

# Residence Handbook

Tietgen





## Contents

House rules for Tietgenkollegiet .....	4
Getting help .....	4
Tietgen staff .....	4
Housing Foundation inspector .....	4
Key Pick-up for Tietgenkollegiet .....	5
Laundry .....	5
Internet Connection and TV .....	5
Mail .....	5
Shopping .....	5
Storage & parking .....	5
Car Parking .....	5
Bicycle parking: .....	5
Bicycle Raid: .....	5
Storing in Hallways .....	5
Fire Alarm .....	6
Smoking policy .....	6
Garbage & Recycling .....	6
Tape/Stickers .....	6
Facilities .....	6
Patos: .....	6
Workshop rooms: .....	6
Special procedure for Rhythmical (pop) music room: .....	7
Other Facilities: .....	7
Maintenance .....	7
Reporting problems .....	7
Keep the floors dry .....	7
Opening windows & Airing the room .....	7
Running toilet .....	7
Setting the heating and radiators .....	7
Avoiding mould .....	8
Cleaning .....	9

Removing mould .....9  
Avoiding lime scale .....9  
Cleaning the drains .....10



### House rules for Tietgenkollegiet

If you are staying at Tietgenkollegiet it is mandatory to read the house rules as available [here](#). Further important regulations are:

- The use, possession or sale of illegal drugs is strictly prohibited and will lead to immediate eviction from Tietgenkollegiet.
- You are not allowed to sublet your room.
- Any installment of private network equipment, antennas or satellite dishes must be approved in advance.

### Getting help

#### Tietgen staff

In case of further questions, don't hesitate to contact the Tietgen staff by phone, mail or simply by coming to the Tietgen Administration. The emergency phoneline can be contacted outside normal working hours, if you have an emergency situation that calls for immediate action.

Office phone: +45 77 66 81 81

Emergency phone: +45 23 28 40 80

Mail: [info@tietgenkollegiet.dk](mailto:info@tietgenkollegiet.dk)

Administration:	Mon-Tue-Thu-Fri	8.00AM - 9.00AM and 11.00AM-1.00PM
	Wed	11.00AM – 6.00PM

#### Housing Foundation inspector

To report issues with fixtures in the room/hall please report directly to the Tietgen Administration via their electronic system called 'Boriga insight'. A guideline is handed out to every tenant at the beginning of the stay. Remember to state that/if you give them permission to enter on their own. If you have doubts about how to report this way, please go to the Tietgen front desk during opening hours.

Normal office hours are: Monday, Tuesday, Thursday and Friday from 8:00-9:00 and from 11:00-13:00. Wednesday from

11:00-18:00. The phone number is: +45 7766 8181. You can also e-mail the building inspector at: [info@tietgenkollegiet.dk](mailto:info@tietgenkollegiet.dk).

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

### **Key Pick-up for Tietgenkollegiet**

Tietgenkollegiet is one of the few residences where the keys are to be picked up AND handed back at the residence's office. Tietgenkollegiet does *not* hand out keys prior to the 1st day of your contract. If the 1st day of your contract happens to be on a Weekend or a public holiday, you will not be able to collect the keys until the next working day.

**Tietgen office:** Rued Langgaardsvej 10-18, DK-2300 Copenhagen S, main entrance reception.

**Office hours:** Mon-Fri 8 am-9 am, 11 am -1 pm, Wed 11 am – 6 pm.

**Contact:** [info@tietgenkollegiet.dk](mailto:info@tietgenkollegiet.dk) / Phone number: +45 77 66 81 81

### **Laundry**

Laundry facilities are available in the building. Laundry is included in the rent.

### **Internet Connection and TV**

Included in the rent is an internet connection and free telephone calls within the building, as well as intranet connection. For internet support please contact the staff at Tietgenkollegiet. TV and radio connection and external phone use is paid separately. By Danish law, everyone who has an internet connection must pay media license. This expense is not included in your rent.

### **Mail**

Please put your name on your door and in particular your mailbox, otherwise you will not receive your mail.

### **Shopping**

The closest Netto to your place is at Ølandsgade 1. Fakta is another inexpensive possibility and you will find it at

Amagerbrogade 29. Føtex is a supermarket with a wider selection of goods, but a little more expensive than Netto and

Fakta. Føtex also carries electrical appliances etc. You can find Føtex at Amagercenteret (shopping mall) next to Amager Torv. Opening hours are till 8 pm on Weekdays and 5 pm Saturdays. The closest pharmacy is Amager Apotek at Amagerbrogade 32. The closest post office is at Svinget 1A.

### **Storage & parking**

#### **Car Parking**

The residence hall has its own parking garage underneath the building. However, parking in Copenhagen is very expensive and the Housing Foundation Copenhagen does not recommend you bring a car.

#### **Bicycle parking:**

Please park your bicycle within the red markings or in the bicycle racks in Parking areas in 12-14-18. If no space is available you have to park your bike in the outside parking areas, surrounding Tietgenkollegiet

#### **Bicycle Raid:**

Once or twice a year the Tietgen staff do a clean up of bicycles left behind. The Tietgen staff will send a warning to all residents no later than 1 month prior to the raid. Bikes without ownership will be handed over to the police.

