

Residence Handbook

Kagså Kollegiet





Contents

.....	3
Internet Connection and TV	3
Mailbox	3
Parking.....	3
Bikes.....	3
Cars	3
Shopping	3
Smoking policy in the Residence	3
Waste & Recycling.....	3
Recycling	3
Common areas	4
Laundry.....	4
Maintenance.....	5
Reporting problems.....	5
Keep the floors dry	5
Opening windows & Airing the room	5
Setting the heating and radiators.....	5
Avoiding mould.....	5
Cleaning	7
Removing mould	7
Avoiding lime scale	7
Cleaning the drains	8



Internet Connection and TV

An internet connection is available in each room. For internet support please contact www.bolignet.dk 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.

Mailbox

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

Parking

Bikes

Please use the bike shelter right outside your block to park your bike.

Cars

The Housing Foundation Copenhagen does not provide parking spaces in any of our residences.

Parking is available around the buildings. However, parking in Copenhagen is very expensive and The Housing Foundation Copenhagen does not recommend you bring a car.

Shopping

The closest Netto supermarket is at Sydfrontvej 2. The local shopping mall is Herlev Bymidte, about 2 km away. Bus 165 or Bus 300S will take you there.

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.

Waste & Recycling

Please recycle your waste, using the following containers in the courtyard at the parking areas: plastics, metal, cardboard, paper and residual waste. There is also a storage place for bulky items with fence around it at the end of the parking area. Its padlock can be opened with your room key.

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 visit our website, for rules specific to your property.

Common areas

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

Laundry

Dear user of the laundry

Your laundry "Base Camp" are now associated with the administration solution

PAY PER WASH

To you this means that:

- That you Must obtain a Pay per wash tag from the office where you live.
- That you Must register on the website www.payperwash.com and select the "New user". Where you among other things, enter the serial number printed on the tag. The tag is free.
- That you: Once you receive an E-mail from Pay per wash Support with your personal login, must pay an amount via internet payment to your "Account" in the laundry system. Then you are ready to use the laundry room.
- All contact to VD-Solutions ApS should be directed to our resident portal at www.payperwash.com Alternatively we can be contacted on phone no. +45 9714 5462 (Mon– Fri between 9:00-14:00) or on email: support@payperwash.com

In the resident portal you will also be able to find information about, how to make a transfer via the bank, order history of transactions etc.

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

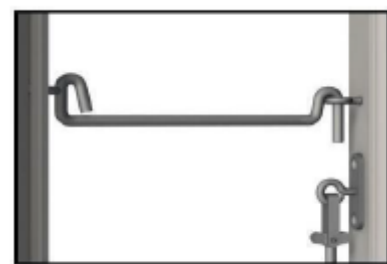
The floors in your rooms are hardwood floors and they do not sustain water well. It is important that you do not spill liquids onto the floor without quickly cleaning it up again. It is also a good idea to leave a cloth or towel on the floor when you exit from a shower. If the floors are damaged due 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 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 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).

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, 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)



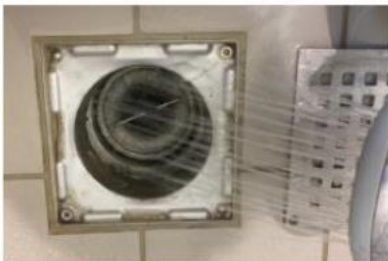
Step 5: you can see the hair and other built-up which block the water trap



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