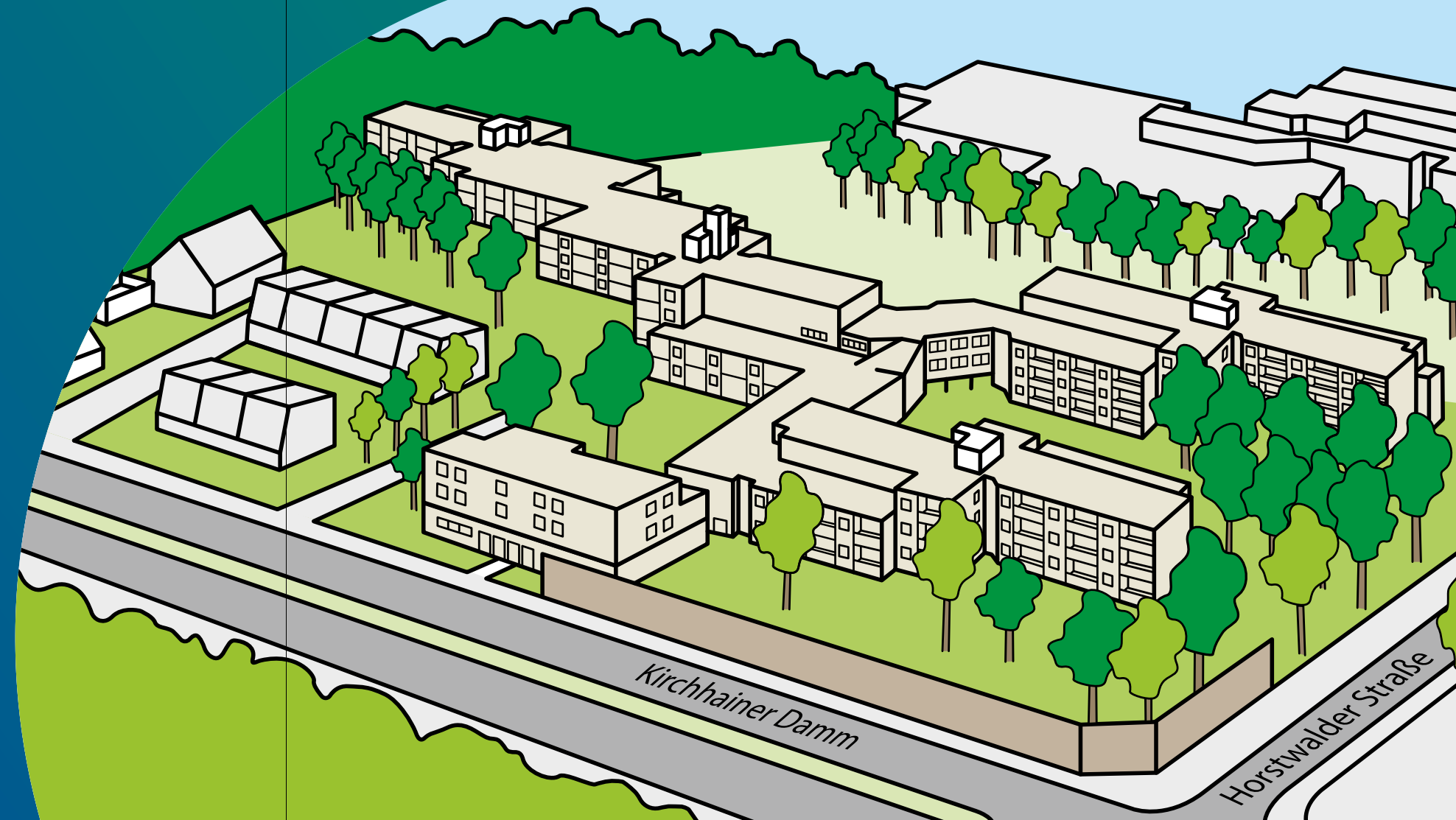




Further information FAQs about the renovation of the

Horstwalder Straße residential complex

Valid as at: June 2026



Dear Tenants,

This brochure answers your questions from the **3rd renovation café** in March 2026. Thank you for your large turnout.

The measures in the apartments will be implemented by **Brasst Bau GmbH**. Together with the **SOPHIA tenant support team** and clearance assistance provided by **Penta Gebäudeservice GmbH**, we will support you while work is being carried out on your apartment.

If you are unable to stay with family, friends, or neighbours during the five working days, you are warmly invited to spend the time in our community house from 07:00 to 17:00. You will find the **optional support service** on **page 5**.

Yours sincerely,
degewo

Ms Ford, Ms Schopper, and Mr Mauermann from the SOPHIA tenant support team can be contacted on site at Kirchhainer Damm 46.

This brochure is also available in Russian and German from the tenant support service.

Your questions about the work in the apartments

Support

1. How long will work be carried out on my apartment?

Approximately five days (actual construction time, excluding the clearance of the necessary areas)

2. What exactly will be happening in my apartment?

Heating

- Clearance of the necessary areas (clearance service offered by Penta)
- Removal of radiators and pipes
- Removal of floor coverings in the area of the new heating runs
- Drilling into the floor in the areas of the pipes
- Installation of radiators and pipes
- Closing of the drilled areas (drywall construction), followed by painting work

Water meters in bathrooms

- Replacement of shut-off valves and water meters in the service shaft

Windows

- If necessary, repairs to opening, closing, and locking mechanisms (including balcony doors)
- Installation of an element for air circulation in the room (window rebate ventilator)

3. Will the radiators remain in the same locations, or will they be moved to different positions?

The radiators will stay in the same locations. After the radiator has been replaced, new heating pipes will be installed in a corner of the room. These will then be enclosed. An overview is provided from **page 8**.

4. Who will clean my apartment after renovation work?

The walkways and working areas in the apartments will be covered daily by the construction company with protective **painter's fleece** during the renovation work. Additional protective sheeting for your furniture can be collected on request from the SOPHIA tenant support team at the community house. If any further soiling occurs outside the protected areas, it will be removed by the construction company as thoroughly as possible. The apartment can be used again in the evening.

If you require assistance with removing the protective painter's fleece after the work has been completed, the SOPHIA tenant support team will be available to help you.

