

Residence Handbook

Mariendalsvej





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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.

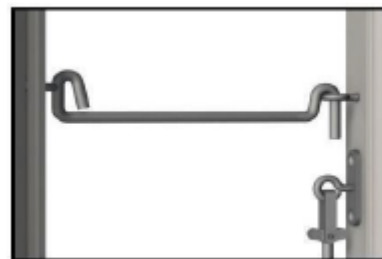
Internet

If you have questions regarding your internet code, bad internet connection or the Zibra equipment you are welcome to contact Helpdesk@zibrawireless.dk

Opening windows

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.



Trash and Recycling

In Denmark it is mandatory for all residents to separate household waste and recycle paper, card-board, glass, hard plastic, glass, metal and electronics. Special containers are situated around the city and in some cases the containers are situated in front of the property. Please visit our website, for rules specific to your property.

Non-recyclable waste:

Place a 15-20 liter trash bag in the holder mounted in the kitchen cabinet under the sink. When the bag is full, it needs to be closed tightly and thrown into the TRASH SHAFT (round door in the staircase in front of the elevator).

This includes all kind of waste which cannot go into the recycling containers, such as dirty paper or nylon packages stained by food, e.g. cake packages, pizza trays, milk and yoghurt cartons, juice boxes, etc. Make these boxes flat to fit easier and occupy less space. **Bigger waste items 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/burnt oil & grease: It is forbidden to pour the oil or grease in the sink/drain. It will block the drain! Smaller amounts of oil and grease can be soaked by soft kitchen or toilet paper. Excessive amounts of oil and grease need to be poured in nylon trash bags (after it has cooled down). The bag needs to be closed well and thrown into the residual waste bin.

Biological/food waste:

In every kitchen there is a green trashcan (provided by Frederiksberg Kommune), in which you should put your biological/food waste. Use a green recyclable bin bag for this trashcan. When the bag is full, take it out and close it with a knot. Take it to the trash containers, located in the courtyard in the shed. Place it in the BIO CONTAINER. If you run out of green bin bags, please see our [guide on how to order new ones for free](#).

If you need extra trashcans, please buy them.

Recycling items:

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

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.



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.



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.



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

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.





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)

CITY OF
FREDERIKSBERG



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.



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 RECYCLING

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.



Cleaning & Maintenance

Setting the heating and radiators

It is cold many months of the year in Denmark. However, to save energy, the central heating systems are only turned on from around October 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.



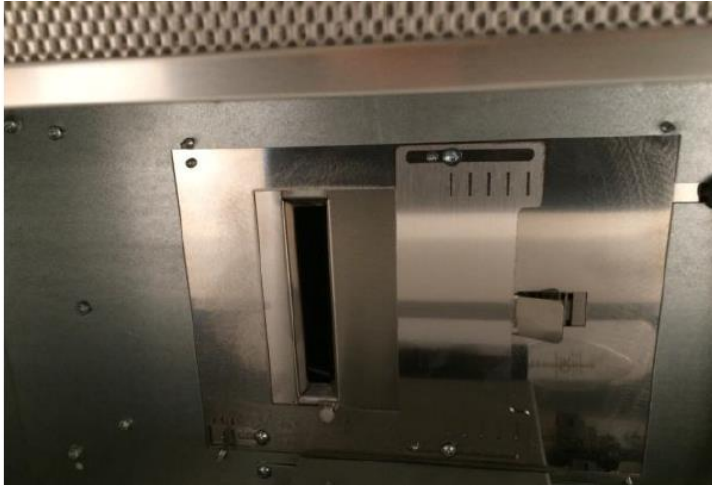
2. The left side switch is for increasing & decreasing the extraction volume of the kitchen hood. Right switch is for turning ON/OFF the light.



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.

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 build-up, 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.

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.

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

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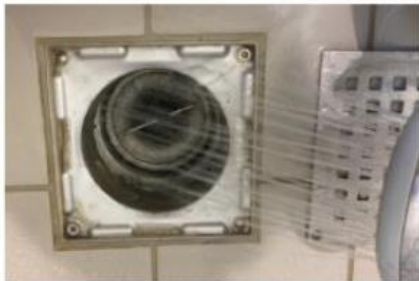
Step 5: you can see the hair and other built-up which block the water trap



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.

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

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.