

# INFORMATION FOR THE TENANTS OF THE CITY OF GENEVA



VILLE DE  
GENÈVE

## CONTENTS

To make your entry into your new accommodation easier.	2
What is a social accommodation of the City of Geneva?	3
The number of rooms of your accommodation (occupancy rate)	4
Your rent	5
Your duties	9
Grounds for terminating the lease	11
Rules for living together	12
Safety	15
Cleanliness	17

## YOU SHALL LIVE IN A SOCIAL ACCOMMODATION OF THE CITY OF GENEVA. IT IS MANAGED BY THE GÉRANCE IMMOBILIÈRE MUNICIPALE (GIM).

You are welcome in your accommodation!

The following pages contain the most important information concerning your accommodation, the applicable regulation, your rights and duties as a tenant.

The employees of the GIM are at your disposal if you need additional information or clarification after going through this booklet.

We hope you enjoy reading this booklet!

Gérance immobilière municipale  
5 rue de l'Hôtel-de-Ville  
Case postale 3983  
1211 Genève 3

Tel: 022 418 34 05 (from 08:00 to 12:00 am)  
Email: [infogim@ville-ge.ch](mailto:infogim@ville-ge.ch)  
[www.ville-geneve.ch/gim](http://www.ville-geneve.ch/gim)  
[www.ville-geneve.ch/logement-social](http://www.ville-geneve.ch/logement-social)

*Remark: The masculine form used in this booklet refers to both women and men.*

## IN ORDER TO MAKE YOUR ENTRY INTO YOUR NEW ACCOMMODATION EASIER

### New address

Please announce your change of address to the post office, to the Office cantonal de la population (OCP) and to all the customary persons/institutions (employer, insurance companies, schools, Office cantonal des automobiles et de la navigation, etc.)

Stick a temporary label on your mail box on your inventory check-in date that you shall take off when you receive the final plates.

### Electric power

Contact the customer service of the Services industriels genevois (SIG) to announce your entry and to get registered in order to have electric power quickly: 0844 800 808.

### Telephone

Contact the company of your choice to conclude a telephone subscription contract and have your line put into service (charges at your expense).

### Intercom

If your building has an intercom service, contact the Gérance immobilière municipale to provide the latter with your telephone number so that your name can be registered in the access box of the building.

## WHAT IS A SOCIAL ACCOMMODATION OF THE CITY OF GENEVA?

The City of Geneva owns more than 5300 accommodations; 95% of them are **social accommodations**:

- The rent is calculated according to **the income and the wealth of all persons occupying the accommodation** as well as to **their occupational activity rate**.
- **The number of rooms of the social accommodation provided depends on the number of persons occupying it.**

In order to ensure that the social accommodations benefit the persons and families who need them most, the GIM requires every year from the tenants:

- To inform the GIM of any change in income;
- To inform the GIM of any change in the number of persons inhabiting the accommodation;
- To inform the GIM of any change in working time.



## THE NUMBER OF ROOMS OF YOUR ACCOMMODATION (OCCUPANCY RATE)

The number of rooms of the social accommodation provided depends on the number of the inhabitants.

Generally speaking, single persons with or without children may benefit from 2 additional rooms compared with the number of occupants of the accommodation. However, during housing shortage periods, these rules cannot always be implemented.

Couples, with or without children, benefit as far as possible from one additional room compared with the number of occupants of the accommodation.

### EXAMPLES

Ms Almeida – single without children	<b>3 rooms</b>
Mr & Ms Shaqiri – couple without children	<b>3 rooms</b>
Ms Schneider – mother with 1 child	<b>4 rooms</b>
Hosseini Family – couple with 2 children	<b>5 rooms</b>
Genoud Family – couple with 4 children	<b>7 rooms</b>



## YOUR RENT

It is not always easy to understand how the rent of a social accommodation is calculated. Here are some indications:

→ Your rent is first determined on the basis of your annual family income.

The annual family income takes into account your gross annual income, your wealth and your family expenses.

Your gross annual income

- 8% of the gross income related to the salary
- 2'600 francs per dependent person (dependent child and/or parent)
- + 1/15 of the wealth
- = your annual family income

The amount of the rent lies between 12% and 22% of your annual family income.

- **Minimum 12%** of the annual family income if your annual income is equal to or less than CHF 20'999.-
- **Maximum 22%** of the annual family income if your annual income is equal to or above CHF 120'000.-

Between these two levels, the rate increases by 0.1% per CHF 1'000 additional income.

