



# LIVING IN VIENNA

A Guide for all Refugees new to Vienna

3rd Edition, 2023

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# Introduction

- + Have you recently moved to Vienna and your accommodation is too small?
- + Do you live with lots of other people and don't have your own bedroom?
- + Are you paying too much rent?
- + Do you live in assisted living accommodation and would like to live a more independent life?
- + Are you in the process of seeking asylum or have you already been granted asylum?

If your answer to any of the above questions is yes, then this booklet should help you to understand how to find your own accommodation or room in a Wohngemeinschaft (WG), who can support you during the process and what the important things you should look out for are.

If you have any further questions, you are welcome to email us at any time to

[hallo@fluechtlinge-willkommen.at](mailto:hallo@fluechtlinge-willkommen.at)

Everyone deserves a home in which they can live safely and comfortably. We are here to help you find the place that makes you feel at home.



# General information about living in Vienna

## How can I live in Vienna?

Vienna is a great city to live in and it's not too difficult to find an apartment to rent. That's what many people here choose to do, as it's not so common to buy an apartment or house in Vienna. It's also not too expensive to rent here compared to other cities, and there are a few areas where you can easily live on a smaller budget. Of course, how you live and the different options available to you will depend on your individual situation.

We, at FlüWi Österreich (in English FlüWi is short for 'refugees welcome') are here to support you in finding a living space that suits you.

For people who are new to Vienna, the easiest option is to join existing shared accommodation, or 'Wohngemeinschaft' (WG for short). This is when a group of people, who are already renting an apartment somewhere in Vienna, have a room available room which you can move into. There are many reasons that this is a good option. The best being that it gives you the opportunity to make many new friends. You would also get to live with other people who know Austria well and who you can practice your German with. It is also a quick and easy process. You don't have to worry about having sole responsibility for a rental agreement and all the bills for gas, electricity and internet will already be set up, meaning you will just have to pay a fixed monthly fee.

However, if you want to live alone or want to rent accommodation with your family, there are more things to consider. To do this, you need to be familiar with rental agreements and be able to conclude various contracts yourself.

## Housing Options in Vienna

There are different types of living arrangements in Austria. For example, the open housing market to which everyone has access. There you will find a range of old and new build properties to rent and buy as well as rooms in WGs. There is also council housing (Gemeindewohnungen) which is offered and leased by the city. To be offered one of these properties you must meet certain criteria. For example, the basic requirements include that you have asylum, usually you must have been registered at the same address for two years and you must not exceed an upper income limit. If you meet all of the necessary requirements and a so-called „justified housing need“ can be established, you will be issued with a ‘Wiener Wohnticket’ (Vienna Housing Ticket).

Subsidised housing works similarly to council housing. This is accommodation which has been built with funding from the city. This also includes the so-called SMART apartments. There is also social housing, but to be offered a place in their cooperative housing you need to be registered. Just like subsidised housing and council housing, there are certain criteria you must meet, so that you can apply for this type of housing. It should also be noted that subsidised housing will require an initial investment to be paid in the beginning.

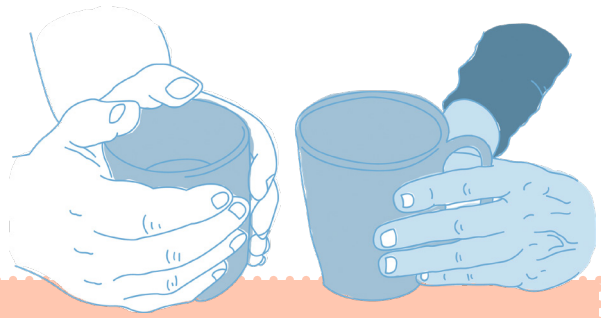
For registration and other information relating to council and subsidised housing options visit: <https://wohnberatung-wien.at/>

Vienna also has a lot of student accommodation in which you can find a room, some of which are available at a reduced price. Find a list of all student accommodation here: <https://www.oeh.ac.at/ueber-uns/oeh-vor-ort/wohnheime>

For a list of available places in student accommodation, see <https://www.wihast.at/>

If you don't meet all the basic requirements for the ‘Wiener Wohnticket’ (Vienna Housing Ticket), there are other places you can reach out to. For example the GBV (visit [unter www.gbv.at](http://www.gbv.at)) or Stadt Wien (Vienna City) (visit [www.wien.gv.at/wohnen/suche/index.html](http://www.wien.gv.at/wohnen/suche/index.html))

## Apartment vs. WG



### Joining a WG



- + you get to know many different people and can make new contacts
- + you can practise German
- + you aren't responsible for any contracts
- + the apartment is already furnished (often including furniture for your room)
- + you don't have to clean everything yourself, as everyone contributes
- + most of the time someone else will be home who you can chat to
- + the costs are lower compared to living alone, as you share all the costs with each other



- you have to live with people who you have never met before
- you may not like the way the apartment is furnished
- it can sometimes be a bit loud
- you may have different ideas about living together from your co-occupants and this may lead to heated discussions
- you have to engage with other people and be prepared to make compromises
- you need to communicate frequently with each other so that you can tell each other what your needs are

## Apartment vs. WG



### Renting accommodation

- + you can choose all of the furniture yourself
- + it will always be as quiet as you want
- + you don't have to get along with other co-occupants
- + you have the apartment all to yourself, and you don't have to worry about other co-occupants



- you have to take care of several aspects
- to rent an apartment as the main tenant, normally you are required to have a job and be earning enough
- as the main tenant, you are responsible for all of the bills
- as the main tenant, you have to carefully read, sign and conclude contracts
- if something in the apartment breaks or if damages occur, it is up to you to take care of it
- you have to communicate with the landlord (the person you rent the apartment from)
- the costs are higher as you have to pay for everything by yourself



## How much money do I need?

The prices for apartments in Vienna vary greatly. Renting an apartment can cost anywhere between €5 and €20 per square metre, depending on various factors. If you live in a WG, you pay the same amount each month for your room. It can cost between €300 and €550, dependent on location, room size and the condition of the apartment. If you live alone, you obviously have to pay for the whole apartment by yourself. A one-bed apartment in Vienna costs at least €450 plus around 1€00 for bills, but it can also cost a lot more.

Information for asylum seekers:

Anyone who is still in the process of seeking asylum, will not yet receive minimum benefits. However, if you move out of the organised accommodation, you are able to apply for money to help.

### Rent Grants:

- For a single person: max €150 per month
- For families: max €360 per month

### Meal Allowance:

- For adults and unaccompanied minors: max €260 per month
- For minors: max €145 per month



This is not likely to be enough money to live comfortably. We at FlüWi Österreich will do our best to support you through this. For example, we can create a crowd-funding campaign with you or gather donations. We also occasionally have the opportunity to cover a part of your rental costs for you. To enquire, simply write to us at [hallo@fluechtlinge-willkommen.at](mailto:hallo@fluechtlinge-willkommen.at)

Information for those entitled to asylum:

If you are entitled to asylum, you are entitled to a housing allowance under certain conditions. For more information and a link to the application form, visit here:

<https://bit.ly/3ZEwlJc>

# Information about living in Vienna

## a. Living in a WG

### What is a WG?

In a WG, multiple people live together who do not form a family but who are often very good friends. They share a living room, kitchen and bathroom with each other. However, each person has their own bedroom. They do this because they either can't or don't want to live alone or with their families. Many people find living in a WG like having a second family, where they share everything – from their problems to their meals. Of course, there are usually rules, which vary between WGs. For example, there will be rules as to when things need to be cleaned, or who's turn it is to go shopping, but this will be different in every WG. These are things you need to discuss with your co-occupants when you move into a WG.

