Press release

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Vonovia provides tenants with real-time updates on elevator maintenance via app and digitally connects its entire portfolio

- **Tenants can track the status of elevator malfunctions right in the app and are notified via push notifications whenever an elevator goes out of service or resumes operation.**
- **The new feature is already available for 95 per cent of all residential elevators in the portfolio.**
- **In addition, all around 4,700 Vonovia elevators are now equipped with digital monitoring.**
- **Digitalization creates customer benefits: Information is sent directly from customer service to tenants and vice versa.**
- **Thanks to digital connectivity and professional management, Vonovia has already reduced the downtime of its elevators from five to three days.**

Bochum, 12 November 2026 – Vonovia is further expanding its digital customer service and provides greater transparency regarding elevator malfunctions. Via the 'Mein Vonovia' tenant app, residents can now receive real-time status updates in case an elevator in their building is out of service. They can track the status of the malfunction and are automatically notified via push notification as soon as an elevator goes out of service or resumes operation. Residents also have the option of reporting any issue relating to the elevators in their building via the app.

Arnd Fittkau, Chief Rental Officer at Vonovia: "The ongoing digitalisation of our portfolio offers benefits for everyone involved. Our tenants now can also track elevator malfunctions in real time. At the same time, processes are accelerated, malfunctions are resolved even quicker, and we

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take some pressure off our customer service team. This enables our colleagues to provide even better support with individual enquiries."

The new feature is already available for around 95 per cent of the passenger lifts in the portfolio and improves communication on an issue that directly affects many people. Thanks to transparent and proactive communication, tenants know that their report has been received and that a solution is being worked on.

Passenger elevator fleet fully digitised

In addition, Vonovia has now equipped all its passenger elevators – around 4,700 units – with digital monitoring technology. This IoT data platform, developed in-house by Vonovia, collects technical information in real time and helps both to get the elevators back into operation as quickly as possible and to communicate with tenants. As a result, the average downtime for elevators has been reduced from five to three days.

The information in the 'Mein Vonovia' tenant app comes directly from Vonovia's technical systems. Each process is checked and approved by technical experts before publication. This ensures that tenants receive reliable information about malfunctions, whether a repair has already been commissioned, or the planned time for the elevator to return to service.

By providing specific elevator data in the 'Mein Vonovia' tenant app, Vonovia is consistently continuing its approach of combining digital technologies with customer benefits. Connecting the entire elevator fleet lays the foundation for further digital services that simplify processes, increase transparency and improve tenants' day-to-day lives.

About Vonovia

Vonovia SE is Europe's leading residential real estate company. With more than 527,000 residential units in Germany, Sweden and Austria, the focus is on letting and developing modern and energy-efficient housing. At an average in-place rent of €8.57/sqm/month (€8.41 in Germany), the company operates in the affordable housing segment. In the first nine months of 2026, Vonovia invested around €950 million in the modernization of its housing portfolio and the construction of new apartments.

Vonovia aims to offer attractive risk-adjusted returns to shareholders, a home with a high quality of living and excellent service to its tenants, and a modern, challenging, and rewarding work environment to its employees.

The Bochum-based company has been listed on the stock exchange since 2013. Since September 2015 Vonovia has been a constituent in the DAX40. Vonovia SE is also a constituent of additional national and international indices, including DAX 50 ESG, DivDax Dow Jones Best-in-Class Europe Index, STOXX Global ESG Leaders, EURO STOXX ESG Leaders 50, FTSE EPRA/NAREIT Developed Europe, and GPR 250 World. Vonovia has a workforce of approximately 13,100 employees.

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