

Corona Information

FAQs



How does i Live deal with Covid-19?

The protection and safety of our tenants & employees is our absolute priority. The maintenance cleaning will continue to take place at the usual intervals. The opening hours of our local offices have been reduced to keep personal contact low. Please enter the office only individually and keep a safety distance of at least 1.5 meters between each other. Accumulations of more than two people are generally prohibited.

We take responsibility for those who can be hit harder. Therefore we appeal to you to follow the recommendations of the public authorities and the rules in our community.

Can I still invite friends to my i Live?

We ask that you do not invite any friends or acquaintances from outside your home to your i Live, to keep the risk of infection for you and other residents as low as possible.

How can I protect myself?

Keep a minimum distance of 1.5 metres from other people.

Wash your hands regularly and thoroughly (at least 30 seconds) with soap and warm water. Cough and sneeze into the crook of your arm. Air your apartment several times a day. Take a walk outside to breathe fresh air, remember to do this only by yourself or with the minimum distance of 1.5 meters to other people as mentioned above.

Did you know that you should wash your hands at least until you have sung Happy Birthday twice?

Which rooms are still open in the house?

Washrooms, terraces, garbage rooms, passages and of course your apartment are still usable. Enter the rooms individually. Keep a safety distance of at least 1.5 meters to each other.

Why is the fitness room/lounge closed?

The safety and protection of our tenants is our main concern. Therefore, rooms that are not absolutely necessary have been closed until further notice. Contacts with other people outside of your own household are to be reduced to an absolutely necessary minimum.

Can I still use the washroom?

Yes, the washrooms are still accessible. Please make sure that there are no more than 2-3 people in the washroom and that the safety distance of 1.5 metres is maintained.

What about TV nights together, party or "off" beer?

Assemblies of more than two people are prohibited until further notice. Support each other in the community to avoid this. Be creative and use all digital possibilities to celebrate together or to keep each other company. Together we can do this.

The parcel counter is closed, how do I get to my parcel?

When ordering, please have your parcel labelled with your name and apartment number, the postman will ring at your door. If you are not at home, your package will be delivered to the nearest parcel shop, with the tracking system you can see where your package is:

DHL: <https://www.dhl.de/de/privatkunden.html>

DPD: [https://www.dpd.com/tracking/\(long\)/en_EN](https://www.dpd.com/tracking/(long)/en_EN)

Hermes: <https://www.myhermes.de/empfangen/sendungsverfolgung/>

UPS: https://www.ups.com/track?loc=de_DE&requester=ST/

GLS: <https://gls-group.eu/DE/de/paketverfolgung>

If your parcel does not arrive or other problems arise, please contact your parcel delivery company/sender of your delivery.

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I'm in self quarantine or prescribed quarantine? Who will help me run errands?

Please inform your Community Manager and email our i Live Team (me@i-live.de). If you need help, please contact us via the i Live app. We are an i Live family and are here for you. Avoid any social/personal contact during this time.

Besides, here's something that might help you:

<https://www.quarantaenehelden.org/#/>

Which emergency numbers can I contact if symptoms occur?

- - Your family doctor
- - Medical on-call service: 0049 116117
- - Federal Ministry of Health (Citizens' Telephone): 0049 30 346 456100
- - If it becomes difficult due to language barriers, contact your Community Manager. We will help you with this.

How do I best reach i Live?

The best way to reach us is by email at me@i-live.de. We will answer your request as soon as possible, latest after 48 hours.

I have left my apartment, but I can't clear it out and I don't know when/if I can return. What should I do?

Please contact us at me@i-live.de and together we will find a solution.

I have rented an apartment on 01.04.2020, but cannot move into it for the current reasons.

Please contact us at me@i-live.de, we will find a solution together.

I cannot leave my apartment, but my contract ends on 31.03.2020. Can I extend the contract for shorter periods than six or 12 months?

Please contact us at me@i-live.de, we will find a solution together.

Where can I find out about the current measures in my city?

<https://www.bundesgesundheitsministerium.de/coronavirus.html>

<https://www.auswaertiges-amt.de/de/ReiseUndSicherheit/covid-19/2296762>

Here you can find more helpful downloads:

Tips for home quarantine:

https://www.bundesgesundheitsministerium.de/fileadmin/Dateien/3_Downloads/C/Coronavirus/COVID-19_Tipps_bei_haesuslicher_Quarantaene.pdf

Tips for testing for the coronavirus:

https://www.bundesgesundheitsministerium.de/fileadmin/Dateien/3_Downloads/C/Coronavirus/BMG_BZgA_Coronavirustest_Platat_barr.pdf

Tips for dealing with the virus:

https://www.bundesgesundheitsministerium.de/fileadmin/Dateien/3_Downloads/C/Coronavirus/BMG_BZgA_Coronavirus_Platat_barr.pdf