

My first flat



MieterHilfe

kostenlos | kompetent | konsequent



Für die
Stadt Wien



My first flat

Preface 2

Good to know when looking for a flat 4

Legal information and FAQs 6

Legal basis 18

Support from the City of Vienna: subsidies 21

Practical tips 22

Contact details 24



Having your own flat represents a milestone in every young adult's life. This move towards independence is both exciting and challenging. The City of Vienna is happy to provide support to ensure a successful start in this new phase of life. After all, social housing is

all about affordable living that is tailored to your requirements.

Social housing provides a wealth of opportunities, especially for young people looking for a flat. This guide gives you an overview of everything that social

housing has to offer: the most important options and contact people for housing and tenancy law as well as the relevant facts, check lists and recommendations for both your search for a suitable flat and for moving into your first own home!

**MieterHilfe:
free, thorough, professional**

As City Councillor for Housing and Housing Construction, protecting tenants is an issue very close to my heart. A high level of protection for tenants makes a huge contribution to maintaining our city's excellent quality of life and standard of living. Just being right is not enough, though. The experts at MieterHilfe help you to exercise your rights as a tenant. This City of Vienna's service centre provides professional, swift, and unbureaucratic advice on housing law as well as immediate assistance with any kind of housing problem. I warmly recommend you also take a look at the "tenancy agreement check" that benefits anyone who wants to rent a new flat and be on the safe side with their lease agreement.

The MieterHilfe website provides an extensive glossary and information on current issues as well as case studies,

FAQs, and useful tools such as the rent calculator, the one-off payment calculator, and the estate agent's commission calculator. This enables you to check your utility bills and your rent from the comfort of your home. The sample tenancy agreements drafted by the experts at MieterHilfe, which can be downloaded free of charge, are also highly popular.

Don't hesitate to use this free service for all Viennese citizens to help you exercise your rights as a tenant: by telephone, in person, or around the clock at www.mieterhilfe.at.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Kathrin Gaál'.

Kathrin Gaál
Deputy Mayor;
City Councillor for Housing,
Housing Construction, Urban Renewal,
and Women's Issues

Good to know when looking for a flat

The City of Vienna offers a broad array of services and advice relating to housing. Whether you want to know more about subsidised flats, subsidised renovation of flats, or city-owned flats, **Wohnberatung Wien** is a one-stop shop for social housing. The experienced staff provide all the information you need about the City of Vienna's housing offers, at no cost and without charging commission.

The Wohnberatung Wien service centre is based at the corner of Guglgasse 7-9 and Paragonstraße 4 in Vienna's 3rd district and is easily accessible by public transport: take underground line U3 to Gasometer. Your centre for personal housing advice is only a short walk from there. Please don't forget to call to make an appointment for your consultation (business days from 7 am to 6 pm): +43 1 24 111. You can always check the current opening hours and the current housing offer at wohnberatung-wien.at.

Especially for young people

If you are under 30, do not have your own flat or house (headlease agreement / ownership) and your parents' home has been your primary place of residence for the last ten years, you can apply for a "Wiener Wohn-Ticket für Jungwiener*innen" (Vienna housing ticket for young Viennese citizens).

This enables you to receive two offers for a city-owned flat with a maximum of two rooms. Even if you have rejected these offers, you can use your Wiener Wohn-Ticket to search for a cheaper, subsidised flat, e.g., in the SMART flats programme. Find out more at wohnberatung-wien.at.

Scheme for apprentices

If you are an apprentice in Vienna, but your primary place of residence is not in Vienna, you can make use of the "Aktion für Lehrlinge" (scheme for apprentices) which provides you with a studio flat in



one of Vienna's 23 districts (requests for specific districts are not possible, unfortunately).

Eligibility criteria include suitable age upon application (age 17 to 24), Austrian citizenship or equivalent, no primary place of residence in Vienna, and a position as an apprentice in the country's capital.

