

Residence Handbook

Øresunds Kollegiet





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Shopping

The closest Netto to your place is at Hollænderdybet 3. Fakta is another inexpensive possibility and you will find it at Amagerbrogade. Opening hours are the same as Netto. Føtex is a supermarket with a wider selection of goods, but a little more expensive than Netto and Fakta. Føtex also carries stationary supplies; electrical appliances etc. You can find Føtex at Amagercenteret (shopping mall) next to Amager Torv. The closest pharmacy is Amager Apotek at Amagerbrogade 32. The closest post office is at Svinget 1A or Holmbladsgade 92.

Keys

Locked yourself out

Contact the Housing Foundation office during office hours.

The price for the guard opening your room door is DKK 300. It will be charged from your Housing Foundation work flow account. Contact info:
Night/security guard phone +45 3119 1824 Friday-Saturday after 21:00 and Sunday-Thursday after 22:00”

Have you locked yourself out from a rented guest room or the party room etc.? You can contact the temporary guard at phone +45 2462 9549 between Friday – Sunday 15:00-21:00. The price is DKK 300”

Be aware that if you lock yourself out more than once in a 14 days period a fee of DKK 300 will be charged.

If your key is permanently lost

Contact the Housing Foundation office.

Building-related problems

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.

During the day

For building related problems (fixtures in the apartment such as windows, floors), please contact building inspector Johnny Hansen.

Phone number: +45 3288 6000.

Phone hours:

- Monday - Friday: 8.30am - 9.30am.
- Wednesdays: 16pm - 17pm

You are also welcome to send an e-mail: oekinspektor@fa09.dk

The administration office is located in Blok A (the Glass office). Opening hours:

- Monday - Friday: 8.30am - 9.30am
- Monday, Tuesday and Thursday: 14pm - 16pm
- Wednesday: 16pm - 18pm

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

During the night

ØresundKollegiet collaborates with the company SSG for night-time emergencies: + 0045 70208139.

Examples of urgent inquiries:

- Exploded water pipes
- Failure of the main supply of heat (only in winter)
- Burglary or vandalism where subsequent cover / fuse is required
- Total stoppage of main drainage pipes
- Lifting failure
- Storm or fire damage, in case of consequential damage

Examples of non-acute things where remedies can wait until the next workday (the points are not exhaustive):

- Drying faucets and running toilets
- Lack of heat on a single radiator
- A blocked kitchen drainage
- A fired fuse
- Washing machines or dryers that do not work
- Plugs or lamps that do not work

Telephone, Internet Connection and TV

A cable internet connection is available in the rooms and internet is included in the rent. This requires that your laptop must be equipped with an ethernet port. You must bring your own ethernet cable. If you want a wireless connection then you will need to bring your own router. For internet support please contact support@oek.dk or call on 0045-24 63 46 28.

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.

Mail pick-up

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

Laundry

Each person gets a laundry chip when moving in. The first time you use your laundry chip you need to go to the washing facilities and scan your chip at the front of either a washing machine, tumble dryer or the payment terminal

at the wall. You then type in your personal code. In order to receive your personal code, please contact the administration.

Trash and Recycling

In Denmark it is mandatory for all residents to separate household waste and recycle paper, cardboard, glass, hard plastic, glass, metal and electronics. Special containers are situated around the city and in some cases the containers are situated in front of the property. Please read the instructions from the Municipality of Copenhagen on [garbage and recycling at Øresundskollegiet](#)

Parking

The Housing Foundation Copenhagen 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

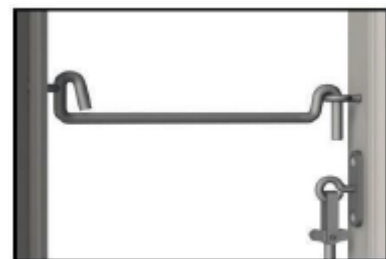
Smoking is not allowed in any of the residences offered by the Housing Foundation Copenhagen. However, there may be other rules applying for your neighbors if they didn't rent through the Housing Foundation Copenhagen.

Cleaning & Maintenance

Airing the room & securing windows

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.



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 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 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 colour.

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 discoloured 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.

Removing mould

For small mold 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).

If condensation, large discolored areas, large mold 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.

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). If you fail to inform us of a clogged drain and associated flooding it can be deemed as negligence.

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

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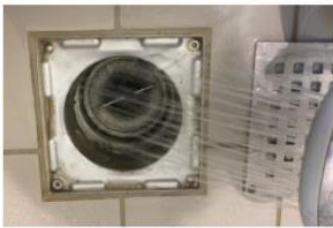
Step 5: you can see the hair and other built-up which block the water trap



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.

Cleaning the toilet

In order to keep the toilet nice and clean and avoid calcium please clean the toilet often.



Before

Toilet not cleaned (missing cleaning by tenants)



After

Toilet cleaned with toiletbrush and cleaner (well maintened)