

THE BOOKING MANUAL

FOR STAFF
BOOKING ROUND: FALL 2021





Booking with the Housing Foundation Copenhagen

The Housing Foundation Copenhagen is an independent non-profit organization. The Foundation's purpose is to provide students from abroad with flexible and competitive housing opportunities for the time they study at The University of Copenhagen. All our income is used for paying the costs involved in providing our services.

We help international students and researchers at the University of Copenhagen find accommodation for up to one year. We offer a variety of housing options across all parts of Copenhagen: We reserve dormitory rooms as well as private and shared apartments around the city and rent them out via our booking system. Currently we rent out approximately 1250 rooms and are able to offer services to approximately 2500 persons a year.

In order to secure a residence through The Housing Foundation Copenhagen, you must book accommodation via our online booking system, otherwise known as the Online Flow.

This booking manual explains how to operate the Online Flow. It also includes our policies, so it is paramount that you read this manual before you enter the Online Flow.

We recommend that you have the manual beside you when you log in. Once you have made your booking, it can also be useful to refer back to the manual.

You can also refer to our website for more information: www.housingfoundation.dk

We hope that you will be happy with our available housing options and that you will enjoy your stay in Copenhagen.

COVID-19 precautions

When booking a room we expect you to take all the necessary precautions to avoid COVID-19. We also expect you to have a good level of hygiene and cleaning in your room and common areas for your own sake and your peers'. If you have any symptoms related to COVID-19 then you should take a COVID-19 test immediately.

Please note that if you are tested COVID-19 positive, then you must isolate yourselves in your room according to the recommendations by the authorities. The Housing Foundation will not provide any compensation or rehousing.

It is not possible to book shared rooms for the fall 2021 due to covid-19 and the safety of our tenants. It is still possible to book 2-persons rooms.

You can find information about how to get tested in the links below:

- Coronaprover.dk
- [Corona tests for the public](#)
- [Corona hotline and guidance](#)



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PREPARATION

IMPORTANT INFO

Before using the booking system, please read the below points to ensure you have a full understanding of the system, rules, and options. This will help you make an informed and quick booking once you are invited into our booking system.

- **Review this Booking Manual carefully**, as during the booking process you must declare that you have read and understood the content of the Booking Manual.
- **Familiarize yourself with the information**, rules, and various housing options on the [Housing Foundation website](#). When you start booking, please make sure you have several housing options on your mental wish list, as housing options are booked out quickly. Try to include larger residences on your wish list to ensure some choice.
- **Think about housing funding in advance**. We do not provide subsidies, and we only provide cheap housing to a very select few who successfully pass our financial-need application process.
- **We send out invitation emails with links** to our booking system on specific dates, which are announced in advance by email. Unfortunately, we can never provide an exact time for when you will receive your invitation on the day.
- **Use your personalized invitation link soon after receiving it**. The longer you wait, the fewer housing options you are likely to find available; if you wait too long, there may be no options left. You can also ask a friend or family member to do this for you. In this case, make sure to provide them with your link, login details, and permission to book housing on your behalf.
- **Ensure that you have access to a printer and a scanner** when making a booking, as you must sign and upload your housing contract right booking.
- **Any contract you enter into is legally binding and not dependent on changes in personal circumstances** (incl. getting an Entry Visa to Denmark).
- **CPR-registration**
Please be aware that it is mandatory to register your address in Denmark with the relevant authorities. Your CPR-registration has to be done on the exact address of your accommodation.

PERSONAL ACCESS LINK

Once you have received an invitation email, please use the personal link provided in the email to log in to the booking system—also called your *online flow*. If you cannot find the invitation email, **check your spam filter** to see if it ended up there.

You must always enter your online flow via the personalised link you have received in your email invitation. The link is also found in all of the automatic email confirmations you receive.

TENANT ID

When you receive your invitation to the booking system you will also get your **five-digit tenant ID**, along with your user name and password. The tenant ID is your identifier in our booking system, so please quote it in any communications with us.

INTERNET BROWSERS

Our booking system is best suited to **Google Chrome**. If you have problems accessing the system, make sure that you are using the link provided to you in your first invitation email, and not from any subsequent links or any other main page. It may also help to clear your cache.

NAVIGATION

Whenever you have completed a step in the booking system, you must press 'Save'. Then click 'Next' to proceed to the next step, or use the left-hand menu to navigate manually to the next page and follow it in a linear fashion. The system will not allow you to continue to the next section if you have not clicked 'Save' in one of the earlier sections.

CONFIRMATION EMAILS

The system will automatically generate and send auto-emails to you when you complete certain steps or pages. If these emails contain any information you need to act on, please do take action, since otherwise the system will continue to send you reminder emails until the action is completed.

YOU CAN RENT BETWEEN 3 MONTHS AND 1 YEAR

The minimum rental period is 3 months. If you are staying longer than 1 year, please remember that you have to find housing on your own afterwards.

PREVIOUS TENANTS

Applicants who have previously benefitted from our housing services (or other accommodation services connected to the University of Copenhagen) are obligated to inform us of this when applying – especially if they have entered into the previous contracts under different names, email addresses, or other 'aliases'.