5. What protective measures are taken to prevent the spread of possible hazardous substances such as asbestos and dirt?

The hazardous substance asbestos is present in isolated cases in the lower floor coverings (vinyl tiles) and does not pose a health risk in its installed state. When installing the heating pipes, the floor coverings will be removed prior to drilling. The drilling area will be vacuumed as a precaution using a safe and approved method (BT method in accordance with TRGS 519), which prevents the spread of possible hazardous substances and dust within the apartment.

This procedure is carried out by trained personnel wearing protective work clothing. To rule out any risks, tenants are not permitted to remain in the apartment while the work is being carried out.

6. Why is it not possible for me to stay in my apartment during these measures?

It is not possible to remain in the apartment between **07:00 and 17:00**. The renovation work is associated with considerable noise and requires sufficient space in the walkways and around the radiators. More information on this is provided from **page 7**.

Under these conditions, remaining in the apartment during working hours is not reasonable. As an optional service, you are welcome to make use of our **support offer in the community house** if you have no alternative place to stay during the day. See **page 5** for more.

7. Who will take care of the pets of, for example, working tenants during the renovation work?

Pets must be taken with you or privately accommodated with family, friends, or neighbours. Unfortunately, we are unable to provide any pet care services.

8. What support services does degewo offer this year during renovation work in the apartments (Horstwalder Straße 5A and selected apartments in building 5)?

During the five days of work in your apartment, you have the option of staying in the community house between 07:00 and 17:00. We provide breakfast and lunch free of charge. In individual cases, for example for persons in need of care or those with significant limitations, we can provide alternative accommodation. For this purpose, personal consultation with the SOPHIA tenant support team will take place shortly. The SOPHIA team will contact you by telephone.

9. What support services will be available to tenants at Horstwalder Straße 1, 3, and 5, and Kirchhainer Damm 46 in the coming year?

We are currently planning an alternative support service. We will let you know as soon as new information is available.

10. What happens if I refuse to leave my apartment for the renovation work?

An uninterrupted construction process is essential for the planned implementation over five working days per heating line. Any presence in the apartment may cause delays and may prevent the new radiators from being connected on time. As a result, the **heat supply** for the entire residential complex would **not be guaranteed before the start of the heating season**. A continuous and scheduled execution of the renovation work is therefore in the interest of all tenants.

Clearance support

11. How will I be supported in clearing the work areas?

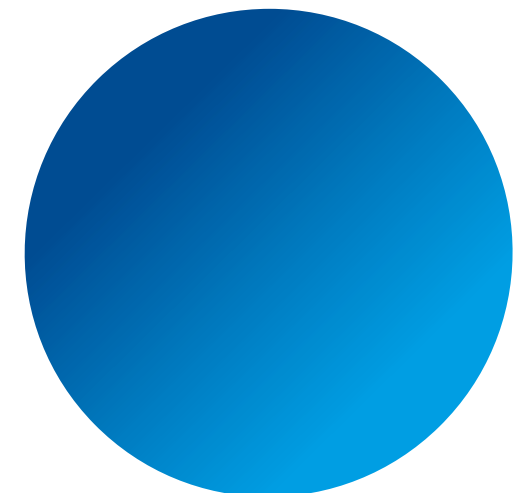
The removal company Penta will, if needed, assist you with clearing the necessary areas one working day before the measures start. You will be contacted shortly. The team will work with you to find the best possible solution so that you can access the areas that are important to you in the evening. We kindly ask you to maintain the cleared condition throughout the five working days.

12. Who will dismantle my fitted kitchen?

The work in the area of fitted kitchens is carried out by the removal company Penta. The extent to which these need to be dismantled will be discussed during the pre-inspection.

13. Who will move the furniture back to its original position in the evening so that I can use all rooms without restrictions?

Daily assistance with moving furniture back into the cleared areas cannot be provided by us for organisational reasons. We kindly ask you to maintain the cleared condition throughout the five working days.



How does my day proceed?

Daily schedule and optional support service during the five days of renovation work in your apartment

- From 06:45**
Collection where required or independent vacation of the apartment
- Handover of the second apartment key** at the community house and receipt of a **key receipt as proof** (ideally only on the first day)
- From 07:00**
Start of the support and entertainment programme in the community house
- From 07:30**
Communal breakfast
- From 10:00**
Recreation programme (e.g. memory training, book reading, bingo, group walk)
- From 12:00**
Communal lunch
- From 13:00**
Lunch and leisure time
- From 15:00**
Recreation programme (e.g. memory training, book reading, bingo, group walk)
- From 16:00**
Afternoon café
- From 17:15**
Return to apartments

Work in the apartment starts at 07:00. Accordingly, your apartment should be **vacated from 06:45** to ensure that renovation work can start on time. Apartments can be **entered again at 17:15 at the latest**.

Working individuals are kindly asked to discuss organisational details during the pre-inspection with the SOPHIA tenant support team.

Key handover

The **second keys must** be handed in **on the first working day at 06:45** at the community house to Mr Buche from Brasst Bau GmbH. You will receive a **key receipt as proof**. The SOPHIA tenant support team will be available to provide assistance.

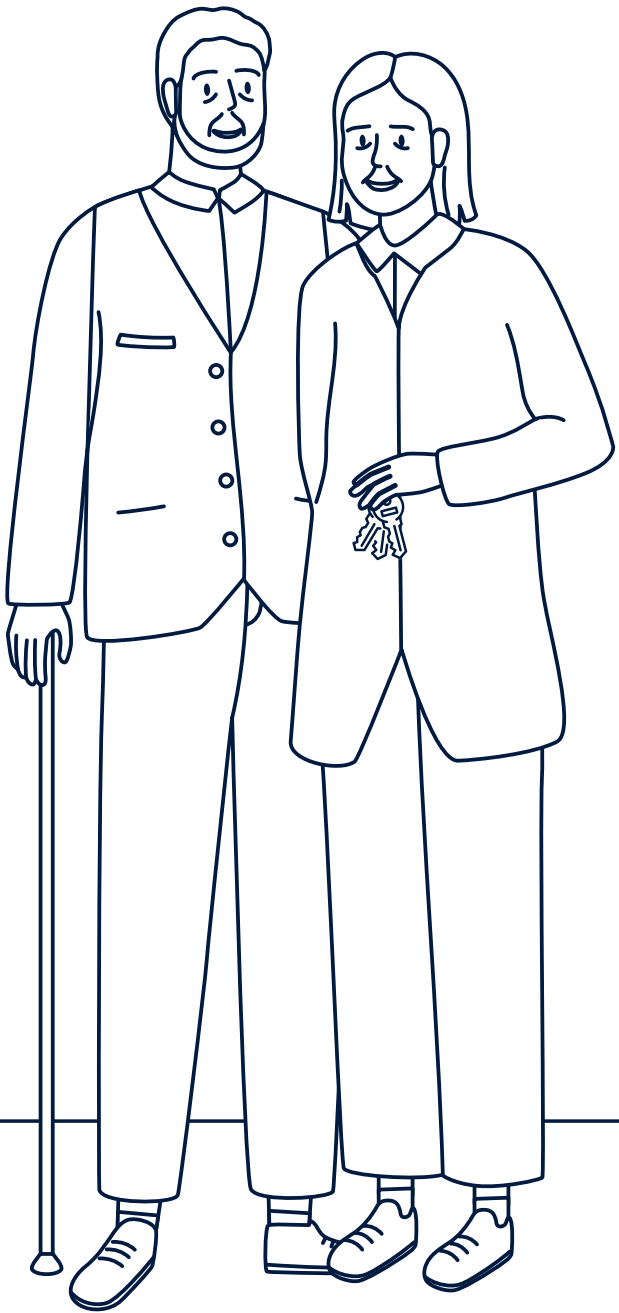
We kindly ask you to leave your second key with Mr Buche for the entire duration of the five days so that the work can start on time each day. The keys will be securely stored in the evening.

