



Housing/living in Vienna Frequently Asked Questions (FAQs)



IAEA

International Atomic Energy Agency

Housing issues

10 things to do before signing a rental contract

1. Obtain an English version of the prospective rental contract;
2. Never make any payments before verifying all related information;
3. Make sure that you are aware of rental contract details before signing a binding offer;
4. Carefully consider all paragraphs of the rental contract;
5. Suggest inclusion of a diplomatic clause (early termination clause) in your rental contract when signing a limited lease;
6. Negotiate real estate agent fees;
7. Pay your deposit into a savings account;
8. Be aware of complicated and cumbersome contractual constructs;
9. Be aware of appliance renewal arrangements;
10. If you feel uncertain about the contract, consult a lawyer.

5 things that should be in a rental contract

1. Duration of lease, start and end dates;
2. Description and exact address of property;
3. Monthly rent and additional (e.g. maintenance) charges;
4. Deposit;
5. Diplomatic clause.

3 things which should not show up in a rental contract

1. Obligation to repaint;
2. Compensatory payment for early departure;
3. Any sort of discrimination clause.

absolute condition

- 1 Before renting a place, find help to check the contents of the rental contract.

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Housing/living in Vienna

Welcome

Finding suitable and convenient accommodation in a strange city can be daunting. You need to consider location, calculate costs, find out about utilities and services, and understand the pertinent legislation. The VIC Housing Service is here to help you decide where to live and to advise you on renting property.

Welcome to the IAEA Housing Service. We are happy to support you in your quest to find appropriate and affordable accommodation in Vienna by providing the following services:

- Individual evaluation of our customers' requirements;

- Counselling with regard to Austrian rental law;
- Rental accommodation listings (database);
- Help with rental related queries.

Note: contracts concluded with landlords not listed with the Housing Service cannot be reviewed; however, please visit the web site www.vichousing.org for helpful hints.

Email: VIC-Housing.Contact-Point@iaea.org;

Our office is located in:
Building A, 7th floor, A-0764



Housing/living in Vienna

Frequently Asked Questions (FAQs)

What types of accommodation are available in Vienna?

Apartments

- Modern style, from 1950 onwards, furnished or partly furnished;
- Older style (*Altbauwohnung*), renovated and updated, mostly 19th century or early 20th century, downtown and suburban, furnished or partly furnished.

Houses

- Modern townhouses, 2–3 storeys, mostly partly furnished;
- Single family houses in Vienna and surroundings, partly furnished, private garden.

Is short term accommodation available for those on short contracts?

Yes, there are a number of fully furnished apartments available with a maximum rental duration of six months. Normally, all costs are covered in the rent.

What does a partly furnished apartment include?

Generally, it would have a fully fitted kitchen with combined fridge/freezer and electric or gas stove and oven. No other furniture should

be expected; however, some landlords are willing to provide lamps, curtains and wall units.

What is included in a furnished apartment/house?

It can range from very basic furniture to a fully furnished dwelling, including crockery, cutlery and linen.

Are there standard heating systems?

- The most common type of heating is gas central heating — (*Gasetagenheizung*) for individual use.
- House central heating is typical for apartment buildings built in the '60s–'80s. The costs are usually part of the maintenance bill, subject to annual settlement of accounts.
- *Fernwärme* is an alternative type of central heating, provided by the city. This is installed mostly in new buildings.

What are the typical rental costs for an apartment or a house?

Costs at beginning of lease:

- First month's rent in advance
- Three months' rent deposit

Is there something I need to know about rent levels?

Rents vary according to:

- location
- type of building
- furnishing
- availability of common facilities
- proximity to public transportation.

Rents are paid in advance by bank transfer from your account to the account of the owners or their representative.

What kind of rental subsidy can I get?

The Division of Human Resources will be glad to provide advice on both policy and procedural aspects of the scheme. Please refer to them or their web site: www.iaea.org/about/employment/professional-staff/conditions

How are utility costs handled?

