



Welcome to your new home!

We are so glad that you are here!

Please let us know immediately if something should break or if you have any questions. We are happy to help!

Hope Apartments

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Important Information

EMERGENCIES

Police 110
Ambulance 112
Fire Services 112

HOPE APARTMENTS

Team +49 (0)30 24331401

GOOD NEIGHBORHOOD

In our apartments, the legal rest period is from 10 pm to 6 am the following day.

SMOKING

Our apartments are non-smoking apartments. Smoking in the apartment is prohibited. If there is a terrace or balcony, you can of course smoke there.

CLEANLINESS

We hand over our apartments to you only after a thorough cleaning. Therefore, we charge all tenants – as noted in the lease – a final cleaning fee. In addition, we recommend an intermediate cleaning or even regular cleaning by our service team to avoid high costs for the final cleaning.

RECYCLING

In Berlin, waste recycling is handled by BSR (Berliner Stadtreinigung). Waste is recycled into household waste (gray garbage can), organic waste (brown garbage can), recyclable waste (orange or yellow garbage can), paper (blue garbage can) and glass. For glass waste, you will find either garbage cans in your garbage room or large containers for the general public in your neighborhood. Depending on the bottles, you will get a deposit when returning them to a supermarket. You will see a little sign on the bottle (two bottles with an arrow) or it might say „Pfandflasche“. They can be handed in at all common supermarkets or beverage retailers. Empty batteries are thrown into a collecting station at a supermarket. Lightbulbs or old electronics are recycled at a BSR recycling yard.

Getting around Berlin



PUBLIC TRANSPORT

The BVG will get you to where you want to go. It operates Berlin's subways (*U-Bahn*), trams (*Tram*) and buses (*Bus*). But you can also use the S-Bahn with a BVG ticket. There are three fare zones (A, B, C): Fare zone A applies to all journeys within the Berlin Ringbahn (S 41/42). The Ringbahn goes in circles – one clock-wise, the other counter clock-wise. Fare zone B applies to journeys outside the S-Bahn ring. To Potsdam or other areas surrounding Berlin, you need a ticket including fare zone C. Tickets can be purchased via the BVG ticket app or at ticket counters at any subway station. Many employers also offer company tickets.

CARSHARING

To get from one place to another comfortably, there are various sharing providers for the flexible rental of cars, e-scooters, scooters and bicycles in addition to public transportation.

A selection of providers (not exhaustive!):

- *Car sharing: Share Now, WeShare, Miles Mobility, SixtShare*
- *E-scooter sharing: Bolt, Tier, Bird*
- *Scooter sharing: tier, emmy*
- *Bike sharing: wheels, Nextbike, Call a Bike, Jump, Byke, Donkey Republic.*

TAXI

In addition to the classic cab companies, Uber and FreeNow, among others, offer their services in Berlin. You can order your driver to your desired address via app or phone call. Alternatively, you can use the slightly cheaper alternative of ridesharing: The Berlkönig is a shared cab service offered by the BVG and drives to your desired address within 200m on weekdays in the evenings only, and 24/7 on weekends in the eastern S-Bahn ring.



Living in Berlin

SHOPPING FOR NECESSITIES

The usual shopping facilities for everyday items in Germany can of course also be found in Berlin. Opening hours vary according to the size of the store: from between 7/8 am to 8/10 pm from Monday to Saturday. Usually stores are closed on Sundays. At train stations like Hauptbahnhof, Südkreuz or Gesundbrunnen, stores are also open on Sunday.

A selection of common vendors (not complete!):

- *Supermarkets: Edeka, Rewe, Kaufland*
- *Discounters: Aldi Nord, Lidl, Netto, Penny*
- *Organic markets: Bio Company, denn's, Alnatura, LPG*
- *Drugstores: dm, Rossmann*
- *Beverage stores: Hoffmann, Lehmann*
- *Technology: Saturn, Media Markt, Conrad*
- *Hardware stores: Hellweg, Obi, Bauhaus, toom Baumarkt*

BERLIN SPÄTIS

The Berlin specialty: our Spätis. Once "Spätverkauf" in the former GDR and "Spätkauf" in West Berlin, these kiosks are often open around the clock. Next to selling drinks, tobacco products, magazines they often offer basic necessities such as toilet paper or coffee powder as well. Perfect for late nights or Sundays, when regular stores are closed!

DELIVERY SERVICES

Not only can you have ready prepared food delivered to your home by delivery services, you can also do your shopping this way.

