

# Residence Handbook

Signalhuset





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## General

Signalhuset Kollegiet is reserved for students, and is a good option for those wanting a social atmosphere. This also requires you to do what you can to get along with other students, and rules such as participating in cleaning chores, solving disputes, being considerate when playing music or having guests over, etc., are upheld to a higher degree than at a traditional hall of residence.

### Key Pick-up for Signalhuset

Signalhuset is one of the few residences where the keys are to be picked up AND handed back at the residence's office: Signalhuset office (Arne Jacobsens allé 11E, DK-2300 Copenhagen S, ground floor reception,

You can e-mail the inspectors at: [strandgade@bo-vest.dk](mailto:strandgade@bo-vest.dk)

if you want to make arrangements to pick up keys you will have to write Signalhuset to make a key pick up appointment.

### Key Return

It is advised that you return the keys directly Signalhuset by appointment. Keys can be returned in the designated mail box for key return. It is located just outside the inspector's office in 11E. Please make sure to put all you received in a closed envelope clearly marked with name and room number.

It is your own responsibility to return all keys in the administrator's mailbox. If the keys cannot be found inside the mailbox, then we can only hold the tenant accountable for this. Hence, it is strongly recommended that you return the keys directly.

### Internet connection and TV

You will be able to gain access to the Internet. The Housing Foundation Copenhagen does not provide you with a TV.

### Party Room

There is a party room which you can rent for parties, showing movies etc. The board at Signalhuset is in charge of bookings, they can be contacted at [signalhusetcommonroom@gmail.com](mailto:signalhusetcommonroom@gmail.com).

You must return the room thoroughly cleaned and that you must take great care of the equipment in the room. You being the person renting the room are also responsible for any damages to the room and inventory. Therefore, if there are any damages you will get the bill. If you know that others are responsible for the damages, it is up to you to get the money from them. Therefore, The Housing Foundation Copenhagen advises great caution to giving parties where people are drunk and where you may not know all the guests personally using this room - as you may not be able

to get the bill covered by the people responsible as you know may not know who they are or they may not accept responsibility for the damages. In such a case you will have to cover the damages.

### **Storage**

You may not store anything on the balcony or 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. You do not have access to the basement. Any mess left in the basement will very likely be cleared out by professionals and be charged to you.

### **Littering**

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. In addition, if you have used a shopping cart to carry groceries or the like to the kollegium, you cannot just leave the shopping cart outside the kollegium. You are required to bring it back. If you do not, the inspectors will regard it as garbage and hire someone to do this for you at your expense.

### **Waste and recycling**

The property is supplied with a rubbish chute. Only household garbage is thrown in the rubbish chute. Always use plastic bags which can be closed – approx. 15 litre bags fit the disposal. You may NOT clog the rubbish chute with garbage which is too big for the garbage disposal – such as pizza trays or anything other which cannot fit in a 15 litre bag. In addition, there are skips for various types of waste and you are required to respect the pre-sorting of waste.

- All paper garbage such as circulars and newspapers must be put in the garbage container labelled “Papir”.
- All cardboard must be placed in the garbage container labelled “Pap”. This does not include pizzaboxes, cartons or other cardboard which have been in direct contact with food.
- All glass must be placed in the garbage container labelled “Glas” which is located on Edvard Thomsens vej.
- All bulky refuse must be put in or straight in front of the shed for bulky refuse (Storskrald).
- All batteries must be put in the container for batteries labelled “Batterier”.
- All electronics must be put in the container labeled “Elektronik”
- All metal must be put in the container labeled “Metal”
- All hard plastics must be put in the container labeled “Hård Plastik”

### **Notice Board**

The mirrors in the elevators are used as a notice board by the inspectors. Please always take notice of messages posted in the elevators.

### **Plastic underlay for chair**

You have been provided with a plastic underlay for your desk chair. You are required to use it to avoid unnecessary wear on the floor. Failure to do so will result in a charge for sanding down and varnishing the floor.

### **Posters**

You may only hang anything on the wall using “sticky tack” which can be gotten in most paper/book stores. You may not make holes in the wall or ceiling and neither nails, screws, thumbtacks etc. in walls, door or door frame.

## Parking

The Signalhuset kollegium does not have its own parking area. You may find it difficult to find a place to park in the street and that it may prove costly.

## Smoking policy in the building

Smoking is not allowed in any of the residences offered by The Housing Foundation Copenhagen. However, there are other rules applying for your neighbors if they didn't rent via The Housing Foundation Copenhagen. In the Signalhuset kollegium it is generally allowed to smoke in the tenants personal room, so your neighbours might smoke and it is possible that a tenant smoked in your room before you moved in. In the shared areas it is only permitted to smoke if all students agree on this. Otherwise, it is strictly forbidden. The rules go for your guests as well.

## Residence Assistant Signalhuset

The name of the Residence Assistant in Signalhuset is Maria. She lives in block B, 7th floor to the right, room 5 (B-7-5). If you have any questions regarding your residence, please ask the residence assistant. She can help you with matters like internet, mail, keys etc. Note that the residence assistant is not an inspector (see below). You can contact Maria by email at [signalhusetRA@gmail.com](mailto:signalhusetRA@gmail.com).

## Contact the inspector

**For building related problems** (fixtures in the apartment such as windows, floors), please contact the building inspectors Anders, Lasse and Bent, they have their office underneath the building in 11 E located in extension of the laundry and party room (though entry from other side). The normal opening hours are Monday, Wednesday and Friday. 8.00 to 10.00. Their telephone number is +45 3262-3201. Hours for telephone as above but there is a voice mail which you can leave a message on. You can also e-mail the building inspectors at: [signalhuset@bo-vest.dk](mailto:signalhuset@bo-vest.dk)

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](mailto:inspector.attila@gmail.com). Please add a picture indicating the issue, in case you send an email.

## Lock out / Lost keys

**Locked yourself out** - If your RA or the Housing Foundation Inspector is available at Signalhuset 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 Signalhuset Kollegiet administration 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

## If your key is permanently lost

Contact the Signalhuset Kollegiet administration office located underneath the building in 11 E.

## 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

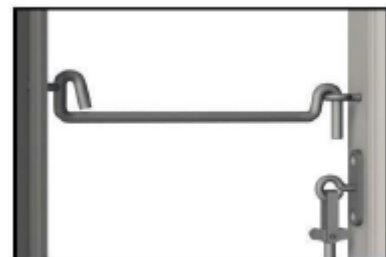
### Reporting problems

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.

### 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.



### 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 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](mailto:con-tact@housingfoundation.ku.dk)).

If condensation, large discolored areas, large mould 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.

Please follow the steps below to do the cleaning of the bathroom drain in Grundtvigsvej, Nordre Fasanvej, Signallhuset 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)*



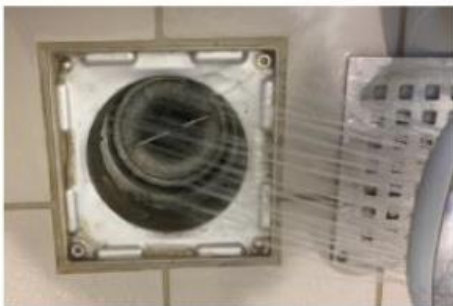
**Step 5: you can see the hair and other built-up which block the water trap**



**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.