It is especially important that you can all trust each other in a WG. That's why you should think carefully about who you want to live with. If a room in a WG becomes free, it is normally advertised online. If you are looking for a room, you can write to the WG and visit the apartment to get to know your potential co-occupants. Most of the time, the WG will invite multiple people to visit, and then they will choose the person who they think would fit in best. Therefore, it might be the case that you attend many viewings before actually finding a place to live. The next pages will tell you where you can find these adverts, how to write an email to a WG and things to consider when viewing and moving.

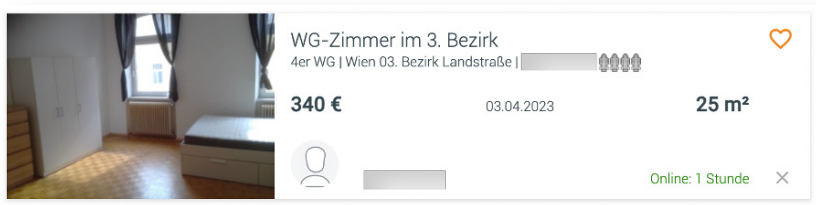
### How do I find a WG?

Nowadays most WGs are advertised online. We will show you which websites are best to look at and how to find your way around them.

## [www.wg-gesucht.de/en/](https://www.wg-gesucht.de/en/) (available in English and German)

The website <https://www.wg-gesucht.de/en/> is the best-known platform for finding WGs in Austria. Before you start searching, you need to create an account. To do so click on 'My Account' and 'Register Now'. Once you have provided your personal information, you will be able to see all of the adverts and contact them straight away. It is also very useful to use filters. For example, you can select the maximum room cost, or the minimum room size.

See below for an example of an advert. Most of the time you can see pictures of the apartment, information about it and some text about the people who live in the WG. In the text they will describe what it's like living with them. If you like the room and like the look of the description, then you can write them a message to introduce yourself. We will show you on the following pages what this type of email might look like.



The screenshot shows a listing for a 'WG-Zimmer im 3. Bezirk' (WG room in the 3rd district) located in a '4er WG | Wien 03, Bezirk Landstraße'. The room is priced at '340 €' and has a size of '25 m²'. The listing was posted on '03.04.2023'. There is a profile picture of the person who posted the ad and a status 'Online: 1 Stunde'. A heart icon is visible in the top right corner of the listing card.

**Important:** You must understand that communication with WGs is mostly done via email. You should therefore familiarise yourself with writing emails. If you aren't very familiar with emailing, then you're welcome to contact us, and we'll be happy to help:

[hallo@fluechtlinge-willkommen.at](mailto:hallo@fluechtlinge-willkommen.at)

**Tip:** If you go into 'My WG-Gesucht' and down to Filter und Suchaufträge (My Filters and Email Alerts), you can set up email alerts for your filters. That means that when a new WG advert is posted, which would be suitable for you, you will immediately receive an email. You'll never miss an advert!

## [www.willhaben.at](http://www.willhaben.at) (only available in German)

You can find many different things on [www.willhaben.at](http://www.willhaben.at) (German language only), including WG rooms. To do so, select 'Immobilien' (properties) on the homepage, then click on 'Wohnung mieten' (rent an apartment) which you will find under 'Alle Immobilien' (all properties), to the right you can select your region and then click on 'Suchen' (search). Now you have to enter 'Zimmer/WG' (Room/WG) under 'Objekttyp' (property type) in the bottom left-hand corner. Below and above this, you can select further preferences, such as the maximum price or the minimum living space. You can then contact adverts that you like.



The screenshot shows a listing for a 'WG - Zimmer zu mieten' (WG room for rent) in Vienna. It includes a photo of a bedroom with a bed and a window. The listing details are: '1030 Wien, 03. Bezirk, Landstraße', '12 m²', and a price of '€ 420'. The listing is marked as 'Privat' (private) and has a star icon for favoriting.

**Tip:** If you create an account on Willhaben.at by clicking 'Registrieren' (register), you can also set up 'Suchagenten' (Search Agents) by clicking on the red button 'Suchagent aktivieren' (Activate search agent). Now you will be emailed with all the latest adverts which match your search criteria. It works similarly to [www.wg-gesucht.de](http://www.wg-gesucht.de).

31 Mietwohnungen in Wien



The screenshot shows the search filters for '31 Mietwohnungen in Wien'. The filters include: 'Suchagent aktivieren' (Activate search agent), 'Wien', 'bis € 450', 'Zimmer/WG', and 'Filter zurücksetzen'. Below the filters, there are options for 'Neue Anzeigen per Benachrichtigung!' (New listings by notification!), 'Zurück' (Back), '1' (selected), '2', and 'Weiter' (Next). There is also a dropdown for 'Aktualität' (Freshness) and a link for 'Infos zur Reihung der Anzeigen' (Information about the sorting of listings).

### **[www.bazar.at](http://www.bazar.at) (only available in German)**

The first thing to do when you visit this website is to select the correct region and apply the different filters. Under the filter 'Kleinobjekte & WGs' (Small properties and WGs) you will find all properties that are on offer, and you can contact the adverts that appeal to you. When you click on 'Anfrage senden' (send enquiry) another window will pop up where you input your personal details as well as a contact enquiry. You can find out more about writing a contact enquiry on the next pages.

### **<https://schwarzesbrett.oeh.ac.at/wohnen/> (only available in German)**

Here you will find lots of student WGs. On the homepage you can search what you are looking for (e.g., WG) and where you are looking for it (e.g., Vienna or 'Wien') and click on 'Miete' (rent). Again, you are able to select the maximum costs and minimal floor dimensions. Clicking on 'Finden' (find), will then display all of the results and on the left, can select even more preferences. The advert will normally state the telephone number or email address of the person who has the available room. You can then contact the person directly via your own email address.

### **<https://immobilien.derstandard.at/> (only available in German)**

This is another place for finding WG rooms. On the homepage you can type in what you are looking for. For example, there is a filter for the category called 'WG-Zimmer' (WG rooms). You can select where you are searching for (e.g., Vienna/Wien) and what you are looking for. After you have started your search, you can also set additional search filters (e.g., the amount of rent). If you like an advert, you can select the middle button 'Dieses Objekt anfragen' (enquire about this property) and write a message directly.

## [www.studium.at/](http://www.studium.at/) (only available in German)

Under the heading 'Wohnung/WG' (Apartment/WG) you will find both apartments and available rooms in WGs. Then enter in the city in which you are looking for an apartment or a WG room, for example 'Vienna/Wien'. Some apartments and WG room adverts are linked from other platforms which would simply redirect you to this platform. On 'studium.at' you can sort the search results according to 'Miete' (rent), 'Nutzfläche' (usable area) or 'Beitragsdatum' (start date). If you like an advert, you can write to the person directly using the contact form.

**Tip:** Fill out your profile on search platforms with as many details as possible and write a little about yourself. It's even better if you can upload a friendly looking photo of yourself. That will give you the best chances at receiving a response.

There are also many different pages on Facebook where WGs are advertised. You will need your own Facebook account so that you can write to the people. For example:

- Provisionsfreie Wohnungen und WGs in Wien = Commission-free apartments and WGs in Vienna
- WG & Wohnung Wien gesucht = Wanted: WG and Apartments in Vienna
- WG-Zimmer und Wohnungen in Wien gesucht! = WG rooms and apartments wanted in Vienna!
- WG-Zimmer in Wien Gesucht! = WG rooms wanted in Vienna!
- Wohnen in Wien (Wohnungen und WG's) = Living in Vienna (Apartments and WGs)
- Wien Wohnung und WG Zimmer gesucht = Vienna Apartments and WG rooms wanted
- WG Zimmer Wien, Suche Wohnung = WG Rooms Vienna, Apartment Search
- WG Zimmer in Wien = WG rooms in Vienna

## Terms used in WG adverts

**Ablöse (=Transfer Fee):** This is when the person who previously lived in the room leaves behind some belongings in the apartment (e.g. furniture or electrical appliances) and they want you to pay some money for it.

