

## Fair Living - Counseling Service for renters in Marburg



The University town of Marburg offers advice and support for tenants. Do you have difficulties in an existing tenancy? Are there questions or problems you would like to have advice or help? Is there a matter with your landlord that needs to be solved and you don't know how to?

The contact persons at the "Fair living" office will help to conciliate conflicts and find solutions.

**You are welcome to contact us with your questions!**

Legal advice doesn't take place within the framework of this offer. The office provides information about the legal situation in conciliation cases and, if necessary, contact is then established with a suitable legal counsel.



## Fair Living – „Ombuds“ office for tenants (Ombud = fair mediator)

The ombuds office of the University town of Marburg is a free service for tenants offered by the City of Marburg. The service is aimed at tenants of housing associations and private landlords. The ombuds persons will advise and mediate. The aim is to clarify issues with the parties involved and to find mutual solutions.

The contact persons support you with any case of conflict in existing tenancies. Bureaucratic effort should be avoided. This is done by:

- Independent, objective consideration of the individual case
- Consideration of the arguments expressed by both sides
- Comparison of damage, effort and cost factor
- Pronouncement of a recommended solution for the case in question
- Reaching a fair solution.

**Ombudsman's office**  
**FAIR LIVING**

Magistrate of the University town of Marburg  
Department of Social Affairs and Housing  
„Fair Living“ Ombudsman Office  
Friedrichstraße 36, Office -1.18  
35037 Marburg

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E-Mail: fair-wohnen@marburg-stadt.de  
Homepage: [www.marburg.de/fair-wohnen](http://www.marburg.de/fair-wohnen)



### **Contact and availability**

- Office hours by phone  
Monday, Wednesday and Thursday from 5:00 to 6:00 p.m.
- Personal appointments by prior telephone arrangement

### **Contact persons / Ombudspersons**

- Bettina Böttcher-Dutton
- Helmut Fiedler
- Janina Werth
- And further volunteers