In individual cases, key returns in the evening are possible.

The tenant service provision will take place as usual on the following days:

Tuesday, 11:00 to 13:00
Open café

Thursday, 14:00 to 16:00
Coffee afternoon



14. What areas must be accessible for the measures in the apartments?

1-room apartments

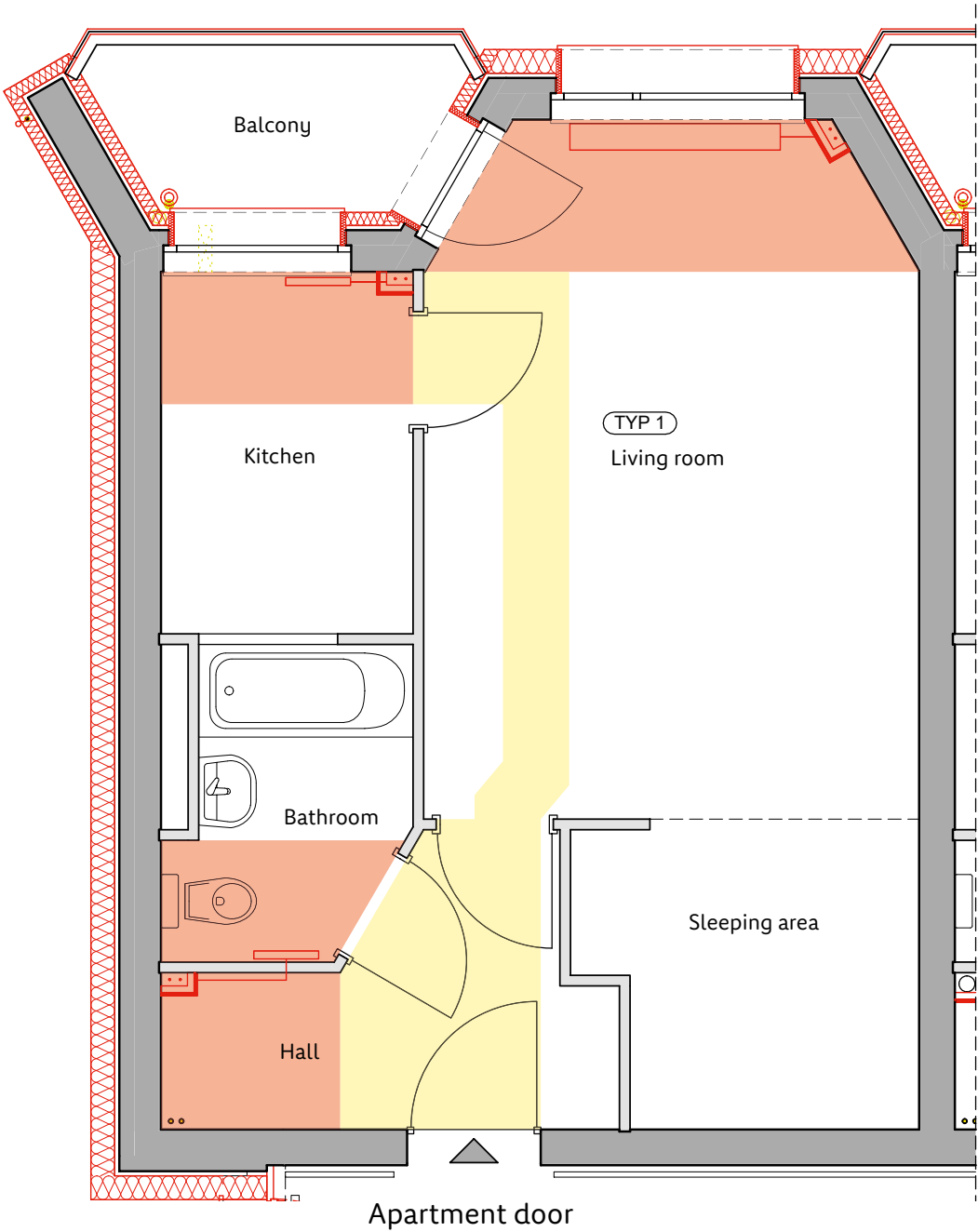
Explanation

Required clear area approx. 1.00 m

Walkway covered with painter's fleece approx. 0.80 m

New heating

New heating pipes



This apartment type is also available in a mirrored layout within the residential complex.

