

Press information

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Customer App: Vonovia expands its digital range of services

- **With its own app, the company sets a milestone as digital vanguard in the real estate sector**
- **Even more transparency with service charges**
- **Constant updates and extension of features planned**

Bochum, 04/03/2020. Having a look at documents, making workman appointments independently, tracking the status of an inquiry in real-time – Vonovia increases transparency and service for its customers with the new Customer App “Mein Vonovia”. Germany’s biggest housing company expands its digital range of services with this software, offering an opportunity to control landlord-tenant matters even easier in the future.

“Our customers are diverse. Therefore, we want to offer them various ways to contact us,” says Malte Hollstein, Managing Director Customer Service at Vonovia. The app is already available to all customers, and its features will be extended in the course of the year. The existing communication channels will not be replaced, but the range of services expanded. The app has been added to the app stores earlier this year.

From damage reports to classified ads

In the app, tenants can organize their balances, advance and installment payments in their tenant accounts, and access the accounting of service charges as well as the corresponding bills and vouchers. Furthermore, users can quickly and directly transmit damage or repair reports and additional matters. Using the upload feature, tenants can easily upload photos to inform Vonovia.

Later on, one can keep up-to-date on the status of the inquiry in real-time, and be informed about news via push notification – as known from the big logistics companies. This also includes repairs and services that we offer outside of the apartments through our property managers, workmen, and gardeners. Inquiries to Vonovia on a matter, e.g. by telephone, are thereby decreased reducing the workload of the customer service.

In addition, tenants can digitally connect in the district via the app, organize joint activities and share news from the neighborhood.

Transparency and proactive communications

"We are always looking for opportunities to optimize our business processes. To do this, we also keep improving the service for our customers," says Malte Hollstein, and: "This customer app is a milestone in service focus by Vonovia. It offers the tenants even more transparency as well as easy self-services enabling proactive communications." Contact will not become more anonymous, though: The contacts, also in the app, will still be the respective property managers on site, and the members of the customer service.

The Customer App "Mein Vonovia" is available for free for iOS via the App Store, and for Android via the Google Play Store.

About Vonovia

Vonovia SE is Europe's leading private residential real estate company. Vonovia currently owns around 395,600 residential units in all attractive cities and regions in Germany, Austria and Sweden. It also manages around 78,350 apartments. Its portfolio is worth approximately € 47.8 billion. As a modern service provider, Vonovia focuses on customer orientation and tenant satisfaction. Offering tenants affordable, attractive and livable homes is a prerequisite for the company's successful development. Accordingly, Vonovia makes long-term investments in the maintenance, modernization and senior-friendly conversion of its properties. The company is also creating more and more new apartments by realizing infill developments and adding to existing buildings.

The company, which is based in Bochum, has been listed on the stock exchange since 2013 and on the DAX 30 since September 2015. Vonovia SE is also listed on the international indices STOXX Europe 600, MSCI Germany, MSCI Germany, GPR 250 and EPRA/NAREIT Europe. Vonovia has a workforce of more than 10,000 employees.

Additional Information:

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