**Keine Zweck-WG (=No-purpose WG):** The people who live in the WG don't just want to live together but also want to be friends. That means that they want to do things together, for example cooking, eating or going to the cinema.

**Befristet (=Fixed-Term):** You can only live there for a set period of time, for example a maximum of 2 years.

**Unbefristet (=Open-Ended):** You can theoretically live there as long as you like.

**Zimmer getrennt begehbar (=Room with own access):** You don't have to go through someone else's bedroom to get to your own room.

**Miete kalt (=Cold rent):** If the rent does not include all costs such as running costs, gas, electricity etc., this is called cold rent. This means to know the total price you will need to add on the other costs to the cold rent.

**Miete warm (=Warm rent):** Most adverts for WG rooms will write for example "Costs: 300 € incl. running costs, electricity, gas, internet". You have to pay the same amount of money each month, as all the costs are already included. This is called warm rent.

## How much does a room in a WG cost?

### Rent:

Rental prices in Vienna for WG rooms vary greatly. In general, most rooms start at 300€. Please make sure to take note of what is included in the price when looking at adverts for WG rooms. Nowadays you can generally expect to pay an average of 450€ (all inclusive). Most adverts for WG rooms will write for example 'Costs: 300.- € incl. running costs, electricity, gas, internet'.

You have to pay the same amount of money each month, as all the costs are already included.

### **Kaution (=Security deposit):**

When moving in to a WG room, you always have to pay a security deposit. That is a sum of money (normally 2-3 x one month's rent), which is held as a security. If you break something or miss a payment, then it can be paid from the deposit. However, if you don't break anything and always pay your rent, you will get this money back after you move out.

If you don't have enough money for this, please write us an email and we will find a solution:

[hallo@fluechtlinge-willkommen.at](mailto:hallo@fluechtlinge-willkommen.at)

### **Ablöse (=Transfer Fee):**

There may already be furniture in the room that you want to move into. Sometimes it will be gifted to you but sometimes you will have to pay for it. This payment is called an 'Ablöse' and is normally stated in that internet advert for a WG.

## **Property Enquiries - How do I enquire about a WG?**

If you find a WG room on any of the websites that you like, it's best to get in touch with them as soon as possible. This is where it is important, not to just write: "Hello, I'd like to view the room", but instead you need to introduce yourself. It is easier to get a room when you write a text which answers the following example questions:

- What's my name?
- Why exactly do I want to move into this WG? What do I like? Why do I think living with others will work well for me?
- What is important to me (in my life? In terms of co-occupants? In terms of living with others?)
- What are my hobbies and interests? What do I do in my free time?



- Am I taking part in any education (German course/school/course)?  
What job do I have?
- How old am I?
- When could I view the apartment?

If you are unsure about what to write, for example because your German isn't perfect, we can help you. Write us an email to [hallo@fluechtlinge-willkommen.at](mailto:hallo@fluechtlinge-willkommen.at) and we can arrange an appointment. We can then write a contact request like this together.

You will be able to send this text to all WGs that you are interested in. Of course, you will need to change a few things each time, for example if you write something like this: "I love how big your kitchen is. I'm sure it's great to cook there." That won't be the case with every apartment, but it is good to write at least one sentence specific to each apartment. That way, you are letting the person who published the ad know that you have actually read the advert and are genuinely interested in it.

### **Viewing - What should I keep in mind when I am invited to view a room in a WG?**

Not all WG (ads that you write to will reply to you. Often people who offer rooms on the Internet receive many mails a day and they may not even read your message. It's therefore important that you respond to new ads as soon as possible (tip: create search requests, as shown on the previous pages) and write to many WGs. If you get a reply mail, it will probably say on which day you can come and see the apartment (= viewing). In the case of a WG, this is a very comfortable, informal meeting. You go to the WG, look at all the rooms and talk with the people who already live there. The most important thing is to find out if everyone gets along each other and wants to live together. That's why it's important to be outgoing and communicative at such meetings, tell people about yourself and personal habits. This meeting is not a job interview, but more like a meeting with friends. So, relax and just look forward to the opportunity of getting to meet new people!

## Tips for a Viewing

### Talk a little bit about yourself, e.g.:

- What are your hobbies?
- What are your interests?
- What's important to you when living with other people?

### It is also always good to ask the other residents questions, e.g.:

- What do you currently do (training, job, etc.)?
- What do you like to do in your free time?
- How long have you lived together?
- What is life like in the WG? Are there any rules, e.g., a cleaning schedule?
- Do you usually cook/eat together or separately?
- What do you do together?

### Don't forget to also ask questions about the room/WG if you have any.

- If you are offered something to drink or eat, it's a good idea to accept, it gives you more time to get to know the roommates and find out if you want to live together.

If you are unsure or a bit shy, someone from our organization „FlüWi“ would be happy to come with you! Just write us an email at [hallo@fluechtlinge-willkommen.at](mailto:hallo@fluechtlinge-willkommen.at)

You probably won't find out the same day if you can move in. Usually, many people go to a viewing and the WG then chooses the person they like most. Most of the time the WG decides within only a few days who can move in and then writes you an email (or calls you).

## Rules for living together

Every WG has different rules for living together. Some have none at all. But it is important to ask what the rules are when you move in and to stick to them so that no one feels treated unfairly.

For example, many WGs have a cleaning schedule – a calendar showing who has to clean which room on which day. That way it's always divided up fairly and everyone helps out equally in the household..

There are also many WGs that share the food – they have a kitty where all roommates put in the same amount of money. Everyone's food is then bought from this kitty.

## Legal info - What you need to know

### Types of rental agreements

In a WG there is usually one person who signs a contract with the landlord (this is called the main lease). All other people who live there sign a sublease. It contains your personal data, the date you moved in and the amount of rent you pay. As soon as you move into a shared apartment, you will sign such a sublease. You will often need it when you go to the authorities.

### Registering your main residence

If you move to another apartment, you have to register at a „Wiener Meldeservicestelle“ (Vienna Registration Service Office). There is one in every district. On the website <https://www.wien.gv.at/verwaltung/meldeservice/stellen.html> you can find all registration offices. You must go at the latest, three days after you have moved in, (to the registration office in the district where you live now) and take the following items with you.

1. The „Meldezettel“ (registration) form here: <https://shorturl.at/vBCL6> must be filled out beforehand and taken it to the registration office.
2. Passport or current card from the asylum procedure
3. Sublease agreement

You can find the information here with even more details:

<https://www.wien.gv.at/amtshelfer/dokumente/verwaltung/meldeservice/anmeldung.html>

## b. Renting an apartment

If you don't want to live in a WG with people you don't know at the beginning, you will have to rent an apartment for yourself or your family. This is much more complicated than moving into a WG, as you have to take care of a lot of things. On the next pages you will find some instructions and useful tips to make your apartment search easier.

### How much does it cost to rent an apartment?

Apartments in Vienna cost between €5 – €20 per square meter. This depends mainly on the condition of the apartment and the location. There are many regulations that determine how much an apartment can cost in Vienna. Understanding all this can be very complicated. But you can calculate online how much the apartment can cost: <https://mietervereinigung.at/706/MietzinsrechnerModule>

Because it is so complicated, as a tenant you can seek advice from different organisations. Once you have a lease (which is not yet signed), you can make an appointment and these organizations will help you understand the lease and let you know if the landlord is allowed to charge this money or if you should pay less. You can find the list of all the organisations that can help you here in the following pages.

If you find an apartment ad on the Internet, there will be different types of costs.

For example, an apartment of 45m<sup>2</sup> may look like this.

€480 main rent/net rent – these are the pure rental costs.

+€100 operating costs – these are the costs incurred for the entire house. For example, the cost of the water, the repair of the pipes in the house or for an elevator in the staircase.

