

Magazine to
the annual report
2018

DEUTSCHE
WOHNEN



People. Approach. Values.

Opportunities
**Turn change into
opportunities**

People
As equals, with foresight

Generations
Connect to enable

Aesthetics
Quality as a perspective

Opportunity thinker

When we are flexible in our approach.
When we remain open for new developments.

And above all, when we want to see change as an opportunity, then we are opportunists.

Acting on this philosophy enables us to stay successful.

We treat our customers as equals.
The same applies to all our partners.

Dealing with one another as individuals and relations based on empathy form the heart of our promise and the core of our activities. Day for day.

Focus on people

Linking generations

Shelter and warmth are key concepts for us. And the best thing is: that this not only applies to buildings, but above all to generational diversity. We want to enable a culture of togetherness that puts people's satisfaction at its centre.

This is why we will never stop thinking about tomorrow.

It is often the little things that make life a bit more beautiful. The architect Bruno Taut's commitment to quality and determination to make functionality and aesthetics accessible for all are firmly embedded in our DNA.

We wouldn't have it any other way. That is what drives us.

Aesthetically pleasing

Foundations

Foreword	2
Our potential	4
A look at the market	5

Opportunity thinker

Deutsche Wohnen goes digital	8
Acquiring GETEC media	10
KIWI is a success	12
Knowing the future of housing	13



Focus on people

Your caretaker on site	16
Individual solutions for complex refurbishments	18
Draw the curtains for the showroom	20
Our intelligent assistant	22
New look, more service	23



Editorial note

To make it easier to read, this report does not use gender-specific descriptions. The descriptions always apply to people of all genders.



Linking generations

Thinking in generations	26
Five generations – one big Team	27



Aesthetically pleasing

In the north, west and south	32
It is about the greens	35
High-rise art	36
With passion, competence and an eye for detail	38



Taking care of the future and treading new paths

Deutsche Wohnen has “wohnen” (“reside”) in its name, but we are a company that has gone beyond the confines of classical residential property management. That applies to our commitment to offering nursing care that enables people to grow old in dignity, for example, or the competence we have built up in digital solutions for the property industry. Does that mean we are neglecting our core business? No, we work very hard to create and maintain housing, which is in short supply in many places. The reason for this didn't change in the year under review: policymakers and public administrators did not do the necessary groundwork. It is neither the capital nor the skills that are lacking, but simply the willpower and the strength to take the necessary decisions.

A long time ago we took a decision that we are convinced is the right one: to think, plan, build and manage sustainably. Given the long lifecycle of a building, we have to anticipate the changing demands that will be made of housing in the decades ahead. One example: if you buy a product in the supermarket today, you can read what it contains in detail. We assume that this attitude will become standard for residential property too. So we take care to use environmentally friendly materials when we refurbish existing properties or build new housing – so that our properties will continue to meet the expectations of future generations.

Another topic that concerns us in this context is energy supplies, because the property sector has a vital role to play in meeting climate targets. Our main approach here is to use more efficient generation methods, and also to switch to more environmentally friendly sources of energy; from oil to natural gas, for instance. In one of our portfolios in Berlin, which is subject to a preservation order, we are currently planning an environmentally friendly district heating solution for 4,500 apartments. Our aim is to cut carbon emissions by 70% in the neighbourhoods that are connected to the system. At the same time we take care to ensure that our heating plants are embedded as well as possible into the existing fabric and character of the estate.

The necessary refurbishment measures are often a burden for the residents of the estates, because they cause noise, dust and also extra costs. So we try to communicate directly with our tenants, either in the context of tenant events or in personal meetings. We know we can rely on our dedicated staff to take the concerns of our residents on board and to agree with them on individual, acceptable solutions.

Sustainability in our business has also gained another facet: digitalisation. Here too, it is essentially about a more sustainable business. The digital management of our gardens and grounds makes more environmental protection possible. Digital controls for lifts, thermostats in the apartments or outside lighting save electricity. And not least, the planned digital logging and presentation of every individual apartment in our portfolio saves time and travel – also for visits by our customers.

I hope you enjoy reading our report.

Yours,

A handwritten signature in black ink, appearing to read 'Michael Zahn', with a stylized, flowing script.

Michael Zahn
Chief Executive Officer of
Deutsche Wohnen SE

4 Our potential

At the same time as defining its new company values – “Opportunity thinker”, “Focus on people”, “Connecting generations” and “Aesthetically pleasing” – we have established four action areas that we intend to concentrate on developing.

“Our customers are our benchmark. It is their satisfaction we want to increase. To do so we will keep adapting the service organisation, service processes and service platform to modern requirements and make them more customer-friendly at the same time.”

*Lars Urbansky,
Managing Director,
Deutsche Wohnen
Immobilien Management
GmbH*

“Our projects are compelling in terms of urban planning, architecture and ecology. They are a vital element of our neighbourhood development that has a sustainably positive impact for our customers and neighbours.”

*Stefan Degen,
Managing Director,
Deutsche Wohnen
Construction and Facilities
GmbH*

“Our attractiveness as an employer makes a key contribution to our success. We look at the labour market from a pan-generational perspective. Recruiting good employees is one thing. The other is keeping them. Here too, we are continuing to increase our efforts.”

*Jens Koglin,
Managing Director Human
Resources*

**Our
customers**

**Our
estates**

**Our
employees**

A look at the market.

A look at ourselves

1.1
m

New housing construction

1.1 million residential units are lacking in Germany, especially in conurbations.¹ With new building and densification we help to create housing, especially where it is most urgently needed.



Digitalisation

90% of real estate companies in Germany do not count themselves among the digital leaders.² Deutsche Wohnen is investing massively in digital innovations that give our customers higher quality housing.



Attractiveness as an employer

55% of companies in the German real estate and residential property segment complain about a lack of specialist staff.³ Deutsche Wohnen recruited 275 employees in 2018 alone.



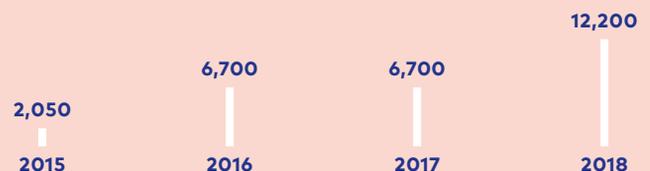
Modern work

52% of the real estate companies in Germany reject office planning concepts that encourage creativity.⁴ Deutsche Wohnen has converted 2,150 m² of its administrative premises into an open-plan office.



