



**STEP
BY STEP**

WITH
A FEW
CLICKS

The Tenant Portal

Step by Step

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CAR SHARING



WHAT CAN THE TENANT PORTAL DO?

- You can take care of many rental contract matters **at the click of** a button.
- You can use affordable **car sharing offers** and only pay the registration fee and the costs of use. We **pay your membership fee for the first year** and the **deposit** directly for you!
- Notifications arrive directly to your **contact person**.
- You always have access to your **contract documents** (e. g. rental contract or service charge statements).
- You can see the current status of your **rental account** and your **contract data**.
- You can **use important forms** around the clock.
- Together, we can save **paper** and help protect **the** environment.

HOW DO I REGISTER FOR THE TENANT PORTAL?



STEP 1

Access the **Tenant Portal** via the link on our home-page www.GEWObAU-Erlangen.de or use the QR code below. This opens a login screen.

- www.GEWObAU-Erlangen.de
- **Tenant Portal** button
- **Click Register**

USERNAME

PASSWORD

LOG IN REGISTER

CLICK



STEP 2

In the next step, you will be asked to complete the **login** form. Your personal registration number can be found on the attached cover letter. Mandatory fields are **last name** and **email address**. Please make sure that the surname matches the surname in the contract. It is also important that you pay attention to upper and lower case characters.

- **Fill in the login form**
- **Registration number as shown on the cover letter**

THESE CAN BE FOUND ON THE ATTACHED LETTER.

 I accept the general terms and conditions.

 I accept the privacy statements.

By registering, I automatically agree to the electronic receipt of documents.

CANCEL REGISTRATION

Have you forgotten your registration number? Call us, we're here to help.
 T 09131 124-102
 E Mieterportal@GEWOBAU-Erlangen.de

WHAT CAN I DO WITH THE TENANT PORTAL?

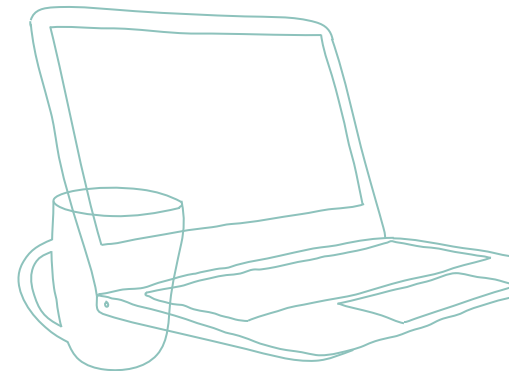
START PAGE

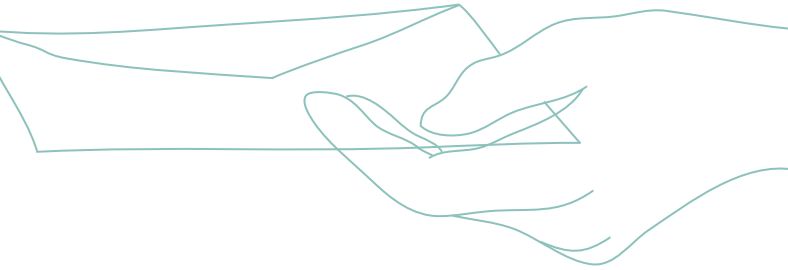
We inform you about your Tenant Portal on our homepage. All news can be seen quickly and easily at a glance. In addition, you will find your latest messages and documents here.

DOCUMENTS

Here you will find contract documents (rental contract, house rules, tips on waste separation, tips for correct heating and ventilation, operating instructions for the smoke detectors) and correspondence. We will gladly provide you with additional documents on request, such as the handover certificate. Your documents are sorted in descending order according to the date of receipt. As a result, even older documents are always at the ready. In addition, these ready-made forms are available to you (on the right):

- **Current rent certificate**
- **SEPA mandate**
- **Termination form**
- **Complaint report
for neighbourhood conflicts**
- **Confirmation of registration
for car sharing offers**





CONTRACTS

Here is your contract data, your current rental account status and the bank account details stored with us for the payment of the rent.

NEWS

Under **Messages** you will find your sent and edited messages. These are sorted in descending order according to the date of receipt.

ENTER MESSAGE

Do you want to get in touch? Under **Enter Message** you can send us messages on various topics. Quickly and directly. To do this, first select one of the following message types:

- **Query or Appointment**
- **Application**
- **Complaint**
- **Operating Costs**

You can then specify your message by selecting the message category and entering your personal message in the text field. If you wish, you can also send us **attachments**. Simply select the desired file through the **search** button.

*SELECT A
FILE FROM
YOUR PC*

 **SEARCH**

MY BENEFITS
FROM USING
THE TENANT
PORTAL

I WOULD LIKE TO USE THE CAR SHARING OFFER. HOW DOES IT WORK?

WHAT IS CAR SHARING?

Car sharing is a low-cost alternative for those who find that one car is too much and no car is not enough. In other words, you just share cars with other people. You can book the vehicles by the hour, day or week, subject to availability. You can use a car without having to own it.



CARSHARING ERLANGEN e.V.

If you drive less than 12,000 km a year, car sharing can save you a lot of money and help protect the environment. It's an ideal supplement to cycling or taking the bus and train.

You have access to different vehicles: From small cars to estate cars to 7 seaters, with automatic or manual transmission. Many vehicles are also equipped with a trailer coupling. In addition, there will soon be electric vehicles for electromobility in Erlangen-Höchstadt and a minibus with nine seats. There are currently over 4,000 vehicles available in 300 cities (e.g. at almost every train station).

- Save on your membership fee for the first year
- Save on your deposit
- No car purchase costs
- Efficient use
- Fixed costs are distributed to all users
- No organisation of maintenance or repair
- Different types of vehicle
- No individual parking space necessary
- Contribution to environmental protection

MORE INFO



www.carsharing-erlangen.de

HOW DO YOU CONTACT US WITH QUESTIONS?

If you need help registering or using the Tenant Portal, you can get in touch with the following contact:

CONTACT PERSON

Sonja Hummel

TELEPHONE

09131 124-102

EMAIL

Mieterportal@GEWOBAU-Erlangen.de

LEGAL NOTICE

GEWOBAU Erlangen

Wohnungsbaugesellschaft der Stadt Erlangen mbH (Housing Association of the City of Erlangen)

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Registration number:
Commercial register no. B 505

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DE229232879

Chairman of the Board:
Dr. Florian Janik

Managing Director:
Gernot Küchler

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