#### **Storing in Hallways**

According to the fire regulations, it is prohibited to store anything in the hallways. You are allowed to have 1 pair of shoes outside the entrance door, thats it! The Tietgen staff will collect illegally stored stuff, and it can only be gotten back by personally contacting the Tietgen Administration Office during office hours. Repeated offending will trigger a written warning, which may ultimately result in them recommending that your lease be terminated.

## Fire Alarm

Prior to cooking, ensure that the extractor hood is ON. If the fire alarm system is activated, emergency doors towards the kitchen and in the hallway will close automatically.

**NOTE: In case of false alarm (You should be 100% sure there is no fire): start ventilating by opening the windows in the kitchen and in the hallway- Emergency doors have to remain closed until either Tietgen staff or Fire brigade arrives.**

If there is a fire, please follow contingency plan which you were handed when moving in at Tietgenkollegiet.

## Smoking policy

Smoking is not allowed in any of the residences offered by the Housing Foundation Copenhagen. Please note that other rules may apply for your neighbors if they didn't rent through the Housing Foundation Copenhagen.

## Garbage & Recycling

Bags for the below mentioned fractions can be collected for free, at the Tietgen Administration Office.

- Black bags: Residual waste (Use the chute at the elevatorlanding)
- Green bags: Organic waste (Leftovers etc, paper towels, cut flowers)
- Transparent bags: Plastic, glass, cardboard, paper and metal

The chute is only meant for the black bags, all other fractions must be brought to the garbage room in the basement. Please sort your garbage to the appropriate containers. To avoid problems with the renovator, please empty the transparent bags (cardboard and metal)

**IMPORTANT!** If the container is full, proceed to next garbage room. Do not leave garbage on the floor! At the roadside by number 18 you will find containers for the following types of garbage: beverage bottles, jars, paper, batteries and clothing for recycling.

Also note the following:

- **Bulky waste:** E.g. furnitures, shelves, carpets etc. are categorized as bulky waste. Mirrors and window glass should be properly wrapped to ensure safety. Bicycles has to be clearly marked: "Fjernes af renovatøren". Smaller items goes to containers for residual waste.
- **Hazardous waste:** Paint, solvents and chemicals, energy saving lightbulbs and LED bulbs. Put these in the green box in the room for bulky waste in the basement.

For further information feel free to visit Website for the Copenhagen Municipality <https://www.kk.dk/affald>

## Tape/Stickers

It is not allowed to put stickers, tape and similar to the wooden and concrete surfaces. Neither in your room nor the common areas.

## Facilities

### Patios:

Storage of plants etc. on the patios are only allowed on small wagons which you get from the Administration. **Furniture from kitchens and common rooms are not allowed on the Patios!**

### Workshop rooms:

It is possible to get access to our workshops for an amount of DKK 25 per workshop as a one time fee. Currently the Tietgen staff have the following shops: wood, sewing/creative, bicycle, classic music and rhythmic music. To get access to tools in the crafts workshops you have to contact the respective committee.

### Special procedure for Rhythmical (pop) music room:

To get access to Rhythmical music room, it is mandatory to participate in an intro meeting. The meeting is held on the second Thursday of every month at 6PM, in the rhythmical music room, which is located in the pavillon between Tietgen Kollegiet and the basketball court (behind Block nr 12). You must sign up for intro meeting at Borigo. A deposit of DKK 100 will be drawn for a key to the room.

### Other Facilities:

Besides the above mentioned, you also have access to the following: Laundry, fitness room, study rooms, copy & print rooms, and a party hall.

## 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.

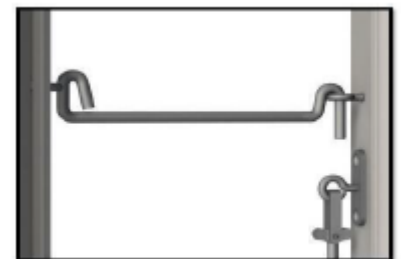
**Important:** Please do NOT turn off the fridge upon move-out as this may result in water damages to the floor.

### Opening windows & Airing the room

The windows are secured with a child safety device. You unlock the device by opening the window just a little bit and then by pulling the window back towards yourself while pushing the plate at the bottom. The window is reversible for cleaning purposes. The fresh-air vent must be open and it must be cleaned regularly, to make sure that the air flow is cleared for passage. It is also important that you air out your room frequently to steer clear of fungus and mold on the premises.

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 minutes 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.



### Running toilet

The water in Copenhagen has a large content of lime. Therefore it is fairly common for it to cause a running toilet. If this happens to you, please create a task in the maintenance center in Borigo. If it occurs outside our normal worktime (2.30 PM to 7 AM) don't hesitate to call the emergency phone +45 23 28 40 80. The Caretaker will help you fix the problem temporarily. The following workday the Tietgen staff will fix the toilet.

### Setting the heating and radiators

It is cold many months of the year in Denmark. However, to save energy, the central heating systems are only turned on from around October 1st to March 30th. During this period, you can heat up your room/apartment, but please do so with caution and thought! The idea is not that you

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 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.

### 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 (contact@housingfoundation.ku.dk).

If condensation, large discolored areas, large mould stains, etc. occur, it is the tenant’s duty to contact 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, Signalhuset 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)*



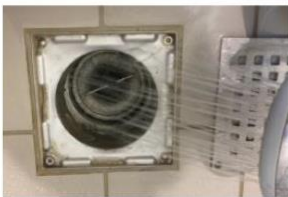
**Step 5: you can see the hair and other built-up which block the water trap**



**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.