Demography

28% of the population will be over 65 years of age in 2030.⁵ So we are creating new places for nursing care and assisted living:



"The world keeps changing. So we change too. Something distinguishes us from others: we want to act rather than react."



Opportunity thinker



Deutsche Wohnen goes digital

It is no longer correct to talk about a trend towards digitalisation: in many fields of life it is already there! In our living rooms, when we travel, in offices and doctors' surgeries – just to mention a few examples. In the property industry a lot of people think digitalisation still means data processing equipment for tenancy agreements and heating bills. Of course, that is one aspect of digital property management, but it also means so much more. It already makes housing better today – for everyone involved.

Service is an important, a vital word in connection with digitalisation. One example: visiting an apartment. Previously you had to make an appointment just to get a first impression. In the not too distant future it will be very different: with the Berlin-based company VRnow, which also specialises in 360°, 3D and VR property viewing. Anyone interested in an apartment can look at it whenever they want. And all from their own PC, with their smartphone or with VR goggles in the Deutsche Wohnen showroom.

The software from VRnow uses an algorithm based on artificial intelligence to record architectural information about the apartment from scans of the floor plans. The technology recognises the number and size of the rooms and other details, like the number of windows and doors and even the furnishings – all fully automatically and within just a few minutes. The information gained from the image recognition makes it possible to answer key questions relating to asset and facility management. We have held a stake in VRnow since September 2018 and are gathering experience now in the technologies that will shape the markets of tomorrow.

**Digital floor plans
provide the basis for
virtual applications**

*Dr Marcus Eilers
Managing Director
Corporate
Development &
Strategy*



**"One of our first projects
will be to digitalise the floor
plans of our roughly 164,000
apartments."**

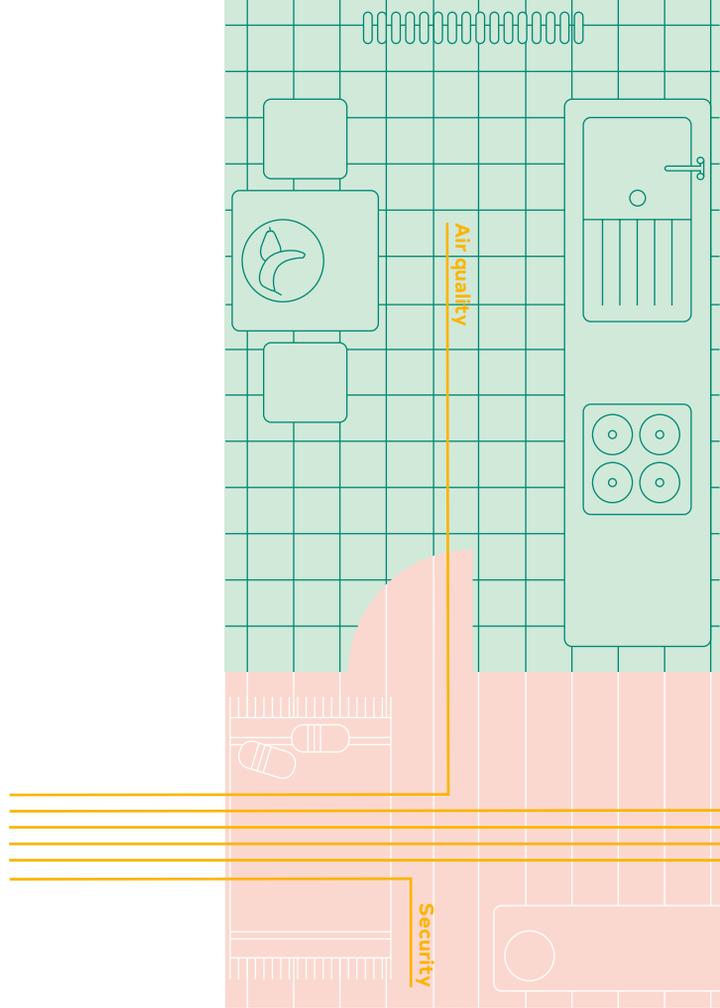
Management of data infrastructures: GETEC media Group

In the digital age, the operation of networks based on reliable data supply and secure data transport is becoming more and more important. Experts at the offices of the GETEC media Group (in future named SYN VIA media GmbH) in Magdeburg and Leipzig have been working for years on solutions involving broadband connections, the transport of multimedia contents and related concepts. This ability to handle large volumes of data securely and efficiently will be a key qualification in the property industry in future. One reason is the increased need of customers for information and communication, and another is the advent of smart home technology. Both generate large volumes of data. These data have to be transported and processed via secure infrastructures, and this is precisely one of the core competences of the Group. To ensure that we can meet these requirements of the digital future even better going forward, we integrated GETEC media Group in October 2018.



*Holger Rentel
Director
Deutsche Wohnen*

"The takeover of GETEC media Group enables us to make even greater use of the potential for digitalising the property management sector."



