night on the following day via a built-in fan. You can determine how warm you would like the room to be, either via a temperature control integrated in the unit or a room thermostat, which automatically turns the fan on or off. Some storage heater types are equipped with a light indicating that the fan is on. You should never turn off the fan when you want to heat your apartment, as the unit will not properly dissipate the heat in this case, which will in turn result in higher costs for you.

PERFECTLY ADAPTED TO ANY KIND OF WEATHER

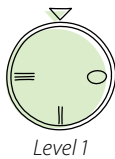
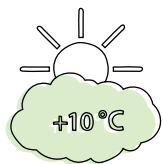
You are not sure which type of storage heater described is the one you have? If you have any questions, please do not hesitate to contact your facility manager, who will be pleased to help you!

NON-AUTOMATIC CHARGER

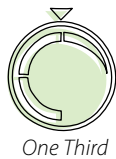
If your storage heater does not automatically charge, use the charging control of your storage heater to set the amount of heat to be stored overnight. This will in turn depend on the outside temperature, the prevailing weather and your personal heating needs. In summer you may set the charging control at level 0 (charging is turned off). Should you not be around in winter, level II is sufficient with the thermostat set at 16 °C, so that your apartment does not cool down and stays at the right temperature.

AUTOMATIC CHARGER

Automatically charging storage heaters are equipped with an outdoor temperature sensor to determine how much heat needs to be stored overnight. Any residual heat in the unit is automatically taken into account. The charging control should always be set at the maximum level. If you wish to reduce the heating in individual rooms, e.g. the bedroom, set the charging control of the respective unit accordingly.



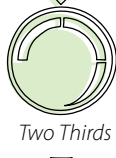
Level 1



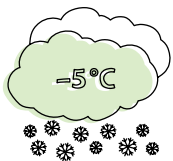
One Third



Level 2



Two Thirds

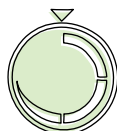


Level 3



Three Thirds

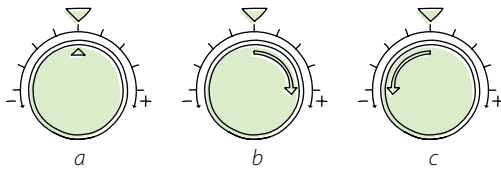
Charging control of non-automatic chargers



Charging control of automatic chargers



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CHARGERS WITH HOME STATIONS

Apartment buildings are often equipped with a central automatic charger serving the entire building. In this case, the charger also automatically determines how much heat needs to be stored overnight. You may easily regulate all units in your apartment via the common control of your home station.

Deviations from basic setting (a):

Control set at a neutral level.

If you wish to store more heat (b):

Set control above zero degrees.

If you wish to store less heat (c):

Set control below zero degrees.

If you wish to reduce the heating in individual rooms, you may do so via the charging control of the respective unit. In summer you may set the charging control at "0", so no charging takes place. To ensure that your apartment does not cool down and stays at the right temperature if you are not around in winter, you should set the control at level II (a temperature of 16°C).

THE IDEAL LOCATION

Contemporary storage heaters are safe and economical and comply with the strict requirements of the VDE (Verband der Elektrotechnik – Association for Electrical, Electronical and Information Technologies). To make full use of such heaters, please observe the following guidelines.

- Furniture, such as shelves, sofas, etc. should be placed at a minimum distance of 10 cm from the unit's surface.
- Do make sure that the air outlet is not obstructed by curtains or blind.
- It is recommended to vacuum clean the ventilation grill once a year.

TIPS FOR PROPER HEATING AND AIRING

- Rooms should not cool down too much, not even in spring or autumn. Rule of thumb: the lower the room temperature, the more often the room needs to be aired.
- Never turn the heating completely off when you are out during the day. A consistent room temperature is more economical than constant reheating and cooling down periods.
- Keep the doors of the various heated rooms closed during the day and at night.
- To air the rooms in an energy-saving manner, keep the windows wide open for about 5 to 15 minutes, depending on the season, to "shock ventilate" the rooms about three or four times a day. To avoid wasting heat energy, do not air the rooms by just tilting the windows.