CONTACTS

For **general information**, please contact: contact@housingfoundation.ku.dk

For **payment information**, please contact: finances@housingfoundation.ku.dk

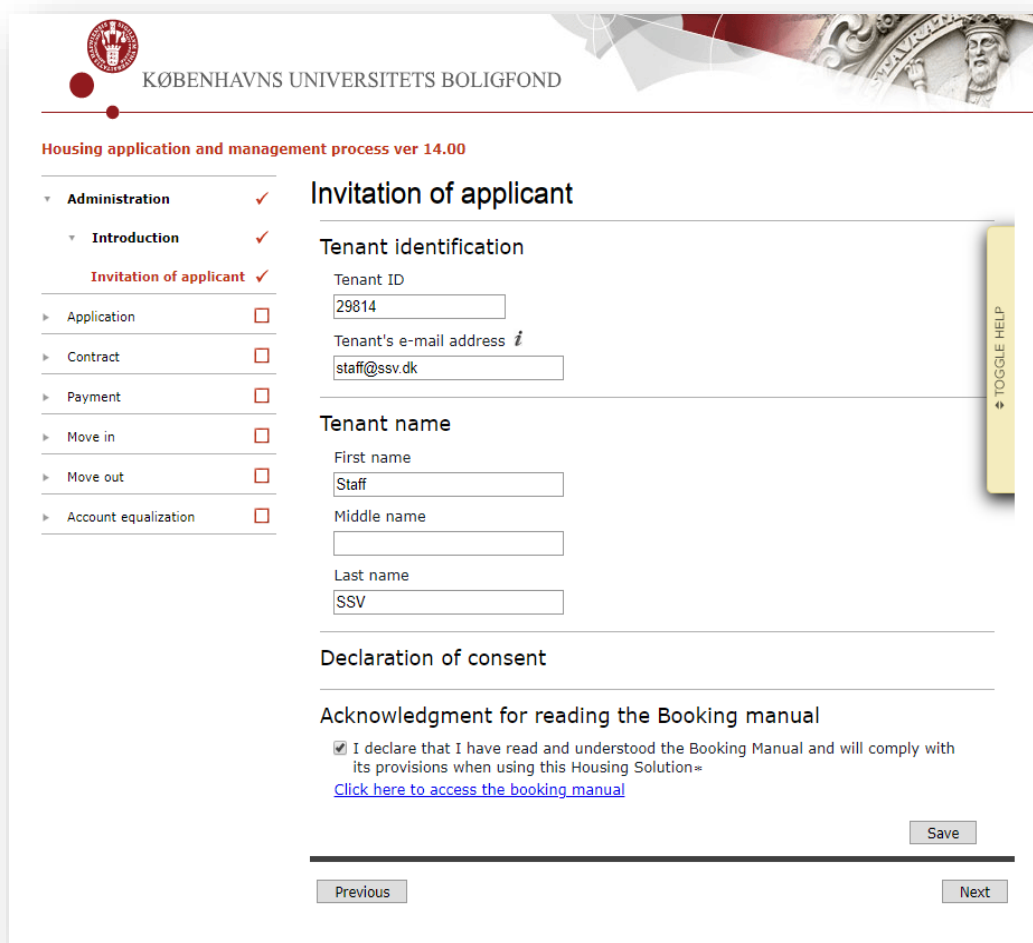
APPLICATION

We will now walk you through all the sections of the booking system, starting with the Application section.

YOUR DETAILS

Upon gaining access to the booking system, you will see your tenant ID and the email address that you have been invited with. In this section you will have to declare that you have read and understood the Booking Manual and you will comply with its provisions when using the booking system.

It is very important that you read the Booking Manual in order to know all our rules and conditions before you do any bookings



KØBENHAVNS UNIVERSITETS BOLIGFOND


Housing application and management process ver 14.00

- Administration ✓
- Introduction ✓
- Invitation of applicant ✓**
- Application ☐
- Contract ☐
- Payment ☐
- Move in ☐
- Move out ☐
- Account equalization ☐

Invitation of applicant

Tenant identification

Tenant ID
29814

Tenant's e-mail address 
staff@ssv.dk

Tenant name

First name
Staff

Middle name

Last name
SSV

Declaration of consent

Acknowledgment for reading the Booking manual

☒ I declare that I have read and understood the Booking Manual and will comply with its provisions when using this Housing Solution*

[Click here to access the booking manual](#)

Save

Previous Next


DATA PROTECTION

According to the EU General Data Protection Regulation (GDPR), The Housing Foundation Copenhagen cannot collect your personal data without your consent. On the Invitation of applicant stage of your online flow, you will be able to read about your rights and how we use your personal data.

Without giving your consent here, you will not be able to proceed to the next sections. Once you book a room, you will be emailed a Declaration of Consent form. You have to sign it and upload it alongside your rental contracts. You only need to upload this form once to give your consent. Even if you make future bookings with us, your original consent will still be valid. If you wish us to delete your data, please email us about this once you are no longer using our services.

APPLICATION INFORMATION

In this section, enter both your 'Application information' and 'Address information'. The information here is what will be stated in your tenancy contract with us. Your gender determines what housing options you can see on your Online Flow. You can only see "shared rooms" for which a roommate has the same gender as you. Please bear in mind that all our available "shared apartments" are viewable regardless of gender. If you have been invited with your KU-email, then you will need to change it to another e-mail address in order to proceed to the next step. As soon as the email address has been changed, the new address will be one you need for logging onto the online flow and contacting us.

**KØBENHAVNS UNIVERSITETS BOLIGFOND**

Housing application and management process ver 14.00

Administration ✓

Application ☐

Applicant Information ✓

Applicant Information ✓

Address Information ✓

Housing needs ☐

Room selection ☐

Contract ☐

Payment ☐

Move in ☐

Shortening of contract ☐

Move out ☐

Account equalization ☐

Applicant Information

Gender
☒ Female*

Tenant identification
Tenant's e-mail address ⓘ

If you have a ku.dk email address then please provide a different email address which will be used for communication with the Housing Foundation. ⓘ

Tenant name
First name *
Middle name
Last name *
Full name

Gender and nationality
You are a FEMALE (a woman)
Nationality ⓘ
*

Date of birth and age
Date of birth ⓘ
*

Save

TOGGLE HELP

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HOUSING NEEDS

DISABILITY

Tick 'No' to this question, unless you have any physical disabilities that will affect your choice of housing. If you are physically disabled, make sure to read the [information here](#) before clicking 'Yes'. Please note



The screenshot shows a web form titled 'Housing application and management process ver 12.12' from Københavns Universitet. On the left is a sidebar with a list of sections: Administration (checked), Application (unchecked), Applicant Information (checked), Housing needs (checked), Disability (checked and highlighted in red), and Financial need (checked). The main content area is titled 'Disability' and contains the question 'Are you disabled in any way?'. Below the question is a checkbox labeled 'No' which is checked. At the bottom of the form are 'Previous' and 'Next' buttons, and a 'Save' button is located to the right of the question.

that you must indicate this the first time you apply for housing with us.

The disability application is divided into three categories:

- Wheel chair
- Limited mobility (e.g. if you suffer from arthritis and must have an elevator in your accommodation)
- Other disability (e.g. if you have a special medical need for a private bathroom or a private refrigerator in your room).

Next, upload documentation of your disability. For example, this could be a document from your doctor or home university confirming your special need. Please also include your personal description of your need (though this should not stand alone).

Proceed with the ensuing steps and book the most suitable accommodation option currently shown on your Flow. You will receive an email when your disability application is processed. If approved, you will receive an offer to be relocated to a more suitable accommodation.

RENTAL PERIOD CONFIGURATION

On the page 'Rental period configuration', you must tick the box 'You want to choose special dates'. Then click 'Save' and 'Next'.

You will now come to the page 'Rental period (specified dates)', where you set your desired start and end dates for your room search.

