

## Reservation of furnished room – Frequently asked questions

Dear tenant

The following questions contain all important information about the furnished rooms and their surroundings. Should you still have any questions, please do not hesitate to contact us - we will be happy to help you.

### **How do I reserve a furnished room?**

Via email: please send the completed registration form to [servicepoint@kispi.uzh.ch](mailto:servicepoint@kispi.uzh.ch)  
Telephone inquiries cannot be answered.

### **Where do I find pictures?**

On the children's hospital Zurich [website](#).

### **Can the rooms be visited?**

We do not offer visits. You can find detailed pictures on our [website](#).

### **How much does it cost to rent a furnished room?**

The room rent is CHF 630.00 per month, including additional costs. The minimum rental period is two months. The final cleaning costs CHF 160.00 and is carried out by the cleaning department of the children's hospital. Contracts are issued on the 1st or 15th of a month. The rent is calculated according to the contract.

### **How long is the maximum stay?**

The maximum length of stay per tenant is two years, with contracts initially issued for a maximum of one year. There will be no more than three contracts per tenant. There are separate rules for employees of the children's hospital.

### **Are furnished rooms only available to the children's hospital staff?**

Our rooms can also be rented by external parties, but staff of the children's hospital are prioritized.

### **Are reservations obliging?**

We note your reservation. If you should not need the room after all, we ask you to cancel the room booking. Our room allocation takes place about 6 weeks before the move-in date. You will then be informed immediately whether a room can be allocated to you.

A cancellation up to 2 weeks before the start of the rental period is free of charge. With shorter-term reservation cancellations, administrative costs are incurred.

### **Do you offer rooms with a bathroom or double rooms?**

Most rooms are single rooms of an identical standard. Two rooms can be used as double rooms, two other ones have their own bathroom. If available, these are usually allocated to our employees. Our bathroom on the floors are not gender separated.

### **How can I move into the rental room?**

On the day of arrival, the key will be ready for you at the children's hospital reception from 2 pm. With the key you will also receive a situation plan and further information. The room can be occupied independently. Please note that a personal ID must be presented when receiving the key. The reception is open daily from 6.30 a.m. to 9.30 p.m. Outside of these times, the night porter takes over the tasks of the reception, which is located at the emergency reception. There is no reception in our properties.

### **Do you have to pay the first rent in advance?**

The first rent is only due when you move into your room. You will be given the corresponding invoice together with the room key.

### **How and where do I pay my rent / my deposit?**

The deposit is equal to one month rent and must be paid in cash at the service point within 3 working days of moving in. At the same time, the prepared list of defects must be signed and submitted. The rent is payable monthly in advance by the 1st of the month. The invoice can be paid with a payment slip at a post office counter, via e-banking, with a Maestro card or in cash at the service point. Payments with foreign cards (credit, debit, Maestro) will no longer be accepted. All payments are made in CHF.

### **How and when can I cancel or extend the contract?**

The notice period is 2 months. It can be cancelled on the 15th or the last day of the corresponding month. Temporary tenancy agreements end immediately after the agreed (fixed) contract period has expired or through a written termination / extension. The cancellation / extension is only valid if it arrives on or before the last day before the start of the expiry period or if it is ready for collection at the post office. No contracts or terminations can be issued at the end of December.

### **Room change**

Changing rooms is only possible in exceptional cases and will be invoiced with a contribution towards expenses (for administrative activities) of CHF 150.00.

### **How can I get my deposit back if I move out? Can I use my deposit for my last month of rent?**

The deposit is not used instead of the rental payment, since the deposit covers the damage caused by the tenant or guests. You are entitled to a refund of your deposit once the room has been handed over and the keys have been returned to the landlord. A fee of CHF 160.00 is automatically deducted for the final cleaning.

**How are the rooms furnished?**

The rooms are fully furnished, including a small fridge. Towels, tea towels, pans and dishes are not available. It is not permitted to replace the lessor's furniture with your own. There is no space to place your own furniture. Any damage will be charged. No structural changes to furniture and facilities may be made. Outside of the rental property (room), no personal items may be deposited for fire protection reasons.

**Is there any internet, radio, telephone or TV in the rooms?**

You have to take care of connecting and installing the Internet, telephone and TV yourself. The installation of parabolic antennas is prohibited.

**Is there a connection for a television?**

Connections are available in the rooms. Each tenant is responsible for receiving channels.

**Do I have a phone in my room?**

There are no fixed telephone connections in the rooms for tenants of furnished rooms. There is a landline connection on each floor where the emergency numbers are activated.

**Where and how can I wash?**

Washing machines and dryers are shared in the basement. It is not allowed to wash during the night from 10 pm. to 7 am. Everyone in the laundry room ensures cleanliness and order.

A washing card can be obtained in cash from the Service Point with a minimum charge of CHF 20.00. A wash or dry cycle costs around CHF 3.00. The detergent has to be organized by yourself. There is no wash schedule.

**How do I get fresh bedding?**

Bed linen is included in the room inventory. This can be changed every Wednesday. The used bed linen must be left in a chair in front of the room door before 12 noon. Clean laundry is put in exchange. No terry towels are provided. Tenants are responsible for private laundry.

**Is the room being cleaned?**

The tenants are responsible for cleaning during their stay.

**Are cleaning agents available?**

A basic set of cleaning utensils (including vacuum cleaner, broom and dustpan, iron and Ironing blanket) is provided by the Kinderspital Zurich. There is a cupboard with cleaning agents on the 2nd floor of each of our properties. The key can be picked up at the Service Point against a signature and must be returned there within a week.

**What should I do if I find damage or need repairs?**

Any damage must be reported immediately using a damage form ([link](#)) or by email to [service-point@kispi.uzh.zh](mailto:service-point@kispi.uzh.zh). If a repair is pending in your room, please inform us whether the repair can also be carried out in your absence. This is a lot easier than making an appointment for the repair. Please note that glowing means in the room must be replaced by the tenant. (see house rules).

### **Can I receive a guest in my room?**

Visits must be registered with the Service Point in advance. Guest stays are limited to a maximum of seven nights each time. For guests, a bed must be ordered in advance at the service point, and the cost of a flat rate of CHF 60.00 for 3 nights, then CHF 20.00 per night, must be paid in advance in cash.

### **Is smoking allowed in the room?**

Smoking is strictly prohibited in all houses. Exception: marked balconies / terraces.

### **What parking options are there?**

Parking spaces are very rare. To find out the availability, please contact the Service Point. The monthly costs for an uncovered car parking space are CHF 90.00 and for a covered CHF 120.00. Motorbike parking spaces cost CHF 30.00 per month. The bike shelter is free.

### **How do I dispose of my waste?**

All waste (PET, glass, rubbish bags, cardboard, cans) must be disposed of separately in the appropriate container in the courtyard of the BE55 / BE57 staff houses. Please make sure that the rubbish bags are tightly closed.

### **Where are the nearest shops?**

SPAR Supermarkt	Coop Zürich Römerhof	Migros Zürich - Stadelhofen
Dolderstrasse 5	Klosbachstrasse 104	Falkenstrasse 19 - 21
8032 Zürich	8032 Zürich	8008 Zürich
Mo-Fr 07.00 – 19.00 h	Mo-Sa 07.00 – 21.00 h	Mo-Fr 07.00 – 22.00 h
Sa 07.00 – 17.00 h		Sa 08.00 – 22.00 h

### **Are pets allowed in the room?**

Pets are not allowed in our properties.