Your gas/electricity bill is based on an estimate of consumption during the previous year. The accounts are settled each year, whereby any credit or amounts due are paid. Frequency of payment depends on whether you pay by direct debit or by installment. You can choose your method of payment on the website of the

energy provider (Wien Energie) via www.wienenergie.at. It is important to have the meters read at the beginning of the lease. The month when the meters of your apartment will be read appears on the annual bill. Also, meter readings can be sent on line to Wien Energie via their web site. (Most landlords are willing to assist in making these arrangements.)

What is the typical commission paid to real estate agents?

- Two months' rent — basic rent and house maintenance costs if the lease period is more than three years;
- One month's rent — basic rent and house maintenance costs if the lease period is three years or less;
- 3% of the selling price if you purchase property;
- 20% VAT on top of the amount, added in all cases.

Please note: verbal commitments are binding and will entitle the agent to charge the commission that you agreed upon. We recommend not signing any documents that you don't understand. Have them checked by competent persons/authorities (e.g. lawyers, notaries, tenants' association).

What do house maintenance costs (*Betriebskosten*) include?

A catch-all charge including — where applicable — payment for:

- caretaker (*Hausmeister*) and facility management company
- cold water and maintenance of external water pipes
- building insurance (except for your private household insurance)
- garbage collection
- taxes
- cleaning and lighting of common area
- house administration and lift
- chimney sweeping
- gardener for common green area.

Please note: House maintenance costs are revised at the end of each calendar year by the house administration (*Hausverwaltung*) and adjusted within the first six months of the following year. Your total rent will change accordingly, unless it was agreed that the rent would be paid as a lump sum, inclusive of charges.

What is Value Added Tax (VAT)?

10% on rent for accommodation for residential purpose, house maintenance costs;

20% on furniture, heating, garage, utilities (gas, electricity).

Please note: VAT is not applicable if the tenant enjoys full diplomatic status (P5 and above) or if the owner's income from rent and their own business is lower than a certain amount per year.

What is the deposit?

Three months' total rent at the beginning of the lease to be paid to the owner or their representative.

However, the trend with commercial proprietors (e.g. banks, insurance companies) is to charge up to six months' rent.

How to pay deposits:

- *Cash against receipt.* The amount is refundable, usually including normal interest.
- *Bank transfer* to the landlord's account.
- *Savings book.* The amount is paid into a savings book at your bank and handed over to the landlord, together with the password.
- *Bank guarantee.* The bank grants a credit up to the amount specified in the lease agreement. The charges for the credit are approx. 2% per annum and a one-time fee for issuing the certificate.

Most owners will accept a savings book from your bank, to be handed over upon signing the lease or taking possession of keys

against receipt. The interest goes to the tenant. In case the owner prefers cash or a bank transfer, it should be stated in the lease contract that the usual interest is granted to the lessee. Deposits are refundable at the end of the lease, either immediately or within four weeks, provided that all bills have been paid and the apartment is in good condition.

What is the cost of living index?

All lease contracts provide for a rental adjustment based on the change in the official Austrian cost-of-living index. The most common practice is to provide for an increase in rent whenever the index increases by 3.5% above the month of the beginning of the lease. Contracts concluded via the Housing Service provide a figure of 5%.

Can I purchase a property?

Staff of international organizations and nationals of the European Union are permitted to buy property on the same terms as local citizens.

Check list:

- Check your financial situation
- Consult with a financial adviser you trust
- Compare mortgage rates
- Verify newspapers and websites for offers

- Ask friends, neighbours and colleagues
- Negotiate commission and terms with agents
- Be careful when signing documents
- Note that verbal commitments are binding
- Find a lawyer to review or draw up the contract (the lawyer will need a written statement from the Division of Human Resources confirming the status of your employment in order to obtain the *Negativbescheid*).
- Keep additional costs (10–12% on top of the selling price) in mind:
 - 3.5% tax on acquisition of real estate property (*Grunderwerbssteuer*)
 - 1% for registration of the property in your name in the land register (*Grundbuch*)
 - 1% for registration of the mortgage
 - 1.5–3% lawyer's and notary's fee (do negotiate)
 - 3% to realtor.