KØBENHAVNS UNIVERSITETS BOLIGFOND

Housing application and management process ver 14.00

Administration ✓

Application ✓

Applicant Information ✓

Housing needs ✓

Disability ✓

Special rules ✓

Rental period configuration ✓

Rental period (specified dates) ✓

Room selection ✓

Contract □

Payment □

Rental period (specified dates)

Faculty category

Choice of housing dates

☒ You want to choose special dates

Fixed semester periods

Desired contract start date ⓘ
15-05-2021 *

Contract end date ⓘ
30-11-2021 *

Save

Previous Next

Please note: This tells the system what your search dates will be. The start date you enter may not be the actual contractual start date of your rental accommodation, as this depends on the accommodation's availability. However, the end date you provide will be the date on which your contractual rental period ends.

Please be aware of the following when choosing your dates:

- The start date can only be the 1st or the 15th of a month. The end date can only be /30th/31st (last day) of a month.
- You must rent for a minimum of three months.
- There is a 7-day period at the end of your rental period, during which you cannot live in the accommodation due to repairs and cleaning. For example, if your contractual rental period ends on the 31st of a month, you must move out no later than 12 noon on the 24th. This inspection period is non-negotiable. You must remember to take this into account when planning your stay.

Examples:

- **Contracts ending on the 14th:** You depart and return keys by the 7th at 12 noon at the latest
- **Contracts ending on the 28th:** You depart and return keys by the 21th at 12 noon at the latest.
- **Contracts ending on the 29th:** You depart and return keys by the 22nd at 12 noon at the latest.
- **Contracts ending on the 30th:** You depart and return keys by the 23rd at 12 noon at the latest.
- **Contracts ending on the 31st:** You depart and return keys by the 24th at 12 noon at the latest.

If we have not received the keys at this deadline you will be charged a late move out fee, because not returning the keys on time is a violation of the contract.

If you live in **Sølvgade/Basecamp** or **Nordisk kollegium** you have to hand in the keys directly at the residence in their reception. The same key return rules apply.

IMPORTANT INFORMATION REGARDING BOOKING

Please consider the following information thoroughly before making a booking:

- **Sign and upload the contract within three days.** Otherwise, you risk losing your booking. You risk cancellation of your booking without any further notice if you do not upload your contract on time.
- **Pay on time:** Please refer to the 'Payment Information' section and expand the 'Payment plan' section.


Immediate bookings – contracts that start the same day as making the booking

If you book a room where the contract start begins immediately (the same days as making the booking), you must abide by a number of additional parameters. Before you make a booking, please be aware of the following:

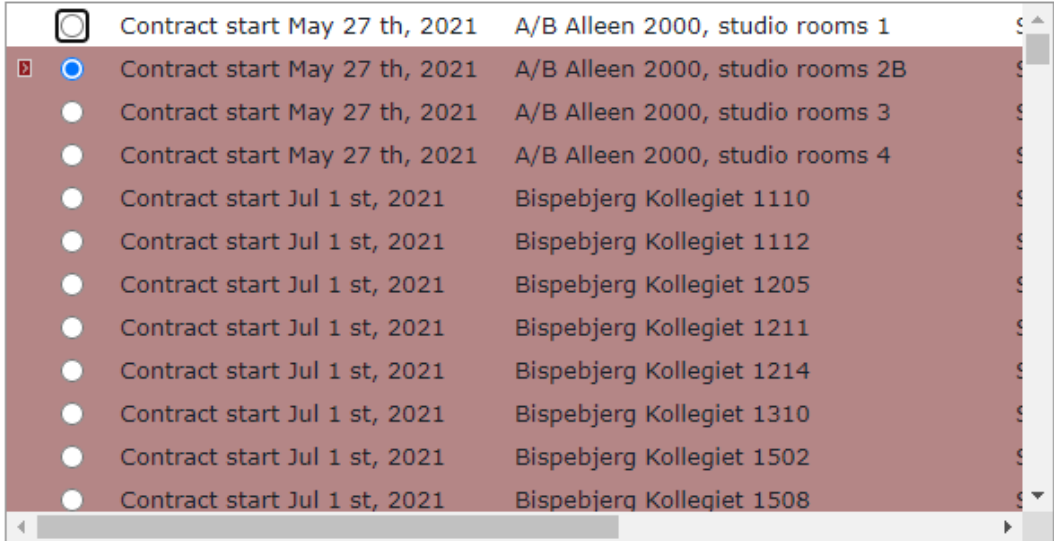
- **The contract must be uploaded on the same day**, otherwise you risk losing the booking. The three-day rule does not apply. Cancellation fee will still apply.
- **The payment must be made on the same day**, as the rental period has already begun. You will need to pay the deposit plus three months of rent.
- **You cannot cancel the booking manually.** You will need to notify our office immediately if you do not wish to keep the booking. If you leave the booking unattended, you will receive a cancellation fee. Please refer to the chapter regarding cancellations.

ROOM SELECTION

ROOM AVAILABILITY PAGE

Here you can see which rooms are currently available to you and make your room selection. Initially, the system will automatically select (and reserve for 30 minutes) the cheapest room available. This pre-selected room (and all the rooms listed below it) is marked in purple. It will show a radio “select” button (looks like this  beside it. You may have to scroll down to see more room options. You can change the selection by clicking the radio button field of a different room.

Please pay attention to the *Contract start* date for your selected room, as this will determine the start date of your tenancy. These dates are non-modifiable, so you cannot request that we change these for you. You can always see more details for each room by clicking on the middle of the row where the room name is, which will make a new page pop-up.



<input type="radio"/>	Contract start May 27 th, 2021	A/B Alleen 2000, studio rooms 1	\$
<input checked="" type="radio"/>	Contract start May 27 th, 2021	A/B Alleen 2000, studio rooms 2B	\$
<input type="radio"/>	Contract start May 27 th, 2021	A/B Alleen 2000, studio rooms 3	\$
<input type="radio"/>	Contract start May 27 th, 2021	A/B Alleen 2000, studio rooms 4	\$
<input type="radio"/>	Contract start Jul 1 st, 2021	Bispebjerg Kollegiet 1110	\$
<input type="radio"/>	Contract start Jul 1 st, 2021	Bispebjerg Kollegiet 1112	\$
<input type="radio"/>	Contract start Jul 1 st, 2021	Bispebjerg Kollegiet 1205	\$
<input type="radio"/>	Contract start Jul 1 st, 2021	Bispebjerg Kollegiet 1211	\$
<input type="radio"/>	Contract start Jul 1 st, 2021	Bispebjerg Kollegiet 1214	\$
<input type="radio"/>	Contract start Jul 1 st, 2021	Bispebjerg Kollegiet 1310	\$
<input type="radio"/>	Contract start Jul 1 st, 2021	Bispebjerg Kollegiet 1502	\$
<input type="radio"/>	Contract start Jul 1 st, 2021	Bispebjerg Kollegiet 1508	\$

Save

Previous Next

If you enter the online flow during high traffic, please refresh your flow on a regular basis to make sure that you are seeing the latest information. Bookings can occur whilst you are making your decision.

