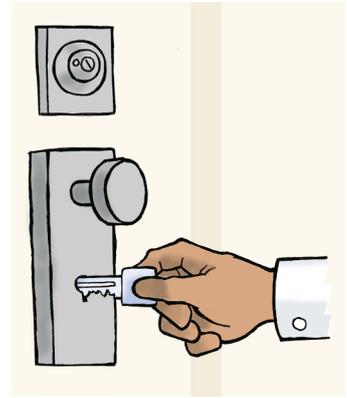


SAFETY AND SECURITY IN THE APARTMENT

This information sheet covers the important points on the subject of safety and security in the apartment.



POLICE, EMERGENCIES SERVICES, AND THE FIRE DEPARTMENT

In case of emergency, call the fire department or the police. The telephone numbers are the same all over Germany and can be reached from any cell phone, even without prepaid credit or a valid SIM card.

FIRE DEPARTMENT AND EMERGENCY SERVICES

Example: accident, life-threatening illness, or fire.

☎ 112



POLICE

Example: burglary in the apartment, accident, robbery or assault.

☎ 110



MAKING AN EMERGENCY CALL

1. State your name and where you are and explain what has happened.
2. Describe who needs help and how many people are involved.

The emergency center will decide how to help. Stay on the phone until you have answered all the questions asked by the person at the emergency center.

The ways into the building and the hallway must always be clear so that the emergency vehicles and rescue team can reach the location as quickly as possible.

➔ **TIP 1:** write down your address and tape it on the inside of your apartment door. Include your name, street and house number (including which floor), and postcode. Then you have them on hand in case you get nervous during an emergency.



IMPORTANT TO KNOW

After you call emergency services, someone -- a flatmate or a neighbor -- should stand outside in plain sight to wait for the police or fire department, to show them where the emergency is.

NO OPEN FIRES!

There is no need for an open fire in the apartment. The stove is only used to cook food. When it's cold outside, the apartment is warmed by a heating system.

PROPER USE OF THE STOVE

Don't leave anything sitting on the stove when you aren't using the stove for cooking. It could catch fire if the stove is accidentally turned on. Even leftover food in pots can start to burn if the heating element isn't turned off in time.



IMPORTANT TO KNOW

Open flames in apartments are against the law to prevent fires.

LIFESAVING SMOKE DETECTORS

Fires often start with smoldering and smoke, creating life-threatening smoke fumes. People usually die in fires as a result of poisoning by breathing smoke. People notice the smoke too late when sleeping. This makes the danger of smoke poisoning even greater at night. Electric smoke detectors or alarms can sense smoke. They sound a loud alarm when there is a fire.



IMPORTANT TO KNOW

Smoke detectors are required by German law in children's rooms, bedrooms, and hallways that can be used to escape a burning building. Ask your landlord to show you how the smoke detector works. Find out whether you or the landlord is responsible for keeping the smoke detector functioning (for example, who should change the batteries).

BUILDING DOORS ARE EMERGENCY EXITS

The doors to the apartment building are not allowed to be locked, not even at night, so that they can be opened from the inside at all times without a key (for example, in case of fire).

➔ **TIP 2:** When you leave your apartment, double lock your apartment door by turning the key twice around. Burglars are then unable to break open the lock as quickly.



IMPORTANT TO KNOW

The building door must be able to be opened from the inside at all times!



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