

Dear Tenants,

Soon after your rental contract starts, there will be a move-in inspection of your room/flat. During this inspection, a move-in report is made. This report details the condition of the premises at this point in time. When your rental period is over, the premises are inspected again and their condition is noted in a move-out report. Any differences between the two reports are considered either as 'wear and tear' or as damages. Normal wear of the apartment and its contents (water faucets, electrical appliances, etc.) over time is paid for by the landlord. Any other damage must be paid for by the tenant. The tenant is also responsible for cleaning the apartment thoroughly before the move-out inspection and will be charged for professional cleaning if this is found necessary. In order for you to avoid costs associated with damages, we have created this summary for you. It describes possible damages and how to avoid them. At the bottom of this document, you will also find useful information about cleaning.

Examples of wear and tear:

- Tiny scratches on the floor's surface from normal use without damaging the floor itself, so that renovation is not required (e.g. does not require replacement, new surface finishing , or new lacquer on a wooden floor)
- Tiny marks on the wall which do not require repainting of the area
- Construction or installation issues, which lead to easy wear of a part of the apartment beyond normal use (e.g. the wrong material (paint or board) was used for a kitchen or bathroom wall during installation, so that the paint is peeling off)
- Slight scratches or signs of wear on the hot plates
- Slight spots, tiny dents or marks on the surface of the furniture. Some tables or boards have untreated, natural surfaces or are painted in a certain way, so that they are more sensitive to usage. In these cases, only bigger marks, spots, dents, etc. which show a marked difference between before and after, are considered as damage
- Pre-existing damages: Already existing damage(s), which were present at the time of moving in, but do not affect functionality of the whole part they are attached to

Examples of damages:

- Bigger, very visible dents or scratches on a surface which needs repair
- Damages caused by water in the apartment (most of the furniture, walls and floors will show signs of cracking, swelling, spots or marks if they are exposed to excess amount of water, so please do avoid this)
- Damages caused by heat on the surfaces of the apartment or furniture (for example, caused by hot dishes, candles, irons, hair curling irons, etc.)
- Smashed/cracked hotplates or oven glass
- Melted or broken knobs or filters of an appliance (hob, oven, kitchen hood)
- Cracked/smashed window glass or bathroom mirror
- Cracks/broken parts of the fridge/freezer itself
- Cracked/broken parts in the fridge/freezer (e.g. shelves, boxes, freezer door, etc.)
- Other damages caused by items left unattended (e.g. window left open and blown against the wall by wind)

Below, we provide specific examples of damages that we have found.

Here are some damages, in more detail (this is only for guidance, the list is not complete):

We have made a summary of the most frequently occurring damages in student apartments. The purpose of this document is to help you to avoid unintentional damages. There are general damages or dorm-specific damages due to differences in furnishing and installations. The repair/replacement of the damage part(s) can be very costly. We recommend that you arrange insurance to cover any damage during your stay.

Damage on kitchen countertop (expensive): it cannot be repaired and it needs to be replaced

- It can be damaged by hot dishes – please ALWAYS USE trivets (made of cork, metal, silicone, etc.) under hot dishes/pots to avoid heat damages.
- It can be damaged by knife or sharp kitchen utensils – please ALWAYS USE cutting boards when preparing food.
- It can be damaged by splashing excess amount of water – please ALWAYS REMOVE/DRY water from the kitchen countertop's surface after finishing your job. Leaving water on the surface of the countertop can slowly damage it and can leave lime scale deposits as well, which will be hard to remove later on. Scrubbing it with a scrubber or hard sponge can lead to surface damage as well. Please note that the water is very hard in Denmark and the lime scale deposits appear in a short time of use on water faucets, showers, electric kettles, etc.
- It can be damaged by not using dish drying rack when washing up dishes, so the countertop will soak up the water and its surface will deform.

Damage on bathroom sink cabinets (expensive): it cannot be repaired and some parts or the whole needs to be replaced

- It is about visible water damage of the bathroom sink cabinet and mostly on the cabinet door(s) like cracks and swelling – please ALWAYS REMOVE/DRY water from the cabinet to avoid staying on it for a longer period of time. Close off the shower area well with the shower curtain.

Damage on bathroom door (expensive): in some cases it can be repainted but the labour costs are equal or more than replacing of a lightweight standard door

- Usually it is about visible water damage of the bathroom door like peeling of the paint and swelling on the bottom – please be sure to ALWAYS COVER the shower area well with the shower curtain to avoid water splashing onto the door. IMPORTANT: the shower curtain needs to have the right size in order to protect the rest of the bathroom against water splashing. Please refer to the inventory list of your dorm where the right shower curtain size is available. Normally the gap between the bottom of the shower curtain and the bathroom floor must not exceed 1 - 1.5 cm.