What are typical conditions?

Lease period

- *Fixed term*: a three-year minimum is mandatory according to law. After the first year, the tenant has the right to terminate the lease with three months' notice at the

end of a calendar month. Prior termination by the owner is permitted only if legal grounds apply (e.g. non-payment of rent despite written reminder, improper use of property);

- *Indefinite*: permanent duration, to be terminated by the tenant with three months' prior notice at the end of a calendar month.

Please note: the rent law is not applicable to single- and two-family houses. The terms of the contract and the ABGB (*Allgemeines Bürgerliches Gesetzbuch* — the general civil law) apply. In these instances, any lease period and notice option is possible.

Contracts concluded via the Housing Service include the *diplomatic clause*, which grants our clients better termination possibilities than Austrian rental law does in the event that a staff member has to give up duty station Vienna.

Maintenance and repair

According to local custom, the tenant is responsible for keeping the apartment and its specified inventory in good condition, including repair of appliances if the damage is caused by the tenant.

The owner is responsible for serious damage (*schwere Schäden*) involving the substance of the house (roof, facade, outside windows, lift, pipes inside the

walls). All other items are the responsibility of the tenant.

Please note: Contracts concluded via the Housing Service provide reasonable maintenance clauses.

Advice: Before moving in, we recommend checking if the appliances (stove, fridge, dishwasher, washing machine, heating system) are in good condition and have been recently serviced.

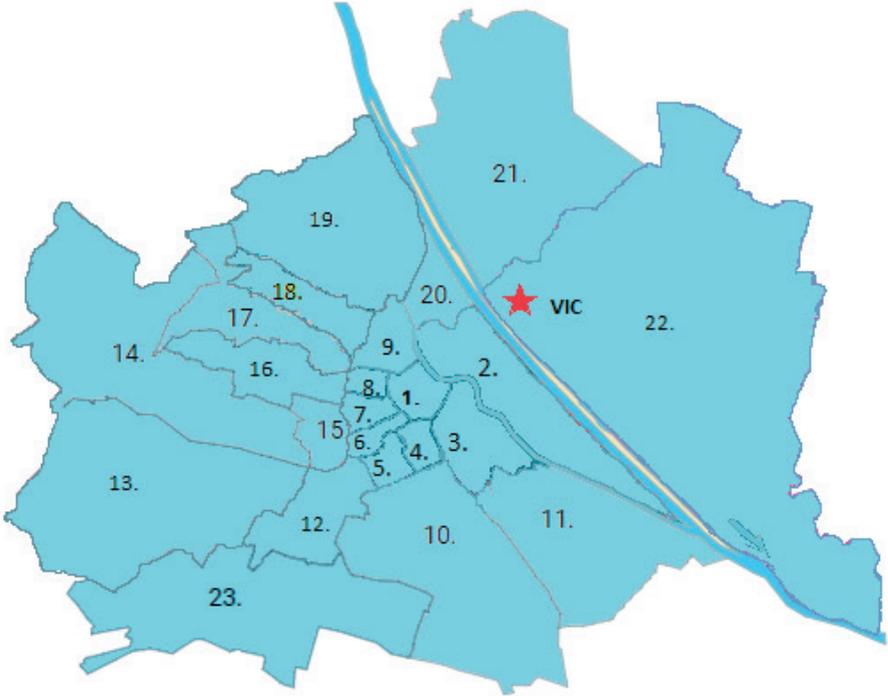
Where to live?

Vienna has 23 districts, each with its own history and characteristics. The districts spiral out from Stephansplatz with its famous St. Stephan's cathedral (*Stephansdom*) — the heart of the city. This makes orientation quite simple. Moreover, the city's excellent public transport network — a well-integrated system of tram, bus, subway (*U-Bahn*) and suburban/regional train (*S-Bahn*) transport — is fast, efficient, reasonably priced and easy to use.