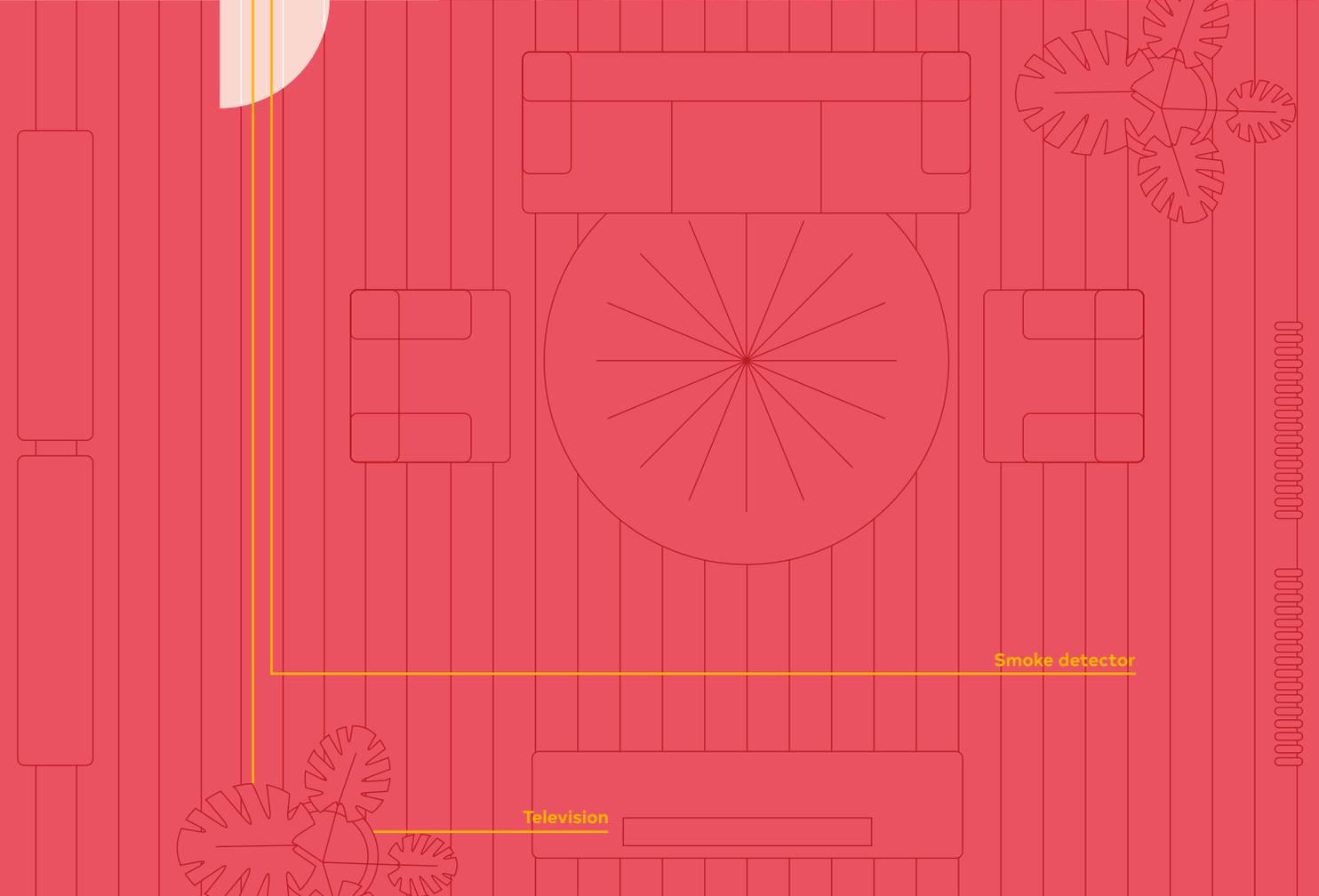
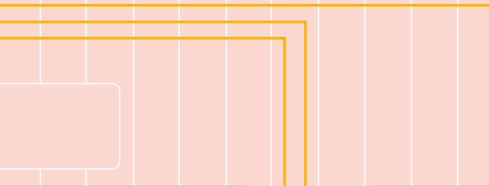
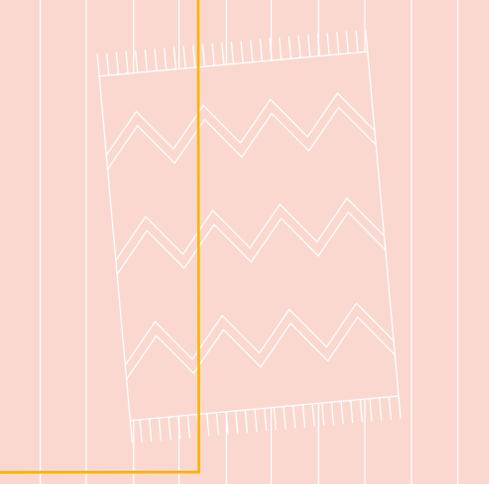
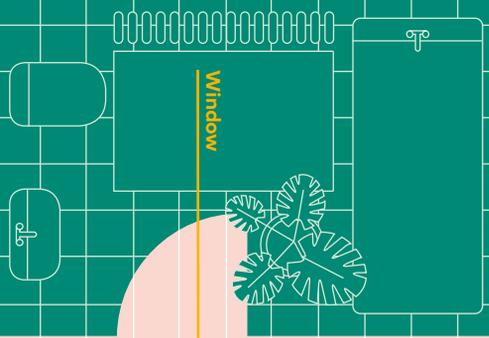


Window

Heating

Smoke detector

Television





KIWI takes off

Deutsche Wohnen started installing the keyless access system KIWI in its estates in 2017. Approximately 1,700 front doors have been fitted as of year-end 2018, and until the end of 2019 the figure is set to go up to 3,500. In addition to easier access for the residents, KIWI has advantages for facility management, because service providers do not need a key to access the building. Last year Deutsche Wohnen was a founding member of the IDiT initiative that supports standards for digital access management. The initiative by the ten involved companies has three objectives: to campaign for greater information about digital key systems, to explore non-proprietary business models from a commercial, technical and legal perspective, and in this context to lobby for uniform technical and legal standards.



*Simon Stöckicht
Director Product
Communication/
Digitization*

"I am convinced that even as a large group we are a good partner for start-ups, because we are curious, constructive and fast decision-makers."

Hello future!

Hello FUTURE: PropTech!

