

Press Release

Measures adopted by Deutsche Wohnen to deal with corona crisis

Berlin, 18 March 2020. In the current, exceptional circumstances regarding the spread of Covid-19, Deutsche Wohnen has adopted a variety of measures to protect the health and safety of its tenants, service providers and employees whilst maintaining the business operations of the company.

Where tenants experience financial hardship due to the current situation, Deutsche Wohnen will work in partnership with them to find solutions. Since the situation of commercial tenants, in particular, can quickly become precarious because of the closure of retail outlets, the company is proceeding with particular care here. In such situations, Deutsche Wohnen will find individual solutions. For example, it will offer these tenants planning security and future prospects by deferring rental payments.

Deutsche Wohnen has reached an agreement with its most important technical service providers that maintaining its business operations is of the highest priority. This includes ensuring a proper supply of electricity, water and heating to our properties and also ensuring that buildings and their facilities remain safe to use. However, it is possible that more extensive repair and modernisation work will be postponed for the time being on a project-by-project basis.

Tenants

- If appointments have been made – for the installation of smoke detectors, for example, or for the reading of heating meters – tenants will not, of course, suffer any disadvantage if they do not allow service providers into their home and, as a result, are unable to keep their appointment.

Availability

- Deutsche Wohnen's customer service continues to be contactable via email, post, telephone and our customer portal online. We are doing everything to ensure that we can continue to be contacted in these ways over the long term. Many of our employees are available to our customers via home office.

- Deutsche Wohnen's technical service providers can also be contacted. However, it is likely that these service providers will have to scale back their operations temporarily and focus on urgent repairs.
- The offices and service points of Deutsche Wohnen will no longer be receiving visitors until further notice.

Care of property

- The caretaker services of Deutsche Wohnen will continue to be maintained throughout the country.
- What is also of great help to us is that individual caretakers have voluntarily curtailed their holiday in order to stand in for colleagues who are unable to work.
- It is probably unavoidable that there will be a more restricted service when it comes to maintaining green spaces and open areas. On this point we are consulting closely with our cooperation partners with a view to maintaining the best possible level of service.
- Local authority refuse collection services, like the BSR in Berlin, have already announced that they will be providing a more restricted service. Here too, we will try as well as we can to compensate for any shortfall experienced by our tenants by deploying our caretakers accordingly.
- Local authority refuse collection services are having to adapt their work schedules to the current requirements. This means that refuse collection might be carried out at an earlier time than usual or that the collection day might be changed.

Malfunctions etc.

- Reports of minor malfunctions and defects can only be given a lower priority until further notice.
- We are closing playgrounds in our properties in line with the recommendations of the federal government.

These are exceptional circumstances for all of us. Deutsche Wohnen is doing everything in its power to manage this situation as safely and with as little disruption as possible. We would ask for your understanding if everything does not always run as smoothly as normal.

Deutsche Wohnen

Deutsche Wohnen is one of the leading publicly listed property companies in Germany and Europe with a business focus on managing and developing its portfolio, which consists mainly of residential properties. As at 30 September 2019, the portfolio comprised 169,500 units in total, of which 166,700 were residential and 2,800 commercial. Deutsche Wohnen owns flats in four Berlin Modernist estates, which were declared UNESCO world heritage sites in July 2008: the White City Estate, the Horseshoe Estate in Britz, the Carl Legien residential estate and the Ring Estate in Siemensstadt.