## EXAMPLE

Mr and Ms Shaqiri have an annual family income of **CHF 50'000.-**

Minimum rate: **12%**

Increase of the rate by 0.1% per CHF 1'000.-  
of additional income  
 **$30 \times 0.1\% = 3\%$**

Degree of effort  
 **$12\% + 3\% = 15\%$**

Annual rent without the expenses<sup>1</sup>  
 **$15\% \text{ of CHF } 50'000 = \text{CHF } 7'500.-$**

**Monthly rent excluding the expenses = CHF 625.-**

<sup>1</sup> Expenses: monthly amount covering the consumption of water and heating as well as the cable TV, which is added to the rent. The power consumption is paid individually by each tenant and is not included in the expenses added to the rent.

→ Your rent is also calculated according to your occupational activity rate.

The City Council has fixed for an individual in good health the minimum “standard” activity rate as follows:

**80%** for a single person

**100%** for a couple with child(ren)

**150%** for a couple without children

If these activity rates are not reached, the income related to the occupational activity is increased to reach them, except for the case of single-parent families.

## EXAMPLE

**Ms Almeida, single without children, works at 60%.**

She earns **CHF 36'000.-** per annum (CHF 3'000 per month).

Her annual family income (which represents the basis for determining the amount of the rent) shall be calculated as if she worked at 80%.

It will therefore be **CHF 48'000.-**





Finally, your rent may change according to the number of persons living in the accommodation.

If the number of persons living in the accommodation decreases, the rent is increased by:

- +25% for an extra room compared to the allowed number
- +50% for two extra rooms compared to the allowed number
- +75% for three extra rooms compared to the allowed number

#### EXAMPLE

One of the two children of the Hosseini family leaves the family accommodation in order to study in Lausanne. The family reduced to 3 persons is therefore living in a 5-room flat.

The rent of the family shall therefore be increased by 25%.

N.B: The family may also apply for a smaller accommodation. However, during a housing shortage period, there is unfortunately no guarantee that a more suitable accommodation shall be available.

In case of the birth of a child, a deduction for a new dependent person shall be taken into account in calculating the annual family income and shall have an impact on the rent level.

## YOUR DUTIES

In order to enable the GIM to pursue its social policy on housing and to be fair and just, it is important that all tenants fulfill the following duties:

- **Announce an increase or a decrease of the family income** (income of all persons living in the accommodation). **The rent shall then be increased or decreased taking into account the new economic situation.** This adjustment is announced to the tenants by the GIM and enters into force upon the expiration of the lease contract (end of contract date). In case of a substantial decrease of the income and according to the emergency of the situation, a decrease of rent may be requested for a date prior to the end of the lease contract.
- **Announce a change of the number of persons living in the accommodation which may also have an impact on the amount of the rent.**

For example, a couple renting a 4-room flat with a child, who became of age and left the accommodation, should advise the GIM without fail. This change may give rise to an increase of the rent by 25% since the accommodation shall then be under-occupied. The birth of new children into the family should also be announced quickly so that the new expenses shall be deducted from the income.



- Forward the documents requested by the GIM.

Every year, the GIM asks the tenants to send information allowing to determine the income and the wealth of the family group as well as the number of persons living in the accommodation. **These documents shall allow the GIM to assess whether the rent should be adjusted (increase or decrease).** This request is sent by mail and informs the tenant about the documents to be submitted and the submission deadline.

- Not to sublet one's accommodation.

Subletting one's accommodation in case of absence, or even a room which may have been vacated, may seem to be rather practical to the tenant. Such subletting is however prohibited for social accommodations and may only be admitted **exceptionally** for special cases which should be explained in writing to the GIM. It is only in the case of a formal agreement that subletting shall be possible.

## GROUNDS FOR LEASE TERMINATION

It is important to know that the GIM may terminate the lease contract if:

- the tenants do not submit the documents requested by the GIM;
- the accommodation is under-occupied with respect to the number of persons announced;
- the incomes of the tenants are very high in order to justify the rental of a social accommodation;
- the tenants sublet their accommodation without authorization;
- the tenants no more fulfill the conditions for granting a social accommodation;
- the tenants cause serious and repeated disturbances to the neighborhood;
- the tenants do not pay their rent.

Compliance with these rules is essential so that such termination measure shall never be implemented.