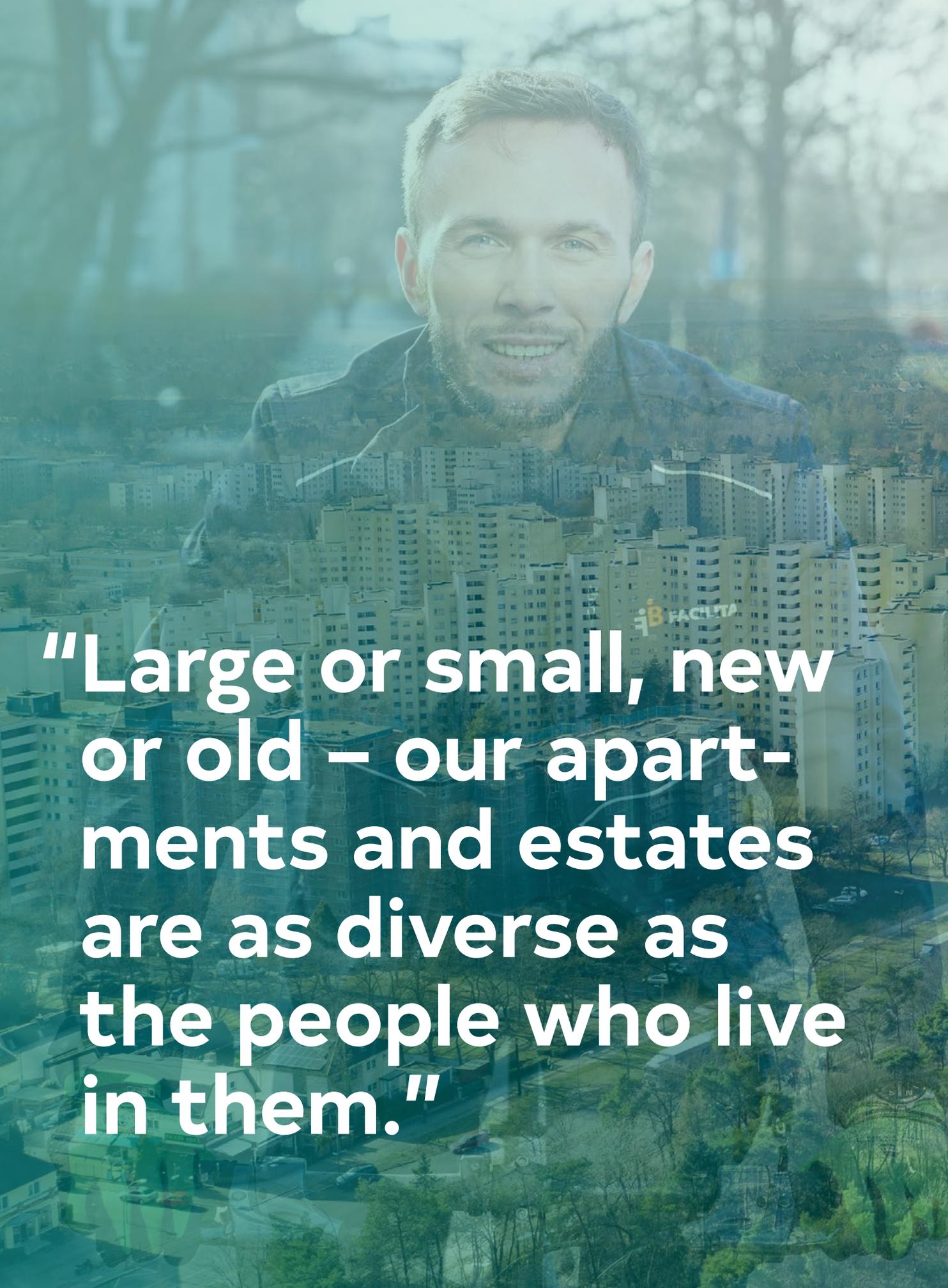
Digital innovation is of interest to Deutsche Wohnen when it provides service value for our customers in the estates, houses and apartments. To keep up-to-date in this fast-moving area, we maintain close contacts to the PropTech space, which combines property management products and information technologies. And so Deutsche Wohnen was also an official partner of the industry's conference highlight FUTURE: PropTech Berlin. Our staff was in great demand with founders, investors and other companies at the conference, which was taglined, "Shaping the Digital Transformation of Real Estate".

Knowing the future

of housing – our Smart Flatshare

Deutsche Wohnen is a partner of the B-COLAB project. The acronym stands for Berlin, Co-working and Laboratory. The participating students from the MA course in Online Communication at Anhalt University live in an apartment belonging to Deutsche Wohnen in a test laboratory for smart homes. Here a wide range of smart-home technology is put through its paces in long-term, everyday conditions to see what makes sense. Increasingly the testing also takes place outside the home, like when the residents use the E-Scooter to travel around Berlin. The co-working aspect means that the students also work for various companies, including Deutsche Wohnen itself, which has provided them with conceptual ideas for health management and input for their social media communications.

In the first year five young women lived together in the Smart Flatshare in Berlin-Kreuzberg. You can read their thoughts on living in the test laboratory for smart homes in their blog: www.diesmartwg.com. They are followed by Maren, Andreas and Timo, who introduce themselves in their own video clip: deutsche-wohnen.com/smart-wg

A man with a beard and short hair, wearing a dark jacket, is smiling and looking slightly to the right. He is positioned in the upper half of the frame, with his face and shoulders visible. The background is a dense urban landscape of multi-story apartment buildings, some with balconies, set against a backdrop of trees and a hazy sky. The overall color palette is muted, with a strong blue-green tint. A logo for 'B FACILITA' is visible on one of the buildings in the middle ground.

"Large or small, new or old – our apartments and estates are as diverse as the people who live in them."



Focus on people

More caretakers. More service. More satisfaction.

Anyone who takes a walk around the Falkenhagener Feld estate with caretaker Sebastian Maaß quickly notices that Maaß is very popular in the neighbourhood. People wave to him, nod and smile. That also has something to do with a large-scale experiment ...

The pilot project "Your Caretaker on the Estate" goes back to the 2017 tenant survey. Customers of Deutsche Wohnen had three main wishes: a contact person on the estate, greater security and a cleaner environment. A caretaker can provide all that, on condition that she or he has three things: time, local knowledge and a customer perspective. Nadine Degen, Head of Deutsche Wohnen Kundenservice GmbH for the Berlin region, explains: "The caretakers review the work carried out by our service providers soon after they have finished using digital check-lists and can log any problems on the spot with their tablet PCs. So if the grass hasn't been cut, for instance, or parts of the staircase weren't cleaned." The caretakers also pay more attention to the state of the grounds and remove any litter directly. They are also responsible for the cleanliness of the bin areas. And at the same time the caretakers are a point of contact on site. "Lots of tenants like being able to ask me something or give me a call", adds caretaker Sebastian Maaß, "and then I take care of it." Despite the digital support, this "taking care of it" also takes time. So four additional caretakers have now joined the existing six at the Falkenhagener Feld estate.





"With this pilot project we have successfully combined some important things: we now meet our customers' expectations as they arise and in high quality, and they really appreciate that", says Nadine Degen. So it's no surprise that all our estates in Berlin will have more caretakers like Sebastian Maaß in future, on the basis of their individual requirements.

"For complex refurbishment projects we agree on individual solutions"

Deutsche Wohnen has around 167,000 residential and commercial units. We regularly make substantial investments in our properties to maintain and refurbish our portfolio to modern standards. We do so with a sense of proportion and sustainability. The work includes insulation with mineral fibres, facades worthy of listed buildings and new bathroom and kitchen blocks, just to give three examples. For our customers the work is often quite a burden. But we do a lot to ensure it is carried out with as little disruption as possible for the residents, as Lutz Reichert from Deutsche Wohnen explains.



*Lutz Reichert
responsible for the
commercial project
management of
refurbishments*



Mr Reichert, what support do you provide for the tenants during refurbishment work?

That depends on the scale of the work. Basically the law says refurbishment has to be announced at least three months before work starts. Our team is then available by email and telephone to answer any questions that come up and to put people's minds at rest. As well as small information events and the larger tenant meetings, in many cases our support also extends to personal visits to the customers. When extensive building work is planned, like the replacement of plumbing and wiring or the installation of central heating, of course we find alternative accommodation. We take the tenants' individual circumstances into account and find customised solutions. That applies to people requiring nursing care, those who work shifts or to families with children, for example. But the main thing is always to talk about it.