A selection of providers (not complete!):

- *Food: Lieferando, Wolt, foodpanda, Uber Eats.*
- *Groceries delivered immediately: Gorillas, Flink, foodpanda, bottle-post (drinks only).*
- *Purchases delivered within a time window: Rewe Lieferdienst, Bringmeister (Edeka delivery service), getnow*

MARKETS

Whether you are looking for a farmers' market (*Bauernmarkt* or *Wochenmarkt*) to do your weekly shopping, hoping for a lucky find at a flea market (*Flohmarkt*), you want to view and purchase individual art, or enjoy various culinary delights in a market hall (*Markthalle*): Berlin has a wide selection of year-round, seasonal and sporadic markets.



SHOPPING

You will find shopping opportunities in all of Berlin's districts. From large fashion department stores to small designer boutiques and second hand stores, everything is represented in Berlin!

Major shopping areas & shopping districts

- *Kurfürstendamm: Here you can find everything from fashion brands like H&M or Zara to high-price designer stores. The famous KaDeWe (Kaufhaus des Westens) and Bikini Berlin with designer stores, pop-up stores and art exhibitions can also be found here.*
- *Friedrichstraße: In addition to luxury brands and large youthful fashion stores, you will also find an impressive mix of culture and history here.*
- *Hackescher Markt: Large chain stores are the exception here. Instead, small boutiques offer designer fashion or unusual one-of-a-kind pieces for sale.*
- *Unter den Linden: On the world-famous boulevard, exclusive shopping can be found next to magnificent buildings and historic corners.*
- *Schlossstraße: On the central shopping mile in the district of Steglitz you will find small stores next to large department stores and centers.*
- *Wilmsdorfer Straße: This shopping mile is the oldest and for a long time the first of its kind in Berlin. Here you will find fashion brands like H&M or Zara.*

Department Stores & Centers

- *Alexa: Shopping mall near Alexanderplatz*
- *Mall of Berlin: Shopping mall near Potsdamer Platz*
- *Ring Center: Located at both Gesundbrunnen Station and Frankfurter Tor.*
- *Arcaden Berlin: At three locations, these shopping centers are located in Neukölln, at the Schönhauser Allee train station and in Spandau.*
- *Kulturkaufhaus Dussmann: On Friedrichstraße, you will inevitably pass this bookstore. Here you will not only find a very large selection of books (including international literature), but also cds and stationery.*

Second Hand

In Berlin you will find many flea markets and second hand stores where you can find personal treasures for often little money. In addition to many small boutiques, the several branches of the second-hand department store Humana are located all over Berlin.

Experience Berlin

Berlin offers many historical places, sights, places of memory, museums, exhibitions, and events. But the German capital also offers places to relax, unique shopping experiences and international cuisine.



PLACES OF HISTORY

In addition to the famous Berlin sights such as the Brandenburg Gate, the magnificent boulevard Unter den Linden, the Berlin Cathedral, the Museum Island, the Gendarmenmarkt or the TV Tower and the World Clock at Alexanderplatz, Berlin has further important places of German history to offer.

The Nikolaiviertel not only invites you for a stroll, but also houses the Nikolaikirche (St. Nicholas Church) originating from the 13th century. The only recently opened Humboldtforum combines contrasting ultra-modern building elements with the reconstructed sculptured facades of the former baroque Berlin City Palace. Charlottenburg Palace, on the other hand, lets you experience Prussian rococo. Another landmark of Berlin and at the same time a national monument of Germany is the Victory Column (Siegessäule), called "Goldelse" in Berlin dialect. From here, Bellevue Palace – the home of the respective German president – is within walking distance.

Various memorials such as the German Resistance Memorial, the Memorial to the Murdered Jews of Europe or the Kaiser Wilhelm Memorial Church recall Germany's history during the Third Reich. The *Stolpersteine* (golden stumbling stones) that stand for people persecuted during the Third Reich and are scattered throughout the city, also play their part. Checkpoint Charlie, the Berlin Wall Memorial or a visit to Karl-Marx-Allee and the East Side Gallery help you understand life in the formerly divided city.

OUR TIPS FOR EXPLORING THE GERMAN CAPITAL

Berlin's official travel portal [visitBerlin.de](https://www.visitberlin.de) provides information about sightseeing locations, Berlin specialties and current events and exhibition venues. In addition to the *About Berlin* app – a digital city guide – the portal also offers the Berlin *WelcomeCard*. With this card, you can use all public transportation for a certain period of time and get discounts at tourist service providers.

Of course, you can also book guided tours: You can get from sight to sight quite comfortably with the *Hop-On Hop-Off* bus or ship. On foot, you can explore the city with *SANDEMAN's New Europe*, for example. You will also find tours by bike. For a behind-the-scenes look at history, the association *Berliner Unterwelten* (Berlin Underworlds) offers themed tours of former World War 2 and Cold War bunkers and escape tunnels used during the division of Germany.