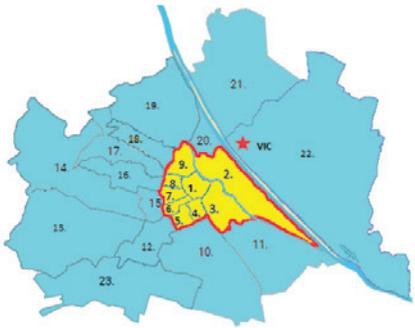
For staff members moving to Vienna with their families, the location of their children's school will influence their choice of where to live; we've included a section on international schools for your easy reference.

Downtown: Districts 1–9

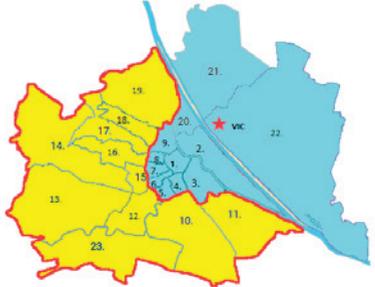
The inner city districts offer a mix of apartments, offices,



convenient, here you can survive well without a car.



shops, theatres, museums, galleries, bars, coffee houses and restaurants. The 1st District — with its parks and palaces — is inside the *Ringstrasse* and the other districts surround it in sequence. Rents tend to be high and parking expensive but, since public transport is very

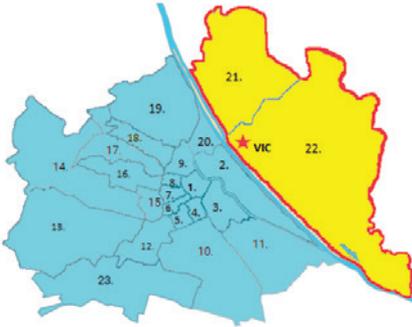


Suburbs: Districts 13–19

These residential districts — with apartments, family homes, parks and swimming pools — stretch to the vineyards and foothills of the Vienna woods. Parking is easier, suburban life is quieter and there

is still a convenient infrastructure of shops, restaurants and wine taverns (*Heurigen*).

Transdanubia: Districts 21–22



These districts have modern apartments and houses with gardens and are in the vicinity of the Vienna International Centre and the Vienna International School. They are also close to the Danube, the *Alte Donau* and the *Donauinsel*, recreational areas also very near the VIC. *Transdanubia* is a vast area and while public transport is good, in the areas where it is less accessible a car is convenient. Parking is generally not a problem.

Neighbouring residential areas

Vienna is easily accessible to the near-lying rural towns and villages, where various types of accommodation are available. Some are easy commutes by train; for others a car would be more convenient. Rents are reasonable, there’s a village community atmosphere, and surroundings are vineyards, meadows and forests.

North/Northwest	Langenzersdorf, Bisamberg, Korneuburg, Klosterneuburg
East/Northeast	Grossenzersdorf, Gerasdorf, Seyring, Deutsch Wagram
South/Southeast	Schwechat, Lanzendorf, Himberg, Fischamend
West/Southwest	Perchtoldsdorf, Brunn am Gebirge, Mödling

What does rental accommodation usually cost?

Rent in Vienna varies according to location (prime criteria), type of building, furnishing, availability of common facilities and proximity to public transportation.

Do I have to pay tax?

Where applicable, VAT must be paid by all staff, with the exception of staff holding grade P5 and above.

What is *Ablöse*?

This is a one-time payment to the preceding tenant to compensate for permanent, non-removable improvements. According to Austrian rental law, an *Ablöse* can be exacted to compensate for substantive upgrades made to a rental property, such as the

installation of a bathroom, toilet, heating system, or new electrical wiring. Where stipulated in the lease, it is also common practice for the preceding tenant to request an *Ablöse* in exchange for being allowed to pass on the terms of the existing rental contract to the successor, in particular with regard to the amount of monthly rent. As the *Ablöse* can be substantial, staff planning to remain for only a short time, (less than five years) are generally advised against considering rental properties requiring an *Ablöse*.

Can the landlord terminate my lease contract?