Before making your final selection, please refresh the page. This ensures that the desired room has not been booked by someone else since you last loaded the page. Press ‘Save’ and ‘Next’ to complete the acceptance. If you scroll horizontally, you can see how many people can occupy the room/apartment (see below).

ej kollegiet 57B, 101 (96)	Single	Monthly: DKK 5686	Deposit: DKK 8000
ej kollegiet 57B, 102 (97)	Single	Monthly: DKK 5993	Deposit: DKK 8000
ej kollegiet 57B, 103 (99)	Single	Monthly: DKK 5993	Deposit: DKK 8000
ej kollegiet 57B, 104 (98)	Single	Monthly: DKK 5272	Deposit: DKK 8000
ej kollegiet 57B, 108 (87)	2-person	Monthly: DKK 9717	Deposit: DKK 8000
ej kollegiet 57B, 201 (130)	Single	Monthly: DKK 5686	Deposit: DKK 8000
ej kollegiet 57B, 207 (120)	Single	Monthly: DKK 5272	Deposit: DKK 8000
ej kollegiet 57B, 210 (125)	Single	Monthly: DKK 5272	Deposit: DKK 8000
ej kollegiet 57B, 302 (165)	Single	Monthly: DKK 5993	Deposit: DKK 8000
ej kollegiet 57B, 303 (167)	Single	Monthly: DKK 5993	Deposit: DKK 8000
ej kollegiet 57B, 304 (166)	Single	Monthly: DKK 5272	Deposit: DKK 8000
ej kollegiet 57B, 307 (154)	Single	Monthly: DKK 5372	Deposit: DKK 8000

Save

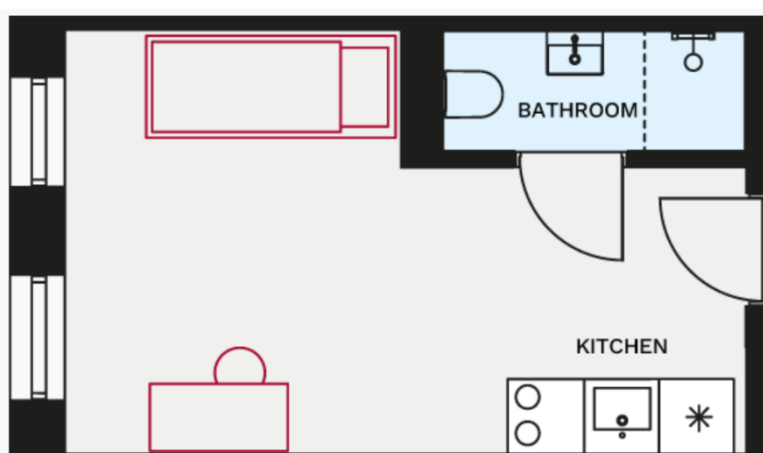
Previous

Next

TYPES OF HOUSING

ONE-PERSON HOUSING

One-person housing will be marked as 'Single', meaning that only one person can reside in the room. An example can be seen below:



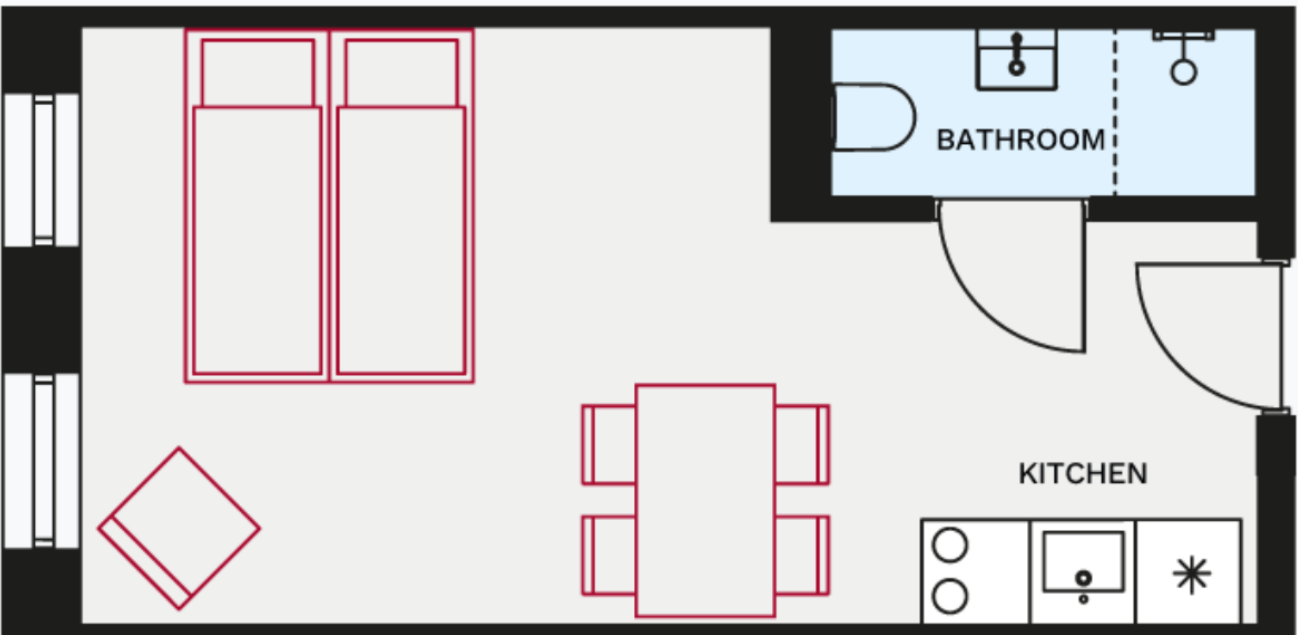
2-PERSON ROOMS

The Housing Foundation Copenhagen has a number of shared rooms and 2-person apartments available.