2-room apartments

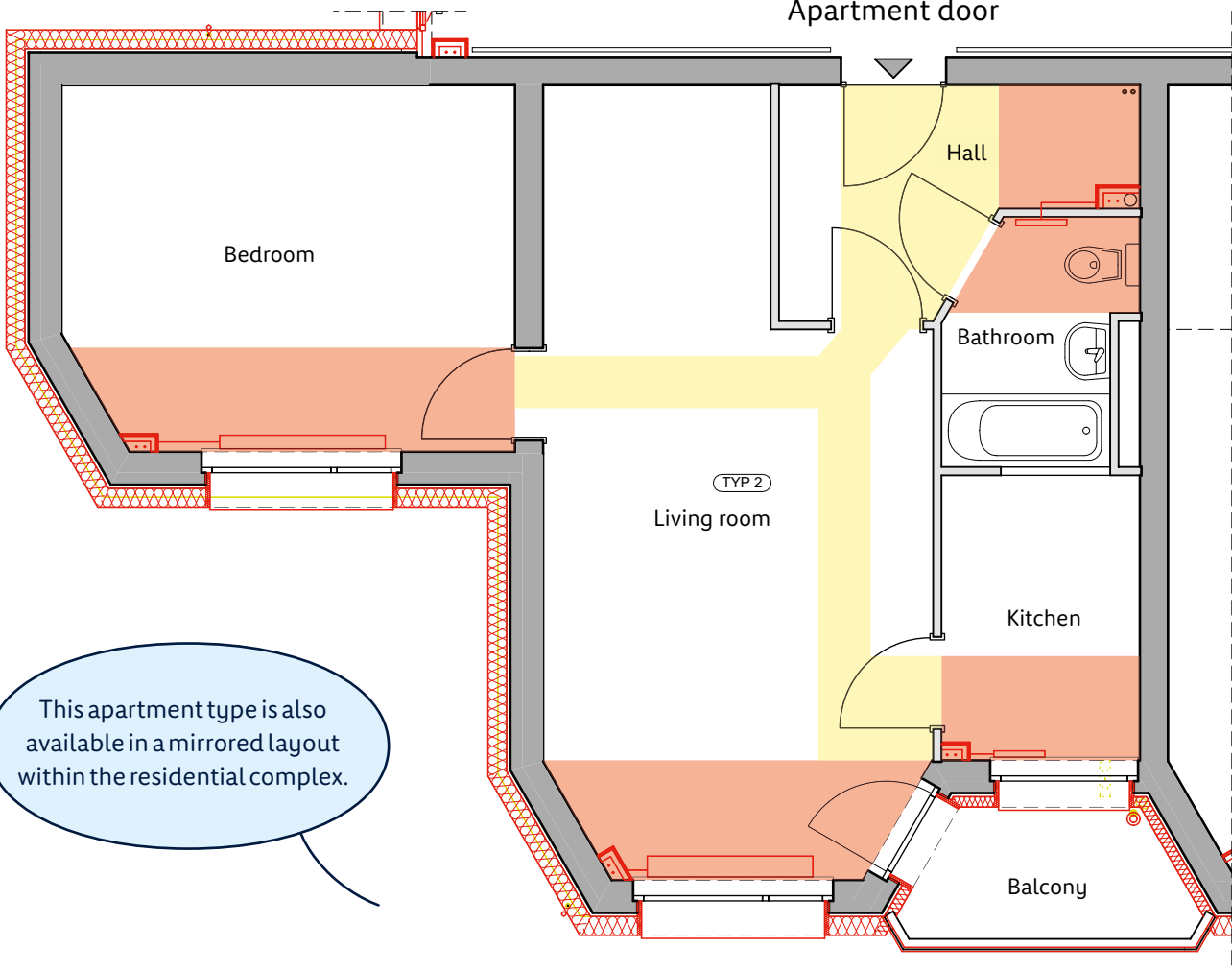
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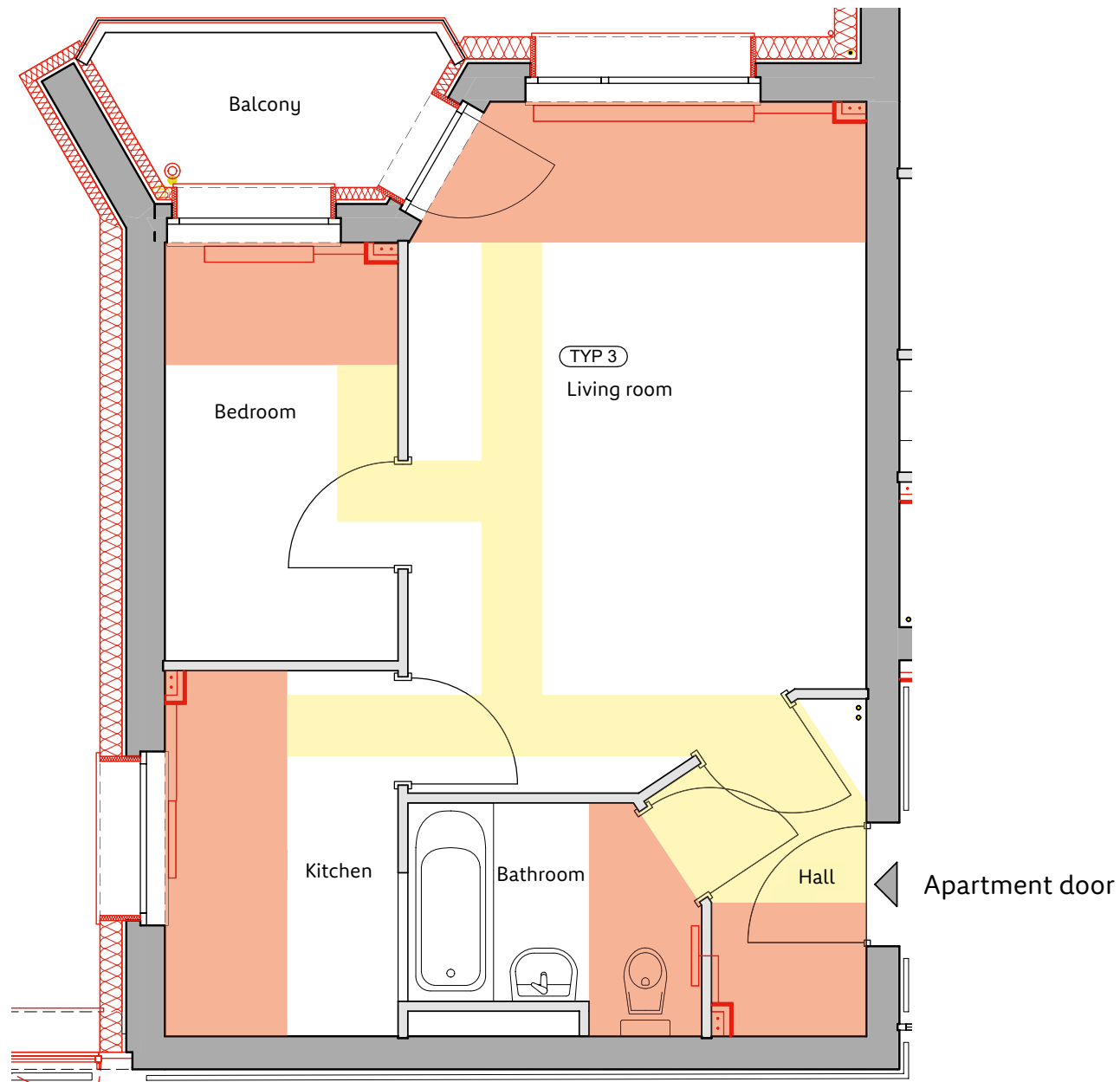


This apartment type is also available in a mirrored layout within the residential complex.

