

IMPORTANT INFORMATION

Dear Tenants,

We would like to inform you about current issues:



At present, we are focusing on ensuring the most important repairs and services for you together with our partner companies.

Please only report urgently required repairs to us in the coming days. Please note that certain repairs cannot be performed in the near term. Here we would appreciate your assistance.



Since Wednesday, schools and nurseries have been closed, direct contact should be limited to a minimum in the city, many companies have made arrangements for employees to work from home and your neighbour may possibly need help and support.

Please treat each other in your neighbourhood with respect, be attentive and help each other where possible.



Use of playgrounds is not permitted in accordance with the directive of the State of Brandenburg of 17 March 2020. This also applies to the playgrounds in our residential complexes.

This ban on using playgrounds must be observed.

It is currently not possible to determine how long the coronavirus pandemic will impact on our lives.



The federal government is considering the potential consequences for the housing market and, in particular, for tenants. The Federal Ministry of Justice and Consumer Protection is reviewing ways that tenants can be supported who face financial difficulties as a result of the pandemic.

If this is also the case for you, please let us know about your particular situation by email to Mieterservice@propotsdam.de or via our customer app.



We will note this information when clarifying these situations in individual cases. We will not abandon you and will work together in the coming weeks to find a solution, taking into consideration the support measures implemented by the public authorities. This also includes housing allowances, which can be requested via the link below:

<https://vv.potsdam.de/vv/produkte/173010100000007860.php#tab-links>



For all those of you do not yet use our customer app:

Please download the **ProPotsdam App** from the app stores.

This way, you will always have a direct line of communication with us.

Many thanks.
Your GEWOBA Team