Damage on bathroom installations (expensive)

- Crack caused in the bathroom sink or toilet bowl by dropping heavy/sharp items on them.

Damage on hot plate (expensive): in some dorms there are glass ceramic or induction hobs installed

- Avoid dropping dishes or other heavier metal/hard objects on the glass surface. They can cause cracks on the glass plate right away. If this happens the hob is not safe to use anymore and the repair/replacement should be done as soon as possible.

Damage on inside parts of the fridge (expensive): many of the plastic spare parts are very expensive

- Avoid dropping heavier vegetables or fruits like melons in the vegetable box at the bottom of the fridge. They can cause crack on the plastic box which will be worse over the time. The same applies when placing bottles (mostly glass) onto the bottle shelf located at the bottom part of the fridge door.
- Freezer doors can be damaged easily if the freezer compartment has a lot of ice accumulated inside and the door is forced to be shut. In some cases damage can happen to the freezer door if the main fridge door is forced to be closed while the freezer door is being left open.

Damage on the blinds: some dorms have venetian blinds on the windows

- Blinds can be damaged by inattentive use or by wind – please ALWAYS pull up the blinds (totally or partly) so the wind cannot damage it. When leaving the window open with pulled down blinds, the wind and draft can grab and damage the blinds by bending the aluminium slats.

Damage on the floor (wooden floor, linoleum, etc. – expensive repair)

- Floors can be damaged by **heat** (hot dish, iron, candles, etc.); by **water** (for example due to **clogged drain**, when water reaches the room's floor, or leaving a water tap running/unattended); by dropping **heavy or sharp objects** on the floor or moving furniture. High heeled shoes can make serious damages to the floor.
- If the windows or balcony doors are left open when not in the room/apartment, and it suddenly starts raining before you get home, water will accumulate on the floor and thus damaging the floor. We strongly recommend to keep all the windows and balcony doors fully closed (or in the tilt position, if available) when leaving the room/apartment to avoid any water damage caused by rain to the floor.

Damage on the wall or other surfaces

- When taking down heavier items like a suitcase, do not drop or hit it against the wall or furniture. They can cause bigger dents or marks on the surface.
- Be very careful when placing posters/pictures with tape, as some type of tapes leave difficult to remove marks behind them on the surfaces, and thus damaging the surface.
- Double sided tapes or hooks remove the paint from a surface, thus causing damage.

Damages on window/door (expensive)

- Windows or French doors left open and being blown wide open by wind. Please note that wind and air blast can smash the window against the wall or blow so hard that it causes damage to the window frame, hinges, lock mechanism or the window glass – please be careful when airing out to avoid damage to happen. We strongly recommend to keep all the windows and balcony doors fully closed (or in the tilt position, if available) when leaving the room/apartment to avoid any damages to the windows and to the balcony doors.

Damages to the bed/mattress:

- It is a very common damage for tenants to pour coffee/tea onto the mattress or bed leaving non removable marks. It happens that there are body fluids on the bed/mattress in the form of sweat, blood, etc. That is not hygienic for the next

tenant who will sleep on this bed when moving in. Please always use a bed sheet, or better, water proof bed sheet to avoid this type of damage.



- If you decide to wash the cover of the top mattress before you move out of your room/apartment at the end of your contract, please do not wash the cover on a high temperature, as the cover will shrink and will not fit on the mattress anymore. The cover will also shrink if you put it into a drying machine.

Damages caused by chemicals

- Stronger grease remover agents like "grill rens" (grill cleaner) dropped onto a wooden or linoleum floor damages it by making permanent, non removable spots/discolorations.
- Descaling agents which contain hydrochloric acid will damage stainless steel and other metal surfaces (water taps). It is about a visible damage in a form of dark grey spots/marks. Such agents are usually not found in convenient stores. These are available in special cleaning stores and used by professional cleaners.

Regarding cleaning of your room/apartment

Avoiding regular cleaning of different areas of your room/apartment can cause gradual deposition of dust, dirt, grease and limescale. If left unattended, it will get harder to clean them as time goes on. Also, some sensitive areas can easily be damaged by improper use of cleaning agents or by scrubbing the area hard. Info and tips about cleaning are available in another document to help our tenants to maintain their room/apartment the right and easy way.

Kind regards,
Housing Foundation Copenhagen