Young employees

If your primary place of residence is outside of Vienna and you successfully completed an apprenticeship in Vienna in the

past 12 months, the "Aktion für Jungarbeitnehmer*innen" (scheme for young employees) provides you with a studio flat in one of Vienna's 23 districts. Eligibility criteria also include being between 17 and 24 years of age and possessing Austrian citizenship, a successful apprenticeship certificate, and an existing employment relationship in Vienna.

You can find further information on housing for young people at wohnservice-wien.at and in your personal consultation.

Legal information & FAQs

Having my own flat for the first time

Searching for a flat of your own for the first time is something special. There are many things going on in your head, you cannot wait to find your own space. You might have a very clear idea of your future home's size, location, price, and furniture.

In Vienna, there are numerous possibilities for housing: a room in a student residence, a shared apartment, or a flat

on the social or private housing market. The aim is for living to remain affordable for young people. Besides direct support by means of subsidies, the City of Vienna invests in the construction of flats and renovation of residential buildings in a targeted and sustainable way through Vienna's housing promotion ("Wohnbauförderung"). This has a downward effect on the prices in the entire housing market and creates additional offers.



Living in a happy and secure manner for the coming years also depends on other, usually lesser-known factors, though. This brochure provides more information on this topic.

Questions concerning a rented flat

The search for a rented flat can be tricky on its own. Questions that we often encounter in the run-up to signing your tenancy agreement include, for example:

- How do I look for a flat?
- How much commission can an estate agent demand?
- What is a rental offer?
- What is the maximum deposit a landlord/landlady can take?
- Is the rent too high?
- Do I have to pay contract fees for the tenancy agreement?

It may therefore be a good idea to seek MieterHilfe's support early on, ideally before signing any agreement. The experts at MieterHilfe are happy to answer your questions, free of charge.

Before starting to look for a flat, you should find out about the laws that all tenancies are subject to (see the chapter "legal basis"). They lay down your rights

and obligations as a tenant, your protection as a tenant, and whether your rent is capped or can be negotiated freely ("contractual freedom").

Which elements make up your rent?

In tenancies with full scope of application of the Austrian Landlord and Tenant Act (Mietrechtsgesetz, MRG), the rent consists of the following items:

- base rent ("Hauptmietzins")
- contribution to the (building's) operating costs
- contribution to extraordinary expenses, e.g., a lift or a joint central heating system
- suitable payment for furniture and/or other services that are included in the rental property

Usually value-added tax is added to this.

What does an estate agent do?

Estate agents, or brokers, commercially broker transactions involving immovable objects with third parties. This means that estate agents are intermediaries for others' transactions. They bring together people who are looking for a flat with people who wish to rent out or sell a flat.

As of 1 July 2023, those looking for a flat only need to pay the estate agent's commission if they appointed the agent with the purpose of finding them a flat. If a flat is advertised online or in print media, the landlord/landlady is considered to be the estate agent's client and those searching for a flat do not need to pay the commission.

Estate agent's commission

An agent may only charge commission if the person searching for a flat appointed the estate agent with the task of finding them a flat which hadn't previously been known to the agent. Estate agents can charge fees amounting to up to twice the gross rent for open-ended tenancy agreements or those with a fixed term of more than 3 years. For fixed-term tenancy agreements of 3 years or less, the commission may not exceed one month's gross rent. In this case, gross rent means the net base rent plus operating costs (without value-added tax). Value-added tax (20%) is subsequently added to this sum. For tenancies with partial application of the Landlord and Tenant Act, heating expenses might be included in the gross rent.

Important: The estate agent is not entitled to any commission if they are party to the transaction themselves. If an estate agent has any familial or economic relationship to the third party they are brokering the transaction for, which might adversely affect the safeguarding of their client's interests, the estate agent is only entitled to commission if the client is immediately informed about the relationship.

When a property manager brokers a tenancy agreement for a flat in a house they manage, they are only entitled to charge half of the otherwise permissible commission from the tenant. If the commission charged is too high, you can reclaim the excess amount in court at a later date (limitation period: 3 years). In older buildings and in subsidised new buildings, any unlawful commission paid can be reclaimed as a prohibited one-off payment up to ten years later at the arbitration board.

Rental offer ("Mietanbot"): what is it and what should you pay attention to?