Talking about conversations: how many have you had?

In 2018 we had over 800 meetings with our tenants in the properties. Altogether we answered more than 12,500 enquiries and organised 18 tenant meetings. In addition, we have our permanent tenant support service, which is available for customers at regular times on the estates.

How do the costs get divided for complex refurbishment works?

We cover most of the refurbishment expenses ourselves. About one third of the costs are allocated to tenants via the rent. In the past the allocation has been well below the statutory maximum of 11%. And to ensure that the new rent is still affordable given the available household income, our hardship clause applies from around 30%. Customers have to tell us about this situation within the statutory deadline and we cap the rent increase accordingly in the subsequent allocation process, after the building work is complete.



An apartment is a product, and a very special one. An apartment is a long-term commitment, everything has to fit, you want to feel comfortable. At Deutsche Wohnen the comfortable feeling starts even while you choose the apartment: at the Group's new showroom in Prenzlauer Berg, Berlin.

The digital showroom is unveiled

"The showroom is not a means of letting properties; it is part of our service for our customers", explains Lola Graw, Head of the Sales Marketing team at Deutsche Wohnen. "At the moment the customer journey, i.e. the steps necessary for customers to get their apartment, is interrupted too often." The journey takes a new customer from the Deutsche Wohnen website to the Service Point, from there to the apartment and then back to the Service Point, to choose the new tiles for the bathroom, for example. The showroom reduces the number of stages. All the questions about the tenancy agreement can be answered and the new apartment can be visualised and fitted virtually – from the parquet flooring to the tiles in the bathroom. "This offer is also available to our existing customers when they get new kitchen floors or bathrooms in the course of refurbishment work", adds Graw.

But in addition to the virtual viewing, the showroom provides real samples of tiles and flooring, so that customers can get a feel for the material. The showroom also presents and demonstrates MiA, the proprietary smart-home solution from Deutsche Wohnen, and the KIWI digital key system.

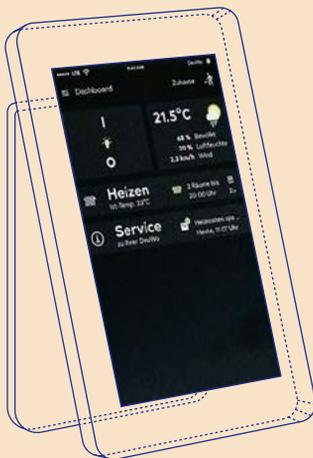
The intelligent assistant is making good progress

"MiA – my intelligent assistant" first saw the light of day, metaphorically speaking, back in 2017. It has now come a long way towards making our housing smarter, and above all more energy-efficient.

"With MiA we are taking a decisive step towards the digital home of the future, and are also combining work and pleasure", is how Holger Rentel, Director Deutsche Wohnen, sums up the benefits of the smart tool. "Technical housing solutions like this enhance the quality of our customer service and at the same time reinforce our position as an innovative company in this space."

In the reporting year a large-scale field trial with a total of 3,000 residential units was launched, with the aim of using energy more efficiently and reducing the costs to our customers. At the heart of the project is the MiA gateway, a tablet computer with a touch screen. It makes it possible to control the thermostats on the radiators centrally, and also individually by our customers, and on a mobile basis. In the future MiA should be able to do even more: measure the air quality in the room, for instance, or remind customers to air the apartment.

In the reporting year MiA was announced and presented personally to the first customers. There were some misgivings, not surprisingly. People had lived very comfortably in the apartment beforehand, after all, without the digital assistant. "So we organised some information events about MiA for our customers. In two days we had about 120 visitors to our first event in the Service Point Prenzlauer Berg on the Carl-Legien estate", says Holger Rentel. After the event most of the concerns had been answered. And by the end of the year some 400 of the smart assistants had been installed.



Deutsche Wohnen presented a new corporate design last year, some elements of which allude to Bruno Taut, the well-known architect who also worked on the Horseshoe Estate in Berlin, which is now a UNESCO Cultural Heritage Site. We also took this opportunity to relaunch our website. Now it not only looks new; above all it offers an improved service ...

New look and improved service

"We will successively be adding more functions to the customer portal. The fact that 5,000 customers have already registered, even without any active advertising, shows that we are on the right track", says Philipp Stegemann, Product Manager Digitization, who is responsible for the ongoing development of the customer portal. The aim is to offer customers an all-round, up-to-date service experience and make our services available around the clock. "We are offering this channel to our customers as an extra service; it doesn't replace the existing channels like the hotline or email. It makes it easy to report any damage, download forms or find information about a variety of topics, which also makes life easier for the colleagues in the Service Points and the Service Centre, who then have more time to help customers with specific individual concerns.



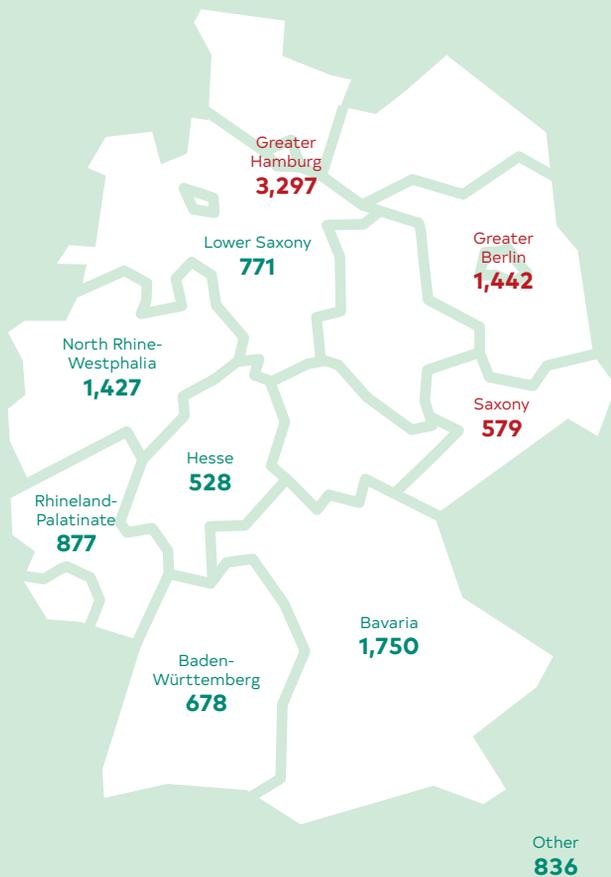
"Diversity also comes from different generations with different requirements. That applies to students and to senior citizens or families. We use this diversity as a catalyst."