= rent (gross) ...you pay directly to your landlord

Advertisements on the Internet usually indicate the rent/gross price. But note that you will have to add about €100. In addition to the rent/gross price you will have to pay electricity, gas, Internet etc. yourself. This means that your monthly expenses could look like this:

€480 Main rent/net rent  
+€100 Living costs  
= rent (gross)

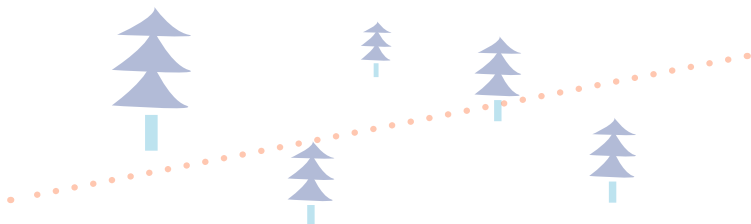
+ €20 Internet  
+ €40 electricity  
+ €60 gas  
+ €10 household insurance

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= €710 ...your total expenses

When you rent an apartment, you always have to pay a deposit. This is three times your rent/gross price. This money is paid as a security to your landlord. This means that if you break something in the apartment, your landlord can keep part of the money, even after you move out. However, if you never break anything or cause any damage, you will get all your money back when you move out.

Sometimes you have to pay a transfer fee for an apartment. As an example: The person who lived in the apartment before you bought a new kitchen. However, she does not want to take it with her to her new apartment. However, the kitchen was very expensive, and she wants you to pay something for keeping the kitchen in the apartment.



## Legal Advice - Where can I get help to better understand my lease?

As a tenant, you have certain rights. For example, your landlord may not charge you too much rent and must be responsible for the repair of some appliances in the apartment. There are different organisations that help you to claim these rights. They can also help you to possibly lower the rent if it is too high in the lease. Before you sign a lease, you should take the lease to one of these organisations. They will read the contract and tell you if everything is okay.

The Mieter\*innen-Initiative (Tenants' Initiative) is one such organization that offers free consultations. But you have to make an appointment in advance. You can do this by calling **01 319 44 86** or by sending an e-mail to: [office@mieterinnen.org](mailto:office@mieterinnen.org), always from Monday 16:00-18:00 and Thursday from 11:00-14:00.

You can find all the information you need at <https://mieterinnen.org/>

You can also get free advice from MieterHilfe (Tenants' Help) in person or by phone. They can answer your questions from Monday to Friday from 9:00 to 17:00 at the telephone number **01 4000 8000** or e-mail them at [office@mieterhilfe.at](mailto:office@mieterhilfe.at). You can also go in person to Guglgasse 7-9, 1030 Vienna.

You can find all the information you need at <https://mieterhilfe.at/>

The Mieter-Interessens-Gemeinschaft (Tenant Interest Group) offers consultations and answers all important questions. You have to make an appointment by phone (Tel: **6022531**) The address is: Antonsplatz 22 in the 10th Bezirk (district). Opening hours: Monday and Wednesday 15:00-18:30.

All information can be found at <http://mig.at/>

The Mietervereinigung (Tenants' Association) can also answer your questions about tenancy and housing law and help you with landlord problems. For a personal consultation, however, you must be a member and make an appointment in advance by calling **050 195 3000**. Address: Reichsratsstraße 1 in the 1st district.

Telephone inquiries can be received at the following times:

Monday and Wednesday from 8:30 to 19:00

Tuesday and Thursday from 8:30 to 17:00

Friday from 8:30 to 14:00

Consultation appointments by pre-registration:

Monday and Wednesday 8:30 to 19:00

Tuesday and Thursday 8:30 to 17:00

Friday 8:30 to 14:00

All information can be found at <https://mietervereinigung.at/>

The Mieterschutzverband (Tenant Protection Association) will also help you to correctly understand the lease agreement, support you in communicating with landlords and answer any questions you may have regarding the rent. You must also be a member for this. Advice is usually given by telephone or e-mail at the following times: Monday to Friday from 10:00 to 12:00. You can find all information at <https://www.mieterschutzwien.at/schwerpunkte>

If you are a student, there is also a housing counselling service for you at the university. The housing counselling of the ÖH supports you if you have questions about the rental contract. You can reach them by e-mail at [wohnrecht@oeh.ac.at](mailto:wohnrecht@oeh.ac.at) or during the listed consultation hours via Skype or telephone (+43/1/310 88 80). Personal counselling only takes place in individual cases after making an appointment at the cooperation office of the Tenants' Initiative (Kooperationsbüro der Mieter\*innen-Initiative) (address: Schüttaustrasse 1-39, 1220 Vienna). You can find all the information at <https://www.oeh.ac.at/soziales>

## How do I find an apartment?

Most apartments can be found on the Internet. Here you will find all the websites that you can use in your search.

**Important:** Once you have a lease, you should not sign it right away. It's best to first take it to one of the organisations we've described on the previous pages, so they can look at it and tell you if it's a proper lease.

## [www.willhaben.at](http://www.willhaben.at)

At [www.willhaben.at](http://www.willhaben.at) you can find many things, including apartments for rent. To do this, click on „Immobilien“ on the home page. Then you enter „Wohnung“ (flat) and other filters such as „Wien“ (Vienna), „Preis“ (Price) and „Quadratmeterzahl“ (Surface area) and click on „Objekte anzeigen“ (Show properties). On the left side you can specify further preferences or enter keywords. If you also create an account on Willhaben.at under „Registrieren“, you can also set up „Suchagenten“ (search agents) here. Then you will receive all new ads matching your search criteria directly by e-mail, as described a few pages earlier in the WGs section.

**NB:** Many apartments on the Internet are not offered by private individuals, but by companies or brokers. This can be very expensive. If you rent an apartment through a real estate agent, you have to pay a commission. This is usually equal to two gross monthly rents. On willhaben.at you can find ads from private persons and from companies. For ads from private persons, you don't have to pay a commission. Here you can see how to distinguish between them. The first photo shows you an ad from a private person and below that one from a company.

	<p>Gemütliche 2 Zimmer Wohnung nahe Donau zu Vermieten - Kaisermühlen</p> <p><b>58 m<sup>2</sup>   2 Zimmer</b> <b>750,-</b></p> <p>📍 Schiffmühlenstraße 90, 1220 Wien, 22. Bezirk, Donaustadt</p> <p>Privat</p>
	<p>Sonniger Terrassenhit mitten im 6. Bezirk</p> <p><b>55 m<sup>2</sup>   2 Zimmer</b> <b>870,-</b></p> <p>📍 1060 Wien, 06. Bezirk, Mariahilf</p> <p>REAL - Wien</p>

**NB:** In June 2023, the law will change, and the commission of brokers will be abolished. However, it is not yet clear how this will look in practice.



**NB:** If an apartment ad says „Gemeindewohnung Privatvergabe“ (Municipal apartment private allocation), the housing allocation process works differently from on the open housing market. For public housing, you have to fulfill certain basic requirements. For example, you need a positive asylum decision, you must be registered at the same residential address for at least 2 years in Vienna and you cannot exceed a certain income limit. If you meet all the basic requirements and a reason for needing housing, you will receive the so-called ‚Wiener Wohn-ticket‘. With this ticket you can then look for a public apartment. However, this can sometimes take a long time. You can find more information about this at

<https://www.wohnberatung-wien.at/wiener-wohn-ticket/1-voraussetzungen-klaeren/>

**NB:** Many apartments in Vienna are temporary, i.e., the lease may only be signed for a few years (e.g. three years) and after that the landlord can theoretically ask you to move out of the apartment. If you want to live there longer, you have to discuss this with the landlord. Unfortunately, there are very few apartments in Vienna that are open-ended, meaning that you can live there indefinitely.

