

Residence Handbook

Dyrlægevej Kollegiet





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How to open and lock your door

You must unlock the front entrance of the building with your chip. Please hold the chip up in front of the lock/black screen and wait until the light turns green. Then turn the handle.

To open your room door:

- Twist the door knob so that it blinks red
- Hold the chip up in front of the lock/black screen and wait until the light blinks green.
- Turn the door knob clockwise to lock and push down handle to open
- To unlock, the same applies, but you will need to turn the knob anti-clockwise

Storage room

If you wish to use a storage room in the basement you must come to our office and pick up a key for the padlock hanging at the storage room.

(Please remember to bring ID or your contract)

When your contract ends you must remove your items and clean the room – and give back the key.

Mail Pickup

There is a mailbox in the building. Please remember to put your name (using a sticker that can be removed again) on the mailbox as well as the door when you move in.

Internet Connection and TV

Internet is available via the secure SCIENCE Eduroam wireless connection. Hence, for internet issues, please direct them to the KU IT department. 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 from DR is not included in your rent.

Bicycle parking

Bikes are not allowed to park at the entrance of Dyrølægevej, since this is a fire and emergency exit.

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 UCPH Housing Foundation does not recommend you bring a car.

Smoking policy for 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 and recycling

You are not allowed to drop your garbage in other containers at other buildings or leave garbage around the building. 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.

Residual (household) waste 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).

For all other kinds of waste, recycling containers are available at the parking area at the back entrance from Grundtvigs Sidevej.

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!

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!

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!

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!

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!

Glass

Glass bottles and jars, etc. must be rinsed with (hot) water and be clean of food residues! Red recycling containers for glass are placed 150 meters to your left when you walk out of the main door. Please deposit your glass there.

Electronic (no container available)

Electronic devices with power cable. To be taken to any storage container for electronic devices.

Batteries (no container available)

All kind of used smaller size batteries. To be taken to any storage container for batteries.

Residual (household) waste

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!

Used or burned oil and 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.

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.

Fees will apply if these rules are not upheld:

Wrong sorting / disposal of garbage fee DKK 250

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

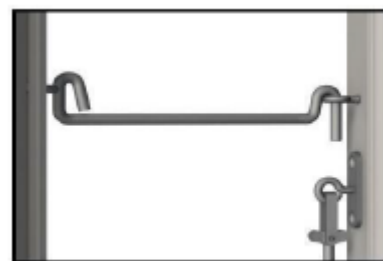
The floors in your rooms are hardwood floors and they do not sustain water well. It is important that you do not spill liquids onto the floor without quickly cleaning it up again. It is also a good idea to leave a cloth or towel on the floor when you exit from a shower. If the floors are damaged due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

Dyrlægevej has floor heating in the whole building. You can regulate the heat in your room at the panel. Max is 22 degrees. Heating of your room is only possible when the temperature outside is under 17 degrees.

Note that it takes time to heat the room and the display shows the actual heat at each time. If for example you choose 18 degrees in your room, the display will show the actual degrees just after (meaning jumping back to the degrees that you have in your room at the actual time). It will take some time before your room heat will be 18 degrees. It could take up to 24 hours. Please don't touch the display in general. The system works automatically when it is under 17 degrees outside.

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. **20-22 degrees Celsius** is the recommended indoor temperature. If you turn the radiator up to the maximum, 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 (contact@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, 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.