Your landlord must have a serious reason to terminate your lease contract. In essence, the two main justifications to terminate would be:

- non-payment of rent (or at least part of it) despite a written reminder;
- inappropriate use of property — either the dwelling is being physically destroyed or neighbours complain of being severely and frequently disturbed.

What happens if I have to move out earlier than expected?

Please check the terms of the *notice clause* in your lease. Where expressly stipulated, a

lease can be terminated after you give written notice is provided by you three months in advance, whereby the notice must arrive at the landlord's address by the last day of the month. In the absence of such a stipulation, written notice to your landlord must be processed by the court and served via judicial notice.

Do I need separate insurance coverage for my apartment and for my personal belongings?

It is strongly recommended to conclude a household insurance policy that covers theft, third party liability and damage caused by defective appliances such as fires from faulty electrical devices or water damage from washing machine or dish washer. It is also recommended to make sure that a clause is included specifically covering glass breakage of windows, stovetops, or fish aquariums. You can expect to pay €150–250 per year for such household coverage. Please consult your insurance representative for further details. It is helpful and cost effective to inquire about a package deal to combine your household insurance with any other insurance requirements you may have, such as accident, supplementary medical, legal protection, and life insurance.

Are internet, cable TV, satellite TV available?

Internet is available through several providers. Cable is not available in all districts. Some apartment buildings and houses are equipped with a common satellite dish serving all occupants, and the installation of a private dish requires the consent of all other co-owners living in the building.

Who is responsible for changing the name on the outside buzzer of the apartment building?

Please consult the owner or the property manager (*Hausverwalter*).

Can you recommend an insurance company, a transport service, or storage facilities?

Five local insurance companies are currently represented in the VIC, Building F, 9th floor. We regret that we are not permitted to recommend or promote commercial firms, but do ask your colleagues.

Do I have to repaint my apartment prior to moving?

According to Austrian rental law normal wear and tear must be taken into consideration. However

the law applies to apartments in older buildings (built before 1945). You are advised to check the terms of your lease.

Tenants of apartments cannot be asked to repaint the property after the lease as long as damage is within normal wear and tear. Please note that this does not apply to rented houses. You are advised to check the terms of your lease.

If I want to buy property, can you assist?

Our database provides information on accommodation for rent only. We strongly recommend that sales agreements be verified by a trusted lawyer or notary.

Is the VIC Housing Service free of charge for members of all organizations?

All employees of VIC based organizations are entitled to use the VIC Housing Service at no charge.

What is the consumer price index?

CPI and HICP overview

The consumer price index (CPI) is a measure of general price trends and of inflation in Austria. The harmonized index of consumer prices (HICP) is the basis for a comparative measurement

of inflation in Europe and for evaluating the stability of monetary values within the Eurozone. In addition to its role as a general indicator of inflation, the CPI is used for the valorization of fixed amounts of money (e.g. rents, living costs), and it also provides the data on which wage and salary negotiations are based. Both consumer price indices are thus key indicators for Austrian and European data users. The CPI has been subject to revisions since 1958, and was revised for the eighth time at the beginning of 2011. The previous *Consumer Price Index 2005* was replaced by a series based on 2010; the new index series is thus known as *CPI 2010*. Appropriate chaining factors (available on the web site only in German) are used to continue previous indices.

What are the postal codes and names of the districts in Vienna?

1010 – the 1st district (Innenstadt or Innere Stadt).

1020 – the 2nd district (Leopoldstadt)

1030 – the 3rd district (Landstraße)

1040 – the 4th district (Wieden)

1050 – the 5th district (Margareten)

1060 – the 6th district (Mariahilf)

1070 – the 7th district (Neubau)

1080 – the 8th district (Josefstadt)

1090 – the 9th district (Alsergrund)

1100 – the 10th district (Favoriten)

1110 – the 11th district (Simmering)

1120 – the 12th district (Meidling)

1130 – the 13th district (Hietzing)

1140 – the 14th district (Penzing)

1150 – the 15th district (Rudolfsheim-Fünfhaus)

1160 – the 16th district (Ottakring)

1170 – the 17th district (Hernals)

1180 – the 18th district (Währing)

1190 – the 19th district (Döbling)

1200 – the 20th district (Brigittenau)

1210 – the 21st district (Floridsdorf)

1220 – the 22nd district (Donaustadt)

1230 – the 23rd district (Liesing)

1300 – Vienna International Airport

1400 – Vienna International Centre (UNO-City, United Nations offices in Vienna)

1500 – Austrian United Nations Peace-Keeping Forces

Glossary

Ablöse

One-time, non-refundable payment to the preceding tenant to compensate for permanent, non-removable improvements.