2-room apartments

Explanation

- Required clear area approx. 1.00 m
- Walkway covered with painter's fleece approx. 0.80 m
- New heating
- ▤ New heating pipes

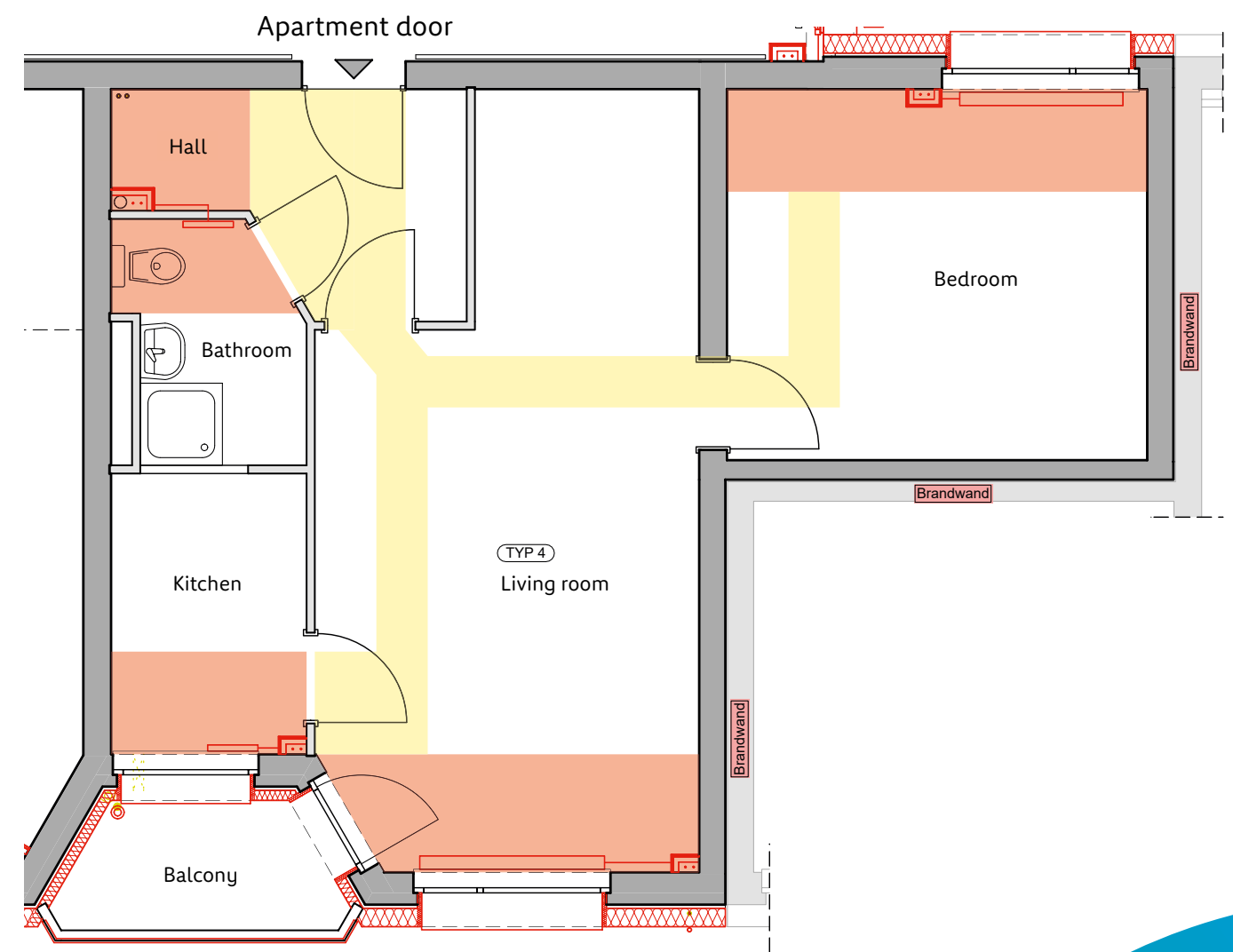


This apartment type is also available in a mirrored layout within the residential complex.