Two-person rooms


Only one person can book a 2-person room or apartment, but they can have a partner or a family member stay with them if they choose. This will be marked in the booking system as either 1-2 persons room or as a 2-person room. Please be aware that only members of your household are allowed to move in and take address at your apartment according to the Rental Act §26. Household includes your family and other close relationship. There will only be one contract with the occupant who booked the room/apartment, and this person alone is legally responsible for paying rent, ensuring maintenance, etc. Please read the CPR-registration rules carefully before you book a two-persons room, since you also have to sign a household application in order to register for the CPR: <http://housingfoundation.dk/your-stay-arrival/#cpr>

This is an example of what a shared 2-persons room can look like.



ROOM ACCEPTANCE PAGE

Once you have reserved a room in Room Availabilities by clicking 'Save' and 'Next', you will be directed to the Room Acceptance page. The booking is not complete until you accept the information here. This section will confirm your contract dates, key pick-up instructions, room description, and payment information.

**KØBENHAVNS UNIVERSITETS BOLIGFOND**

Housing application and management process ver 14.00

Administration ☒

Application ☐

Applicant Information ☒

Housing needs ☐

Room selection ☐

Summary of information (please confirm or go back to make changes) ☒

Room availability ☐

Room acceptance ☐

Contract ☐

Payment ☐

Move in ☐

Move out ☐

Account equalization ☐

Room acceptance

Payment receiver information

Fixed semester periods

Contract start date: You cannot modify this date.
13-11-2019

Contract end date [#]
29-02-2020

Residence information (click to expand/collapse)

Residence
Sølvgade/BaseCamp Student

Dorm description
Keys must be picked up during opening hours at Sølvgade, Georg Brandes Plads 4-6 and returned to same address upon departure.

Room Description (click to expand/collapse)

Room number
S003

Address
Georg Brandes Plads 4-6, 1307 Co

Room description
Furnished studio apartment with private bathroom and kitchenette plus common kitchen facilities. Utilities and internet included in the rent. Phone and laundry expenses must be paid separately. The media cost charged by the Danish government is not included in the rent. Accessible for wheelchairs.

Payment information

Deposit amount
DKK 8.000,00

Total monthly rent (for bookings at Signalhuset, Øresunds, Sigynsgade, Røvsingsgade and Vermundsgade, there will be a service contract with associated fees)
DKK 8.288,00

Total payment for your whole stay
DKK 37.481,34

Payment plan (click to expand/collapse)

Booking acceptance

☐ I declare by clicking SAVE, that I am booking this residence and that I have read and understood the booking manual. I agree with the rental period and payments of the residence and I am fully responsible for this booking.*

Save

PreviousNext

- ➔ If these details are not what you intended, do not click on 'Save'. Instead, simply click on Room Availability and choose another room option.

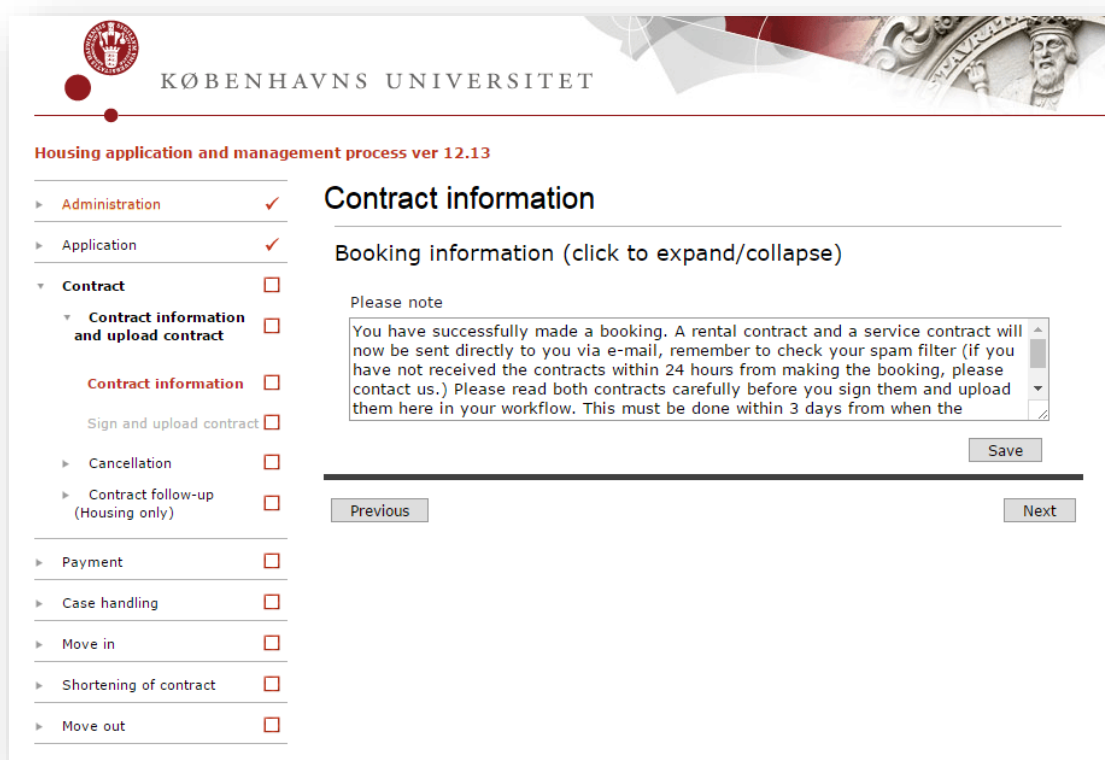
If you do intend to book the room, please read the entire page **carefully** before clicking 'Save'. If you agree to the details on this page and in the 'Acknowledgment' section, click 'Save' and 'Next' to book the room. Now you have to sign and upload your contracts and make your payments. Failing to upload a contract or not making a payment does not necessarily mean that your booking will be cancelled. **Please do not leave any outstanding issues unattended—otherwise this will result in significant financial penalties.**

The Housing Foundation Copenhagen reserves the right to contact any relevant parties, such as the University of Copenhagen or a home university or other contact persons, if an agreement is not upheld.

If you agree to the details on this page and in the 'Acknowledgment' section, click 'Save' and 'Next' to book the room.

CONTRACT

CONFIRMATION OF BOOKING



KØBENHAVNS UNIVERSITET

Housing application and management process ver 12.13

- Administration ✓
- Application ✓
- Contract ☐
 - Contract information and upload contract ☐
 - Contract information ☐
 - Sign and upload contract ☐
 - Cancellation ☐
 - Contract follow-up (Housing only) ☐
- Payment ☐
- Case handling ☐
- Move in ☐
- Shortening of contract ☐
- Move out ☐

Contract information

Booking information (click to expand/collapse)

Please note

You have successfully made a booking. A rental contract and a service contract will now be sent directly to you via e-mail, remember to check your spam filter (if you have not received the contracts within 24 hours from making the booking, please contact us.) Please read both contracts carefully before you sign them and upload them here in your workflow. This must be done within 3 days from when the

Save

Previous Next

If your Online Flow does not confirm that a booking has been made, your booking attempt will have failed and you must go back to the 'Room Availability' page to make a different selection. We cannot guarantee that the same room will be available.

