

Living with GoLiving

Everything you need to know about living in a GoLiving Apartment



What is in this Booklet

Everything that you need to know about living in a GoLiving apartment in one simple booklet.

1 How to Pay Rent

When and how you have to pay your rent every month, including specific details.

2 Basic Essentials

What is provided by GoLiving, how often it will be brought to your apartment, and how you tell us if something has run out.

3 Weekly Cleaning

How to find out when the weekly cleaning of apartments will be, and what the process is.



4 Apartment Maintenance

How to report issues and how we'll go about solving them for you

5 Cancelling Membership

A step by step guide about how to tell us that you are moving out, and what paperwork we can provide you with.

6 Community Events

What we will be offering, how often, and how to find out exactly when they will be.



7 GoLiving Calendars

Where to access the different calendars that GoLiving operates with, and what's in them.

8 Community Management Team

Introducing the Community Management team who will be able to help you throughout your stay with GoLiving



How to Pay Rent

A simple guide to paying your monthly rent



Paying Rent

The two different ways to pay your rent

Rent is due the 1st of every month

Self-Transfer

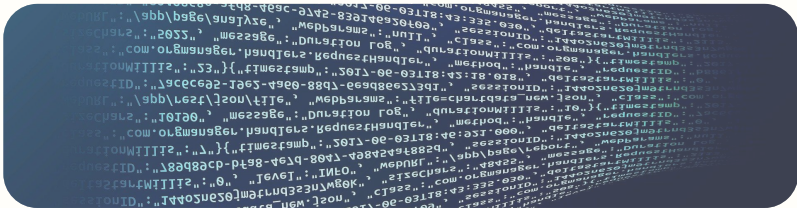
We completely understand that when you move here you will need to set up a German bank account so we're more than happy for you to transfer your rent **for the first few months**. Simply use the account details below and use the following structure so we know exactly who is transferring us rent and for what.

Account Name	GoLiving GmbH
IBAN	DE73100701240227058500
Bank	Deutsche Bank
Reference Structure (Example)	Rent XXX-# MM/YY Rent KDM-2 01/20

Direct Debit

Direct Debit is the **safest and easiest** way to pay rent. As soon as you have set up a German bank account, or any bank account that operates in Euros (€), **fill in a simple online form** that will let us take the rent from your account every month. It's completely hassle-free for you, it's safe, simple and our **number 1 choice!**

€ Accounts Only	Safer For You
1 Online Form Set-Up	Same Day Every Month
Hassle-Free	Protected by Banks
Simple for you	Our #1 Choice





Replenishing Basic Essentials

What we provide for you and when you'll get it

A quick guide to the Essentials that we provide

What is Provided?

As part of our **All-Inclusive** service, we want to provide you with every basic essential that you need. This is in order to make your stay in our apartment **as simple as possible**, but to also make living with other people as hassle free as we can. Here is a comprehensive list of things that we provide (please note that this list is liable to small changes)!

- Coffee
- Tea (multiple varieties)
- Salt
- Pepper
- Oil
- Kitchen Paper
- Washing up liquid
- Dishwasher tablets
- Salt for the dishwasher
- Soap
- Laundry detergent
- Sponges

We Buy the Essentials

1. We go out to the shops and buy everything for you. We are always mindful of the items that we buy to make sure that they are as environmentally friendly as possible



We Deliver the Essentials

2. It wouldn't be hassle-free if you had to lift a finger, so we'll come out the the apartments and deliver the items ourselves **once every month**.



Let Us Know if Anything Runs Out

3. Please let us know when you run out of items and we'll see what we can do for you!

Weekly Cleaning

A simple guide to the weekly cleaning



A Brief Overview of the Apartment's Weekly Cleaning

As part of our all-inclusive service we get the communal areas of apartment cleaned every week. This is your quick go-to guide on what the cleaners will be doing and what you have to do.

What do you have to do?

In short? Not a lot.

