

# Residence Handbook

Sigyngsgade and Vermundsgade





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### **Locked yourself out**

Contact the Housing Foundation Copenhagen office during office hours. Be aware that if you lock yourself out more than once in a 14 days period a fee will be applied. You can find the fee list on our webpage.

### **If your key is permanently lost**

Please contact the Housing Foundation Copenhagen office during office hours.

### **Update of keychip**

Please be aware of the fact that you need to update your keychip every 180 days in the basement (at the laundry). That way the chip will work for the next 180 days. *Otherwise the chip will be blocked* and only the inspectors at Vermundsgade 25F can update it for you:

Vermundsgade 25F, by the parking lot, in the basement. Visit the office during opening hours: Monday to Friday 9am - 10am.  
Or call on 35 85 06 34, on Monday to Friday 10am - 12noon.

### **Laundry**

Laundry facilities are located in the basement of the building in the housing complex, and the use of the laundry is included in your rent. The basement door can be open with your salto chip which you picked up together with your key.

There is one laundry card per apartment. Please ask your roommate about when you arrive to your apartment.

If you have any questions regarding the laundry then please see the building inspectors at their office: (Vermundsgade 25F, by the parking lot, in the basement). Visit the office during opening hours: Monday to Friday 9am - 10am. Or call the office on 35 85 06 34, on Monday to Friday 10am - 12noon.

### **Internet connection and TV**

An internet connection is available in the apartment. The Housing Foundation Copenhagen does not provide you with a TV. By Danish law, everyone who has an internet connection must pay media license. This expense is not included in your rent.

If you are having connection issues, please email the housing foundation for your DSL number and contact instructions. You must **always** contact the Telenor Support Center if you experience problems with your internet connection - the Housing Foundation Copenhagen does not have an IT department and cannot assist you in this matter.

*Telenor Support Center: 72 12 00 00*

### **Mail pick-up**

To get your name on the mailbox, you must go to the building office to register. It ('Varme-mester-kontoret' in Danish) is located by Vermundsgade 25F, it is in the end of the building, by the parking lot, a couple of steps down.

Opening hours: Monday to Friday 9am - 10am. Phone: 35 85 06 34, on Monday to Friday 10am - 12noon.

### **Trash**

No garbage is allowed to be disposed of in other places than in properly closed bin bags down the garbage shoot or downstairs in the big bins. Failure to comply with this rule can result in a fine.

### **Windows**

The windows in the hallway should stay closed. Instead use the ventilation valves in the apartments – these may under no circumstances be blocked.

### **Bikes and balconies**

Bicycles or other large items are not allowed to be placed on the stairs, in the halls or in the garden. It is not allowed to barbecue on the balconies. You can barbecue on the barbecues in the common outdoor areas.

### **Parking**

The Housing Foundation does not provide parking spaces in any of our residences. Parking is available in the surrounding streets. A parking permit is required. However, parking in Copenhagen is very expensive and The Housing Foundation Copenhagen does not recommend you bring a car

### **Smoking policy in the Residence**

Smoking is not allowed in any of the residences offered by The Housing Copenhagen. However, there may be other rules applying for your neighbors if they didn't rent through The Housing Foundation Copenhagen.

### **Contact the inspector**

For building-related problems (fixtures in the apartment such as windows, floors), please contact one of the building inspectors at their office (Vermundsgade 25F, by the parking lot, in the basement).

You can:

- Leave a note in the mail box in front of the building (always include name, address, telephone number, and issue)
- Visit the office during opening hours: Monday to Friday 9am - 10am
- Or call the office on 35 85 06 34, on Monday to Friday 10am - 12noon.

For problems taken care of by The Housing Foundation Copenhagen's extra inspector service (furniture, inspections) please contact Attila during office hours on Tuesdays & Thursdays between 8am and 10am on telephone: +45 50525096 or email him at [inspector.attila@gmail.com](mailto:inspector.attila@gmail.com). Please add a picture indicating the issue, in case you send an email.

### **Items in common areas**

Remember to return all items found in the common areas (including the cleaning cupboard) to their original location when you move out.

### **Recycling**

In Denmark it is mandatory for all residents to separate household waste and recycle paper, cardboard, glass, hard plastic, metal and electronics. Special containers are situated around the city and in some cases the containers are situated in front of the property. Please visit our website, for rules specific to your property.