<https://immobilien.derstandard.at/>

Here you can also find apartments. On the home page you can specify what you are looking for. For example, in the filters there is the category ‚Wohnung‘ (apartment). You can specify where you are looking (e.g. Vienna) and what you are looking for. After you have started searching, you can set additional search filters (e.g. the amount of rent). If you like an ad, you can write a message using the button ‚Dieses Objekt anfragen‘ (Request this property).

**Tip:** While it’s important to show your personality when looking for a WG, it’s much more important to be fast when looking for an apartment! Good and cheap apartments that are advertised on the Internet are often gone quickly. Therefore, it is good to regularly look through new ads on these websites and write directly to them. It is best to create a “Suchagenten” (search agent) so that you can receive the latest apartment ads directly by e-mail, as described on the previous pages.

## **[www.studium.at](http://www.studium.at)**

Here you will find under the heading „Wohnung/WG“ both apartments and free rooms in WGs. You simply have to specify the city in which you are looking for an apartment or WG. This can be „Vienna“, for example. In some cases, there are also links to apartment or WG ads from other platforms. Then you will simply be redirected to this platform. On „studium.at“ you can sort the search ads by “Miete” (rent), “Nutzfläche” (surface area) or “Beitragsdatum” „start date“. If you like an ad, you can contact the person directly via the contact form.

## **[www.wg-gesucht.de](http://www.wg-gesucht.de)**

The website wg-gesucht.de is one of the best-known platforms for searching for WGs/shared apartments in German-speaking countries. However, many people also put entire apartments online here. To start searching, you need to create an account under the tab „Registrieren“. After you have entered your personal data, you can view all offers and contact them immediately. Here it is very useful to use filters. You can specify how much the apartment at most should cost or how big it should be at the least (similar to the search for an apartment share, which we have presented on the previous pages).

## **[www.bazar.at](http://www.bazar.at)**

When you enter this website, you must first select „Immobilien“ (properties) and then specify different filters. On the left side you can select other filters like „Wohnungen“ (apartments), „Miete“ (rent) and „Wien“ (Vienna). If you click on the button „Privat“ (private) under „Anbieter“ (provider), only ads will appear where you do not have to pay a commission. You can send a message directly to the desired ad. More about how to write a contact text you will find on the next pages.

## **[www.immobilienscout24.at](http://www.immobilienscout24.at)**

On the home page you can first specify in which state you are looking. You can also specify the maximum cost and the minimum area. Once you have done that, a window opens where you can specify even more filters. It is important that you can also click on „commission free“ here. If you find a good ad, you can contact it right away under „Anbieter“.

kontaktieren“ (contact provider). If you create an account on immobilienscout24 under “Mein Profil anmelden” (Register my profile), you can also create a „search agent“ here, which will send you all new ads by e-mail. This works in exactly the same way as on wg-gesucht.de or willhaben.at, as we have already described on previous pages.

### [www.immowelt.at](http://www.immowelt.at)

On the home page, you can again specify exactly what you are looking for under „Was?“ (What?) and „Wo“ (Where?) and also immediately specify other preferences such as rental price or living space. Here you can again make sure that you only look at ads from “Privaten Anbietern” (private sellers), then you don’t have to pay a commission. You can recognize commercial sellers by the fact that the name of a company, e.g., Müller Immobilien GmbH, appears on the ad. You can also create a search request again by clicking on „ Suche speichern” (Save search). Then you will receive all new ads immediately by e-mail and never miss a new ad again.

### [schwarzesbrett.oeh.ac.at/wohnen](http://schwarzesbrett.oeh.ac.at/wohnen)

Here you will find only commission-free apartments. On the home page you specify where you are looking for an apartment and click on „ Miete” (Rent). Again, you can specify maximum cost and minimum living space. When you click on „ Finden“ (Find), you will see all the ads and you can specify more preferences on the left. In the ad there is usually a phone number or e-mail address of the person who rents the apartment. You can then send the person a request directly from your e-mail address.

There are also many different pages on Facebook where apartments are advertised. For this you will need your own Facebook account so that you can write to the people. Example pages are:

- Provisionsfreie Wohnungen und WGs in Wien  
= Commission-free apartments and shared apartments in Vienna
- WG & Wohnung Wien gesucht  
= WG & Apartment Vienna wanted
- WG-Zimmer und Wohnungen in Wien gesucht!  
= WG rooms and apartments in Vienna wanted!

- Provisionsfreie Wohnungen in Wien von Privat ohne Makler  
= Commission-free apartments in Vienna from private without a broker.
- Wohnen in Wien (Wohnungen und WG's)  
= Living in Vienna (apartments and WG's)
- Wien Wohnung und WG Zimmer gesucht  
= Vienna apartment and WG room wanted
- Suche Wohnung oder WG Zimmer in Wien  
= Search apartment or WG room in Vienna

## Contact texts - How do I write a text to an apartment that I like?

If you like an ad, you should send a message to the landlord right away. It does not have to be as long as a text for a shared apartment. It can for example, look like this:

*Sehr geehrter Herr Müller,  
ich habe soeben Ihre Wohnungsanzeige entdeckt und schreibe  
Ihnen mit der Bitte nach mehr Informationen und einem Besich-  
tigungstermin. **Mein Partner und ich** sind zurzeit auf der Suche  
nach einer **2-Zimmer-Wohnung** und Ihre scheint wirklich ideal.  
Kurz zu uns: **Mein Partner ist Lehrer in einer Schule und ich  
arbeite im Krankenhaus.**  
Wir würden uns sehr über einen möglichen Besichtigungstermin  
freuen und hoffen auf eine Antwort!  
Mit freundlichen Grüßen  
Dein Name*



Translation on the following page

*Dear Mr. Müller,*

*I have just seen your apartment ad and am writing to ask for more information and an appointment to view it.*

***My partner and I are currently looking for a 2 bedroom apartment and yours seem like it would be ideal. Briefly about us: My partner is a schoolteacher and I work in the hospital.***

*We would be very happy about a potential viewing appointment and hope for a response!*

*With kind regards*

***Your name***

Of course, you have to adapt this text to your situation. For example, you can change only the part that we have written in bold and leave everything else the same.

### **Viewing apartments - What do you have to consider if you are invited to look up an accommodation?**

Not all ads for accommodation to which you respond will reply to you. Often, it may take a long time until you receive a few responses. However, if you receive a reply mail, it probably contains information about when (date) you can come to see the accommodation (apartment viewing appointment).

If you are unsure or if you are somewhat shy or nervous, someone from our organisation can happily come along with you! Simply write an e-mail to us at

[hallo@fluechtlinge-willkommen.at](mailto:hallo@fluechtlinge-willkommen.at)

You will probably not get to learn on the same day whether you can move in there. Usually, there are several people who go to check out the apartment and the landlord looks for the person who he/she finds suitable. In most cases, he/she decides a few days later about who can actually move in and then writes a mail to you (or calls you up).

### **Be careful - there are several scammers in the property market**

Sometimes the rental charges demanded are much too high. You can have the rental charges checked in order to see whether they are reasonable for the accommodation. There are various centres that can assist you in getting back the excessive rental charges that you have paid, for example <https://mietervereinigung.at/> and <https://mieterschutzwien.at/>

What's more, not all advertisements that you find on the Internet are genuine. Sometimes there are incorrect ads (scams, fake ads), with which the fraudsters try to steal money from (cheat) you. You cannot always identify this immediately on the websites. However, if you write an e-mail to an incorrect accommodation, the landlord will definitely respond to you. All these reply mails are very similar, which means that you can identify that it is fake. If you identify this, simply ignore the mail and nothing can happen to you. It is important that you never transfer money to anyone with whom you have not concluded any rental agreement. If you receive a mail from a fake account, the persons usually write that they...

- cannot come to Vienna for renting the accommodation for professional reasons.
- are very happy to receive your e-mail.
- are not currently staying in Vienna explains a lot about their family.
- would like to have payments from you via Airbnb.
- do not know any German and that you should reply to them in English.