Linking generations



Thinking in generations and preparing accordingly



nursing properties

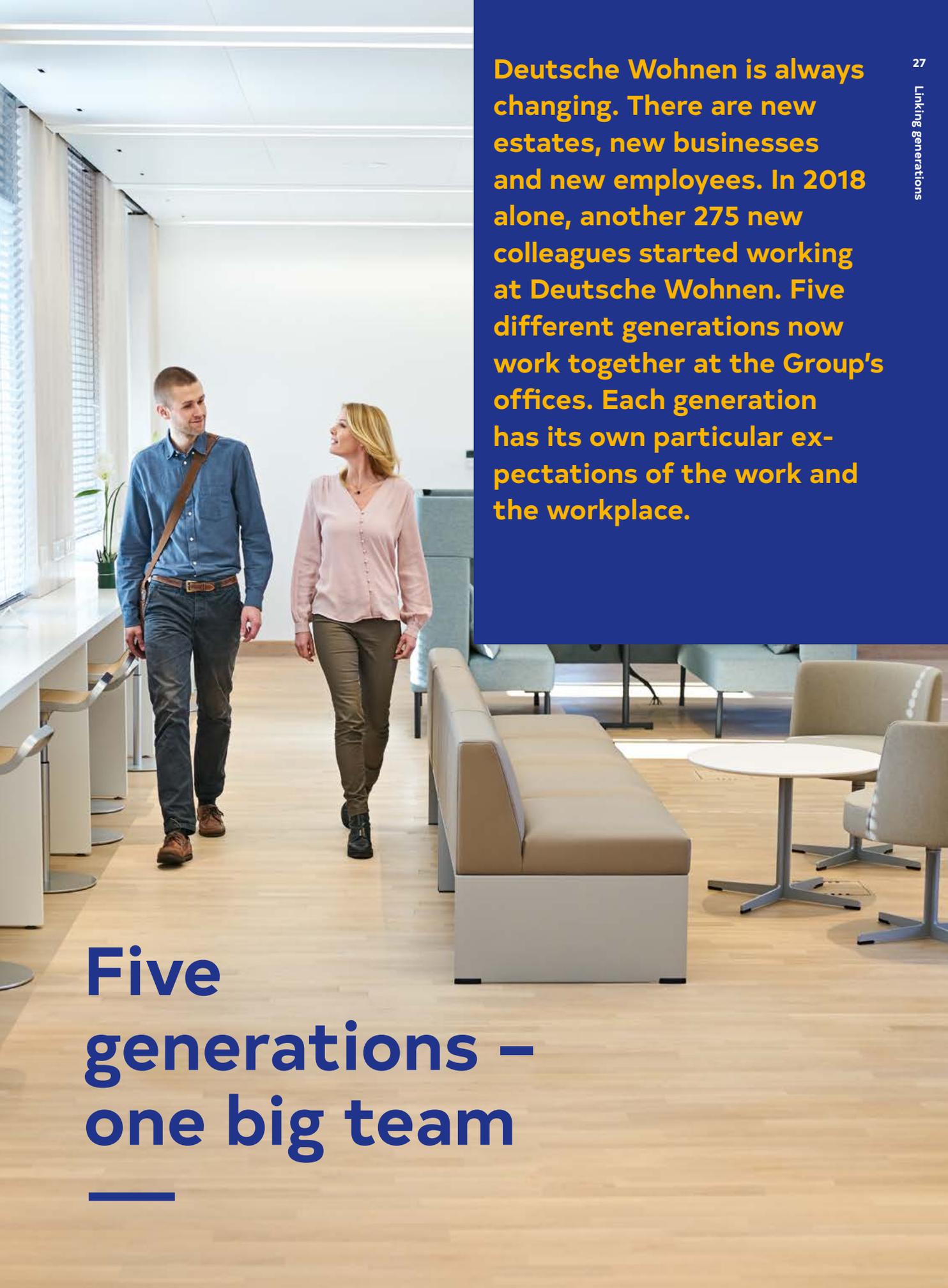
- **KATHARINENHOF and PFLEGEN & WOHNEN HAMBURG** 5,318 beds
- external operators 6,867 beds

Last year Deutsche Wohnen achieved one of its main objectives: the share of the Nursing and Assisted Living segment was expanded significantly and now amounts to some 12%. This expansion was largely achieved by means of acquisitions. It is not always easy to find suitable targets, because the quality has to be right.

"Three main parameters have to fit for us to spend significant time on an acquisition: the location in a metropolitan area, the architecture and condition of the property and the operator. When we also acquire a stake in a company, as well as purchasing the property, then we work with established partners who have been on the market for a long time", says Nikodem, Director Asset Management at Deutsche Wohnen. Deutsche Wohnen has successfully pursued its strategy of investing primarily in growing cities and urban areas for a long time now. Its appreciation of quality architecture is also a core element of the Group's brand. "But in terms of nursing care and assisted living, there are also other important parameters", explains Nikodem. "Ideally the properties should not be more than ten years old and should be designed and built for nursing care, because it is generally only then that they meet modern requirements of residential care for elderly people."

In the reporting year the total number of beds in nursing homes increased to some 5,400 at 37 locations following acquisitions and equity investments. Over 80% of them are in attractive metropolitan areas. Hamburg is a focus, with 13 new facilities. A minority interest was initially acquired in PFLEGEN & WOHNEN HAMBURG GmbH to operate them. The other 24 facilities are let to well-known operators on long leases.

Deutsche Wohnen is always changing. There are new estates, new businesses and new employees. In 2018 alone, another 275 new colleagues started working at Deutsche Wohnen. Five different generations now work together at the Group's offices. Each generation has its own particular expectations of the work and the workplace.

A man and a woman are walking through a modern office lounge. The man is on the left, wearing a blue button-down shirt, dark trousers, and a brown shoulder bag. The woman is on the right, wearing a light pink blouse and dark trousers. They are both smiling and looking at each other. The lounge features light-colored wooden flooring, a long white counter with stools on the left, and several light-colored sofas and armchairs on the right. Large windows with blinds are visible in the background.

**Five
generations –
one big team**



*Stephanie
Krumnow
Director Human
Resources and
Organisational
Development at
Deutsche Wohnen.*

More space for communicating and for agile thinking and working: open-plan offices were installed on the first floor of our headquarter, in 2018.