Anwalt (Rechtsanwalt)

Lawyer

Bad/Bäder

Bathroom(s)

Befristet

Of limited duration

Betriebskosten

See Hausbetriebskosten

Ess (Speise) zimmer

Dining room

Gasetagenheizung

Individual gas central heating

Gefördert

Subsidized

Hauptmiete

Lease agreement with owner of the house or apartment

Haus

House/building

Hausbetriebskosten

House maintenance costs (includes common running costs of the building: water, sewage, garbage disposal, insurance, housekeeper (if any), house administration, chimney sweeping, electricity for common parts of the house, pest control, taxes and fees to municipality)

Heizung

Heating

Immobilien

Real estate

Immobilienbüro

Real estate office

Kabinett

Small room (8-12 meter square)

Kaufvertrag

Sales agreement

Kaution

Deposit

Lage

Location

Makler

Real estate agent

Marmor

Marble

Miete/Mietzins

Rent

Mietwohnung

Flat for rent

Monatlich

Monthly

Nebenräume

Additional rooms (kitchen, bathroom, WC, storage room, utility room, hallway,

Nettomietzins

Basic rent (excluding house maintenance costs and taxes)

Parkettboden

Parquet floor

Provision

Commission

Reihenhaus

Townhouse

Schlafzimmer

Bedroom

Spannteppich

Wall-to-wall carpeting

Sparbuch

Savings book

Umsatzsteuer/Mehrwertsteuer

VAT, value-added tax

Unbefristet

Unlimited

Untermiete

Sublet, lease agreement with the Hauptmieter (the tenant who has the right to sublet the apartment)

Verflies

Tiled (floors or walls)

Wohnung

Apartment

Wohnzimmer/Salon

Livingroom

Zimmer

Room

Living in Vienna

Helpful hints

Private short term accommodation

If you are new in Vienna and have not yet found an apartment for the long term and are looking for something more private than a hotel room, we recommend one of the furnished apartments that are available in all districts of Vienna. Several companies offer short-term accommodation.

You will find several short-term options in the Housing Service database.

We are happy to support you in your quest to find appropriate and affordable accommodation in Vienna.

If you wish to access our database and search for listings, please send an email to VIC-Housing.Contact-Point@iaea.org and we will provide you with a user account and a password.

Useful links

Beyond finding accommodation, here are some links to websites for further information relevant to living in Vienna.

- Bar Association, Lawyers
<https://www.rechtsanwaelte.at/en/bar/regional-bars/vienna>
- Austrian Statistical Office (Cost Of Living Index)
<https://www.statistik.at>
- The Home Page of the City of Vienna
<https://www.wien.gv.at/english>
- Tenant's Association
<https://mietervereinigung.at>
- Electricity Supply
<https://www.wienenergie.at>

Public transport

Using public transport in Vienna is easy. This website will give you the details of getting from any area or address to another showing exactly the possible modes of transport:

- <https://anachb.vor.at>

Other useful websites for public transport are:

- www.wienerlinien.at
- www.oebb.at
- www.viennaairport.com

The contents of this brochure has been compiled for you by TGSS (Transport and General Support Section) and includes information that is valid at the time it was printed/posted. Information, regulations and web sites may change and we apologize for these inconveniences.