If the prospective tenant declares to the landlord/landlady, orally or in writing, that they want to rent or buy a flat, this is



considered an offer. Rental offers and purchase offers are binding contractual declarations that those looking for a flat cannot renounce at their convenience! However, such an offer does not constitute a “reservation” of the flat for the person looking for a flat.

Written offers pre-drafted by an estate agent are all too often signed too quickly by prospective tenants. The estate agent then presents this signed offer to the prospective landlord/landlady who can decide whether they want to accept the offer.

If the offer is accepted by the landlord/landlady in due time, this acceptance gives rise to a binding contractual relationship between the prospective tenant and the prospective landlord/landlady. Only then does an estate agent’s entitlement to commission arise.

A written offer should therefore include all the important main and ancillary items of the tenancy agreement.

When signing such an offer, it is binding for the prospective tenant for a “suitable period of time” (usually no more than

14 days). This period of time can also be explicitly stated in the offer. If the landlord/landlady does not accept the offer in time, the estate agent is not entitled to any commission.

What are headlease and sublease agreements?

A **headlease agreement** (“Hauptmietvertrag”) means that the landlord/landlady is the owner, tenant of the entire building, or beneficiary of the property. If the property is co-owned, only the majority of co-owners can conclude a headlease agreement.

Headlease can also mean that a residential property is rented out by the flat’s owner or future owner.

A **sublease agreement** (“Untermietvertrag”) is a tenancy concluded with a person other than those mentioned above, for example, if a headlease tenant sublets two rooms of their flat to a subtenant.

Recommendation: as a sublease agreement has less legal protection than a headlease agreement, you are well advised to always ask about, and in doubt research, who the other party to

the agreement is and what their legal relationship with the property’s owner is. Ownership rights to a property and the answer to the question of whether a flat is a residential property can be found in the land register (“Grundbuch”).

Special case: shared flat

A shared flat (“Wohngemeinschaft”) usually means that people who are not related to each other live together in one flat. As far as tenancy law is concerned, it does not matter why they are sharing the flat. The legal relationship of the individual tenants does matter, though. In practice, there are three possible contractual arrangements when renting a shared flat:

- **Only one member rents the flat**, the others are subtenants of this one sole head tenant. If the head tenant moves out, it might mean that the others also need to move out.
- **All members sign the tenancy agreement** and are therefore equal co-tenants. They are jointly liable for rent and damages. For one co-tenant to be able to “exit” the tenancy agreement, all the other parties to the tenancy agreement must agree.
- **The landlord/landlady concludes an**



individual tenancy agreement with each member for the room they live in (bathroom, kitchen, etc. can be used jointly). There are therefore several separate tenancy agreements with the landlord/landlady.

One-off payment (“Ablöse”)

First it is necessary to make a distinction between whether the full or partial scope of application of the Landlord and Tenant Act applies to your tenancy. In the Act’s partial scope of application, demanding a one-off payment can be a gross disadvantage or even unconscionable. The Act’s full scope of application (co-operative flats included) provides for more specific regulations. A distinction is made between permissible and prohibited one-off payments. Prohibited one-off payments include a payment for the conclusion of a tenancy agreement. For example: either you pay € 5,000 or we won’t sign the tenancy agreement. Such a claim by the landlord/landlady or property manager counts as a prohibited one-off payment. Likewise, the landlord/landlady cannot request a one-off payment for the state of the flat. In such cases, an unjustified one-off payment can be reclaimed within a period of ten years (at

the arbitration board / in court). You should always insist on receiving a confirmation of receipt of the one-off payment, or otherwise document the fact that you paid the one-off payment as precisely as possible (bank transfer, or withdrawal of the money and hand-over before witnesses).

One-off payment for furniture

Do I have to make a one-off payment, e.g., for furniture?

If you are asked to make a one-off payment when renting a flat, don’t hesitate to contact MieterHilfe. The experts will make a free assessment of whether this claim is justified.