- The cleaners have a key so you shouldn't ever have to let them in.
- The cleaning is at the same time every week so there should be no surprises there.
- The cleaners even water plants for you, so there's no need for you to.

What will the Cleaners be doing?

The cleaners are there to make sure that the apartment is kept in good order and make living with housemates as simple and stress-free as possible.

- They are there to clean, i.e. Hoover, mop and clean surfaces.
- **The cleaners are not there to clean up after you.**
- Not to clean your dishes, clothes or sheets.

When will the cleaning happen?

Weekly cleaning happens either once or twice a week, depending on the size of your apartment.

Cleaning will happen 1 x per week

This exact cleaning dates and times can be found in the **Google Calendar for your apartment.**

If you have any questions about the weekly cleaning then please contact your community manager and they'll be more than happy to help.

A top-down photograph of various vintage tools and objects arranged on a dark, weathered wooden surface. The tools include a large pair of open-end pliers on the left, a double-bitted axe with a wooden handle in the center, a claw hammer with a wooden handle to the right of the axe, a circular Craftsman tape measure at the top center, a pair of worn tan leather work gloves on the right, a curved sickle-like tool on the far right, a metal cup at the bottom right, a small utility knife, a metal spring, and a metal bell. The scene is lit from the left, creating strong shadows.

Apartment Maintenance

How to report a problem and how it gets fixed

Maintenance

How to report a problem and how we go about solving it

Our service doesn't end once you have moved into the apartment. When you move in you will be assigned a **community manager** who is in charge of making sure that everything in the apartment is working as it should. If something should go wrong, this is our policy for making sure that it gets **sorted as soon as possible**.

1

Report Your Issue to GoLiving

If there is **anything wrong in the apartment, anything missing, or anything that you think should be fixed** then please let us know. We try and provide absolutely everything we can in the apartments but we cannot do that unless you **let us know what you need**.

To do this please **communicate with your community manager**. At the moment the best way to do this is probably **via email**, however we are looking into a more automated system very soon!

2

We Choose a Course of Action

Once we have received your message we then **discuss it within the team** to decide what to do.

Unfortunately some requests are rejected. This is because we have to try and provide a fair service across all apartments, so our response must be the same for everyone.

Once a decision has been reached of a course of action has been decided, **a member of our team will either solve the issue or make sure the appropriate people are made aware** so it can be fixed.

3

Communicate With You What Has Happened

At every stage we'll make sure that **your community manager is constantly keeping you in the loop**, especially if someone outside of the GoLiving team has to come into the apartment.

We'll let you know when we think the issue is resolved and then it is up to you to let us know if the issue reoccurs again.

We'll also be sending out **2-3 monthly reports** for the apartment so everyone is up to date with what has been happening.

How to report an Emergency

Although we make sure that all of our apartments are in the best condition they can be before people move in, problems can arise. For this reason we do have a protocol in place to deal with emergencies that have to be dealt with straight away.

01

Does the issue constitute an emergency?
Does it require immediate attention?

- We want to make sure that this email address is only used for issues that need immediate attention
- Issues that we would regard as emergencies would be **power outages, water leaks, front door breakages, smashed windows** etc.
- Water temperature, dishwasher/washing machine issues although annoying are not.
- If it's not an emergency please use the usual channels by contacting your community manager.

02

Send an email to emergency@goliving.eu

- Sending an email to this address will send an email to around 5 of the GoLiving team who will be in a position to help.
- **Please do not call community managers.** This is not to be horrible, it is just that the email has more chance of being answered as a community manager may be away or unreachable.
- Once you have sent the email we will get back to you ASAP

03

We will coordinate a response and fix the issue as quickly as possible

- Once you have sent the email to us, your role will have ended. We'll take care of everything from there while making sure to keep you in the loop.
- Hopefully once you'll never have to use this email, but it is always there if you need it.
- Common sense moment: **IF THERE IS IMMINENT DANGER SUCH AS FIRE, PLEASE CALL THE EMERGENCY SERVICES, NOT GOLIVING!** Although we like to think of ourselves as superheroes, we aren't actually!