These e-mails are quite often very long and look somewhat like this:

*"Hello Stefanie,*

*I'm sorry for the delay too. We are Meghan and Patric Blink. Travel and holidays are a big part of our lives. We love the mountains and skiing and last year we moved in Trysil, Norway to open up a business in tourism. We own a chalet, which at the moment is our main source of income. It was pretty hard, we were very close to give up but in the end we made it.*

*At first, the apartment was on sale. Being not very profitable and after further discussion with my husband we decided to rent it. The apartment's address is: Spengergasse 22, 1050 Wien. The monthly rent is 710 Euro with all utilities included. The apartment is identical that in pictures.*

*We would like to know you better. Please tell us something about you and the reason for renting the apartment.*

*At the moment, neither of us can come to Austria, we are busy with the chalet administration so we can't meet with you personally but we do have a solution for this inconvenience so you can move in as soon as possible.*

*We can offer you more details if you are interested.*

*Thanks,*

*Meghan y Patric Blink*

*P.S. I appreciate a reply in English, if it is possible. Thank you!"*

## **Legal information - You have to consider this**

### **Types of rental agreements**

Every tenant must sign a rental agreement with the landlord. This is a document containing all information about the accommodation and an enumeration of all rights and obligations of the tenant and the landlord respectively. We shall show you here a few potential characteristics of rental agreements and what they mean.

**Hauptmietvertrag (Main rental agreement):** You are renting the accommodation directly from the owner of the accommodation.

**Untermietvertrag (Subletting agreement):** Someone else has concluded a main rental agreement with the owner, and you are concluding a subletting agreement with this tenant.

**Befristet (Limited time period):** The rental agreement states that you, for example, may remain there for only 3 years. It may be, however, that the landlord renews your rental agreement after 3 years.

**Unbefristet (Unlimited period of time):** You can always stay in the accommodation except in case of any problems (e.g. you are not paying the rent).

### **Important: Registering the main abode**

If you are shifting to another accommodation, you have to register this with a “Wiener Melde-servicestelle” (Viennese registration service centre) within 3 days. We have already compiled all the information for you to do this in the chapter on WGs.

## **What do I need to consider after I have shifted or relocated?**

If you are shifting to a new accommodation, you must attend to several things. In order that you can reside there comfortably, you need, for example, electricity, gas and the Internet. We shall show you how you can register all this as quickly as possible.

**Electricity:** You can find the cheapest electricity on this website [www.durchblicker.at](http://www.durchblicker.at) and register there immediately. You need to click on “Strom” (Electricity) under “Strom & Gas” (Electricity & Gas) at the top left and you can then specify various details about your accommodation. The website shows you the cheapest offers. Under „zum Abschluss” (To complete) on the right-hand side, you can register immediately for the electricity package of your choice with each ad. If you feel that your energy costs are too high, you can visit the following centre: <https://www.wien.gv.at/stadtentwicklung/energie/wissen/kontakte/>



**Gas:** You have to register for a gas provider so that you are able to keep your accommodation nicely warm at all times. This works exactly in the same way as that for the electricity on the website [www.durchblicker.at](http://www.durchblicker.at) If you feel that the energy costs are too high, you can contact the following centre:

<https://www.wien.gv.at/stadtentwicklung/energie/wissen/kontakte/>

**Household insurance:** If you have taken an accommodation on rent, you should have concluded a household insurance policy. In certain rental agreements, as a matter of fact, it is stated that you have to do this. If you take out a household insurance policy, you have to pay about 15€ per month and then you are insured against several disasters. In other words, if your accommodation catches fire or you have to get new keys made, the insurance company pays all costs for you. Each insurance pays for different items. Thus, you should think of what is important to you and then choose the appropriate insurance policy. This also works at [www.durchblicker.at](http://www.durchblicker.at). Here, you need to click on “Insurance policies” and then on “Household”.

**Internet:** You can even register for your Internet service provider at [www.durchblicker.at](http://www.durchblicker.at). You can choose “Internet” under “Telefon & Internet” and choose from the best offers on display.

**GIS:** If you have a TV or radio, you have to pay GIS charges monthly (about €15-30 per month). To do so, you have to register at <https://www.gis.at/anmeldung/privat/> A new rule shall come into effect at the end of the year 2023. It is not yet clear what this would look like.

**GIS - Application for exemption from payment:** If your net household income is less than €1,243.43 (for one person) or €1,961.75 (for two people), then you do not have to pay any GIS charges. To do this, you have to fill up an application form on the GIS website: <https://www.gis.at/befreiung/antragsformulare>

Moreover, persons with a lower net income may claim a mobile phone and Internet tariffs free of charge. The applications for the so-called Sozialtarife “Social tariffs” are available at [www.gis.at](http://www.gis.at) as well as at any district magistrate’s office, municipality office or in any Raiffeisen branch office. You can lodge applications there. If you have received exemption from paying GIS charges, you will also receive, for example, a complimentary mobile phone and data tariffs at Hofer Telekom (HoT) and Spusu.

# Furniture

You will presumably need plenty of furniture items in your new accommodation. This can be very expensive. However, there are many people in Vienna who give away their furniture as gifts free of charge. That is a good opportunity to obtain several elegant pieces of furniture without having to pay for them.

You will find almost everything at [www.willhaben.at](http://www.willhaben.at). To do this, visit the homepage of the website and click on "Marktplatz" (Marketplace) and then enter "Esstisch" (Dining table). It is best to click on the drop-down menu on the top right, either on "Aktualität" (Updates), so that you can browse the latest items or on "Preis aufsteigend" (Lowest prices first) so that you get to see the cheapest or free of charge items first. Just as in the case for searching for accommodation, you can write an e-mail to the person and decide when you, for example, should go to pick up the dining table.

However, there are also several Facebook groups, where people put up posts when they wish to give away their furniture as a gift free of charge, e.g.

- kostenlose Möbel für Hilfesuchende = Free furniture for those seeking assistance
- MÖBEL // Suchen -- -Verkaufen --- Kaufen --- Verschenken  
= FURNITURE // Search -- -Sell --- Buy --- Gift
- WIEN VERSCHENKT = VIENNA IS GIVING AWAY AS GIFTS
- Möbel und mehr Flohmarkt - Wien = Furniture and more flea market - Vienna
- Wien Verschenkt = Vienna Is Giving Away As Gifts
- TAUSCHEN ----- VERKAUFEN ( WIEN - UMGEBUNG)  
= EXCHANGE----- SELL ( VIENNA - SURROUNDINGS)
- Alles gratis Wien = Everything for free in Vienna
- Möbel, neu oder gebraucht = Furniture, new or used
- Wien verschenkt, tauscht oder verkauft = Vienna is giving away as gifts, exchanging or selling

- share & care - Wien NEU! = share & care - Vienna NEW!
- WIEN VERSCHENKT = VIENNA IS GIVING AWAY AS GIFTS

There are also shops that sell low-priced and used furniture items or, in fact, give them away as gifts:

### **Carla**

The “Carla” second-hand shops are found in different locations in the whole of Austria. Here, you will find clothing, electrical appliances, furniture and much more at a low price. In Vienna, in the 5th district in Mittersteig 10, there is one Carla shop. The working hours are from Monday to Friday, from 9:00 AM to 6:00 PM and on Saturday from 9:00 AM to 3:00 PM. The Carla shop in the 21st district in Steinheilgasse 3 is open from Monday to Friday, from 9:00 AM to 6:00 PM and on Saturday from 9:00 AM to 3:00 PM.