The previous tenants can agree on a one-off payment for building investments in a rented flat or for furniture with the new tenants if the landlord/landlady agrees to them leaving the items in the flat. The total amount to be paid needs to reflect the fair value. If the sum demanded is above this value, the payment constitutes a prohibited one-off payment. The value needs to be determined for movable objects such as a kitchen, television, cupboards, and other fixtures and fittings. This might, however, be difficult without an expert.

Recommendation:

The free-of-charge online MieterHilfe tool “one-off payment calculator” can help you determine whether the amount requested for the furniture remaining in the rental property is appropriate: mieterhilfe.at/tools/abloeserechner

Deposit

Most landlords/landladies request the payment of a deposit (“Kautions”) from their tenants. It is up to both parties to agree on the way in which the deposit is paid. The most frequent type of deposit is a cash deposit, but it is also possible to hand over a savings book or a bank guarantee. The deposit serves as an indemnity for possible damage claims, but also for lack of rent payments during the tenancy period.

The landlord/landlady must invest the deposit in an interest-bearing way. As a rule, this means putting it into a savings account. However, the Landlord and Tenant Act also permits other types of investment if they guarantee a similar interest rate and level of security. The



deposit must be returned immediately upon the end of the tenancy if there are no outstanding claims to offset against the deposit. However, the deposit may not be used to pay for a flat's normal wear and tear. It can only be used to pay for damage culpably caused by the tenant or for excessive wear of the rental property. At MieterHilfe, however, our experience has shown that the deposit is often retained in an unjustified manner for a longer period or even withheld in full.

In this case, you can apply to the arbitration board to ascertain the refundable deposit amount or file a court claim for a refund of the deposit.

The experts recommend:

You are well-advised to precisely document the flat's state at hand-over and return (photos, written record, witnesses).



Fees

Since 11 November 2017, fees no longer need to be paid to the tax authority for written flat tenancy agreements.

However, in MieterHilfe's experience it is still customary for private landlords/landladies to request a "processing fee", "handling fee" or "fees for formalising the contract" and thus gain extra income. In the Landlord and Tenant Act's full scope of application, such fees are prohibited and can be reclaimed by applying to the arbitration board.

**Handover of the flat:
what needs to be considered?**

When your new flat is handed over, you should certainly inspect the flat together with the landlord/landlady or the authorised property management employee. This enables you to determine whether the flat's state is as it was promised during the first visit to the flat and/or whether there is any damage.

It is good practice to make a written note of any defects and damage in a hand-over record and ideally have it signed by both parties. This prevents arguments over the extent of wear and tear,

or alleged damage caused during the term of rent upon return of the flat. Check whether everything is working well and take photographs. Inform the landlord/landlady about any damage by registered letter and request for them to repair the damage(s).

MieterHilfe recommends the use of the draft flat hand-over record ("Wohnungsübernahmeprotokoll") that can be downloaded free of charge at www.mieterhilfe.at.

General recommendation!

It is a good idea to keep all documents relating to the flat, even if they seem insignificant. A rental payment statement, a utility bill, or any other letter from your landlord/landlady can become extremely important should questions or uncertainties arise at a later point in time.

This is an overview of the documents that you should definitely keep:

- tenancy agreement and all supplementary documents

- any additions or amendments to the tenancy agreement
 - any documents that you receive upon conclusion of the agreement (rental offer, payment confirmation of estate agent's commission, deposit, hand-over record, etc.)
 - rental pay statement ("Mietzinsvorschreibung")
 - letters from your landlord/landlady
 - agreements on special privileges (e.g., use of the garden, satellite dish, etc.)
 - permit notices for any reconstruction work in the flat
- You should keep the following documents for at least three years:
- utility bills
 - all bank account statements that show your rent payments

- Even after the end of your tenancy, you are well-advised to keep these documents for a certain period of time. This would enable you to counter any unjustified claims with the necessary evidence.

Tenancy agreement

Once you have finally found the flat of your dreams, you still need to deal with the details and confusion that your tenancy agreement may cause. After all, this is the contractual basis between a landlord/landlady and a tenant. A tenancy agreement is a so-called "continuing obligation", i.e., a contractual relationship designed to last for a longer period of time. It is therefore key to pay particular attention to ensuring that the contract is legally correct and balanced.