"Knowledge and experience has to flow – across locations, departments and generations."



When people collaborate in a big company, which in some ways can be compared with an engine, with all its different components and moving parts, then an awareness of what other people do is the oil that makes the processes run smoothly.

Surprise! The Mystery Meetings

The new event series called Mystery Meeting was introduced and carried out three times in 2018. "In a Mystery Meeting, anyone can apply for meeting a colleague that they know nothing about. They arrange a time and a place, have a coffee, and chat about their work", explains Stephanie Krumnow. She is Director Human Resources and Organisational Development and is a fan of these meetings, "because they foster a greater awareness of the work that is done here in our company. They also create new networks, which makes the work easier." She is very pleased with the numbers of participants. During the last round alone, more than 70 employees at the two main Berlin offices registered for a Mystery Meeting.

Training in inter-generational understanding

Communication between generations has never gone completely smoothly. "People born in the sixties and seventies had parents who were very different to later generations of parents. And so their children, who are now completing their apprenticeship with us, differ in some cases significantly from the apprentices of the previous generation", says Stephanie Krumnow. In the reporting year the staff responsible for the apprentices therefore had successful psychological training to ensure greater understanding between generations. "In this context it is important to address individual needs", says Stephanie Krumnow, "because outstanding apprentices are harder to find nowadays."

From vocational training through to departure

Everyone who works at Deutsche Wohnen is part of a company that is different from others in many ways. The difference stems from the quality of the architecture, its sustainable way of doing business and its new ventures, for example. New colleagues are also welcomed differently in the course of the onboarding process. And the exit process is also handled differently, when people leave the Group to take on another workplace. "In our farewell meetings we ask about the reasons, because that is the only way we can learn how to keep getting better", explains Stephanie Krumnow.

It's all about the mindset

For a successful working relationship it doesn't actually matter if someone is 25 or 50 years old. According to Stephanie Krumnow, what counts is the point of view and the attitude, in other words, the right mindset. For the staff, cultivating the right mentality means not thinking in terms of square metres of living space, or strict demarcation lines between departments, but rather focusing on customers and colleagues as individuals.

"A good life means a good home. And a good home means one that is attractive and modern – in a neighbourhood that you like. Good that we take care of that."



Aesthetically pleasing



In the north, west and south ...

A lot happened on Deutsche Wohnen estates in 2018. In Leipzig, Dresden, Braunschweig, Brandenburg and Berlin, for instance. Grounds were designed, walls were sprayed, estates refurbished and new ones built.

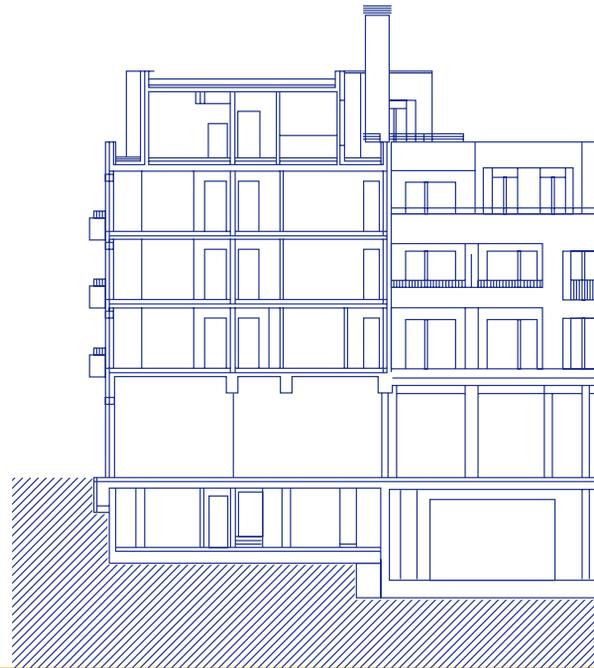
Almost all the projects have one thing in common: sustainable thinking becomes sustainable action. Time for a little tour ...

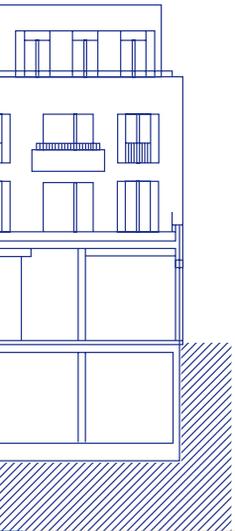
The new Marienhain estate

The tour begins in Berlin-Köpenick. Planning consent for the first two stages has been given for the Marienhain estate, with residential properties, a kindergarten, streets, and local shopping facilities. Construction work is due to start on the 150,000 sqm plot in early 2020, where some 1,200 residential units are to be developed in 63 different buildings. The site is exceptional, because it is right on the banks of the river Dahme. Then there is the old Villa Bolle that belonged to Carl Bolle. Anyone who knows a bit about the history of Berlin can guess that this was the famous "Bimmel Bolle". His nickname, which means "jingle", came because of the bells the milkmen had on their Bolle milk floats to

attract customers. Around 1910 there were 250 of these milk floats on the streets of Berlin. Carl Bolle built himself a summer residence in Marienhain on the river Dahme. Following a fire the villa is a ruin today, which Deutsche Wohnen plans to rebuild.

Sustainable construction materials will be used for the new buildings. Window frames will be made of wood, the insulation will not include polystyrene and the aim is to have the buildings certified by the Society for Sustainable Construction.





Sustainable building with a system

When we build new housing we ensure that high-quality, sustainable materials are used. To document this transparently we use certification systems like the DGNB certification or the quality seal "Sustainable Construction". The German Society for Sustainable Construction (Deutsche Gesellschaft für Nachhaltiges Bauen – DGNB) evaluates various criteria relating to ecology, economy, technology, sociocultural and functional quality, as well as the quality of the site and processes. And while we're on the subject: our house Argentinische Allee 221 in Berlin-Zehlendorf was the first building in its class in Germany to be awarded the Gold Status. The quality seal "Sustainable Construction", which is recognised as a seal of approval by the Federal Construction Ministry (Bundesbauministerium), also rates a wide range of criteria relating to ecology, economy and social aspects. Our Schützengarten estate in Dresden and the Lindenauer Hafen project in Leipzig are being built according to these criteria, for example.

The roofing ceremony was held in the reporting year for four timber-built multi-family homes in Elstal, to the west of Berlin. All the load-bearing walls and ceilings are made of solid timber elements, which in turn consist of several layers of wood. "Normally these layers are laminated. But in Elstal we didn't have to do that, because we used pegs that had been dried in an oven and then inserted into the prepared holes. The humidity in the air causes the pegs to swell again, which stabilises the joint", explains Sebastian Höfker, the project manager at Deutsche Wohnen responsible for supervising the building work. That is what sustainable construction looks like in detail – to a standard that earned a DGNB-Platinum certificate.