INTERNATIONAL DIGITAL TV¹

TV IN YOUR NATIVE LANGUAGE

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ALBANIAN		ENGLISH²		JSTV 2 HD	288	Pink Film	252
Balkanika Music TV	244	BBC Entertainment	289	POLISH		Pink Folk	253
RTK 1 Sat	160	SONY AXN (engl.)	579	ITVN	227	Pink Music	254
Klan HD	261	Boomerang (engl.)	580	iTVS	228	Pink Radio	812
KTV Kohavision HD	262	NATIONAL GEOGRAPHIC		TVP Polonia HD	229	SPANISH	
RTV 21 HD	263	CHANNEL (engl.)	587	TVN24 HD	230	24H HD	237
T7 – Televizioni 7	264	Sport 1+	591	ITVN Extra HD	231	TVE HD	238
TV Dukagjini HD	265	Warner TV Film (engl.)	597	Radio Zet (Radio)	644	Las Estrellas	239
Top Channel TV	266	Warner TV Serie (engl.)	598	PORTUGUESE		De Película	240
ATV	267	Disney Junior (engl.)	970	RTP Internacional	232	Telehit Música	241
ARABIC		Cartoon Network (engl.)	971	SIC Internacional	233	tlnovelas	242
Al Arabiya	278	FRENCH		SIC Noticias	234	Radio Exterior de España	810
MBC Europe	279	France 2	272	TVI Internacional	235	TURKISH BASIC	
Asharq HD	280	France 3	273	RDP Internacional (Radio)	816	Haber Türk TV	199
Gulli Bil Arabi HD	281	France 4	274	RUSSIAN		Euro D	200
BOSNIAN		France 5	275	TeleBom/TeleDom	218	Eurostar	201
Balkanika Music TV	244	M6 HD	276	Kinomir	219	Kanal 7 Avrupa HD	202
Klasik TV	249	Gulli	277	NTV Mir	220	Show Max	203
BN TV Sat HD	256	GREEK		OstWest	222	Show Turk	204
RTCG SAT	257	ANT1 EUROPE	285	TNT Russland	223	TV8 Int	205
Hayat PLUS	258	ERT World	286	Ren TV	224	Cem TV	206
OBN TV	259	ITALIAN		TiJi	225	Ülke TV HD	207
CROATIAN³		Rai 1 ³	144	Domashny	226	belN Gurme HD	208
Balkanika Music TV	244	Rai 2 ³	145	SERBIAN		Metropol FM (Radio)	805
DM Sat	245	Rai 3 ³	146	Balkanika Music TV	244	TURKISH PREMIUM	
HRT TV 1 ³	246	Rai Storia	282	RTCG SAT	257	ATV Avrupa	209
CroaTV HD	247	Rai News 24	283	BN TV Sat HD	256	belN IZ HD	210
Klasik TV	249	Mediaset Italia	284	DM Sat	245	belN Movies Turk HD	211
OBN Open Broadcast Network	259	Rai Radio 1	808	PINK SERBIAN		DiziSmart Max Premium HD	212
HRT HR 1 (Radio)	811	JAPANESE		Pink Plus	250	MovieSmart Classic HD	213
		JSTV HD	287	Pink Extra	251	MovieSmart Turk HD	214

¹ May be subscribed together with Vodafone Giga TV Cable and Giga TV Cable including Premium. A subscription via the Vodafone website (or online) is not possible yet.

² Individual formats (e.g. original German productions) can be viewed in the German language.

³ Some content may not be available for reasons of licensing. For further information see the website of the respective TV station.

Call Vodafone at 0221 46619105 for information on and subscription of these foreign language channels.

WHAT GOES INTO WHICH BIN? SEPARATING GARBAGE – PROTECTING THE ENVIRONMENT.