Cancelling Your Membership

How to leave the GoLiving Community... :(

How to leave the GoLiving Community

Here are the simple steps that you have to follow if you want to finish your GoLiving Membership and move-out of the apartment.

Let us know in advance

Please let us know well in advance when you are moving out.

Please also **always tell us in writing** so there is no chance for errors/confusion and to avoid penalty payments. **An email is sufficient.**

That gives us plenty of time to plan you leaving, list your room again, and prepare emotionally for the hole you will leave.

Ask for any paperwork that you need

Please let us know if there is any paperwork/references that you need from us when you move-out.

An example of this is a: **Mietschuldenfreiheitsbescheinigung** which is a form that confirms to any future German landlord that you paid your rent on time and you were a great person to have around!

It's no problem for us to give this to you, please just let us know a bit in advance.

Drop us a rating/review on Google

This is the part where we ask for a bit of help from you! We're still a relatively new company, and every review or bit of publicity goes a long way to helping us grow.

So if you've enjoyed your time with GoLiving (we sincerely hope you have) then please click [HERE](#) to give us a review on Google.

Thank you ever so much, and goodluck in your future from everyone at GoLiving!

GoLiving Community Events

A simple guide to our Community Events



An Overview of our Community Events!

Let us know what events you would like

We put on events for all our members to give you a chance to **meet great people** in the city you live in!

How many events are there?

At the moment we're doing at least **two events every month**.

- The big event has been where we encourage **every GoLiving Member** to attend. This would be cocktail parties, eating out etc.
- Then we also throw smaller events normally in the week. Something lowkey so you can till make it to work clear headed the next day!

How will I hear about them?

At the moment we're sending out **email invites, events calendars reminders and whatsapp reminders**

- Please always respond to an invite even if you're not coming
- We normally allow plus 1's, so please ask and we'll let you know if the numbers work. The more the merrier! **Always ask if you have questions, we're here to help.**

Do I have to come?

There is of course, absolutely no obligation for you to come, however:

- **We will be limited in the number of events we can put on if people don't come.** In the future we want to try more adventurous events with minimum turnouts, if people don't come we won't be able to put them on.
- **Coliving is about community.** We personally vet everyone that gets a room with GoLiving to make sure that they'd be a good fit for the community, so why not come and meet them?

What type of events we offer

Events

We want to make sure that in the future, we don't just give you events that are just entertaining.

We want to show you all our favourite spots, and get the **whole community engaged in activities** they may never have tried before! The best part is the fact that you're doing it with people you know, the GoLiving community.



Sports

We all know that keeping in shape with a hectic lifestyle is difficult, so we want to try and put on a range of activities that are easily slotted into your busy schedule.



Tours

Germany is full of some of the most exceptional sights and history in Europe, and we want to make sure that everyone has a chance to experience that.



Games Nights

Game nights are an incredibly simple way for us to inject some life into an ordinary week night, and give you a chance to bond with housemates.



Outdoor Activities

Making the most of the outdoors is one of life's treasures. In future we want to organise hikes, bikes and excursions to harness this.



Food & Drinks

Tried and tested way for people to spend time and get to know each other. We want to take you round our favourite places and give you a chance to get to know the whole community.⁴



Workshops

We're always told to learn something new everyday. We won't be having workshops everyday, but sometimes to give you a great chance to learn a new skill!



Calendars

Where to go fo all apartment and community dates

What your apartment calendar is and how to use it

We have calendars for every single apartment, and for events going on in the city. Here's our quick guide to how they work.