The explanations laid down in this chapter ensue from the articles 8 and 14 of the GIM Regulations which have been handed to you at your entry into your accommodation. In case of doubt, you can refer to them or ask directly the GIM, which is always at your disposal for any information.



# RULES OF LIVING TOGETHER

## Good neighborliness

Many cultures and ways of life exist side by side in Geneva.

Here is some advice for maintaining good neighborly relations:

- Comply with the rules of community life and abstain from disturbing the tranquility of your neighbors.
- Excessive noise and disturbances are prohibited day and night.
- The use of appliances that cause substantial noise disturbances (vacuum cleaner, food processor ...) is prohibited from 9:00 pm to 07:00 am.

## EXAMPLES OF NOISE

### Acceptable noise



Baby screaming and crying

Relocation, furniture assembly during business days from 07:00 am to 09:00 pm

Vacuum cleaner during daytime

Selective use of music instruments during daytime

Selective DIY or handy work during business days from 07:00 am to 09:00 pm

### Excessive noise



Children jumping on the floor

Noisy and regular moving of furniture without precaution

Housework during night hours

Amplified music audible through the partition walls

Misuse of musical instruments (e.g. by professionals)

DIY work and noise, even occasional, during night hours

## Practical advice:

- You are having a party? Think to inform your neighbors.
- Avoid too noisy children games.
- Take necessary precautions so that your pet will not make noise.
- Think to place a carpet or a rug absorbing floor noise.

## What to do in case of a problem?

Respecting tranquility is a principle guaranteed both by the cantonal and federal laws and rental rules.

Noise sensitivity varies however from one individual to another and high levels may be experienced quite differently by various persons.

In all cases, living in society implies taking into account the reasonable expectations of one's neighbors, in a spirit of mutual respect and sometimes compromise.

When a complaint is made, it expresses a sincere discontent. Sometime it arises also from misunderstanding or unawareness. As a first step: enter into dialogue before reporting the nuisances.

You can also call upon **the Geneva Association for neighborhood mediation (AsMéd-GE)**. It will help you to connect or reconnect with the conflicting parties in a spirit of respect for differences.

Showing good will shall help in many cases to avoid conflicts which shall durably load the atmosphere.

If in spite of all your efforts nuisances continue, you may call the police (when they occur) and/or inform subsequently the GIM.

A conflict with someone in your neighborhood?

A group of trained volunteers are available to listen to you and to assist you in finding solutions.

Contact the **AsMéd-GE**

Hotline: **022 321 11 55**

Answering machine 7/7 days

Opening hours: Thursday from 6:30 to 8:30 pm  
7, avenue des Cavaliers, 1224 Chêne-Bougeries

[www.mediation-de-voisinage.ch](http://www.mediation-de-voisinage.ch)  
[info-ge@mediation-de-voisinage.ch](mailto:info-ge@mediation-de-voisinage.ch)

## SAFETY

Principles for connecting washing machines in the flats

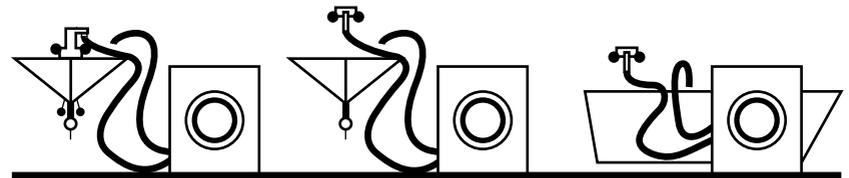
We draw your attention to the fact that an improper connection may cause malfunctions in the hot water distribution of the building.



Every equipment should be installed by a certified professional and declared to the property management.

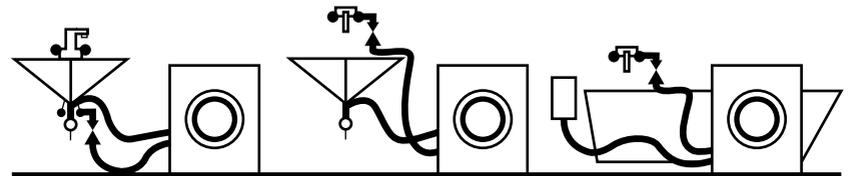
### EXAMPLES OF CONNECTION

#### Prohibited connections



Prohibition to connect a washing machine to tap necks and to allow free flow

#### Compliant connections



Washing machines are connected to a special tap installed by a certified professional and the flow should be connected permanently

## Domestic accidents

Every year 1500 persons die in Switzerland due to accidents in their homes: mainly young children and elderly persons.