Today's waste is the raw material of tomorrow. Join in and separate your garbage. For the sake of the environment.

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BLUE BIN/PAPER CONTAINER

Everything made of paper or cardboard

Envelopes, books, cartons, catalogues, paper, paper bags, cardboard, boxes, corrugated cardboard, magazines, newspapers, disassembled cardboard boxes, packaging made of paper or cardboard, e.g. flour bags, detergent boxes.



Is emptied every 4 weeks



BROWN BIN

Everything from the kitchen and garden

- **Kitchen waste**, e.g. vegetables, fruit peelings, eggshells, coffee grounds, filter bags, tea bags.
- **Plant waste**, e.g. wilted flowers, used potting soil, wilted houseplants, garden waste.



Is emptied every 2 weeks



YELLOW BIN

Everything made of plastic or metal

- **Metal**, e.g. tins, beverage cans, caps, aluminium trays, aluminium lids, aluminium foils.
- **Composite material**, e.g. beverage or milk cartons
- **Plastic**, e.g. plastic foil, carrier bags, bottles that contained washing-up liquid/detergents or body care products, dairy product or margarine tups, etc., plastic foam, polystyrene.



Is emptied every 2 weeks



GREY BIN

All household leftovers

Leftover cooked food, bones or meat, waste hygiene products, e.g. paper tissues, nappies or medical plaster, vacuum cleaner bags, refuse, ashes, cat litter etc., soiled recyclables, cigarette butts.



Is emptied every week



BULK GARBAGE AND ELECTRONIC WASTE

All large or electronic appliances

- **Household goods**, e.g. bicycles, garden furniture, tables, chairs, cupboards, mattresses, shelves, carpets
- **Electronics**, e.g. washing machines, refrigerators/freezers, televisions, ovens or stoves, dishwashers, dryers, computers.
- ▶ Free collection. **To make an appointment call 0201 854-1111 or send an email to sperrmuell@ebe-essen.de**
- **Small electrical appliances**, e.g. irons, kettles, toasters or coffee machines have to be taken to the recycling centre.
- ▶ The disposal of such appliances is free of charge. **For further information call 0201 854-2723.**



HAZARDOUS WASTE COLLECTION VEHICLE

Everything that is toxic or corrosive

Batteries (car or small batteries), brake fluid, coolant, chemicals, energy-saving light bulbs, fluorescent tubes, paints, varnishes, solvents, acids, alkaline solutions, household detergents, plant toxins, spray cans with residues.

Free-of-charge disposal of hazardous waste at the recycling centre or at the hazardous waste collection vehicle.

- ▶ **For more information call 0201 854-2721.**



BOTTLE BANKS

Everything made of glass

Bottles or jars, drinking glasses, etc. sorted by colour, i.e. brown, white or green glass.

- ▶ **There are glass containers along a number of streets in the district.**



OLD CLOTHES CONTAINERS

Everything you no longer wear

Clothing (packed in bags), shoes (bundled in pairs).

- ▶ **You will find old clothes containers along some streets in the district.**

PROMPT HELP: YOUR ON-SITE FACILITY MANAGER.

