



VONOVIA  
Protect  
your home!

We pay  
the delivery  
costs  
for you.

Deutsche Post  
ANTWORT  
Vonovia  
Stichwort: Wohnungssicherheit  
Postfach  
44784 Bochum



Precautions  
always  
pay off!

## Don't give burglars a chance.

- Always lock all your doors and windows, even if you are only away for a short time. Use all your locks and bolts!
- Never hide your key outside.
- If you have lost your key, please let us know and we will replace the locking cylinder immediately.
- Never leave your key in the lock inside your flat or front door, especially if it has glass panelling.
- Make your flat or house appear to be occupied during extended absences.
- Do not leave your valuables lying around at home. Keep particularly important or valuable items that you rarely need in a safe deposit box at your bank or in a certified and professionally installed safe.
- Do not leave a message on your answering machine that indicates that you are on holiday.
- Ask your neighbours to empty your letterbox.
- Did you know? Private individuals can claim a grant from KfW Förderbank for implementation of security measures. Please note that this is conversion work that requires authorisation. Find out more now: [kfw.de](http://kfw.de)

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With the  
"My Vonovia" app,  
all our services,  
benefits & information  
are at your  
fingertips.

More  
information at  
[vonovia.de/  
app](http://vonovia.de/app)

We will be happy to help you on our service line **0234 / 414 70 00 00** or via our email address [mieterwunsch@vonovia.de](mailto:mieterwunsch@vonovia.de). Further information can also be found on our homepage: [vonovia.de/sicherheit](http://vonovia.de/sicherheit)

## Good to know:

### What should you do if an emergency does occur?

You should: keep calm, call the police and wait for the officers. Never try to catch a burglar in the act or overpower them yourself. Intruders could panic and use violence against you. If the thief has already left, the first thing you should do is call 110. Do not touch anything until the police have examined the scene of the crime.

### The following information is important when calling the police:

Where did the incident happen?  
What happened?  
How many people are involved?  
Wait for any questions!



We support the burglary protection campaign "Riegel vor! Sicher ist sicherer" of the NRW police. Our recommendation: Find out about burglary protection options free of charge and without obligation at one of the advice centres run by the NRW police or at [einbruchschutz.polizei.nrw](http://einbruchschutz.polizei.nrw).

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Security



# Better security for your home!

Our security solutions.



VONOVIA



# Don't be afraid of a burglary.

We want to offer you the best protection for your home: with preventative security technology and tips on security-conscious behaviour.

You have the choice between various tested and certified security products, which are also recommended by the police.

Installation of the security technology is very straightforward and is carried out by specially trained, expert technicians. Only branded products that have been certified in accordance with the applicable DIN standards, from ABUS for example, are used for this.

## The advantages to you at a glance:

- > Customised product selection/product combination
- > Personal advice on site and fast conversion work by our technical service team
- > Increase the feeling of security in your home



Example

# The direct route to a safe home.

- 1 Please complete the attached reply card and return it to us within the next eight weeks. Of course, we will also be happy to talk to you on the phone.
- 2 Your enquiry will be processed promptly by our Customer Service department.
- 3 One of our technicians will make an appointment with you to discuss possible measures for your home and check their technical feasibility.
- 4 If everything can be completed as you want, you will receive a supplementary agreement from us, which states that we can add the costs for your security products to your current rent. The cost depends on the selected version and entails an additional charge.<sup>1</sup>
- 5 Sign and return the supplementary agreement, and we will take care of installation in accordance with your wishes.

## Our security solutions for you.<sup>1</sup>

from  
**€ 2.50**  
per door/month

### Window and balcony security

- > Securing window and balcony doors
- > Window hinge protection per window
- > Lockable window handles

from  
**€ 4.50**  
per month

### Door lock

- > Secure your existing flat entrance door
- > Security locking plate, security fitting, cylinder
- > Armoured bolt, optionally with presence protection (keyed alike with cylinder)
- > Door viewer (if not already present)

from  
**€ 12.50**  
per month

### Replacement of flat entrance door

- > Replacement of the existing flat entrance door
- > Resistance class RC2
- > Sound insulation
- > Video door viewer: €1.00 per month

The products can be combined with each other as required. We will be happy to advise you.

<sup>1</sup> Additional cost corresponds to monthly rent adjustment. The monthly rent adjustment is calculated individually according to the products you select. Offer subject to change. The promotion is valid until withdrawn.



Example



Example

I am interested in your offer and would like to install the following security feature(s) in my home:

- Window and balcony security  
Balcony door:  yes  no
- Door lock
- Replacement of flat entrance door

Ideally I would like a home appointment:

- in the morning
- at lunchtime
- in the afternoon



To enable us to consider your non-binding enquiry, please complete the form in block letters and return it to us within the next eight weeks. Alternatively, you have the option of contacting us by email at [mieterwunsch@vonovia.de](mailto:mieterwunsch@vonovia.de).

First name, surname \_\_\_\_\_ Telephone number \_\_\_\_\_

Tenancy Agreement number \_\_\_\_\_

Please tick:

- By providing your data, you agree to be contacted by Vonovia regarding your modernisation request. You can withdraw your consent at any time with effect for the future. If you wish to do so, please send your withdrawal request to: [mieterwunsch@vonovia.de](mailto:mieterwunsch@vonovia.de). We use the data stored in connection with your tenancy agreement with Vonovia to make contact with you. If a modernisation agreement is not concluded, we will erase your modernisation request within the statutory periods. The legal basis for this is Art. 6(1) sentence (1) point (b) GDPR and Section 7a UWG. Further information about data protection can be found at: [www.vonovia.de/datenschutz](http://www.vonovia.de/datenschutz)