## Maintenance

### Reporting problems

If there are scheduled repairs and the issue still persists, then please let us know immediately. We would have no other way of knowing without your report.

### Keep the floors dry

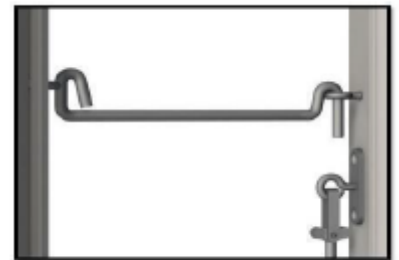
The floors in your rooms are hardwood floors and they do not sustain water well. It is important that you do not spill liquids onto the floor without quickly cleaning it up again. It is also a good idea to leave a cloth or towel on the floor when you exit from a shower. If the floors are damaged due to mistreatment it may result in costs well over DKK 5.000 to have the boards changed. These costs will be charged to you; therefore, do notify the Housing Foundation Copenhagen immediately if you experience problems with the floors. Early repairs might save money.

**Important:** Please do NOT turn off the fridge upon move-out as this may result in water damages to the floor.

### Opening windows & Airing the room

If you open the window in your room, please remember to always put the hook on. The window should always be secured in case of strong wind, rain or a storm. See the picture to the right.

If you fail to do this, and your open window breaks, you will be charged with the cost of repairing or possibly replacing the window. Do not leave your window open for extended periods of time, particularly in the winter as this can cause multiple issues. Your window should only be open for 10 minute at a time in the winter, and you should be even more mindful when it is raining, because this can also result in costly repairs.



### Setting the heating and radiators

It is cold many months of the year in Denmark. However, so save energy, the central heating systems are only turned on from around October 1<sup>st</sup> to March 30<sup>th</sup>. During this period, you can heat up your room/apartment, but please do so with caution and thought! The idea is not that your room/apartment should be so warm that you can walk around in shorts and t-shirt. (You do not see Danes doing that.) You should expect that you might need to put on a warm sweater and maybe even woolen socks when you are indoors, even if the heating is turned on.

The radiator typically has an index from 0 to 5. It is advised you keep it on 2-3, or at 3.5 at a maximum. The radiator is (somewhat) intelligent: it will adjust the heating to the temperature in the room and stop heating when the temperature reaches **20-22 degrees Celsius**, which is the recommended indoor temperature. However, if you turn the radiator up to the maximum 5, it will heat up the room to a level which is very unhealthy for you, your room, and your heating bill!

**Please note:** Even if you like it cold, the temperature should be kept at a minimum of 18 degrees Celsius in all of the rooms, to avoid mould (index: minimum 1)..

### Avoiding mould

Mould occurs in a humid environment, especially in winter, when the air indoors is warm and therefore has a higher humidity than the air outdoors. This moisture is released on the cold surfaces of the apartment as

condensation. When the humid air condenses onto the cold surfaces of an apartment, it creates a perfect growth environment for mould fungi. These often appear as dark spots, which later change color.

Mould can be dangerous to humans and should be avoided at all costs in an indoor environment. If mould is not properly avoided, it can cause asthma, allergy, respiration problems, headaches, and impaired ability to concentrate. Children are particularly sensitive to mould.

If condensation, large discolored areas, large mould stains, etc. occur, it is the tenant's duty to contact the Housing Foundation.

Eleven hints for keeping mould fungi out of your apartment.

1. Let the ventilation run or keep a window open, both during AND after showering.
2. Wipe the walls and floor with a towel after showering. Make sure the room is thoroughly ventilated before the bathroom door is left open.
3. Let the stove's ventilation hood run when cooking.
4. Never air-dry clothes inside the apartment (but you may use a tumble dryer of course).
5. Ventilate or air the room when ironing clothes.
6. Avoid blocking the airflow between any outer walls and furniture. Check the walls behind mirrors and pictures.
7. Avoid storing fabrics in built-in cupboards. Fabrics will prevent a proper airflow.
8. If you exercise in the apartment, keep the door closed and make sure the room is ventilated throughout the exercise. Even without exercise the human body will produce 2-4 liters of water per day.
9. Moisture at the bottom of windows or on cold windowsills must be wiped regularly.
10. Air the room at least twice per day. This is advised because outdoor air is drier than indoor air, besides being cleaner and fresher. To properly air out, open up windows at both ends of the apartment/room to create a draft and close them after 5-10 minutes. The radiators should be off while airing.
11. If you like to sleep with the heating off, keep the door to your room closed, so you do not cool down the entire apartment. Upon waking up and airing out the entire apartment, make sure to lightly heat the rooms, so that they are all equally warm.