Securing one's habitat is important. Below you will find some reminders:

- Big rugs prevent falls.
- A non-skid mat in the bathtub avoids possible slipping.
- Socket covers provide safety to children 0 to 5 years old.
- Drugs should be safely locked.
- Protection against hazards in the kitchen (cooking plates, hot liquids, etc.) are not expensive and are useful!



## CLEANLINESS

The common areas (entrance, bin storage area, laundry room, etc.)

Every tenant should respect the common areas, not to soil them, nor to store waste therein. The caretakers are responsible for cleaning the floors and taking out the garbage container.

### Pigeons

It is prohibited to feed the pigeons under penalty of fines. A high concentration of pigeons causes actually:

- dirt
- excrement dust which may provoke allergies
- damage to plants
- domestication of pigeons which endangers the species

### Bedbugs

The bedbugs are nocturnal parasitic insects on humans, which feed on human blood. Their presence is not associated with hygiene. They cause real discomfort and it is important to get rid of them.

How to detect the presence of bedbugs?

Itching and the presence of stings on the skin may be indicators of the presence of bedbugs, just like the presence of black stains on the mattress seams and blood on the bed sheets and pillows. The stings of bedbugs look like those of mosquitoes. They cause itching. Generally speaking, there are three to four stings on a straight line or in a group on the skin.

**If you discover the presence of bedbugs it is imperative to call the GIM which shall send a disinfection company.**

## Waste

Sorting out one's wastes to allow recycling is a way of participating in the preservation of our planet.

Sorting out is not complicated!



### Domestic waste



What?

All household wastes that cannot be sorted out.

How?

In black plastic bags in conformity with the OKS standard, which are then placed in the garbage containers of the building.

### Organic waste



What?

Leftovers of meals, plants, flowers, spoiled products, peelings, branches, grass, dead leaves, etc.

How?

In special biodegradable bags which are then placed in the garbage containers of the building. Green plastic bags are no more accepted.

### Paper - cardboard



What?

Scrap paper, folded cardboard, paper covers, magazines, newspapers, etc.

How?

In the garbage containers of the building.

### Bulky refuse



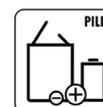
What?

Maximum 7 medium-sized household items (e.g. table, chairs, mattress, etc.)

How?

Make an appointment with the road service by calling 0800 22 42 22 (free call and service)

Are excluded: Complete discharge of flats, cellars or attics, electrical, electronic and household appliances, luminaires, special waste (paints, solvents, tyres, car batteries, etc.)



**Batteries**

**Glass**

**PET**

**Aluminium and tinplates**

How?

To the nearest ecopoint of your accommodation:  
see [recycling-map.ch](http://recycling-map.ch)

For any question on other wastes, please consult  
[www.ville-geneve.ch/proprete-recyclage](http://www.ville-geneve.ch/proprete-recyclage)

## IMPRESSUM

### Production

Ville de Genève, Département des finances et du logement  
in cooperation with the Département de la cohésion  
sociale et de la solidarité

### Thanks

Association de promotion des droits humains  
Entraide protestante  
Université populaire albanaise

### Photo credits

Ville de Genève (Alain Grandchamp: cover, p.19;  
Didier Jordan: p.3; Claudio Merlini: p.16)

### Graphic design

LUNIC

### Printing

Centrale municipale d'achat et d'impression  
June 2016



# EMERGENCY NUMBERS

## HEATING

City of Geneva - Service de l'énergie:  
+41 22 418 58 50

## ELECTRIC POWER – WATER – GAS

SIG (Services Industriels de Genève):

Emergency service 24h/24h:  
+41 22 420 88 11

Customer service:  
0844 80 08 08

## BACKFLOW COLUMN OF FALL – FLOODING

Canalisations Services SA company:  
+41 22 700 93 30

NL Ferblanterie Sanitaire Sàrl company:  
+41 22 885 03 83

**FIRE: 118**

**POLICE: 117**

**AMBULANCE: 144**

Gérance immobilière municipale  
5 rue de l'Hôtel-de-Ville  
Case postale 3983  
1211 Genève 3

Tel: 022 418 34 05 (from 08:00 to 12:00 am)  
Email: [infogim@ville-ge.ch](mailto:infogim@ville-ge.ch)  
[www.ville-geneve.ch/gim](http://www.ville-geneve.ch/gim)  
[www.ville-geneve.ch/logement-social](http://www.ville-geneve.ch/logement-social)