© Allbau

	FACILITY MANAGER	PHONE	EMAIL	OFFICE HOURS	ADDRESS
REGION 1 ESSEN NORD	1	0800 7234009-01	Hausmeister1@ise-essen.de	Mondays: 5 pm to 6 pm	■ Altenessener Straße 377
	2	0800 7234009-02	Hausmeister2@ise-essen.de	Tuesdays: 4 pm to 5 pm	■ Altenessener Straße 377
	3	0800 7234009-03	Hausmeister3@ise-essen.de	Wednesdays: 4 pm to 5 pm	■ Altenessener Straße 377
	4	0800 7234009-04	Hausmeister4@ise-essen.de	Thursdays: 4 pm to 5 pm	● Hangetal 87
	5	0800 7234009-05	Hausmeister5@ise-essen.de	Mondays: 5 pm to 6 pm	● Nothofsbusch 9
REGION 2 ESSEN OST	11	0800 7234009-11	Hausmeister11@ise-essen.de	Tuesdays: 4 pm to 5 pm	■ Steeler Straße 328
	12	0800 7234009-12	Hausmeister12@ise-essen.de	Mondays: 5 pm to 6 pm	■ Steeler Straße 328
	13	0800 7234009-13	Hausmeister13@ise-essen.de	Tuesdays: 2 pm to 4 pm	● Storpstraße 9
	14	0800 7234009-14	Hausmeister14@ise-essen.de	Fridays: 8 am to 9 am	■ Steeler Straße 328
	15	0800 7234009-15	Hausmeister15@ise-essen.de	Wednesdays: 4 pm to 5 pm	■ Steeler Straße 328
	16	0800 7234009-16	Hausmeister16@ise-essen.de	Wednesdays: 4 pm to 5 pm	■ Hüttmannstraße 11
	21	0800 7234009-21	Hausmeister21@ise-essen.de	Mondays: 5 pm to 6 pm	■ Ingingplatz 4
	22	0800 7234009-22	Hausmeister22@ise-essen.de	Tuesdays: 4 pm to 5 pm	■ Ingingplatz 4
	23	0800 7234009-23	Hausmeister23@ise-essen.de	Wednesdays: 4 pm to 5 pm	■ Ingingplatz 4
	24	0800 7234009-24	Hausmeister24@ise-essen.de	Fridays: 8 am to 9 am	■ Ingingplatz 4
25	0800 7234009-25	Hausmeister25@ise-essen.de	Fridays: 3 pm to 4 pm	■ Ingingplatz 4	
REGION 3 ESSEN SÜD	26	0800 7234009-26	Hausmeister26@ise-essen.de	Mondays: 5 pm to 6 pm	■ Keplerstraße 81
	27	0800 7234009-27	Hausmeister27@ise-essen.de	Tuesdays: 4 pm to 5 pm	■ Keplerstraße 81
	28	0800 7234009-28	Hausmeister28@ise-essen.de	Wednesdays: 4 pm to 5 pm	■ Keplerstraße 81
	29	0800 7234009-29	Hausmeister29@ise-essen.de	Wednesdays: 4 pm to 5 pm	■ Keplerstraße 81
REGION 4 ESSEN WEST	6	0800 7234009-06	Hausmeister06@ise-essen.de	Tuesdays: 4 pm to 5 pm	■ Ackerstraße 19/21
	7	0800 7234009-07	Hausmeister07@ise-essen.de	Fridays: 8 am to 9 am	■ Hüttmannstraße 11
	8	0800 7234009-08	Hausmeister08@ise-essen.de	Mondays: 5 pm to 6 pm	■ Ackerstraße 19/21
	9	0800 7234009-09	Hausmeister09@ise-essen.de	Wednesdays: 4 pm to 5 pm	■ Ackerstraße 19/21
	10	0800 7234009-10	Hausmeister10@ise-essen.de	Fridays: 8 am to 9 am	■ Ackerstraße 19/21
	17	0800 7234009-17	Hausmeister17@ise-essen.de	Fridays: 8 am to 9 am	■ Keplerstraße 81
	18	0800 7234009-18	Hausmeister18@ise-essen.de	Mondays: 5 pm to 6 pm	■ Hüttmannstraße 11
	19	0800 7234009-19	Hausmeister19@ise-essen.de	Tuesdays: 4 pm to 5 pm	■ Hüttmannstraße 11
	20	0800 7234009-20	Hausmeister20@ise-essen.de	Thursdays: 4 pm to 5 pm	● Mitzmannweg 6

■ AllbauPunkt ("AllbauPoint") ● AllbauTreffpunkt ("Allbau MeetingPoint")

Allbau GmbH

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info@allbau.de
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DO YOU NEED HELP? HERE ARE OUR CONTACT DETAILS!

Allbau repair service: phone 0201 2207-123

Allbau facility manager: please refer to page 11 for your contact person.