

# Residence Handbook

Vendsysselvej





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### **Key pickup**

Please collect keys from the Housing Foundation offices during office hours.

### **Lock out / Lost keys**

Please read more [here](#)

### **Waste and Recycling**

In Denmark it is mandatory for all residents to separate household waste and recycle paper, card-board, 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.

### **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

When the window is open, you can see the 2 window keeper holes (the locking bolts of the window lock enter here when the handle is in down/locked position).



Try to lock the window (turn the handle down) in the half-closed window position. In this way the window will look like this below:



There will be a gap between the window and the frame and some air can circulate in & out. Beside that the window is locked and safe (wind damage cannot happen).



The window handle turned down (locked) and still there is a gap between the window and the frame. (half closed position)

## 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 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. Some parts of the buildings and rooms have colder walls (outside walls facing the street/garden) which can cause condensation of water on them.

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—but always keep the bathroom door closed, especially when taking shower. You can leave the bathroom window (and other windows as well) in a half-closed position to let some air in and out. Make sure the room is thoroughly ventilated before the bathroom door is left open. Please note that the shower curtains and walls can be still wet and it will take more time to fully dry the bathroom.
2. Wipe the walls and floor with a towel after showering. Use a squeegee to collect the water on the floor down to the drain hole.
3. Let the stove's ventilation hood run when cooking. Open the kitchen window whenever it is possible (depending on the weather as well). Keep the bedroom door closed when you cook to avoid damp air getting in the bedroom.
4. Never air-dry clothes inside the apartment. This will elevate the moisture level of the air significantly in your apartment. Use the dryer in the basement instead.
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. Do not place furniture close to the outside walls (when we furnished we avoided this) so the walls can "breathe" and can remain dry.
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. Remember to open the window regularly to let fresh air in and let the damp air out **THREE TIMES A DAY - 10 MINUTES EVERY TIME**. This is advised because outdoor air is drier than indoor air, besides being cleaner and fresher. It is easier and faster (and not more expensive) to warm up fresh air than “old” air. 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 shower drains

Please follow the steps below to do the cleaning of the bathroom/shower drain in Vendsyssevej apartments. You will/might need the following materials:

- gloves
- garbage nylon bag
- tool to open (flat screwdriver or handle of a spoon/fork can do it)



**Step 1: remove the long grid using a flat screwdriver or handle of a spoon/fork.**



**Step 2: grab the handle and lift up/remove the water trap.**



**Step 3A: pull the water trap apart from the water bowl (bottom part), and clean both of them well by removing all hair and filth.**



**Step 3B: you need to put all the dirt in a nylon bag (it is not allowed to put the filth in the toilet as it can cause further blockage!). Dispose it as residual garbage.**

*(continues on next page)*



**Step 4: assemble the parts (push them together). Do not forget to clean well the rubber seal on the upper edge, too.**



**Step 5: place the water trap back firmly in its place. Push it down well so the rubber can seal well against the drain smell.**



**Step 6: use the shower to fill up the water trap with water in order to stop the drain smell.**



**Step 7: finally place the grid back.**