

# Residence Handbook

Østerbro





## Contents

House rules for Østerbro Kollegiet.....	3
Random room inspections .....	3
Getting help .....	3
Locked yourself out.....	3
Residence Assistants Østerbro.....	3
Contact the inspector.....	4
Door Phone .....	4
Door phone codes.....	4
Laundry.....	5
Internet connection and TV .....	5
Mail pick-up.....	5
Waste and recycling.....	6
Fire Escapes .....	6
Bicycle Parking .....	6
Car Parking .....	6
Smoking policy in the Residence .....	6
Maintenance .....	7
Reporting problems.....	7
Keep the floors dry .....	7
Opening windows & Airing the room .....	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 Østerbro Kollegiet

If you are staying at Østerbro Kollegiet it is **mandatory** to read and familiarize yourself with the house rules found [here](#).

*Important:* Due to the fact that some residents have continuously failed to comply with these house rules, a security guard tours the kollegium most nights to secure that the house rules are in fact being followed. He will not only tour the building but will also end loud parties and ask for names and ID of the people involved. He will then report back to us and we will give all the identified parties a written warning for breach of the house rules for Østerbro Kollegiet. *After three written warnings we will consider to end your housing contract straight away and evict you from the residence. A notice will also be sent to the University of Copenhagen and to your home university.*

### Random room inspections

From September 1st 2014, the inspector at Østerbro Kollegiet will carry out inspections of 2 random rooms on each floor every month (**does not apply to staff living on the 1st floor**). It is our hope that this initiative will encourage you to take good care of the room you're living in. Most of you do, but unfortunately random inspections have become necessary.

### Getting help

#### Locked yourself out

If your RA or the Housing Foundation Inspector is available at Østerbro Kollegiet they can help you opening your room door. The price for getting help is DKK 300 between 16:00-08:00. If help at your residence is not available, contact the Housing Foundation office during office hours. Be aware that if you lock yourself out more than once in a 14 days period a fee of DKK 300 will be charged every time if the RA or Housing Foundation Inspector opens your door.

**For emergency lock out please see our website.**

**If your key is permanently lost:** Contact the Housing Foundation office.

### Residence Assistants Østerbro

There are a Residence Assistant living at Østerbro Kollegiet who can help you with residence related matters like internet, mail, keys etc.

Darren: Room 403

You can visit his room 403 within the following hours:

11:30-12:30 on Sundays

To get in contact with him and make an appointment:

E-mail to [radrhealy@gmail.com](mailto:radrhealy@gmail.com)

Phone Number: +45 71540359

facebook.com/drhealy13

### Contact the inspector

If you experience any practical problems in your building please contact the inspector, Kenneth during office hours on Mondays and Thursdays between 14.00 and 16.00 hours on telephone: +45 50441017. You can also send him an email: kennethbeyer@live.dk. Please add a picture indicating the issue, in case you send an email.

In case of **emergency** (water damage etc.) please contact Kenneth by telephone: +45 50441017.

### Door Phone

The phone in your room functions only as a door phone. The display must show "P" and not "T" when you need to let a visitor in: you lift the receiver for a connection to the entrance door and then you press 5 or \*5 to open the door. The visitor must press # plus the four digits listed in the grid below. This code is specific to your room.

### Door phone codes

Here you can find the list of the codes for the door phones for each room at Østerbro Kollegiet.

In the street, your visitor presses '#' plus the four digit code.

To let your visitor in you must press '\*5' - hold the '5' for a few seconds

Room no.	Press '#' plus these four digits:	Room no.	Press '#' plus these four digits:
101	4001	301	4049
102	4002	302	4050
103	4003	303	4051
104	4004	304	4052
105	4005	305	4053
106	4006	306	4054
107	4007	307	4055
108	4008	308	4056
109	4009	309	4057
110	4010	310	4058
111	4011	311	4059
112	4012	312	4060
113	4013	313	4061
114	4014	314	4062
115	4015	315	4063
116	4016	316	4064
117	4017	317	4065
118	4018	318	4066
119	4019	319	4067
120	4020	320	4068
121	4021	321	4069
122	4022	322	4070
123	4023	323	4071
124	4024	324	4072
201	4025	401	4073
202	4026	402	4074
203	4027	403	4075
204	4028	404	4076
205	4029	405	4077

206	4030	406	4078
207	4031	407	4079
208	4032	408	4080
209	4033	409	4081
210	4034	410	4082
211	4035	411	4083
212	4036	412	4084
213	4037	413	4085
214	4038	414	4086
215	4039	415	4087
216	4040	416	4088
217	4041	417	4089
218	4042	418	4090
219	4043	419	4091
220	4044	420	4092
221	4045	421	4093
222	4046	422	4094
223	4047	423	4095
224	4048	424	4096
		501	4097
		502	4098
		503	4099
		504	4100
		505	4101
		506	4102

### Laundry

Laundry facilities are available in the building. Laundry is not included in the rent but should be paid separately.

Go into the laundry room and load your card. Press 'my account' and see what the user number and password is. When you go online at [www.saniva.dk](http://www.saniva.dk) you can log in with these details. If you wish to, you can change the password following. In your account you can add money on your laundry card with a credit card.

Here you can find the more detailed guide to the laundry system and who to call in case of problems.

When you get ready to leave Copenhagen, please email [vaskekort@saniva.dk](mailto:vaskekort@saniva.dk) to ask how to get any unspent credit back.

### Internet connection and TV

Østerbro Kollegiet has wireless internet for the residents. Network name and password for the wifi is posted in the halls, or you can ask your neighbors. In some rooms it is also possible to connect through the wall plug using a patch-cable. If you have the cable option and want to use it: Please make sure you plug into the WAN-gate – *not* the LAN-gate as you risk blocking the connection for other cabled users.

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 in the designated area on your door and in particular on your mailbox, otherwise you will not receive your mail. Please read about your options when receiving mail here.

### **Waste and recycling**

All rooms have a garbage bin under their kitchen sink. The bin holds bags for 15 liters maximum, and must be used for regular waste only. These bags may be dumped in the trash chutes. All cardboard, newspaper, and magazines etc. must be disposed in the containers that are located near the entrance to the underground car park. Glass must be disposed of in the designated container as well. Do not through any of the above items in the chute. The system depends on suction which may be blocked by these. Pizza trays are to be completely dismantled (using water, for example) before thrown into the chute. Pizza trays should not be disposed off as cardboard waste though, as food leftovers may attract rats to the containers.

### **Fire Escapes**

The doors that are located from the stairways to each floor are fire escapes. The doors that are in the hallways of each of the floors are fire escapes too. None of these doors must be blocked under any circumstances. The doors in the hallways must be open. In case of fire, the magnets that keep them open disengage automatically and close the door to contain the fire within a certain area. The buttons that say "Dørtryk" are for the testing of the fire escape mechanisms; they are for professional use only.

### **Bicycle Parking**

The parking facilities for bicycles are located in the basement on your way to the underground car park. It is the first door on your left come down the ramp. We advise against parking in front of the main entrance as it causes difficulties for passers-by. It is prohibited to park on top of the garbage chute cover, as it cannot, therefore, be emptied. It is marked in yellow on the pavement outside the main entrance.

### **Car 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.

## 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 can result in costs of 18.500 DKK to have the floor 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.

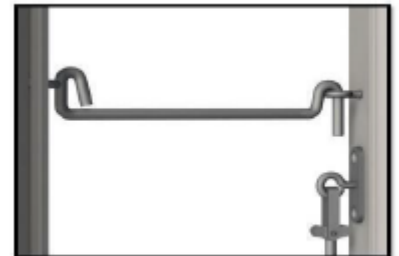
**Important:** Please do NOT turn off the fridge upon move-out as this may result in water damages to the floor.

### 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 minute 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, so 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 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 ([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 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, Signalthuset 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)*



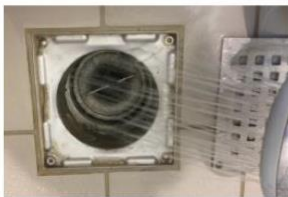
**Step 5: you can see the hair and other built-up which block the water trap**



**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.