## Cleaning

### Removing mould

For small mould areas you can remove the fungi by using the detergent “Rodalon” for indoor use. If the affected area is around 30 cm x 30cm, the detergent Hyxan or similar should be used instead of Rodalon.

If the affected area is even bigger, you must get professional help. Please contact us via email ([con-tact@housingfoundation.ku.dk](mailto:con-tact@housingfoundation.ku.dk)).

If condensation, large discolored areas, large mould stains, etc. occur, it is the tenant’s duty to con-tact The Housing Foundation. Failure to take action in due time could result in health hazards for the residents, as well as damages to the apartment. This is why it is important to contact us in good time.

### Avoiding lime scale

The water in Copenhagen is very hard, which means that it has a high concentration of minerals, which leads to limescale build-up or “kalk.” Limescale buildup will typically look like the picture to the right.

It can occur wherever water hits, so it will affect faucets (kitchen and bathroom), as well as sinks and shower areas. Cleaning it regularly helps avoid build-up, which is extremely difficult to get rid of (even by professional cleaners). This will be deemed to be a damage so should you arrive to an apartment with kalk-buildup, please make sure to state this in your issue report.

To avoid kalk, you will need to use a squeegee to remove excess water from the tiles after every shower. This is routine for all Copenhageners.

Please use kalk cleaners with caution as using too much can also lead to damaging of the tiles. Avoid products containing hydrochloric acid (“saltsyre” in Danish) as this does more harm than good. It can also be helpful to mix a couple of tablespoons of vinegar with water to clean tough spots.

For more information about cleaning kalk, please refer to our website under the “During your Stay” section.



## Cleaning the drains

Please extract all hair from drains regularly, and use a drain cleaner if necessary.

If you experience a bad smell coming from the drain or slow drainage, you must clean out the drain and pour a bucket of boiling water with little “Klorin” into it –using too much is hazardous to your health.

Use ‘afløbsrens’ for blockages. This can be bought at any supermarket. Pour half a bottle into the drain before you go to bed and leave it overnight. The drain will most often be clear for flow in the morning.

**Please follow the steps below to do the cleaning of the bathroom drain in Grundtvigsvej, Nordre Fasanvej, Signalthuset and some other apartments. You will/might need the following materials:**

- gloves
- garbage nylon bag
- philips screwdriver



**Step 1: remove or loosen the 2 screws in the corner of the grid (some grids have no screws)**



**Step 2: lift the grid up and remove it to reach the water trap**



**Step 3: now you can reach the water trap which stays deeper in the drain**



**Step 4: pull the water trap bowl out**

*(continues on next page)*





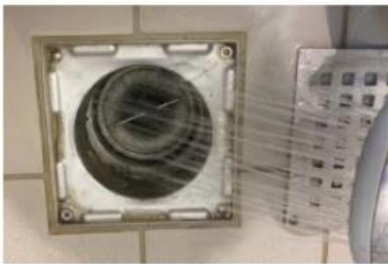
**Step 5: you can see the hair and other built-up which block the water trap**



**Step 6: place the water trap bowl in a nylon bag. Remove the built-up hairs and put them in the nylon bag (it is not allowed to put the flith in the toilet as it can cause further blockage!)**



**Step 7: clean the water trap well inside and outside (you can use the shower)**



**Step 8: place the water trap well in its place and fill it up with water in order to stop the drain smell. Finally place the grid back.**

If these methods do not work, you may not use the shower if the water pours out of the shower area in any way. You need to contact us via email ([contact@housingfoundation.ku.dk](mailto:contact@housingfoundation.ku.dk)). If you fail to inform us of a clogged drain and associated flooding it can be deemed as negligence.