Tenancy agreement check

The experts at MieterHilfe advise you to pay close attention to the following items in your tenancy agreement:

- amount of rent
- value adjustment, provision for indexed rent increases
- cost of the deposit and how it will be invested
- term of the tenancy agreement and/

- or fixed term
- period of notice and termination dates
- maintenance obligations
- return of the flat (e.g., prohibited clauses such as having to paint the walls when moving out)
- tenant's waiver of any claims for damages (e.g., in the case of a temporarily faulty technical device)

Other "uncertainties" might arise besides the items listed, so take your time to check everything carefully and do not "sign in haste, repent at leisure".

Recommendation:

Get expert advice!

MieterHilfe is happy to help and provide free-of-charge advice.

If you have any questions concerning your tenancy agreement or if you are unsure about the wording of certain passages, don't hesitate to contact the MieterHilfe team! (by telephone: +43 1 4000/8000; in person: 1030 Vienna, Guglgasse 79, Monday to Friday: 9 am to 5 pm; or by e-mail: office@mieterhilfe.at)



Legal basis

Which laws act as a basis for your tenancy?

The most important regulations concerning tenancy can be found in

- the Austrian Civil Code (Allgemeines Bürgerliches Gesetzbuch, ABGB),
- the Landlord and Tenant Act (Mietrechtsgesetz, MRG) and
- the Non-Profit Housing Act (Wohn-gemeinnützigkeitsgesetz, WGG).

Besides these, you can also find important stipulations in

- the Code of Civil Procedure (Zivilprozessordnung, ZPO),
 - the Consumer Protection Law (Konsumentenschutzgesetz, KSchG),
 - the Building Developers' Contract Act (Bauträgervertragsgesetz, BTVG),
 - the Residential Property Act (Wohnungseigentumsgesetz, WEG),
- and
- the federal and provincial housing promotion acts (Wohnbauförderungsgesetze).

The laws that are applicable in your specific case depend on the contract purpose (e.g., rented flat, hotel room, place in a hall of residence) and the landlord or landlady (e.g., company or private person, co-operative housing association, or commercial landlord/landlady).

Recommendation:

The experts at MieterHilfe can help guide you through the "legal minefield". Don't hesitate to contact us, we are happy to help!

Scope of application of the Landlord and Tenant Act (Mietrechtsgesetz, MRG)

Para 1 MRG stipulates whether a tenancy is subject to the Landlord and Tenant Act and if so, which scope of application (partial application or full application) applies. This classification of tenancy is key, as it determines the extent to which

the rights and obligations of the landlord/landlady and the tenant are prescribed by law (and thus compulsory) and may not be changed to the detriment of the tenant.

Landlord and Tenant Act: full exemption

The following contractual relationships are not covered by the MRG. For example, no regulations concerning the term of contract and no rental caps apply (besides the not very practical thresholds of usury or the laesio enormis clause according to the ABGB).

- accommodation (hotel) and place in a hall of residence (e.g., students, apprentices, etc.)
- assisted living with social pedagogues (charitable or humanitarian organisation)
- company-owned flats and tied accommodation tenancy agreements with a fixed term of a maximum of six months for "secondary residences" associated with a job-related change of location
- holiday apartments
- buildings with no more than one or two independent properties (tenancy agreements dated after 1 January 2001)

Landlord and Tenant Act: full application

Rental properties in buildings with more than two properties* in

- **older buildings** ("Altbau", building permit for the building issued until 8 May 1945)
- **new buildings** ("Neubau", building permit for the building issued until 30 June 1953)
 - o residential properties excluded**
- **subsidised new buildings** ("geförderter Neubau", building permit for the building issued after 30 June 1953)
 - o residential properties excluded*

*Rooms created subsequently during loft conversions might not be included.

**In certain cases, the MRG also applies to residential properties in new buildings.

Tenancies with non-profit construction associations (co-operative flats) usually also fall under the Non-Profit Housing Act (WGG).