2-room apartments

Explanation

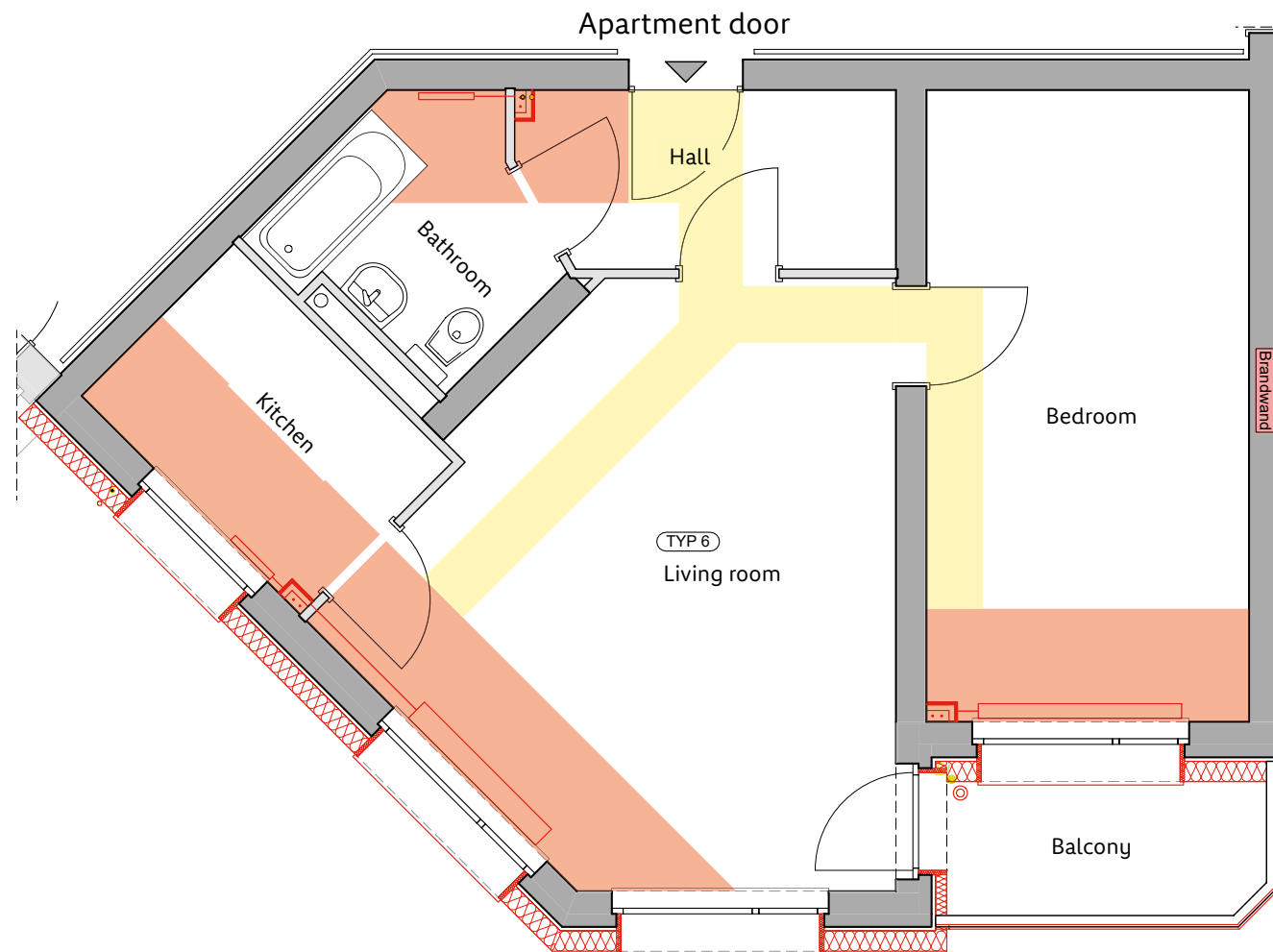
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- Walkway covered with painter's fleece approx. 0.80 m
- New heating
- ▤ New heating pipes



2-room apartments

Explanation

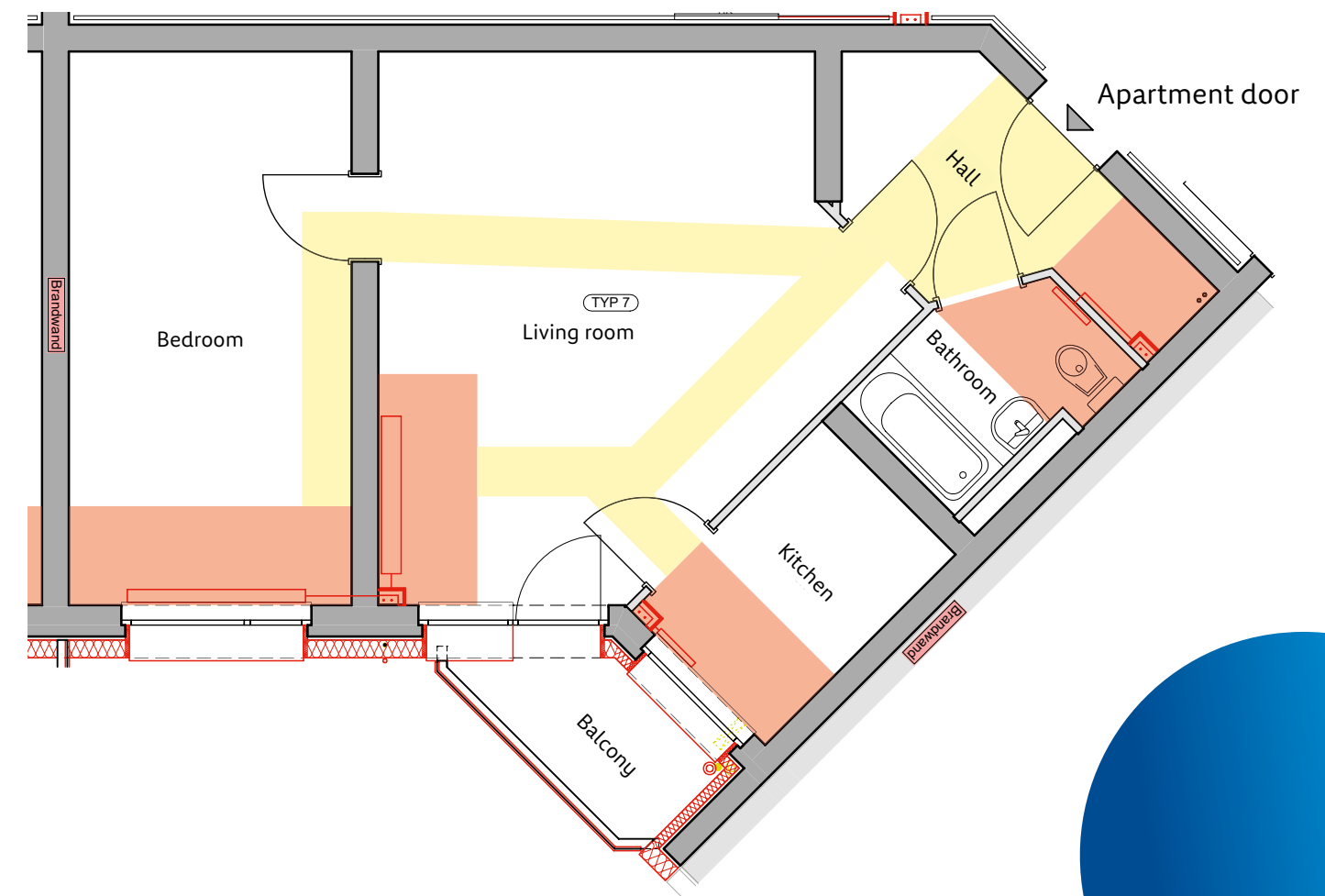
- Required clear area approx. 1.00 m
- Walkway covered with painter's fleece approx. 0.80 m
- New heating
- New heating pipes



2-room apartments

Explanation

- Required clear area approx. 1.00 m
- Walkway covered with painter's fleece approx. 0.80 m
- New heating
- New heating pipes



Security

15. Can I supervise my apartment during the renovation work?

If you wish to keep an eye on your personal belongings, you may stay **outside** your apartment door. As the renovation work will involve high noise levels and your safety is important to us, you are unfortunately not allowed to remain inside the apartment. If you need an alternative place to stay, you are welcome to use our **support service in the community house**.

