



Additional information to the Flyer for Residential Assistance in Winterthur (Services: Advice, Mediation and Rental)

Our basic conditions

You are living in Winterthur for at least 6 months. Your financial situation has been cleared.

What we expect from you

It is important that you co-operate with us.
For example:

- You bring us all the necessary documents needed
- You keep all appointments made
- You actively involve yourself in looking for an available apartment
- You inform us of any changes in your situation
- You give us permission to obtain information from other sources

Confidentiality

As an Employee of Residential Assistance, we are liable to keep all your information confidential.

What we offer you

Advice on terminated lease agreements

We advise families or single people, whose lease agreement has been terminated by the Landlord. In a private consultation, we clarify why the termination came about. With your approval we contact the Landlord or his representative and try to re-instate your lease.

Should the Landlord not annul your termination, we will assist you in taking Legal steps. Eg: appeal against the termination or apply for an extension of the termination date etc.

Should the families find no solution after intensive accommodation search, we will try and organise a temporary accommodation for them. There is no choice of allocated accommodation, if the offer is turned down, we will withdraw our services to you.

Single people can temporarily spend the night at the Salvation Army.

Advice with an existing Lease

The main purpose of this service is how to apply for an apartment the correct way.