Apartment Calendar

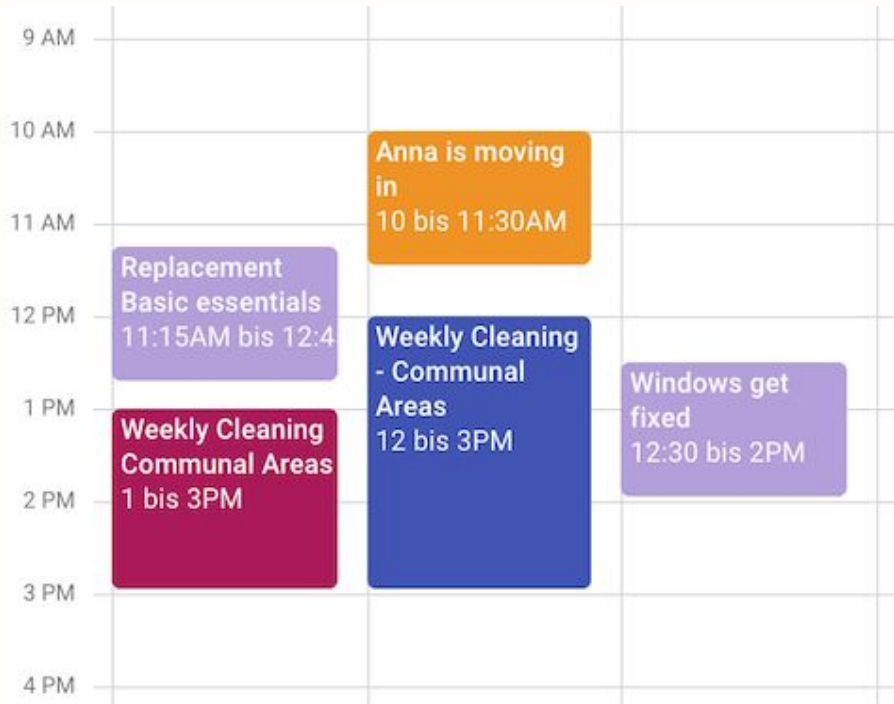
Where do I get apartment related infos

Every apartment has its own calendar where we put apartment related information. So you get informed in advance if somebody is entering your apartment. As soon as you moved in we will add you to the calendar.

Events Calendar

Where do I get event related infos

We also have a calendar that every member has access to where we will put every upcoming community event. Please click on the event when you are coming to an event so we can track numbers, and so you will get notifications.



The Community Management Team

Who the Community Management Team are and how to reach them

Community Team

An introduction to the Community Management Team

Introducing the Community Management Team! These are the guys that you'll see at community events, and who you can contact anytime there is an issue in your apartment.



Joanna Buchmeyer

VP of Community

Don't be fooled by her very German sounding name, Joanna is from the US, by way of Chicago, IL and Portland, OR. She leads the Community team by day and is a yoga teacher by night.

Email : joanna.buchmeyer@goliving.eu



Fred Goold

Entrepreneur in Residence

Fred is from the UK and has lived in Berlin for over 1 year now. He is an avid football fan he supports Reading FC.

Email : frederick.goold@goliving.eu



Lisa Geier

Community Manager

Lisa is from Munich and moved to Berlin less than a year ago. Back in Munich she took part in the world famous Oktoberfest as a waitress.

Email : lisa.geier@goliving.eu



[Other Books](#)

Thanks for Reading

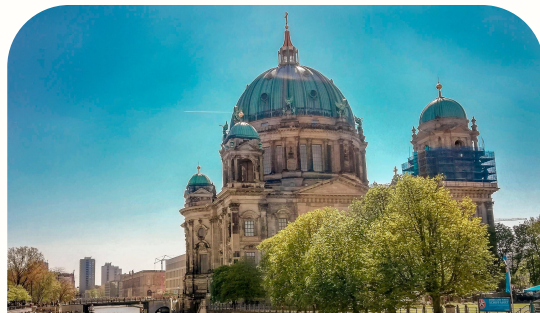
If you thought this was useful, please take a look at the other booklets in the GoLiving Library!



What to do in Berlin

Our comprehensive guide of things to do in Berlin, including our favourite places, events for the calendar and much more.

[Click here to access book](#)



Living in Berlin

Everything you need to get set up in Berlin, with advice about how to get your Anmeldung, use public transport and more!

[Click here to access book](#)