CONTRACT E-MAIL

Provided that you have made a successful booking, you will receive an e-mail within 24 hours showcasing your contracts. If you have made changes to your booking, always refer to the most recent contract we sent to you. You cannot refer back to old/void contracts.

If you have made a combination booking (where you first move into one flat, then another), you must upload the contract for the new room, as well as a new contract for the old room that now reflects your new move-out date.

The system will send an email with the following attachments:

- Your Rental Contract for the accommodation
- A translation of paragraphs §10 and §11 which we have made as a service to you. Please pay special attention to this.
- The Declaration of Consent, which allows us to use your data for your booking(s).

The contract is in Danish as required by Danish law. The email will include a link where you can see the basic text translated to English. Use the text to cross-check the information on your Danish contract. You can also find this translation here: <http://housingfoundation.dk/contracts/>

A booking is not finalised until you have received the final acceptance of your uploaded contracts.

UPLOAD CONTRACTS AND DECLARATION OF CONSENT

Once we send the contract email to you, you have to upload the Rental Contract, Service Contract, and Declaration of Consent in your online flow **within three days**. If you did a booking with an immediate start date (today), then you will have to **upload and pay within 24 hours**.

If you do not respect this deadline, you risk that your booking is cancelled without further notice. This might imply a cancellation fee.

Please do not assume that your booking is automatically cancelled without your upload. **Cancellation charges will still apply.** If you wish to cancel, follow our cancellation steps in this booking manual.

All contracts must be dated and signed with a real signature, which must match the signature in your passport. Some types of electronic signatures can be accepted if they match the signature in your passport. We never accept names typed out on a computer.

Once you have signed all relevant documents, please upload them by doing the following Steps:

First go to the Contract section of your online flow, and click SAVE on 'Contract information.' Then you must proceed to 'Sign and upload contracts and declaration of consent'. Tick the checkbox under 'Document status' to activate the upload fields.



Housing application and management process ver 14.00

Administration	<input checked="" type="checkbox"/>
Application	<input type="checkbox"/>
Contract	<input type="checkbox"/>
Contract information and upload contract	<input type="checkbox"/>
Contract information	<input checked="" type="checkbox"/>
Sign and upload contracts and declaration of consent	<input type="checkbox"/>
Cancellation	<input type="checkbox"/>
Payment	<input type="checkbox"/>
Move in	<input type="checkbox"/>
Move out	<input type="checkbox"/>
Account equalization	<input type="checkbox"/>

Sign and upload contracts and declaration of consent

Documents status

- ☒ You have remembered to sign the contracts and the declaration of consent before scanning all files and uploading them*

Documents

Please upload the signed documents here by using the upload file buttons below (appears differently depending on your browser version). The UCPH Housing Foundation will check each uploaded file and verify that (1) it is the right one and (2) that you signed it as required. If you do not upload the correctly signed documents within 3 days from making a booking, or if you upload the wrong file(s), your booking may be cancelled without prior notice. Notice: The single documents should not exceed the size limit of 10 megabytes.

Signed rental contract

No file chosen*

Approval of General Data Protection Regulation

No file chosen

1. You must upload **all** pages of your Rental Contract in the first field.
2. The second field is for your Declaration of Consent (General data protection Regulation). Only uploading the last page with the signature is acceptable.
3. A third field is only visible if you have made a combination booking and need to upload the amended rental contract of your first booking as well as that of your new booking. Each contract upload must include **all** pages.

Without all the required documents, your booking will not be successful.

Once you have made the upload, remember to click 'SAVE'. Then you wait for The Housing Foundation Copenhagen to check and accept your uploads. Once this is done, your booking will be complete.

Tips for avoiding upload issues

- If you have issues uploading the files, it may be that your files need to be in a different format. Convert your files to PDFs using the following website: <https://smallpdf.com/pdf-converter>

- If your PDF file is too big, you can easily compress it by going to the following website:
<https://Smallpdf.com/compress-pdf>
- If you are away from home or on holiday, it can help to use a scanning app on your phone which can make PDF files of your scans (e.g. Genius Scan, which you can download from Google Play).

Losing your contract upload

If you make changes that result in losing any tick marks in the left-hand menu of the Application section of your Online Flow, you risk losing your contract upload. The system will think you are making a change and reset previously uploaded documents and may possibly reset your booking.

If you do not intend to make a change, make sure you get your ticks back by going into each section and clicking SAVE at each stage, following the left-hand menu in a linear fashion. You must essentially “re-book” the same room by completing Room Acceptance. Upload your contracts once again within three days.

PAYMENT

Provided that you have made your booking more than 14 days before the start rental day of the contract, you must pay the first instalment (3 months rent + deposit) within 14 days of the initial booking. If your contract begins within 14 days of your booking, then you must make sure you pay in time for the contract start date. Please read more about your payment plan [here](#).

If you book a room with an immediate contract start date you will have to do your payment and upload your contracts within 24 hours.

ACCOUNT STATUS – YOUR DUE PAYMENTS

This section shows two windows: ‘Total balance’ and ‘Balance due soon’. The ‘Balance due soon’ window shows what you have to pay by the next payment deadline. It usually refers to a charge due within the next 14 days or to an amount still overdue since the last payment deadline. The ‘Total balance’ window shows the total sum of all the payments you have to make across the remainder of your tenancy.

Amounts you have yet to pay are shown as negative amounts (i.e. with a minus in front). If you have paid charges ahead of time (i.e. before they become due), the money you paid in advance will appear in the ‘Balance due soon’ field as a positive amount (no minus in front).

The example in the image shows a student who needs to pay 29,213 DKK soon—i.e. by the next payment deadline. The amount of 45,749 DKK refers to all future payments that the tenant needs to make across his/her entire stay.

If you have paid all remaining charges in advance, the ‘Total balance’ field will read ‘0’. The example below shows a tenant who has paid everything in full.