16. What items do I need to take with me on the day?

For the duration of the renovation work, we kindly ask you to take your valuables and items of personal value with you.

17. Apartment doors are often left open during the renovation work in the apartments. Who is liable for my household contents in the event of possible damage or theft?

If the responsible party can be identified, we will pass on the costs accordingly. Please ensure that valuables and items of personal significance are taken with you or stored with neighbours, friends, or family in order to minimise the risk of loss.

During the pre-inspection, the SOPHIA tenant support team will create photographic documentation of each apartment so that any reports of defects or theft can be traced.

We work with professional companies such as Brasst Bau GmbH and therefore kindly ask you to place your trust in us. If you nevertheless notice any loss or damage, please contact the SOPHIA tenant support team immediately.

18. Where can items be stored while the rental space in the basement is locked?

If your basement space cannot be used during the measure, your items will be stored in a separate room. Please let the SOPHIA tenant support team know during the pre-inspection.

19. Will a construction lock be installed if the apartment is vacated for the full five working days?

The SOPHIA tenant support team will contact you shortly to arrange an appointment and will take your request into account so that your personal lock can be replaced with a construction lock. This will be implemented in cases where tenants are absent for the remaining five working days. In all other apartments, no construction lock will be installed, as access for tenants must be available again at short notice at the end of each day.

Your general questions about renovation work

20. What costs will I incur after the renovation?

Please refer to your respective modernisation notice for the anticipated rent adjustments.

21. When will the rent adjustment be implemented?

The rent adjustment will take place at the earliest after the completion of the renovation work in the apartments and will be announced to you in writing. We will prepare an initial interim statement for you at the end of 2026.

22. What basement areas will be relocated for the measures in the apartments?

This will be clarified and discussed during the pre-inspection with the SOPHIA tenant support team. Access to these areas is necessary for the renovation work in the apartments.

Renovation of the building shell

23. When will the scaffolding be taken down at Horstwalder Straße 5 and 5a?

- Horstwalder Straße 5a – approximately late August 2026
- Horstwalder Straße 5 – approximately September 2026

You will find the complete schedule on **page 15**.

24. Why can't I ventilate my apartment through the balcony door?

As part of the refurbishment of the building shell, we must close off access to the balcony for safety reasons. In addition, the balconies must remain completely clear throughout the renovation work and during the replacement of the balcony railings. We kindly ask for your understanding.

25. How will the façade be insulated?

Insulation panels will be installed on the façade.

26. Why is the ladder to the scaffolding on the building façade accessible?

Unfortunately, the scaffolding cannot be secured to a greater extent. Please inform your household contents insurance provider about the period during which the scaffolding is in place.

27. I need short-term access to my replacement basement. When and how is this possible?

If you are using a replacement basement, you have access at all times. If the basement contents have been stored, they can in individual cases be moved back out upon agreement with the SOPHIA tenant support team. Please contact the SOPHIA tenant support team for this purpose.