### **48er-Tandler Margareten**

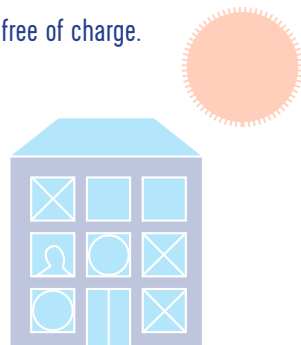
This is a supermarket for second-hand articles, which can be purchased at a low price. The supermarket is located in Siebenbrunnenfeldgasse 3 in the 5th district in Vienna. The 48er-Tandler is open from Wednesday to Saturday, from 10:00 AM to 6:00 PM.

### **Shpock**

Shpock is an on-line shop. Here, too, you will find various categories. Under the category “Miscellaneous”, you also have the “To give away” (zu verschenken) tab.

### **Bazar.at**

This also offers certain items of furniture on-line and free of charge.



# Foodstuffs

There are certain opportunities in Vienna to buy low-priced foodstuffs. There are good destinations given here where you can save money while shopping.

In Vienna, there are three “Sozialmärkte” (“SOMA” or social markets). These are supermarkets where foodstuffs are particularly low-priced. If you go there the first time, you must also carry a proof of income along with you (AMS certificate, salary slip, pension certificate, social or mobile ID card), your registration certificate and a photograph. The addresses are available at <http://www.sozialmarkt.com/home>

Moreover, the Viennese relief organisations have 2 other SOMA located in 1070 and 1140, in which you can purchase subsidised foodstuffs, provided that you do not exceed a certain maximum level of income. The working hours and addresses are available at:

<https://www.hilfswerk.at/wien/soma-sozialmaerkte/sozialoekonomischer-betrieb/soma-sozialmaerkte/>

Moreover, you can find so-called “Fair-Teiler” (Fair distributors) in the whole of Vienna. These are refrigerators in which people put in foodstuffs to be given away free of charge as gifts. Thus, if you have food at home that you are no longer eating, you can give it away there for someone else. But you can also simply take away food from there. The list of all refrigerators is available at <https://foodsharing.at/?page=fairteiler&bid=13>

There are also several Facebook groups, in which people give away meals and foodstuffs free of charge. For example, those given below:

- Food Sharing Wien = Food Sharing Vienna
- Kostenlose Lebensmittel in Wien = Free foodstuffs in Vienna
- Gratis Lebensmittel Wien = Complimentary foodstuffs in Vienna
- Lebensmittelrettung Österreich = Foodstuffs rescue in Austria
- Share & Care Lebensmittel Wien = Foodstuffs in Vienna

# If you do not have a place to sleep

If you do not have any accommodation, you do not have to sleep on the street! There are houses in Vienna where you can go without registering to sleep.

## Sleeping centres in an emergency without registration for men and women

Gruft – Emergency sleeping centre (Caritas Wien) <https://www.gruft.at>

Barnabitengasse 12a, 1060 Vienna

Emergency sleeping centre: 9:00 PM - 07:30 AM, daytime centre: 07:30 AM - 09:00 PM

+431 587 8754, [gruft@caritas-wien.at](mailto:gruft@caritas-wien.at)

Specificity: for 18 years and older

Second Gruft (Caritas Wien)

Lacknergasse 98, 1180 Vienna

Daytime centre: 10:00 AM - 2:00 PM

+431 479 23 94, [zweite.gruft@caritas-wien.at](mailto:zweite.gruft@caritas-wien.at)

Specificity: There is a section only for women

VinziBett (Association of Vinzenz community, St. Martin)

<http://www.vinzi.at> Simmeringer Hauptstrasse 35, 1110 Vienna

Admission: 18:00-23:00

+43 699 1104 8778, [vinzibett@vinzi.at](mailto:vinzibett@vinzi.at)

Specificity: There is a section only for women. Entry in case of an emergency, is possible only with consultation. Office working hours: Monday to Friday, 10:00 AM - 2:00 PM

VinziRast (Association of Vinzenz community, St. Stephan) <https://www.vinzirast.at>

Costs 2€ per night

Wilhelmstrasse 10, 1120 Vienna

Admission: 18:30 - 09:00 PM

+431 810 7432, [cortihaus@vinzirast.at](mailto:cortihaus@vinzirast.at), [omai@aon.at](mailto:omai@aon.at) | +43 650 524 1402

Haus Amadou (Caritas Wien)

<https://www.caritas-wien.at/hilfe-angebote/asyl-integration/wohnen/notversorgung/haus-amadou>

Robert Hamerlinggasse 7, 1150 Vienna

+431 894 0280, [haus.amadou@caritas-wien.at](mailto:haus.amadou@caritas-wien.at)

Specificity: only for asylum seekers and penniless migrants

## Sleeping centres in an emergency without registration for young people

a\_way – Emergency sleeping centre for youngsters (Caritas Wien)

<https://www.caritas-wien.at/hilfe-angebote/obdach-wohnen/notschlafstellen/notschlafstelle-fuer-jugendliche>

Wilhelmstrasse 4/Ground Floor, Vienna

Admission: 05:00 PM - 09:00 AM

+431 897 5219, [a\\_way@caritas-wien.at](mailto:a_way@caritas-wien.at)

Specificity: for youngsters aged 14-21

JUCA - House for young adults (Caritas Wien)

<https://www.caritas-wien.at/hilfe-angebote/obdach-wohnen/wohnhaeuser/fuer-jugendliche-ju-nge-erwachsene/juca>

Roemergasse 64-66, 1160 Vienna

+431 485 2727 600, [juca@caritas-wien.at](mailto:juca@caritas-wien.at)

Specificity: for women and men between 18 and 30 years of age

## Sleeping centre in an emergency only for women

(FrauenWohnZentrum) Women's accommodation centre (Caritas Wien)

<https://www.caritas-wien.at/hilfe-angebote/obdach-wohnen/wohnhaeuser/fuer-frauen/frauen-wohncentrum>

Springergasse 5, 1020 Vienna.

Admission: 00:00 midnight - 24:00 midnight

+431 971 807, [frauenwohncentrum@caritas-wien.at](mailto:frauenwohncentrum@caritas-wien.at)

Frauenhäuser Wien (Houses for women Vienna)

Amerlingstrasse 1, 1060 Vienna

Admission: Mon.-Fri.: 08:00-15:00

+43 057 722, [verein@frauenhaeuser-wien.at](mailto:verein@frauenhaeuser-wien.at) <http://www.frauenhaeuser-wien.at/>

Specificity: For female victims of violence and their children who need accommodation

## Consulting centres for homeless people

If you are homeless, you should also contact the following organisations. They do not have any sleep centres, but they assist you in finding long-term accommodation.

P7 – Wiener Service für Wohnungslose (Service in Vienna for the homeless) (Caritas Wien)

<https://www.caritas-wien.at/hilfe-angebote/obdach-wohnen/beratung/p7-wiener-service-fuer-wohnungslose>

Address: Wiedner Guertel 10, 1040 Vienna

Mon.-Fri.: 08:00 AM - 6:00 PM, Sat., Sun. & holidays: 09:00 AM - 4:00 PM

+431 892 3389, [p7@caritas-wien.at](mailto:p7@caritas-wien.at)

bzWO – Consulting centre for helping the homeless (FSW)

<https://www.fsw.at/p/wohnungslosigkeit>

Lederergasse 25, 1080 Vienna (Entrance Laudongasse 29-31 in the interior courtyard on the right side)

Admission: Mon.-Fri.: 08:00 AM - 3:00 PM

+431 245 24, [bzwo@fsw.at](mailto:bzwo@fsw.at)

Refugee project Ute Bock <https://www.fraubock.at>

Zohmannngasse 28, 1100 Vienna

Available on telephone, Mon. - Fri.: 10:00 AM - 5:00 PM

+431 929 242 424

[beratung@fraubock.at](mailto:beratung@fraubock.at)

## *Other offers for advice on accommodation*

If you are looking for a room in a WG or if you are searching for a new, better place to stay, there are numerous organisations who can support you with the search. In this little book, we have already provided some important information to you, but you may also exercise the option of personal consulting. Given below is a list of all organisations that can assist you.

