

## **Azubiwerk Altona: Information for residents**

Welcome to Azubiwerk!

We are delighted that you are now part of the house community. We have put together some information for you so that you know how living together at Azubiwerk Hamburg-Altona works.

### **House**

Up to 145 young people, usually aged between 18 and 26, live in our house during their vocational training at work or school. There are in the house

- 130 rooms in shared flats for 2 people,
- 15 rooms in shared flats of 3,

In addition:

- o Two spacious common rooms and a study room covering a total of approx. 198 sqm
- o A roof terrace with barbecue, hammocks, chairs and "urban gardening" on approx. 220 sqm
- o a laundry room
- o Bicycle parking spaces in the building

### **Location**

The Azubiwerk Altona is centrally located at Alsenplatz 7, 22769 Hamburg. Bus lines 20 and 25 stop directly in front of the building, the Holstenstraße S-Bahn station and the Emilienstraße subway station are within walking distance, as is the Schanzenviertel.

### **Bicycles**

To get a bicycle parking space, please fill out the appropriate form on our homepage.

### **Internet use**

We will provide you with your own access data for the "mobyclick S" network for WiFi use. If you connect to it and your device does not ask you to enter these data yourself, please open "landing.mobyklick.de", then it should work. If you want to connect a TV, Playstation or similar and it does not work, please send the MAC address of the device and your user name (voucher) to [betrieb@willytel.de](mailto:betrieb@willytel.de) with the request to unlock this device for you.

You will also find a blue cable in your room, this is your LAN connection.

### **TV system**

Each room has a connection for cable TV. This is a DVB-C signal. If your TV has an integrated DVB-C receiver, you can start the automatic channel search and then receive all programs.

Otherwise, we recommend the following receiver for converting the signal:

Xoro HRK 7659 HD receiver for digital cable television

**Life at the Azubiwerk**

People of different origins, sexual identities, faiths and cultures live and work with us. With our house community, we want to contribute to an open and tolerant society. Discrimination has no place at Azubiwerk!

For many trainees, it is important to find peace and quiet at home after a stressful day. Good coexistence is only possible if everyone shows consideration for each other. Your willingness to respect the privacy of others, accept instructions from employees and resolve conflicts through discussion is essential.

The Azubiwerk provides rooms and furniture. You will need to bring your own inventory such as comforter covers, blankets, pillows, pots and dishes, cleaning materials and everyday necessities. Please remember that your stove only works with induction-suitable pots/pans.

**Free time**

In addition to your training, you will have the opportunity to take part in leisure activities at Azubiwerk. For example, we organize joint cooking or games evenings or sports activities with you.

Whether you take part in these activities is of course up to you.

You can also come to us with problems of any kind.

Talk to us - we'll try to help you!

A few times a week, usually on Mondays, Wednesdays, Fridays and Saturdays, someone from the educational team is at the Azubiwerk. On weekdays the times are from 3 to 9 pm, on Saturdays from 11 am to 5 pm. You can see exactly which days you can find whom on the list on the white board opposite the roof terrace door. If you can't find anyone, we're just out and about in the building. In this case, you can drop by the reception desk again later or send an email to [empfang-altona@azubiwerk-hamburg.de](mailto:empfang-altona@azubiwerk-hamburg.de). You can also call the Azubiwerk Wandsbek around the clock (Tel.: 040 / 60 77 144 70).

**Join in**

If you would like to help with certain tasks at the Azubiwerk - e.g. organizing events, working at the barbecue or playing music - we would be delighted to hear from you.

**Residence council**

In our house, we want a respectful, lively cooperation between residents and employees. This also means that you can represent your interests in the house. For this reason, you will elect two trainees per floor who, together with the representatives of the other floors, the management and two employees from the pedagogical team, will form a residence council. This council meets regularly and discusses planning as well as problems in the house. The dormitory council also decides on part of the leisure budget.

**Feedback**

You can send praise, requests, suggestions and complaints directly to the staff, the management or the residence council. You can also provide anonymous or named feedback via the homepage. You can find the relevant form at [www.azubiwerk.de](http://www.azubiwerk.de).

Please always make sure that you state

- who the feedback is from (unless you wish to remain anonymous)
- to whom the feedback is addressed
- what improvement or solution you are suggesting.

Your feedback should also be fair. Please refrain from insults, unsubstantiated claims, insults, generalizations and threats. Give the person addressed the chance to do things differently in the future.