Housing application and management process ver 14.00

- » Administration ☒
- » Application ☐
- » Contract ☐
- » **Payment** ☐
 - » **Make a payment** ☐
 - » **Account status (select this step first before a new payment)** ☐
 - » Information about payment process ☐
 - » Terms and conditions ☐
 - » Payment amount ☐
 - » Online payment - click here for e-mail receipt ☐
 - » Move in ☐
 - » Move out ☐
 - » Account equalization ☐

Account status (select this step first before a new payment)

In the account status step, you can always see your account balance at present time. In the payment amount step, you can choose what amount you wish to pay now. Note: that you should always pay what is in your "due soon" box, in order for you to avoid late payment fees.

Total balance (DKK). We suggest you pay this amount and thus don't have to pay again

DKK

-45.749

Balance due soon (DKK) DKK

-29.213

Note: If there is no minus in front of the amount, it means you have paid ahead and you do not owe anything right now. You can only make a payment when there is a minus in front of the amount in the 'Balance due soon' box. To change the amount you wish to pay, please proceed to the step 'Payment Amount'. How to save bank transfer fees for the return of your deposit:

When your contract with us ends, the deposit will automatically be returned into the credit card account which you have used for your initial payment, but ONLY if you pay at least the deposit amount in your initial payment. If you choose to pay the deposit in a later payment or if the credit card used for the payment has expired, the return of your deposit needs to happen via bank transfer and the transfer fees from both your bank and from the UCPH Housing Foundation will be charged to you.

☒ The amount is due now or within a short period

Account data

In the following extract you can see your current account status. There is a number of 'non-payment postings' which together make up your payment plan. Each has stated a credit amount for anything credited to you or a debited amount which are the amounts you need to pay during your stay. If you pull the bar down to the bottom, you see the 'payment postings' which are any payments we have received from you. The very last statement is your current balance.

Your account

[Extract Button](#)


[Save](#)

[Previous](#)

[Next](#)

ACCOUNT DATA – PAYMENT PLAN

At the bottom of the 'Account Status' page there is a section called 'show payment plan". Click on this button to see an overview of all the charges due during your tenancy and their payment deadlines, as well as your made payments.

**KØBENHAVNS UNIVERSITETS BOLIGFOND**

Housing application and management process ver 14.00

Administration ☒

Application ☐

Contract ☐

Payment ☐

Make a payment ☐

Account status (select this step first before a new payment) ☐

Information about payment process ☐

Terms and conditions ☐

Payment amount ☐

Online payment - click here for e-mail receipt ☐

Move in ☐

Shortening of contract ☐

Move out ☐

Account equalization ☐

Account status (select this step first before a new payment)

In the account status step, you can always see your account balance at present time. In the payment amount step, you can choose what amount you wish to pay now. Note: that you should always pay what is in your "due soon" box, in order for you to avoid late payment fees.

Total balance (DKK). We suggest you pay this amount and thus don't have to pay again
0

Balance due soon (DKK) 0

Note: if there is no minus in front of the amount, it means you have paid ahead and you do not owe anything right now. You can only make a payment when there is a minus in front of the amount in the 'Balance due soon' box. To change the amount you wish to pay, please proceed to the step 'Payment Amount'. How to save bank transfer fees for the return of your deposit:

When your contract with us ends, the deposit will automatically be returned into the credit card account which you have used for your initial payment, but ONLY if you pay at least the deposit amount in your initial payment. If you choose to pay the deposit in a later payment or if the credit card used for the payment has expired, the return of your deposit needs to happen via bank transfer and the transfer fees from both your bank and from the UCPH Housing Foundation will be charged to you.

☐ The amount is due now or within a short period

Account data

In the following extract you can see your current account status. There is a number of 'non-payment postings' which together make up your payment plan. Each has stated a credit amount for anything credited to you or a debited amount which are the amounts you need to pay during your stay. If you pull the bar down to the bottom, you see the 'payment postings' which are any payments we have received from you. The very last statement is your current balance.

Please press the button below labeled Show payment plan to see the balance for your account.

32011 Show payment plan

Save

If you need further clarification about your payment schedule, send an email to our Finance department requesting an account overview.

Please remember the various due dates shown in your payment schedule, as it is not the responsibility of The Housing Foundation Copenhagen to remind you. Furthermore, ensure that you have left adequate time to undertake your payment to accommodate any banking difficulties. This is particularly important when transferring from abroad. Failing to pay on time will result in fees.

INFORMATION ABOUT PAYMENT PROCESS

To avoid a series of transfer fees, The Housing Foundation Copenhagen recommends that you pay online using a credit card. If you cannot pay via credit card, you have two other payment options: You can pay via bank transfer or by using the Mobile Pay app.

PAYMENT VIA CREDIT CARD

RULES

A separate company called Teller/Nets provides the online payment platform for this. Teller/Nets accepts all kind of credit and debit cards. By using this online payment platform, you avoid paying the fee we charge for receiving bank transfers and manually returning a deposit. Please note that it is not possible to pay via American Express cards.

However, in some rare cases Teller/Nets may apply charges for using a credit card. The charges are automatically added to the amount you selected to pay to The Housing Foundation Copenhagen when you use the online payment platform. These extra charges to Teller/Nets will not appear in your Account Status, as they are not paid to The Housing Foundation Copenhagen. However, they will appear on your credit card or bank statement. Therefore it is up to you to decide whether paying by credit card is cheaper than making a bank transfer or using the MobilePay app.

To ensure that we can return your deposit to you without extra costs, please note the following when paying the deposit and first instalments by credit card:

- **Ensure that the credit card will still be valid 6 months after the end of your contract**, when making the payment. This is when we will attempt to return the deposit directly to your card.
- **The deposit will be returned to the latest used credit cards**
when we return the deposit to you the deposit will be returned to the latest used credit cards. Please have that in mind when you make your last payment.

If the credit card used is still valid at the time of the return and if nothing blocks your card from receiving money directly from our bank, we will be able to return your deposit directly to your card without additional cost. Otherwise we have to return the deposit to your bank account, which will entail a transfer charge.

Housing application and management process ver 14.00

- Administration ✓
- Application ☐
- Contract ☐
- Payment ☐
 - Make a payment ☐
 - Account status (select this step first before a new payment) ☐
 - Information about payment process** ✓
 - Terms and conditions ✓
 - Payment amount ☐

Information about payment process

To avoid bank transfer fee, we recommend you to pay online using a credit card. By doing this we are able to return your deposit to the creditcard by the end of your stay. Do you wish to pay online?

☐ Yes ☐ No

Return of deposit information

Please make sure that your credit card does not expire before this date

30-05-2020

Save

Previous Next

STEPS

When you are ready to make a payment, refresh the previous 'Account status' page, go back to the online payment step, and tick 'Yes' if you want to pay online.