For a breathtaking view of the city, you can climb the Bundestag dome for free – make sure to register online before your visit. You can also enjoy a good view from the Victory Column (*Siegessäule*) for just a few euros – please note that the ascent is not barrier-free. The dome of the TV tower offers a great view – here you can also reserve a table in the restaurant and dine with a view. Teufelsberg and Drachenberg not only offer a great view of the city, but also another insight into Berlin's history: built from rubble of the destroyed Berlin in WW2, Teufelsberg served as an American communications intercept station during the Cold War.





BERLIN KIEZE

Berlin is not all the same. Whether former East or West – every Berlin district, even every neighborhood is different from each other! Immerse yourself in the different neighborhoods and discover different cultures, building styles, unique cafes, bustling markets for second-hand goods, food or art!

NATURE

Whether Tiergarten, Britzer Garten, Tempelhof Airport (a closed airport in the middle of the city), the Kreuzberg Viktoriapark, Volkspark Friedrichshain, Bürgerpark Pankow, the Gardens of the World in Marzahn or the Grunewald: places for relaxation and nature are also provided in the big city of Berlin. In some parks you will also find various sports facilities for free. Whether beach volleyball courts, table tennis tables or outdoor fitness areas - there is something for everyone!

You are crazy my child, you must go to Berlin.

FRANZ VON SUPPÉ



ICH BIN EIN BERLINER – NORMAL THINGS THAT BERLINERS DO

1. The way becomes easier with a "Wegbier": A Wegbier is a beer (or other cold beverage) taken with you on your way and typically bought in a Späti.
2. "Pfand gehört daneben": Deposit bottles that you want to dispose of while on the way, are not thrown in the trash can, but placed next to it.
3. In Berlin, buns are called "Schrippe" (instead of the German "Brötchen"). Sandwiches are called "Stulle".
4. Moving apartments with the help of the Tram? Party on the Ringbahn? In Berlin's public transportation you observe many things, often curious ones.
5. Lovingly spoken insults are part of the etiquette. Original Berliners are also said to be a gruff kind of people.
6. Cyclists and car drivers hate each other. On principle.
7. The difficulty of deciding whether to approach someone with "Du" or "Sie" does not present itself in Berlin as much as in the rest of Germany. It is relatively normal to address someone with the familiar "Du".
8. Things that are no longer needed but still good can be put outside the door on the street for some days –someone else will certainly be happy about it. That's why you'll find book boxes in some neighborhoods, often old telephone booths that have been converted into a book exchange.



How to be German

BERLIN IS NOT YOUR TYPICAL GERMAN CITY

Although Berlin is Germany's capital, it is very international and free spirited. It is also a unique city, as it has been divided between two countries for 40 years.

A FEW THINGS THAT MAKE YOU A BIT MORE GERMAN

1. Recycling. We have put all important notes on that in the „Important Information“ section of this booklet.
2. Bring back your bottle for deposit. When buying your drink, you will be charged the amount of deposit you will get back, once you return the bottle to any supermarket.
3. When clinking your glasses with friends to celebrate, always look each other in the eyes. This tradition stems from a mix of superstition and fun – if you don't lock eyes, both parties will have bad sex for seven years (or so it's said)!
4. Wait for the light to turn green to cross the street – especially when there's children around. While this isn't such a big deal in Berlin, not following the traffic regulations in other parts of Germany will be met with anger.
5. Be punctual. While not all Germans are always on time, everything over 10 minutes late is regarded rude.

THINGS YOU SHOULDN'T DO IN GERMANY

1. Don't show the Nazi Salute, or any Nazi symbols for that matter, even if it is just for fun. It's not only considered gravely offensive but is actually outright illegal.
2. Don't drive slowly on the left lane of the Autobahn. The slower you are, the further right you should drive. Don't pass slower cars on the right. This is how you know that you are driving too slow on the left: Some big car (Mercedes or BMW mostly) will come up behind you and flash his lights. Don't freak out, just move over when you can. It is important to note that, contrary to what many think, there *are* speed limits on the Autobahn. Pay attention to road signs.
3. Don't expect that you will be able to pay by credit card. Mostly you will be able to pay in cash or by debit card.



We hope, you enjoy your stay in Berlin!

IF YOU HAVE ANY QUESTIONS, PLEASE DO NOT HESITATE TO CONTACT US.

Our multilingual team is available by phone on weekdays from 9-16. You are also welcome to send us an email. We have answered frequently asked questions on our website. If something breaks or stops working, please inform us immediately. We will do our best to repair it as soon as possible.

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REVIEW US ON GOOGLE!

Let us and others know how you liked staying with us. You can request a link from us, or simply find Hope Apartments on google maps and write a review.