

## Frequently Asked Questions (FAQ)

### How can the reserved personnel room be obtained?

Please fix an appointment with Mrs Rizova, caretaker, at least 10 days in advance, phone +41 (0) 79 214 28 88 or [zorze.rizova@insel.ch](mailto:zorze.rizova@insel.ch). To fix your appointment, you must inform Mrs Rizova where you are going to stay (address of the personnel house and the room number).

### OPENING HOURS:

Monday - Friday: 07.00 - 11.30 am (departures) and 13.00 - 16.00 pm (entrances)

Saturday / Sunday and on holidays NO entrances or handing over rooms

### Can the key be taken by a third person?

**For example, the tenancy starts on a Friday, but the takeover by the tenant is only possible on weekends.**

Yes. Ms. Rizova, caretaker, phone +41 (0) 79 214 28 88, must be informed about the name of the third person and there has to be fixed an appointment to pick up the key.

The third person will sign the receipt of the key. The following weekday, the tenant has to sign the rental contract with Ms. Rizova.

### When is an apply for a personnel room/apartment valid?

Submission of the registration form is not yet considered as a reservation.

Your request will be put on a waiting list. 2-3 months before the reference date, we will send you an offer. The distribution of the personnel rooms takes place according to the date of receipt of the registration.

Only after your written confirmation (email) the personnel room/apartment will definitely be reserved for you.

### When do I receive the confirmation or rental agreement for the personnel room?

The definitive confirmation will be sent by post (if short term by e-mail).

The contract will be handed out when you move into your room.

### Is internet access available in the personnel houses (PH)?

PH 3: W-LAN is installed.

The access code will be announced upon receipt of the personnel room.

PH 7: LAN is installed. The access is possible with a network cable.

PH 8: W-LAN is installed.

The access code will be announced upon receipt of the personnel room.

PH9: W-LAN is installed.

The access code will be announced upon receipt of the personnel room.

### Are the personnel rooms furnished?

Yes. Please refer to the document "Einrichtung Personalzimmer" (on the internet) for details

**Are kitchen utensils (such as pots, cutlery, plates, etc.) provided by the property management?**

No, the kitchen equipment has to be brought by the tenant.

**Are the bed and bath linen provided by the property management?**

No, the bed linen and towels must be brought by the tenant.  
Blankets / pillows are available.

**How is the housekeeping organized?**

The general premises are cleaned by the cleaning staff. However, we expect that every tenant has to leave the kitchen and bathroom clean.  
The tenant is responsible for the cleaning of the rented object (personnel room). For details, please refer to the document "Guidelines for the handover of personnel accommodations".

**How has the rent to be paid?**

- Your rental agreement lasts up to 2 months:  
When you move into your room you have to pay the rent in cash or with a credit card.
- Your rental agreement lasts more than 2 months:
  - You will receive a payment slip (transfer slip) which is for the payment at the post office.
  - If you have a Swiss bank account we highly recommend to pay by ebanking:  
Click on "Payments" ◊ Click on Orange "Payment slips"; then transfer the information from your payment slip into this form.
  - To pay with a credit card is possible as well.
  - If you pay the rent from an international account, the following information is required:  
Postfinance, 3030 Berne  
Account 31-432244-6  
IBAN CH75 0900 0000 3143 2244 6  
SWIFT / BIC POFICHBEXX  
SIC 090002

*Please note: your name + first name / tenant no / personnel house + room no*

**You can pay the rent after your arrival/moving into the room.  
There will be charged only the effective days listed in the contract.**

**Are parking spots available?**

Parking spots are not available to tenants in personnel houses / apartments.

If the car is personally registered with your name, you can apply for a season pass at the city police licensing office: +41 (0) 31 321 52 17.

**Further information can be found under „ABC des internen Wohnens“.**