Preliminary

schedule

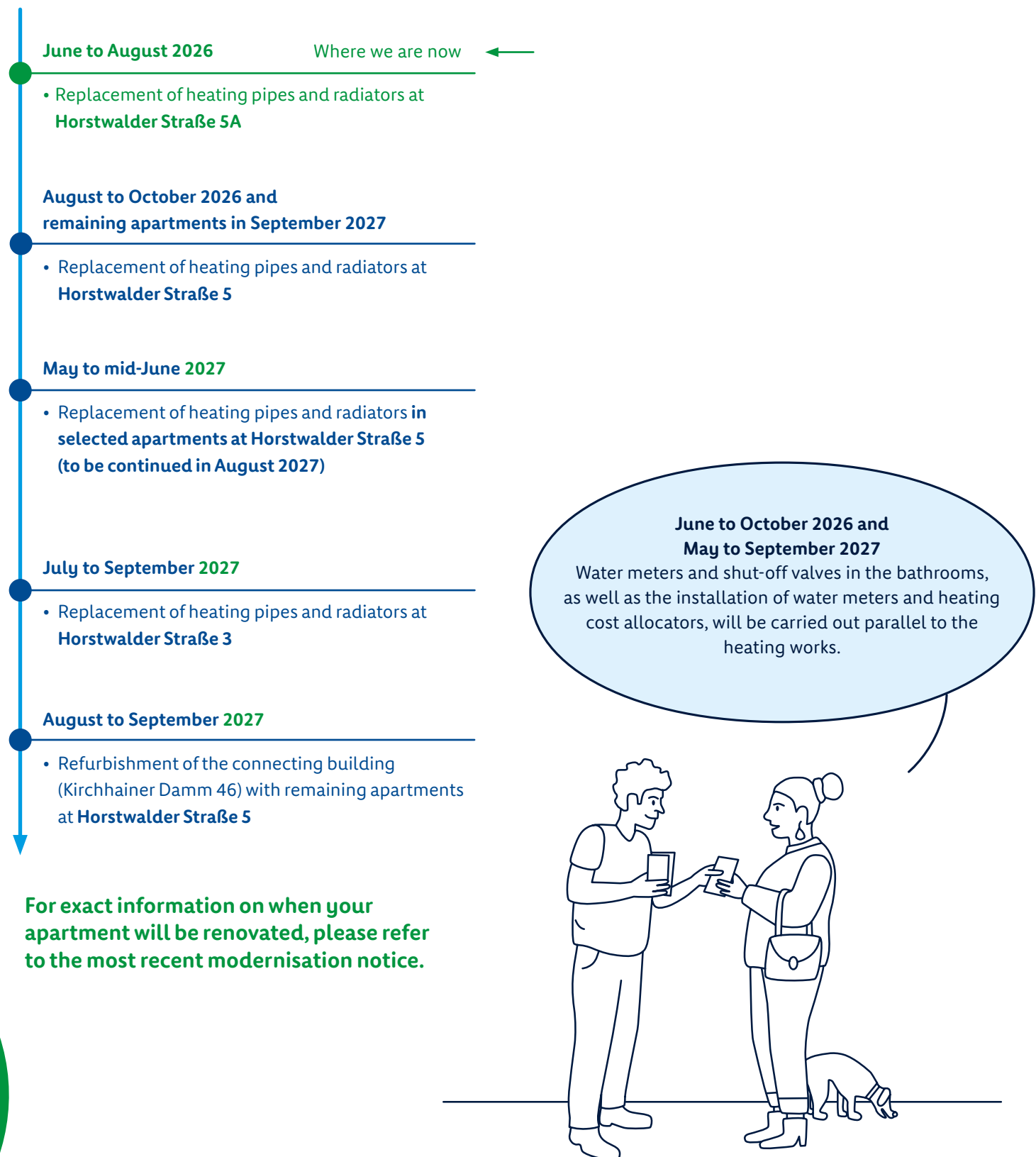
Refurbishment of the building shell



Preliminary

schedule

Measures in the apartments



28. What are the alternative escape routes if balcony doors cannot be used due to the renovation work and scaffolding?

The primary escape route is the building's corridor. Windows serve as the secondary escape route. In an emergency, the fire brigade will gain access via the balcony doors.

29. What are the regular working hours during refurbishment of the building shell?

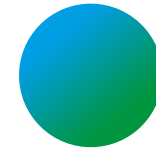
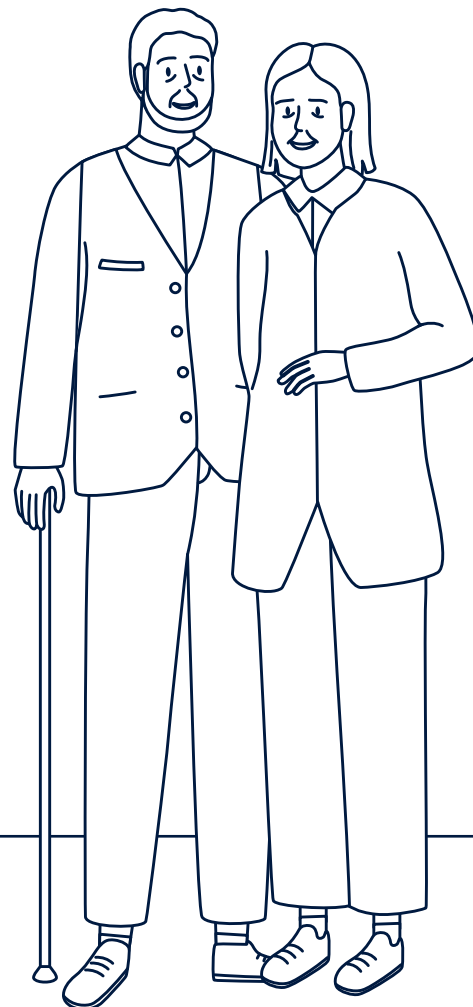
Work continues until 17:00. Through information provided by you, we have learned about work taking place later in the day and will explicitly remind the construction company to comply with the agreed working hours. If deviations continue to occur, please contact us at horstwalderstrasse@degewo.de.

30. Why is the basement light often on and the door open at Horstwalder Straße 1?

We have instructed our construction companies to make sure that the lights are switched off and doors kept closed.

General information

In the case of apartment defects, such as a warped apartment door, please contact us exclusively via the degewo service portal or the central customer service hotline on: (030) 26485-5000.



Outlook: New community house

What is planned for the community house?

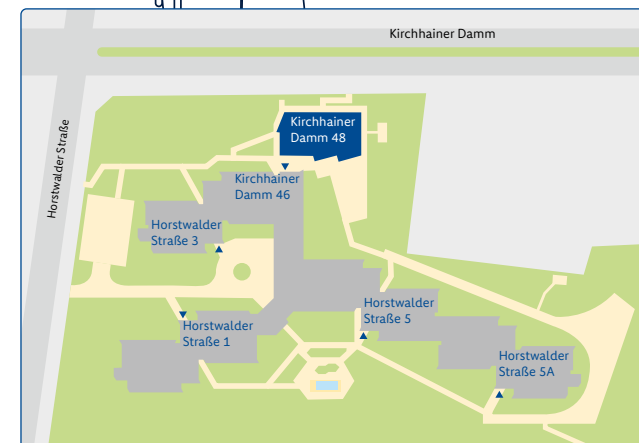
New construction of a community house

Kirchhainer Damm 48

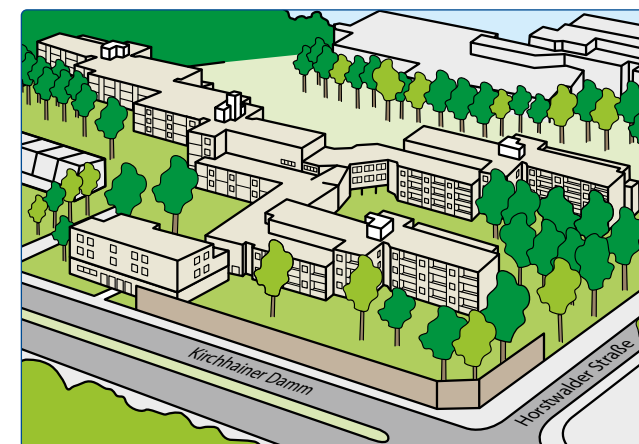
What is being reviewed?



Within the scope of refurbishment of the residential complex at Horstwalder Straße, we have found that the community house no longer fully meets current requirements in some respects. For this reason, we have examined how we can ensure the long-term operation of the community house, improve the range of services for you, and at the same time create additional living space. We are currently reviewing whether the existing community house should be demolished and replaced by a new building on the same site.



Site plan



Possible future outlook

Schedule (subject to change)

April 2025

- Initial information regarding considerations for the new construction of the community house at Kirchhainer Damm 48
- Initial preparatory on-site investigations

from June 2025

- Planning and assessment of the technical and economic feasibility of the new construction
- 2nd renovation café

March 2026

- 3rd renovation café

Approximately 2027

- Possible demolition and start of construction of the community house

Approximately 2029

- Possible completion