When renting out flats in older buildings, as a rule only a standard base rent ("Richtwerthauptmietzins") including surcharges and deductions may be charged. Other than this, landlords/landladies may determine a suitable base rent, with the

exception of so-called Category D flats (e.g., toilet in the hallway).

In fixed-term tenancy agreements, the base rent must be reduced by 25%. (“Befristungsabschlag”)

Recommendation!

The “rent calculator” provides a good indication of whether the agreed rent is “allowed”. It filters exceptions where the standard rent does not apply. You can find the City of Vienna’s rent calculator online: mieterhilfe.at/tools/mietenrechner

Landlord and Tenant Act: partial application

Rental properties in buildings with more than two properties* in

- **unsubsidised (privately financed) new buildings** (building permit for the building issued after 30 June 1953)
- **Loft conversion or upwards extension** (building permit for the object issued after 31 December 2001)
- **Extension** (building permit for the object issued after 30 September 2006)

- **Residential property**** (building permit for the building issued after 8 May 1945)

*Rooms created subsequently during loft conversions might not be included.
 **In certain cases, the MRG also applies to residential properties in new buildings.

Only the following MRG provisions apply in these cases:

- the provisions on tenancy law in the event of death (certain individuals have the right to enter into the agreement upon the death of the tenant; para 14 MRG)
- deposit provisions (para 16b MRG)
- provisions on fixed terms and on protection against unwarranted eviction
- increase of base rent in old agreements (para 45, para 46 in the event of death)

Support from the City of Vienna: subsidies

Wohnbeihilfe (housing benefit)

The granting of housing benefit depends on the family size, size of the flat, family income, and reasonable and off-settable housing expenditure (“zumutbarer” and “anrechenbarer Wohnungsaufwand”). The housing benefit division of municipal department 50 (MA 50) can provide further information. By the way: you can also apply for housing benefit in shared flats.

Eigenmiltersatzdarlehen (loan as a substitute for own funds)

The provincial one-percent loan (“Ein-Prozent-Landesdarlehen”) is a subsidy to support individuals in covering the construction and basic costs (“own funds” = “Eigenmittel”) of subsidised flats. You can apply for such a loan if you meet the eligibility criteria regarding family size and income.



Jungwiener*innen-Darlehen (loan for young Viennese citizens)

Young people with a low income looking for a flat can make recourse to a one-percent interest-rate loan offered by the City of Vienna for construction costs as well as a delayed repayment of part of the basic costs. Thus, the share of own funds (“Eigenmittelanteil”) no longer represents a barrier and young people, single parents, and young families get even better access to Vienna’s subsidised housing.

Practical tips

There are, however, a few things to think about. For example: if you need to carry out renovations in your new flat or have ordered furniture, you need to keep an eye on schedules and, for example, delivery times. Otherwise, your moving day might quickly descend into chaos.

Preparing for the move

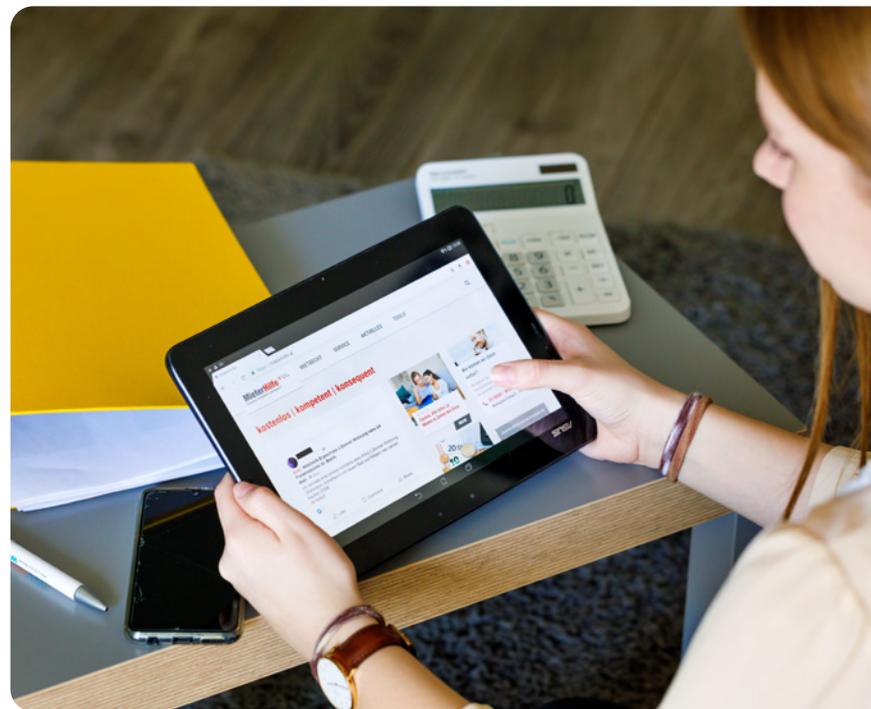
- Organise a removal company or ask friends to help out
- Get the necessary equipment: tape, ties, work gloves, cleaning supplies, parking tickets, food for the day, toolbox, etc.
- Organise a car or cars: borrow from friends or reserve a rental car
- Get a parking space that is as close as possible to your front door
- Pack the boxes and label them, perhaps where they need to go or what they contain