Accept the terms and conditions on the 'Terms and Conditions' page.

On the 'Payment Amount' page, confirm the amount you wish to pay. You can choose to pay the full amount for the entire rental period or you can choose to pay individual amounts as they become due for each payment deadline. It is also possible to split a due amount into several smaller payments. Please make sure that what you pay fulfils the amount shown in in the 'Balance Due soon' field on the 'Account Status' page. It is our experience that students who only pay a self-calculated amount without referring to the 'Balance Due soon' field have often forgotten fees that come with social housing/special dorms. If

KØBENHAVNS UNIVERSITET

Housing application and management process ver 12.12

- Administration ☒
- Application ☒
- Contract ☐
- Payment ☐
 - Make a payment ☐
 - Account status (select this step first before a new payment) ☒
 - Information about payment process ☐
 - Terms and conditions ☐
 - Payment amount** ☐
 - Online payment - click here for e-mail receipt ☐
 - Move in ☐
 - Shortening of contract ☐
 - Move out ☐

Payment amount

In the account status step, you can always see your account balance at present time. In the payment amount step, you can choose what amount you wish to pay now. Note: that you should always pay what is in your "due soon" box, in order for you to avoid late payment fees.

Payment amount

Type in the amount you wish to pay (in DKK). We strongly encourage you to pay the total balance, as stated above, so you won't have to pay again. Please make sure you pay at least the amount of your deposit, as earlier mentioned. ⓘ

you manually calculate a lower amount than what is shown in the 'Amount due soon' box, it is likely that you have forgotten to take some charge into account. Paying less than what is shown in the "Amount due soon" box will result in a late payment reminder/fee.

In case you have any issues making the online payment, [please see our tips on what may have gone wrong](#).

You can always go back to the 'Account status' page to check that your payment has been received and how much is still due.

PAYMENT VIA BANK TRANSFER

Please remember to include both your own bank's fees as well as The Housing Foundation Copenhagen's fee for reception of payments via bank transfer. Otherwise you will find that you have transferred less than the due amount.

PAYMENT VIA MOBILE PAY

Please remember to type your tenant ID in your text, in order for us to allocate the money to your account.

We encourage you to pay your deposit via bank transfer.

This very first payment should include at least the amount of your deposit, in order for us to have the largest possible criteria for success of refunding you to your credit card, and with that you avoid the fee for refunding you via bank transfer. Please read more [here](#).

NO CASH PAYMENT TO US

You cannot pay in cash to us. You can pay in cash to our bank, Danske Bank, once you have arrived in Denmark. However, the banks have a relatively low limit to how much you are allowed to deposit in cash at a time, so you may have to make deposits over several days. Please check with the bank which bank fees you need to add to each cash deposit.

The Housing Foundation Copenhagen's fee for receiving a cash payment is the same as when receiving a bank transfer.

SETTLING YOUR ACCOUNT

At the end of your stay, your account with us will be settled. If you have made any excess payments, they will be added to the deposit return. Therefore, if you are in doubt about how much the bank charges to carry out a transfer, it is best to transfer a little more than is needed. You can read more about the deposit [here](#).

PAYMENT BY THIRD PARTIES

If you have an agreement that someone else will pay for you, this is not relevant for The Housing Foundation Copenhagen, as our contract is with you. You must give this party access/information to pay for you and to do so within the payment deadline(s). Any third party you may have an agreement with is not known to The Housing Foundation Copenhagen.

SUBSEQUENT PAYMENTS

Amounts you have yet to pay are shown as negative amounts (i.e. with a minus in front) in the 'Balance due soon' field of the 'Account status' page. If you have paid charges ahead of time (i.e. before they are due), the money you paid in advance will appear as a positive amount (no minus in front).

CHANGING ROOMS

Different rules apply, depending on whether the contractual rental period for your old room has started or not.

IF YOUR RENTAL PERIOD HAS NOT YET BEGUN

If you already made a booking and have not moved in yet, you can make room changes **until 14 days before your contract start date**. After this time you are permitted only one more room change, which can happen at the earliest one month after your first room's contract start date.

- When on the Room Availability page, select your new desired room by clicking its radio select button.
- Press 'Save' and 'Next' to proceed to Room Acceptance.
- Room Acceptance will ask you to confirm the room change.
- Tick the box "I want to keep the last room booking only" to ensure that you only keep your latest booking, not the old and new one both.
- You will also need to tick the box under "Booking Notification" (even though you are not making a combined booking, as it says here).
- Then tick the box under "Acknowledgement for reading the Booking Manual". Otherwise the system will not allow you to complete the new booking.

Once you accept the room, the change is instantly in effect and the old room becomes available to others. You cannot hold onto two rooms at the same time or create booking overlaps.

Confirm Booking

Booking Information

Note that you are booked in more than one room. This can be what you wished for. Otherwise, please select the checkbox below.

☐ I want to keep the last room booking only*

☐ I wish to keep both bookings*

Booking Notification

Shortening details

You have created a combined booking in two different locations. Please note that the original booking will immediately be shortened. There is a 7-day gap in between move-out and next move-in. You cannot hold onto both rooms during the same period. A moving fee is incurred and two inspections to be carried out.

☐ Hereby accepted*

Booking acceptance

☒ I declare by clicking SAVE, that I am booking this residence and that I have read and understood the booking manual. I agree with the rental period and payments of the residence and I am fully responsible for this booking.*

Save

Previous

Next

IF YOUR RENTAL PERIOD HAS ALREADY BEGUN

1. Rules

Once your rental period with us has already begun, **you can only change rooms once. It is not possible to change rooms within your first rental month.**

Even after that time, you cannot change rooms immediately: **You can only book another residence if there are more than 14 days until the contract for the new room begins.** This provides us with adequate time to plan for the seven-day interval between your move-out and move-in.

When changing rooms, the system will create **a combined booking where you keep your current room until you move to the next one.** You are still financially responsible for the first booking, as well as being responsible for the second booking (regardless of whether you have signed a contract or not).

The system will automatically change your payment plan and transfer any already made payments from the old to the new room booking.

Please be aware that changing rooms this way entails the following:

- **A 7-day interval between move-out and move-in:** There is a seven-day gap after you move out of your old apartment and before you can move into the new apartment. During this time we conduct any necessary repairs and cleaning. We do not offer alternative accommodation for you during this period.
- **A moving fee is only charged** if you move from a non-social dorm to another non-social dorm.

Keeping all of this in mind, if you wish to move to another room, please undertake the following steps.

2. Steps

First, reserve your desired new room in Room Availabilities. Click 'