

Residence Handbook

Rebslaggervej





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Getting help

Residence Assistant

There is a Residence Assistant living at Rebslaggervej: you can find the contact information in the section about Rebslaggervej [here](#)

Contact the inspector

For building related problems (fixtures in the apartment such as windows, floors), please contact the Housing Foundation at contact@housingfoundation.ku.dk. Please add a picture indicating the issue. For problems taken care of by the Housing Foundation Copenhagen's extra inspector service (furniture, inspections) please contact 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.

The building

Keys

When moving in, you'll receive one pair of keys and a key chip. These are for the main door, the mailbox, the common area (for your floor only), and your own room. The keys also give you access to the basement.

The key chip works for the common room on the floor where you live (not for the other common rooms) as well as the main building entrance door. Besides the common areas, you only have access to the floor on which your room is located.

Laundry in the basement

In the basement, you'll find the laundry room that contains laundry machines and dryers. It also includes an iron, as well as ironing boards and clothing racks. A manual on how to use the machines will also be found in the same room, written in both Danish and English. Please read this carefully before doing your laundry. The laundry machines add detergent automatically, so you should not add anything yourself.

Prices:

- Laundry (incl. detergent) Kr.30.00,-
- Drying Kr. 25.00,-

Laundry is not included in the rent but must be paid separately. You do not need to reserve a time. You can simply show up and pay on the spot using

your credit card in the machine just to the right when you enter the laundry room. Cash is not accepted. If your credit card is not compatible with the machine, you will need to make use of a laundromat nearby.

Internet Connection and TV

Internet will be available throughout the building. 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.

For internet support please contact the Housing Foundation by email at contact@housingfoundation.ku.dk and we will direct your query to the appropriate person.

Electricity

The apartments should all have 4-6 plugs for electricity.

Drilling in the wall

You are not allowed to make any holes in the walls whatsoever.

Common Room

Each common area includes a mop, a bucket and a vacuum cleaner. There is also a microwave. It is your responsibility to clean up after every meal or get-together. You are not allowed to leave personal items in the common areas, and if so it will be removed.

Door phone

The door phone is not active. It requires your Danish phone number. Therefore we recommend your guests to call you directly at your phone instead.

Mail boxes

Mail boxes are located in the entrance hall of the building. Look for your name and room number to find your personal mail box. Please read about your options when receiving mail [here](#).

Storage

You may not store anything anywhere outside your room. If you place items for instance outside your front door, it can be removed at your cost – please see section about littering below. Any mess left in the basement will very likely be cleared out by professionals and be charged to you.

Parking your bike

Bikes should be parked in the bike racks outside the building. Placing your bike there is on your own responsibility, and we do recommend that you lock it. Please do not place them in the basement.

Parking your car

The Housing Foundation Copenhagen does not provide parking spaces in any of our residences. Parking is available in the surrounding streets, but finding a parking spot can be very difficult. [Here you can read about parking zones and fees.](#) The Housing Foundation Copenhagen does not recommend you bring a car.

Items in Hallways

It is strictly forbidden to place any items in the hallways. This is according to Danish law.

Ventilation

Dust around ventilation: Temperature and the humidity differences between the fresh/filtered air blown into your room and the present room temperature cause dust to accumulate around the room ventilation over time. This is dust from the room, not from the vent.

Usually the room vent is located high and it is hard to reach it, but we suggest the following:

- get a sweeper (broom) with a long handle (rod)
- put a dry rag/cloth on it (not wet) and wipe the dust off.
- After you have removed it you can use a slightly wet rag/cloth as well

Video surveillance

There is video surveillance of the common areas at Rebslaggervej, both indoors and outdoors. You will be able to see the cameras - they are small, round and white. As required by Danish law, the police is informed of the video surveillance.

Smoking

You are not allowed to smoke inside the building in any way or at any place. This also applies to the basement as well.

Cooking

Barbecue

It is strictly forbidden to use any sorts of disposable barbecues at the premises.

Kitchen hood

(also called: range hood, cooker hood, kitchen exhaust)

Please note that the kitchen hood and the bathroom vent are connected to the central ventilation of the building. This means that they work all the time in „silent mode“. That is why there is no built-in motor in the cooker/range hood.

First you need to pull the front element of the kitchen hood all the way toward yourself. Now you will have access to the ON/OFF switches (air/steam extraction and light as well).

When you switch ON the ventilation button on the kitchen hood the vent hole opens wider inside the hood (it can only be visually checked if the aluminium grease filter is removed).

This is a slow and silent movement and it might take about 1 minute. After

this the cooker hood extracts more air/steam out when you cook. Unfortunately the volume of the air-suction can be different (stronger or weaker) in the ventilation system. Remember to turn OFF the cooker/kitchen hood after cooking so the system can keep the extraction volume in other apartments as well (if everybody leaves it OPEN all the time then the extraction/suction volume will fall significantly in every apartment).

Please follow the 9-steps below to check the kitchenhood.



1. Pull the front element of the kitchen hood toward yourself.



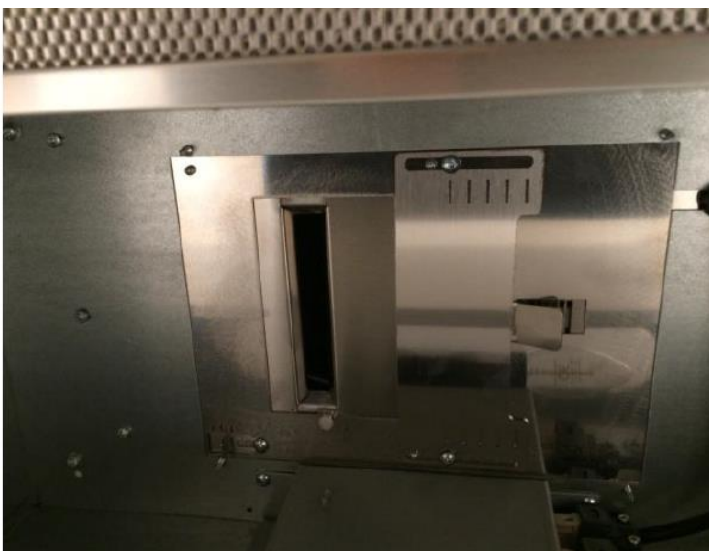
2. The left side switch is for increasing & decreasing the extraction volume of the kitchen hood. Right switch is for turning ON/OFF the light.



3. There are 2 aluminium grease filters. The lower one needs to be removed by releasing the securing tabs.



4. Pull the flat button, the 2 securing tabs will release and you can remove the filter now (hold it with both hands to avoid falling down).



5. Inside you can see the metal plate which is closed now and there is only a little air/steam extraction gap. Now turn the kitchen hood ON.



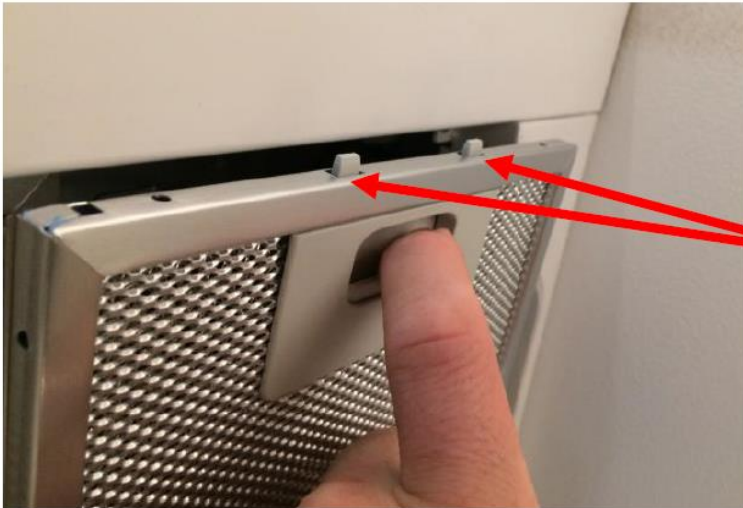
6. After about 30-60 seconds the metal plate opens wider (slow/silent movement) and the kitchen hood will extract more air/steam now. You can hold your hands or a piece of soft paper to the gap and you should feel air extraction.



7. Match the 2 fixed tabs (on the left hand side of the filter) with the holes in the frame and place them in correctly.



8 Lift up the aluminium grease filter.



9. Before you place the filter back in place, you need to pull back the 2 securing tabs.



Securing tabs released and the filter can be placed back on its place now. And finally, the correctly placed back aluminium filter looks like that.

Hot plates / stove

In Rebslaggervej we have induction hotplates installed in the kitchenettes (they DO NOT WORK with aluminium pots and pans if they are not designed/made for induction use)

Please note that ONLY pots & pans work which have iron plates or pieces integrated in the bottom. This is because the hot plates work on magnetic induction and must contain iron. Usually, (but not all the time) the dishes which work with induction have the following sign at the bottom.

First you need to place the pot/pan on the hot plate. Then you need to turn it ON with the power button by holding your finger on it for few seconds. Then you need to choose the hot plate you wish to use (smaller or bigger) and you can adjust the cooking level with the button "+" or "-". You can always turn it OFF with the power button.

Waste and recycling

You may not leave garbage around the kollegium, in front of your door, outside the bins in the garbage area etc. If you do, the inspectors can hire workers to remove this at your cost. This is very expensive and experience has shown that a bill of DKK 2000 is not unheard of, so for your own sake, do not leave garbage/stuff anywhere it does not belong.

The property is supplied with a rubbish chute. It is located at the end of the longest corridor of the floor. Only household garbage is thrown in the rubbish chute. In addition, there are skips for various types of waste and you are required to respect the pre-sorting of waste.

In the yard, you will find eleven containers for garbage. These are sorted by specific types of garbage, for example metals, hard plastic etc. Please respect the environment by respecting our system for sorting garbage. Also don't throw anything that is more appropriate for the containers in the shaft.

**FOOD WASTE**

- + Food scraps – cooked and uncooked
- + Coffee grounds, tea leaves, filter papers

Use a green liner and tie a knot.

You can only sort your food waste, if they have a food waste scheme where you live.

**PLASTIC**

- + Bottles or boxes for soap, food and beverages
- + Plastic bags, cling film, bubble wrap, candy bags

**PAPER**

- + Newspapers, magazines, advertisements
- + Books, notebooks, wrapping paper, receipts

**CARDBOARD**

- + Boxes, corrugated cardboard, tags
- + Paperboard from dry goods

**METAL**

- + Tins, baking tins, tinfoil trays and containers
- + Cutlery, pots, pans, nails, screws, tools

**GLASS**

- + Foodstuff glass jars, with or without the lid on
- + Glass food and beverage bottles

**SMALL ELECTRONICS**

- + IT, phones, tablets, gaming consoles
- + Lamps, torches, cords, cables

Deliver your recyclables where you live, in bins on the streets, or at the Recycling Centre. Whenever possible your waste will be used to make new products. 9 of 10 Frederiksberg citizens recycle their waste. Thank you!



**RESIDUAL WASTE**

- + Sanitary waste, animal excrements, pet litter
- + Ashes, street sweepings, styrofoam, foam rubber

Always bag your waste and tie a knot. If your building has vacuum waste collection please use rubbish bags no bigger than 15 liters. Residual waste is burned and used to produce electricity and heating.



WASTE AND RECYCLING

See all the waste handling options on www.frederiksberg.dk/affald (in Danish)



**HAZARDOUS WASTE**

- + Paint, spray cans, chemicals, poison
- + Lightbulbs, tube lights, batteries



Place the hazardous waste in a metal cabinet, a red plastic box, or deliver it at the Recycling Centre. Your waste will be treated with regard to the environment.

**BULKY WASTE**

**LARGE BURNABLE ITEMS**

- + Furniture, mattresses, carpets, and rugs
- + Wooden boards in open plastic bags

**LARGE METAL ITEMS**

- + Ladders, drying racks, ironing boards
- + Bikes and prams tagged "storskrald"

**PVC**

- + Bath toys, paddling pools, rubber boots

**IMPRÆGNERET TRÆ**

- + Outdoor wood, wood from wet rooms

**ELECTRONICS**

- + White goods, PCs, TVs

Pack small electronics in a clear plastic bag.

Sort your discarded items, place them in a standing position, and avoid stacking them. The waste will be crushed and used optimally.



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SORTING TIPS AND TRICKS

HOW CLEAN SHOULD THE WASTE BE?

EMPTY & RINSE OUT

- Metal tins, and bottles and jars made of plastic or glass should be emptied and rinsed out.
- Food waste in half full bottles, pots, and jars should be rinsed out.
- Only use water when you find it necessary.



Bispeengen Recycling Centre

Bispeengen 35, 2000 Frederiksberg
Workdays 10-18, Weekends 10-17



TIE A KNOT

Thank you for using a rubbish bag and tying a knot. Vacuum bags, charcoal ashes, street sweepings, pet litter, and pet bedding spread dust in the faces of the rubbish collectors, bicyclists, and pedestrians when the rubbish bin is turned upside down by the rubbish truck. **Thank you for your help!**



CARD- BOARD Do's and Don'ts!

CARDBOARD FOR RECYCLING

DRY GOODS

Carton egg boxes and paperboard from cereal boxes and similar packaging are pure cardboard for recycling.



CARDBOARD FOR RESIDUAL WASTE

PAPERBOARD FOR FOOD

Cardboard contaminated with oil, tomato sauce or other leftovers is residual waste. E.g. frozen food paperboard and pizza boxes.



CARTONS CONTAINING LIQUIDS

Food or beverage boxes that are coated with plastic or tinfoil cannot be recycled. E.g. paperboard boxes containing sauce, milk, or juice, and coffee cups.



USE GREEN LINERS FOR FOOD WASTE

This way the waste collector can see that you sorted your food waste correctly.

- You can pick up free liners at the Citizen Service Centre inside City Hall and at the Recycling Centre.
- You can maybe also buy similar green liners at the supermarket.



I LIVE IN AN APPARTMENT

- Green liners are mandatory.
- The contact person of your building can order liners for the entire housing association and hand them out to the residents.

I LIVE IN A HOUSE

- Special green liners for composting are mandatory. Food waste and garden waste are collected as BIOWASTE.
- Tie a liner to your biowaste bin and you will receive new liners from the waste collector upon collection.

Learn more (in Danish) www.frederiksberg.dk/madaffald

KNOW YOUR PLASTIC



PLASTIC FOR RECYC- LING

HARD AND SOFT PLASTICS go in the same bin. But at the Recycling Centre you still need to separate hard plastic from soft plastic.

PLASTIC FOR RESIDUAL WASTE



STYROFOAM AND FOAM RUBBER, which breaks or crumbles easily or is spongy, are plastics for residual waste.

February 2018

Recycling item types

Recycling containers are available in the courtyard. Please take the stairs at the back of the corridors to get to the courtyard. You need to sort out the waste as follows:

- **Paper – Papir (in Danish)**

All kind of clean papers like newspapers, flyers, envelopes, packing papers, etc. No cardboards or dirty food & cake paper packages please!

PAPER

Recycled in new products.
Newspapers and magazines, advertising materials, envelopes, also window envelopes,

books, including phone books, writing and drawing paper.
No need to remove clips or tape.



- **Cardboard – Pap (in Danish)**

All kind of CLEAN cardboards and corrugated papers (boxes, packages). PLEASE make them flat or take them apart to occupy less space. NO PIZZA BOXES, JOGHURT, MILK & JUICE BOXES! They have been in contact with food – and they are NOT recyclable!

CARDBOARD

Recycled in new products.
Cardboard is eg cardboard boxes without styrofoam, corrugated board, carton, packaging for toys and toothpaste etc.

Cardboard and carton must be clean and folded flat before drop-off.



- **Plastic (rigid & soft) – Plast (hård & blød) (in Danish)**

All kind of nylon and plastic in the container like: bottles, cans, boxes, food packages, etc. All of them must be rinsed with (hot) water and be clean of food residues! NO oil, sauce bottles which are not CLEAN!

RIGID PLASTIC

Recycled in new products.
Rigid plastic is eg plastic bottles without deposit/return system, bottles used for beverages, shampoo, cleaning

detergents, trays from fruit, ice cream etc., cd covers, other plastic items such as buckets and toys. *Containers must be empty and can be with the lid.*



- **Metal**

All kind of metal like: screws, hand tools (screwdriver, pliers, hammer, etc), tins, cans, etc. All of them must be rinsed with (hot) water and be clean of food residues!

METAL

Recycled in new products.
Metal is eg beverage containers of metal without deposit/return system, clean tins and cans, pots and pans, utensils

and foil, nails and screws, tools and metal boxes.

Food containers must be empty. Place large items separately.



- **BioWaste**

All kind of food residues must be packed in the provided GREEN bag (look for them in the common rooms): food, vegetable, fruits, jam, sauces, grease, oil, used kitchen paper towels, paper coffefilters, cut flowers, etc. No flowers with pot/soil!

RESIDUAL WASTE

Is incinerated and turned into electricity and heat. Residual waste is eg foodwaste, milk and juice cartons, pizza boxes

and soiled cardboard, or paper, diapers, sanitary towels etc. and styrofoam.



- **Glass**

Glass bottles and jars, etc. All of them must be rinsed with (hot) water and be clean of food residues!

- **Electronic & Batteries**

Electronic devices with power cable. No batteries please! All kind of used smaller size batteries. The little red storage container is available in front of the building.

ELECTRONIC WASTE

Contained materials are recycled in new products.

Electronic waste is eg phones and chargers, electric tooth brushes, electric toys, irons;

small kitchen utensils such as hand mixers, blenders, etc., postcards, shoes and ties with light or music.

Place large items separately.



Residual (household) waste

This MUST be placed in firmly closed 15-20 liters household trash bags and placed into the garbage shaft at the end of the corridors (round door with handle)

This category includes all kind of waste which cannot come in the above mentioned containers like dirty paper or nylon packages (contacted with food like cake packages), pizza trays and milk, yoghurt, juice boxes, etc. Make these boxes flat to fit easier and occupy less space. Bigger waste must be folded, taken apart and put in household trash bags before they are thrown into the garbage shaft.

- Pizza boxes need to be folded into smaller size and put in trash bags as well! Otherwise they will block the garbage shaft which will very expensive to make it work again!
- IMPORTANT! Handling of used/burned oil & grease It is forbidden to pour the oil & grease in the sink/drain. It will block the drain! Less amount of oil & grease can be soaked by soft kitchen or toilet paper. Excess amount of oil & grease need to be poured in nylon trash bag (after it cooled down), closed well and thrown into the residual waste bin. Bulky trash

If you have, any bulky trash please put it down in the basement next to the bottle container.

For example;

- Furniture, shelves and carpets.
- Windows and mirrors (must be wrapped carefully).

- Bicycles (must be marked with a note 'Removed by the renovator'). □
Wood for recycling

Building materials such as bricks, concrete and tiles are not considered bulky garbage and shall be dropped off at the recycling station.

Clothing and kitchen utensils are not considered bulky garbage either.

Bulky garbage is not allowed to be heavier than what two men can handle.

Fees will apply if these rules are not upheld: Wrong sorting / disposal of garbage fee DKK 200. If you have questions please contact the RA (Resident Assistant) or the Housing Foundation.

Please, keep the above steps to protect the environment and to avoid unnecessary extra costs.

Cleaning & Maintenance

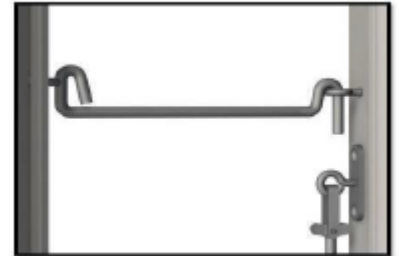
Reporting problems

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.

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 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.

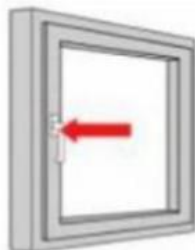


Window stuck?

Features of windows & troubleshooting of stuck window

Most windows in Rebslaggervej featuring 3 actions: closed, open and tilt (for ventilation).

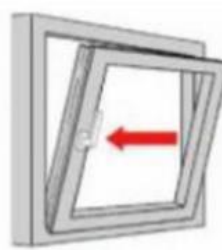
When you change the feature of the window **ALWAYS** push it firmly toward the frame in shut position. And **ONLY** afterwards turn the handle like in the pictures below:



Turn the handle **DOWN**:
window closed



Turn the handle **HORIZONTALLY**:
window opened



Turn the handle **UPWARDS**:
window tilted

If you are living on the ground floor, ALWAYS fully close your windows if you are not at home – for security reasons.

The windows have a built-in lock to help maneuver and keep the handle in the right position for different actions. If not properly used, this lock can block the window handle in the wrong position. For example, the window remains open with the handle down - or upwards. In this case the window **cannot be shut without releasing the handle lock**.

If this happens, then follow the below steps to solve the issue:

1. **Locate the window handle lock:** it is a little bit above the window handle on the edge of the window sash (red arrow shows it).



2. Push the flat side of the lock against the window sash: it is a little bit above the window handle on the edge of the window frame.



3. Now the door handle can be turned freely to the right position: check top pictures. Please make sure the window sash hinge side is fully close to the frame.

Now the window can be closed & used as usually.



If your window sash is stuck very close to the frame and the door handle cannot be turned at all, then you need to contact the Housing inspector inspector.attila@gmail.com or The Housing Foundation contact@housingfoundation.ku.dk for help.

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 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.

Maintaining the kitchen hood

(also called: range hood, cooker hood, kitchen exhaust)

Please note that the kitchen hood and the bathroom vent are connected to the central ventilation of the building. This means that they work all the time in „silent mode“. That is why there is no built-in motor in the cooker/range hood.

First you need to pull the front element of the kitchen hood all the way toward yourself. Now you will have access to the ON/OFF switches (air/steam extraction and light as well).

When you switch ON the ventilation button on the kitchen hood the vent hole opens wider inside the hood (it can only be visually checked if the aluminium grease filter is removed).

This is a slow and silent movement and it might take about 1 minute. After this the cooker hood extracts more air/steam out when you cook.

Unfortunately the volume of the air-suction can be different (stronger or weaker) in the ventilation system.

Remember to turn OFF the cooker/kitchen hood after cooking so the system can keep the extraction volume in other apartments as well (if everybody leaves it OPEN all the time then the extraction/suction volume will fall significantly in every apartment).

Please follow the 9-steps below to check the kitchenhood.



1. Pull the front element of the kitchen hood toward yourself.



2. The left side switch is for increasing & decreasing the extraction volume of the kitchen hood. Right switch is for turning ON/OFF the light.



3. There are 2 aluminium grease filters. The lower one needs to be removed by releasing the securing tabs.



4. Pull the flat button, the 2 securing tabs will release and you can remove the filter now (hold it with both hands to avoid falling down).



5. Inside you can see the metal plate which is closed now and there is only a little air/steam extraction gap. Now turn the kitchen hood ON.



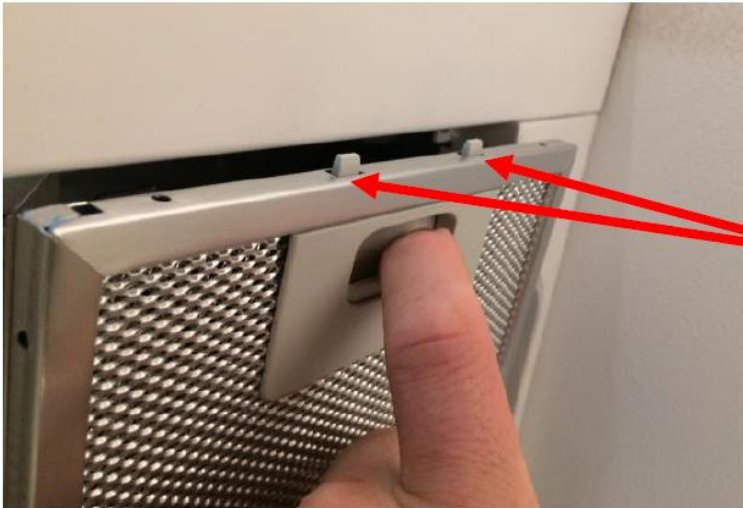
6. After about 30-60 seconds the metal plate opens wider (slow/silent movement) and the kitchen hood will extract more air/steam now. You can hold your hands or a piece of soft paper to the gap and you should feel air extraction.



7. Match the 2 fixed tabs (on the left hand side of the filter) with the holes in the frame and place them in correctly.



8 Lift up the aluminium grease filter.



9. Before you place the filter back in place, you need to pull back the 2 securing tabs.



Securing tabs released and the filter can be placed back on its place now. And finally, the correctly placed back aluminium filter looks like that.

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 your bathroom

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, 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)



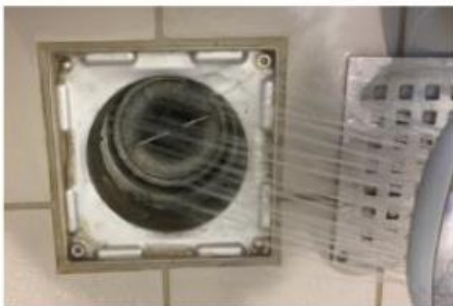
Step 5: you can see the hair and other built-ups which block the water trap



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.

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 maintained)

Cleaning the shower

Specific cleaners are required for the shower. You must use a product called “Lip”, which you can buy from the chain called Silvan. If you use other products, you are in risk of damaging the surface and being charged for damages. More information can be found in the Residence Handbook for each residence.

A clogged shower drain can cause expensive water damages both in yours and in the apartment below you (if you are living on the 1st floor or higher). Therefore it is important to clean the drains often. You will need the following materials:

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



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 (grey plastic insert).



Step 3: the water trap is full of hair & soap residues. Clean it well and at the same time clean the rubber seal around the upper edge.



Step 4: 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 household waste.



Step 5: clean the plastic (grey) area thoroughly and place (push down) the water trap firmly into its place. Apply fluid soap or shampoo on the rubber seal (red arrow). It helps to glide and it is easier to push the water trap down.



Step 6: use the shower to fill up the water trap with water in order to avoid drain smell. Finally place the grid back.

Cleaning your kitchen

Hotplates

Mix hot water and detergent (the kind you use for washing your dishes in the hand), take a piece of cloth or a plastic brush and clean the hotplates in the hot water/detergent solution. Don't ever use anything like metal foam, scouring powder, or anything similar on your hotplates; it scratches the surface and will affect the return of your deposit significantly. Rinse with cold water afterwards. If the hotplates are very dirty, please use what's called 'brun sæbe' (you can buy it in most supermarkets). Apply a significant layer of the 'brun sæbe' on the dirty spots with a piece of cloth or a sponge (the same you might use for washing your dishes) and scrub until the dirty spots have been dissolved. Rinse with cold water afterwards.

Exhaust hood The exhaust hood in the kitchen must be cleaning regularly on the inside and the outside.

When cleaning it, you should use a moist piece of cloth with neutral and mild cleaning articles in liquid form. Do avoid the use of abrasive cleaning products, and don't ever use methylated spirits (alcohol). The filter in the exhaust must be cleaned once a month with mild cleaning articles.

Sink

The sink in the kitchen must be wiped off with a moist piece of cloth with detergent and flushed with clean, hot water. The sink should be wiped with a dry and soft piece of cloth afterwards to avoid calcium stains. Calcium stains are one of the prime reasons our tenants don't get their full deposit back, so do make sure you keep them at bay. It is recommended that you polish the sink with a suitable cleaning article for steel surfaces once a week (ask for 'stål-fix' in your local Føtex, they should have it). Apply a care product on a moist piece of cloth, polish the sink with it and rinse with clean water afterwards, ending with a wipe of the dry cloth as described before.

Kitchen and tabletop

The tabletop is made of stainless steel and should be cleaned in the same way as the sink.

Closet and drawers

The closet and drawers should be wiped with hot water and a regular piece of cloth. When doing a more thorough cleaning, please use mild cleaning articles and end off by wiping the surface with a clean, moist piece of cloth.

Refrigerator

Clean the refrigerator when it is noticeably dirty (or at least every two months). Turn off and empty the fridge to do so. Wash the walls and shelves in the fridge with a piece of cloth and hot water mixed with detergent. Rinse with cold water afterwards.

Defrosting your freezer

Start by removing all of your items from your freezer, then turn off the power. Take out the most noticeable chunks of ice in the freezer before you start. Put a bowl (or something similar) with hot water in the freezer and leave it for 5-10 minutes. This should make it easier to scrape off the ice on the sides of the freezer. When the ice has loosened, scrape it away with a tool that won't scratch the freezer (preferably a wooden tool). Don't try to chop the ice off as it may damage the freezer. Don't use a hairdryer or a toaster to melt the ice; this could damage the freezer too. At the end, please wash the freezer and the 'door' to the freezer with a mixture of hot water and soap and a piece of cloth. Afterwards, wipe it off with a clean piece of cloth, turn the freezer back on and put your items back into the freezer.

Cleaning your doors, walls, and floor

Walls

The walls should be maintained by using a wet and clean piece of cloth on their surfaces.

Doors

The doors should be cleaned with a piece of cloth and hot water, using a mild detergent if need be. Please avoid the use of scouring powder and similar products with an abrasive effect.

Floors

For regular cleaning, please use a vacuum cleaner, broom, and possibly a mop. If the floor is to be thoroughly cleaned, you should make sure to use some detergent that is specifically made for lacquered floors. It is important that the floors are washed off with a wet piece of cloth or mop afterwards – use as little water as possible and do not let the water stay on the floor afterwards as it may damage it.

Sink

Spray the sink with some water with detergent in it until the sink is moist. Afterwards, use a piece of cloth to wipe it. Lastly, use an elongated toothbrush to get to the corners by the handle and the cracks where the sink is attached to the wall.

Toilet

Firstly, apply toilet cleaner to your toilet bowl. Leave it for 10-15 minutes before you brush it thoroughly with the brush next to your toilet. The cleaning of the exterior of the toilet should be done with warm water and some universal cleaning article. Use a scratch-free sponge to clean. To remove any dark stains in the toilet bowl, use a 'thick' decalcifying product (it could be the one called 'Human kalkfjerner Plus) as well as a pumice stone.

Mirror and glossy surfaces

Use glass cleaner to spray on the mirror when standing about 20 cm from the surface. Afterwards, wipe it off with a clean, dry, and soft piece of cloth.

Faucet

The detachable part of the faucet (where the water comes out of) can be taken off and put in a vinegar solution (1 part vinegar, 3 part water).

Shower

When cleaning the shower, you should make it a habit to use a window scraper (formally known as a squeegee) to scrape the water towards the drainage after having showered to avoid having to decalcify your shower too often.

Tiles in the floor

The day-to-day cleaning should be done with a vacuum cleaner and possibly some hot water. Don't ever use any kind of soap or detergent.

It is very important **not to use chemicals that contain acid** when cleaning the bathroom.

The shower and the floor has to be cleaned using LIP which can be bought at Silvan. Be careful not to use too much of the LIP since it can make the floors greasy. Please follow our guidelines below:

When applying the product, please proceed as follows

- Dilute 1,0 dl in 2,5 liters of water
- Apply product with a sponge or a rag on the walls or a mop on the floor
- Rinse the surface
- Dry the surface with a clean dry rag or mop
- Repeat if necessary

Rubber gloves are recommended for using this product.