Registration or re-registration

- Electricity and gas supply (important: make an appointment for a final meter reading)
- Radio/television, telephone, Internet connection
- Register your new address at the residence registration centre ("Meldeamt") within three days of moving

Recommendation!

Amend your address with your employer, school, university, authorities, health insurance institute, bank, insurance companies, tax authority, and for subscriptions, and, if necessary, have your post redirected.



Contact details

MieterHilfe (Tenants Assistance)

1030 Vienna, Guglgasse 7-9

Telephone consultation and
in-person advice:

Monday to Friday: 9 am to 5 pm

Telephone number: +43 1 4000-8000

E-Mail: office@mieterhilfe.at

www.mieterhilfe.at



Wohnbauförderung und Schlichtungsstelle für wohnrechtliche Angelegenheiten (MA 50) Housing Promotion and Arbitration Board for Legal Housing Matters (Municipal Department 50, MA 50)

1190 Vienna, Muthgasse 62

Telephone consultation: Monday to Friday: 7.30 am to 3.30 pm

Telephone number: +43 1 4000-74498

www.wien.gv.at/wohnen/schlichtungsstelle Gruppe Wohnbeihilfe (MA 50 housing benefit division)

1190 Vienna, Heiligenstädter Straße 31/Stiege 3, 2nd floor, room 228

Opening hours for the public:

Monday, Tuesday, Thursday, Friday: 8 am to 1 pm

Thursday: 3.30 pm to 5.30 pm

Telephone number: +43 1 4000-74880

www.wien.gv.at/wohnen/wohnbaufoerderung/wohnbeihilfe

Wohnberatung Wien (Housing Advice Vienna)

1030 Vienna, Guglgasse 7-9/at the corner with Paragonstraße 4

Appointments and information:

Monday to Thursday: 8 am to 4 pm, Friday: 8 am to 2 pm

Find the current opening hours at www.wohnberatung-wien.at

Telephone number: +43 1 24 111

E-Mail: wohnberatung@wohnberatung-wien.at

www.wohnberatung-wien.at

Wiener Wohnen Service-Center (Housing in Vienna – service centre for tenants of city-owned flats)

1030 Vienna, Rosa Fischer-Gasse 2

Opening hours:

Monday and Tuesday: 8 am to 4 pm, Wednesday: 8 am to 12 pm,

Thursday: 8 am to 6 pm, Friday: 8 am to 12 pm

Telephone number: +43 5 75 75 75 (around the clock)

www.wienerwohnen.at

Impressum

Medieninhaber und Herausgeber: Wohnservice Wien GesmbH, Kommunikation, Guglgasse 7-9, 2. OG, 1030 Wien, Tel.: 01/24503, E-Mail: presse@wohnservice-wien.at *Gestaltung:* baumg-art-ner.com
Bildcredits: Wohnservice Wien/J. Fetz; L. Schedl; St. Zamisch, iStockphoto *Stand:* January 2024