### **Broadcasting fee**

All households in Germany are obliged to pay GEZ fees (Rundfunkbeitrag, €18.36 / month). However, it is sufficient if one person in your shared flat does this. Discuss this within your shared flat and make sure that you are fair to each other. For example, it is advisable for one person to cover the costs and the other to reimburse their share. If you receive BAB (vocational training allowance) or BAföG, you can apply for an exemption from the fees.

### **Reporting damage**

If something breaks in your apartment or seems strange to you, please let us know as soon as possible. In many cases, we can help you to fix the problem yourself, otherwise we will pass it on to our janitors, who will then take care of it. It can also happen, for example, that your door flashes red and only opens after some waiting time - then the battery is almost always empty soon and must be replaced urgently (by our janitor) so that you are not left standing in front of a locked door later.

You may incur minor costs for damage caused by you that has to be repaired by us (see rental agreement). Expensive damage is almost always covered by your insurance.

In this folder you have a list of things that should be part of your regular cleaning routine. This will prevent a lot of damage and will also help your entire flat share to feel at home and avoid conflicts among yourselves. If you have any difficulties: talk to us, we'll be happy to help!

### **Alcoholic drinks and cannabis**

Alcoholic drinks such as beer, wine, sparkling wine etc. are permitted in the house. High-proof alcoholic drinks and the use of cannabis are prohibited on the entire premises. Remember to take your boundaries and those of others seriously.

### **Electronic key card / access to the building**

When you move in, you will receive a trainee ID card with your name on it. This serves as a key card for the entrances and exits of the building and for the apartment door.

You will receive separate keys for your room and your letterbox.

### **Loss of the trainee ID card / room key**

The Azubiwerk must be notified immediately if you lose your trainee ID card and/or room key.

If you lose your trainee ID card outside of reception opening hours, you can call the Azubiwerk Wandsbek. Someone is available around the clock on 040 / 60 77 144 70. You will be given a unique PIN by phone and can use it to open the safe next to the elevator on the first floor. You will then be given a replacement card, which will be activated for your apartment door, and you only need to hold it in front of the main entrance once to update it.

If your trainee ID card is broken or lost, it will be blocked and a new one issued. As soon as you have this in your letterbox, return the replacement card or place it in the reception letterbox. You will receive an invoice for a total of €35 with the new card (€25 for the card and €10 for using the replacement card). If you have forgotten your trainee ID card in the apartment, we will provide you with a “locked-out card” to open the apartment once (costs €10). Please return this card to the safe immediately after use.

### Energy system

The card reader in the hallway of your apartment / shared flat controls the light, electricity and heating system. If no one is at home, only the fridge, dishwasher and heating will run. All light sources and sockets - except for those marked green - switch off automatically. Please note that the green sockets are not suitable for energy-intensive appliances. The maximum permissible power for these sockets is 500 watts or 2 amps. Appliances that use too much power will cause the fuses to “fly out”. The fuse box is usually located in the hallway of your apartment / shared flat.

### Laundry

You can do your laundry in one of the machines in the laundry room (6th floor). As long as there are still some construction defects, the machines are free of charge for you, later they will be operated via the “WeWash” app. You will find operating instructions in the welcome folder.

### Dishwasher

To ensure that you can use your dishwasher for a long time without any problems, it needs regular maintenance. You should run a cleaning cycle from time to time and also check the sieve for food residue and clean it regularly.

To save on additional rinse aid and special salt, it is advisable to use tabs that already contain both - but please pay attention to the warning lights on the dishwasher and top up with rinse aid or special salt if necessary.

### Post

Please always add your room number to your address. This ensures that your mail not only ends up in the right house, but also in the right post box.

Example:

Max Mustermensch  
Trainee plant  
A000.0  
Alsenplatz 7  
22769 Hamburg

**Parcel deliveries**

You can conveniently have parcels sent to Packstation 187 at Max-Brauer Allee 216, within walking distance of the Azubiwerk.

Here you will find an explanation of how the Packstation works:

**Contact**

If you have any questions, suggestions or personal challenges of any kind, please contact us directly. If we are unable to resolve your issue immediately, we will arrange an appointment with you.

Phone: 040 / 60 77 144 70 (Azubiwerk Wandsbek, available around the clock)

E-mail: [empfang-altona@azubiwerk-hamburg.de](mailto:empfang-altona@azubiwerk-hamburg.de)

Website: [www.azubiwerk.de](http://www.azubiwerk.de)

**We wish you a pleasant and good time at Azubiwerk!**