### **For everyone:**

Our association, FlüWi Österreich (Austria), helps you in finding a room in a WG or to search for an independent accommodation unit. Write an e-mail to us at [hallo@fluechtlinge-will-kommen.at](mailto:hallo@fluechtlinge-will-kommen.at) or register yourself on our website at [www.fluewi.at](http://www.fluewi.at)



Caritas Wien (Vienna) offers so-called start-off accommodation for migrants. You can stay there for a maximum of 3 years and you will be provided with personal care and support. There is, in fact, a long waiting list for this, but nonetheless, it is good to register yourself there. For this purpose, you can go to Mommsengasse 35, 1040 Vienna or call up at 05 178 023 20 from Monday to Wednesday, 9:00 AM - 12:00 noon, and Tuesday and Thursday, from 2:00 PM to 5:00 PM.

The Diakonie welfare and social work organisation offers advice on accommodation for refugees and it also has a few integration start-off accommodation units for which you can register yourself. The consulting centre is located in Kuenstlergasse 11/5, 1150 Vienna. You can call up there on +431 905 402 472 or write an e-mail to [wohnberatung.wien@diakonie.at](mailto:wohnberatung.wien@diakonie.at). Detailed information is available at <http://fluechtlingsdienst.diakonie.at>

Interface provides advice on all matters and issues related to integration - also on the subject of searching for accommodation. Personal consulting meetings are offered in various languages. You have to seek and fix an appointment in advance for a consulting meeting: +431 524 501 551. Detailed information is available at

<https://www.interface-wien.at/4-asylberechtigte/43-beratungsangebot>

The Wohndrehscheibe der Volkshilfe (residential hub of the people's relief unit) supports you in the search for accommodation and for all legal matters or issues. For this purpose, you must first fix an appointment at +431 360 644 343 or via mail [wds@volkshilfe-wien.at](mailto:wds@volkshilfe-wien.at).

The address is Landstrasser Hauptstrasse

146-148/11/ 1st Floor, 1030 Vienna. All information is available at

<https://www.volkshilfe-wien.at/wohnungslosenhilfe/wohndrehscheibe/>

### **For asylum seekers and refugees in primary care:**

The integration house provides support to you in your search for accommodation. It is best that you call (Tel.: +431 3344 592). You can find all the information at

<https://www.integrationshaus.at/de/beratungsstelle>

## For LGBTQIA+ refugees

The QueerBase organisation conducts accommodation consulting workshops regularly and supports those persons in their search for accommodation who had to flee based on their sexual orientation. You can call up there at +43 664 659 4171 or write a mail to [asylum@queerbase.at](mailto:asylum@queerbase.at) You can get detailed information at [www.queerbase.at](http://www.queerbase.at)

## About us

FlüWi Österreich (Austria) finds new homes for refugees in private accommodation, i.e. In WGs, or with families who provide one free room. As a result, contact is encouraged between refugees and the Austrian population, prejudices are eliminated, social networks are established and learning German language gets promoted.

FlüWi condemns central accommodation in mass housing facilities, which stigmatise and segregate people, and strives politically to arrange for decentralised accommodation. In the long term, we would like to contribute to establishing an open society, in which coexistence with solidarity and living together as equals can be taken for granted.

### Our offer

We help you to find a room in a WG in which people live who have already been living for a longer period of time in Vienna. They can assist you in day-to-day life and show you all the cool things that you can do in Vienna. While arranging accommodation for you, we take care to see that you live with people with whom you share common interests and with whom you can have pleasant and meaningful exchanges. Nevertheless, if you would like to live alone or with your family, we also support you with this.

Registrations at [www.fluewi.at](http://www.fluewi.at)

## How you can reach us

Write an e-mail to us any time at [hallo@fluechtlinge-willkommen.at](mailto:hallo@fluechtlinge-willkommen.at)

We can answer your questions via mail or we can fix an appointment for seeking advice.

We will always respond very promptly, promise!

# Index: Important terms

## Shared accommodation (WG)

Several people live together in a WG who are not part of a family, but are often very good friends. They share a living room, a kitchen and a bathroom. Nevertheless, each one has his/her own bedroom. Of course, there are some regulations in most cases that are different in each WG.

## Security deposit

You always have to pay a security deposit when moving into a WG room. This is an amount (usually 2-3 times the monthly rent) that is kept as security. If you break something or put it out of order or you cannot pay the rent once, the amount is paid from the security deposit. However, if you do not break or put anything out of order and always pay your rent, you get this amount reimbursed after you have moved out and vacated the accommodation.

## Commission

If an accommodation or a WG room has been advertised via a company, then it may happen that in addition to the normal costs, you also have to pay a commission to the broker. In other words, in addition to the usual rent and security deposit, you also pay 2x times the rent/gross rent. You can identify such ads when you often see the name of a company along with the ad, e.g. Mueller GmbH, Mueller KG, Mueller GmbH & Co KG or Mueller Immobilien. The legislation for this purpose will be amended in June 2023 and the commission of brokers should be dispensed with. However, it is not yet quite clear what this would look like practically.

## **Compensation for furniture and fittings**

It may happen that there is furniture already available in the room in which you would like to move in. Sometimes, you get these simply handed over free of charge, but sometimes you also have to pay for them. This means "Compensation for furniture and fittings" and, in most cases, it is already included in the WG ad on the Internet.

## **Rent (warm)**

In the case of WG rooms, the ad, in most cases, contains "Costs: € 300 – including incidental costs, electricity, gas and Internet". Then you have to pay exactly this amount every month because all costs are already included. This is then called rent (warm).

## **Rent (cold) = Net rent**

If all additional costs such as electricity, gas, Internet are not included in the costs for WG rooms, it is called "Cold rent" or "Net rent". In this case, there are other costs added to the price of the rent.

## **Gross rent**

This term is generally relevant only for accommodations (and not for WGs), and it describes the net rent plus incidental costs (these are general costs that are incurred for the building and the accommodation). The gross rent is specified in most cases for ads pertaining to accommodations.

## **Special-purpose WG**

Several people live together in a special-purpose WG. However, no special importance is given to living together as a community or household.

## **No-purpose WG**

In a WG, which is not a multi-purpose WG, the people would not only like to live together, but also spend time with one another, talk to one another, sit together, cook food etc. There should be community living with one another, from which, perhaps, friendship can also develop.

## **Old vs. new build**

Often, accommodation in so-called old construction buildings is lower in price than new accommodation. These are subject to the rent right protection act and the rent should not be too high. However, you have to ensure that older accommodation units are no longer completely new, and this may lead to loss or damage in the accommodation. Moreover, the high ceilings and the old and leaking windows lead to higher heating costs. In residential accommodation in new buildings, everything is often newer, hence there is less loss or damage and the heating costs are lower. When looking for accommodation, you should consider this.

## **Limited time period**

Several units of accommodation in Vienna are for a limited time period, in other words, the rent agreement is concluded for a few years (e.g. three years), and thereafter, the landlord requests you to move out and vacate the accommodation. If you would like to stay there longer, you have to then discuss this with the landlord.

## **Unlimited period of time**

The unlimited period of time means that you can reside there for ever. Unfortunately, there are very few units of accommodation that are rented out for an unlimited period of time.

## **Municipality accommodation**

Municipality buildings are rented out by the respective municipalities. The accommodation remains dedicated to social accommodation facilities. They are rented out to needy people who would otherwise come into financial hardship as a result of the rent. You have to meet various requirements to qualify for municipality accommodation.

## **Property management**

A property management office or a property manager administers a residential building. It may be a company or an individual person. The property management ensures that the entire building is intact. If a problem occurs and the lift, for example, fails, you contact the property manager and he will then look into the matter to rectify it.



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