



Free, thorough, professional

As City Councillor for Housing and Housing Construction, protecting tenants is an issue very close to my heart. Strong protection of tenants contributes greatly to maintaining our city's high 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.

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

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



MieterHilfe – Exercise your rights as a tenant

1030 Vienna, Guglgasse 7-9
E-Mail: office@mieterhilfe.at

Telephone advice: Monday to Friday, 9 am to 5 pm
Telephone number: 0043 1/4000-8000

www.mieterhilfe.at

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www.mieterhilfe.at



MieterHilfe (Tenants Assistance)

Exercise your rights as a tenant

MieterHilfe
kostenlos | kompetent | konsequent

Für die
Stadt Wien

The team at MieterHilfe provides free-of-charge advice on legal issues concerning housing and tenancy law, non-profit housing law, as well as residential property law.

MieterHilfe: advice is our top priority

MieterHilfe, a service by Wohnservice Wien, provides immediate assistance with any kind of housing problem. Tenants of subsidised flats as well as municipal and private apartments receive quick and easy support.



The experts at MieterHilfe provide advice in several areas ranging from housing and tenancy law, to non-profit housing law (subsidised flats) and residential property law. If you have any questions concerning your utility bill or tenancy agreement, if you cannot see why your rent was recently increased, or would like to get information on handing over a flat, MieterHilfe is the place to go.



Tenancy agreement check

The team at MieterHilfe is happy to answer any questions relating to your tenancy agreement!

The experts advise you to pay close attention to the following items in your lease agreement:

- ✓ amount of rent (private landlords often apply creative yet unjustified surcharges, e.g., toilet separate from the bathroom, cellar compartment, etc.)
- ✓ value adjustment, provision for index-linked rent increase
- ✓ cost of the deposit and how it will be invested
- ✓ term of the tenancy agreement and/or fixed-term agreement (at least 3 years, has a deduction been applied?)
- ✓ possibilities to terminate the agreement and period of notice
- ✓ maintenance obligations and return of the flat (e.g., prohibited clause to paint the walls when moving out)
- ✓ tenant's waiver of any claims for damages (e.g., in case of a temporary failure of technical devices)

Recommendation!

Make sure you keep all documents relating to the flat even after ending your tenancy (for at least 3 years).

It pays to double-check! See the MieterHilfe service tools at www.mieterhilfe.at

Utility bill calculator

The Austrian Landlord and Tenant Act (Mietrechtsgesetz, MRG) stipulates the expenses that may be included in your utility bill. Once you have entered the individual values, the utility bill calculator tells you whether your utility bill is low, average, or too high compared to others.

Rent calculator

Do you pay a reasonable amount of rent? As opposed to subsidised flats, we have noticed a tendency towards rents that are too high especially in private tenancy agreements. These high rental prices are not always based on legally justified surcharges.

Online rent calculator app

The app enables you to comfortably use the service tool on your smartphone or tablet, e.g., during or after visiting a flat. The Vienna rent calculator app can be downloaded to iOS and Android devices free of charge.

One-off payment calculator

Find out for which fixtures and fittings you can demand a one-off payment when transferring your flat, and what amount you can demand!



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