Waterfront living in Leipzig

From Havelland in Brandenburg the tour continues a good way further south. One prominent feature of the Lindenau district of Leipzig is a canal with an old industrial port. The groundbreaking ceremony for a new chapter in its development took place here in 2018: Deutsche Wohnen is building 44 rental apartments on the new Lindenauer Hafen estate. The apartments range in size from 50 square metres to 120 square metres and are located in two five-storey buildings. All the units are easy-access and suitable for wheelchair users. The facades are insulated with cellular bricks. These are hollow bricks that are filled with insulating material and so have excellent insulating properties. What's more, the facade will be made of clinker bricks that fit with the site's history as an industrial port and which can last for up to 100 years without being replaced – that's sustainable too.

About the demolition of a bunker and new apartments



Next stop is Dresden. "The Schützengarten project in Dresden is really exciting. As befits this central location, the city decided in favour of a residential neighbourhood that marks a return to the historical street layout and the proportions of the original urban planning, instead of the large-scale commercial buildings erected in the 1980s", explains Delia Kraaß. The scope of the project is impressive, because a total of 540 apartments are to be built. And what is also interesting, as the project manager says, is that "at the time of the GDR the tower blocks were used by VEB Energiebau Dresden. Underneath the company canteen there was an air-raid bunker and at times a bowling alley too. So in the course of the demolition work we sometimes had to pull down concrete ceilings that were more than 1.6 metres thick." Once the land has been prepared for redevelopment, construction work is expected to start in 2020 on the underground car parks and then on the apartment blocks in different designs, which will form the new estate that is situated not far from the river Elbe. Here too, the construction work is being carried out in accordance with the "Sustainable Construction" rating system. So when everything is finished, the Deutsche Wohnen portfolio will have another lively and sustainable inner-city estate.

How green is my alley

Back to Berlin, in the green area management department at Deutsche Wohnen's office in the Mecklenburgische Straße. Angelika Frommer and her six co-workers here know that "the grounds make the product too, because these established gardens are a vital aspect of housing quality". They are also important because they provide a habitat for insects and wild flowers and additionally are important for the ground water. "Sustainable grounds management means that everything should live for as long as possible and only seldom need replacing", Frommer explains. A tree can generally live for 60 years, whereas bushes and shrubs can last for 30. With paths it is similar: a gravel path has to be renewed every couple of years, whereas the new surfaces are just as permeable for rainwater, but are mixed with epoxy resin and so last much longer. That is more sustainable. In 2018 all the gardens at Deutsche Wohnen were recorded in a georeferential cadastral database so that all grounds management processes can be optimised on an ongoing basis.





There is also a short video of how the mural was created [deutsche-wohnen.com/mural](https://www.deutsche-wohnen.com/mural)



High-rise art

Since last autumn, passers-by in the Manteuffelstraße in Berlin-Kreuzberg have been met with a new sight when they look up. It is a mural that decorates what used to be a rather sad piece of wall. The work, which is now one of three, was created in cooperation with Die Dixons from Berlin Art Bang e.V. They chose the artist Tank for Deutsche Wohnen and supervised the work. They are also known for their temporary art project THE HAUS and the Berlin Mural Festival. A mural needs a lot of paint, of course; really a lot, as Kimo from Die Dixons explains: "Between 120 and 150 cans of spray paint and then another 30 litres of wall paint." Kimo is one of the three characters behind Die Dixons, along with Jörni and Bolle. He is enthusiastic about the partnership with Deutsche Wohnen: "We had full artistic freedom and we were always treated as equals." And that is not the end of it either: on the contrary, it has already been decided to continue the collaboration in 2019 on an even bigger and more varied scale.

With passion, competence and an eye for detail

We have invested about EUR 1 billion into our portfolio in recent years. But not all our investments can be quantified so easily.



*Marko Lehmann
Project Manager Technical Project Management*

Berlin-Kreuzberg, for example

"We are refurbishing more than 1,600 apartments on the Otto-Suhr estate. That includes new wooden window frames, insulation with mineral wool and new wiring in the cellars – just to give three examples. A special touch is the repair of the balconies made of clinker bricks. The old bricks are only removed when it is necessary. We replace them with bricks that are produced especially for us, to get exactly the right colour. We could just have replaced the parapets with simple metal railings, but we want to restore the original appearance of the estate. And the residents appreciate what we are doing there."



*Andrea Ortmann
Project Manager
Technical Project
Management*

Braunschweig, for example

"The refurbishment work at the Kanzlerfeld estate started with removing asbestos from the roofs and entrance halls of the 18 buildings with their 213 apartments. It was followed by the energy-saving renovation of the building shell, which will cut the estate's total carbon emissions by a total of 65%. At the same time the entrance halls were redecorated and are now much brighter. The pipelines in the grounds were cracked in several places and had to be completely replaced, so that waste water and rainwater can drain as planned. We took this opportunity to remodel the grounds: now the rainwater flows away from the buildings, is collected in a hollow and irrigates a meadow with wild flowers, which will attract lots of insects too."



*Eike Petersen
Project Manager Technical Project Management*

Berlin-Neukölln, for example

"We have two refurbishment projects in Berlin that are very good illustrations of the range our estates cover in terms of architecture and urban history. In the Gropiusstadt we are renovating two tower blocks. Here the water and waste water pipes are being replaced and asbestos removed. Then there is the insulation of the facades with mineral wool to reduce energy loss. The roof is insulated using a special method, which uses flakes of loose-fill cellulose, made of old paper. These are blown into the attic under pressure to form a dense insulating layer. They provide very good thermal insulation, which is also ideal from a sustainability perspective. Overall we reduced carbon emissions in the Otto-Wels-Ring and Severingstraße by more than 40%."

Berlin-Pankow, for example

In Pankow, more precisely in the block of houses in the Rudi-Arndt-Straße, you could hardly tell any more that Bruno Taut had been the leading architect. In addition to the renovation of the plastered facade in line with the listed building status, we are going to replace the bathrooms and central heating systems and refurbish the double casement windows. Here too, we can reduce carbon emissions significantly, by about a third. The gardens are also being redesigned to make them sustainable and bee-friendly and the old fruit trees will be pruned to give them a new lease of life so they continue to thrive for a long time. The paving stones are also covered by the preservation order and will be reused."

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