We will do our utmost to keep the information up-to-date, any information that you find lacking or which can be improved please pass it on to us at the TGSS Customer Service Point at the VIC in A-0750 or per e-mail to VCU.Contact-Point@iaea.org

Housing issues

10 things to consider when looking for accommodation

1. Your needs
2. Price range
3. Area (e.g. district, rural, urban)
4. Furnished or unfurnished accommodation
5. Duration of rent
6. Required amenities
7. Neighbourhood, infrastructure
8. Distances to VIC and schools
9. Parking space availability
10. Proximity to recreation areas – think about your off time.

5 things you should look for when renting accommodation

1. Historical or newly constructed building
2. Size/layout
3. Number of bedrooms, bathrooms
4. Security (e.g. safety doors, intercom, concierge)
5. Utilities and appliances needed (e.g. washing machine, air conditioning, dish washer).

3 things that should not be found in an apartment

1. Mould and moisture
2. Existing damage to surfaces, provided furniture, windows and doors
3. Negative overall environment.

1 absolute rule

Before renting a place, find help to check the contents of the rental contract.

Emergency contact numbers

Emergency numbers (calling from inside VIC)

VIC emergency number: Ext. 99 (UNOV Security)

VIC medical emergency: Ext. 22222 (VMS)

Emergency numbers in Austria (from outside VIC)

Police: 133

Ambulance: 144

Fire brigade: 122

General European emergency: 112

Hospitals in Vienna (from outside VIC)

Donauspital Vienna: 01-288-020

General hospital (AKH): 01-404-00

Seibersdorf

SPF Security control room (24/7):

+43 (1) 2600-28655

(Ext. 28655/7777 from inside complex)

Other IAEA offices

New York: +1 (212) 963-6010 iaeany@un.org

Monaco: +37 (7) 9797-7272 MEL@iaea.org

Geneva: +41 (22) 917-3620 iaeage@unog.ch

Tokyo: +81 (3) 3234-7186

Toronto: +1 (416) 928-9149

General support services

Emergency during travel (24/7):

+43 (1) 26060-3903 (UN Security duty room)

AMEX/AX-Travel Management: +43 (1) 2600-23040

Travel visa emergency: +43 (699) 165-21255

To obtain information about an emergency:

www.unvienna.org/emergencyinfo

Radiological emergency (24/7):

+43 (699) 165-26660 (IEC) or reportevent@iaea.org

IAEA Central Security Coordinator: +43 (699) 165-22011

IAEA Chief Information Security Officer:

+43 (699) 165-24629

Public information and communication:

+43 (1) 2600-21273

Medical duty officer: +43 (669) 165-21580

MTIT service desk: +43 (1) 2600-26150

SGIS service desk: +43 (1) 2600-22246

Emergency Legitimation card authentication:

+43 (1) 90115- 4411

Other local emergency numbers

After hours pharmacy service: 1455

After hours medical service: 141

Emergency dental service: +43 (1) 512-2078

Woman's emergency hotline: +43 (1)-717-19

Children's and adolescents' emergency: 147

Poisons information centre: +43 (1) 406-43-43

Psychiatric counselling in emergencies: +43 (1) 313-30

Emergency veterinary service: +43 (1) 531-16

Animal welfare helpline: +43 (1) 4000-8060

Household emergencies

Electricity emergency service: 0800-500-600

Vienna gas service emergency repairs hotline:

+43 (1) 401-28-88 Emergency 128

Emergency blocked toilets or domestic sewers:

+43 (1) 795-14-9300

Emergency water repair service: +43 (1) 599-590

Lock and key service: 0800-283-773

Public lighting: repairs hotline: 0800 33 80 33

Other

Vehicle breakdown assistance:

ÖMTC: 120

ARBÖ: 123

Vienna airport info: +43 (1) 70-700

Vienna train info: 517-17

Lost property service hotline: +43 (1) 4000-8091

Taxi: +43 (1) 313-00; +43(1) 40-100; +43 (1) 60-160

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IAEA

International Atomic Energy Agency

Transport and General Support Section (TGSS)
Division of General Services, Department of Management

TGSS Customer Service Point **+43-1-2600/25555**
Intranet <http://insite.iaea.org/tgss-services>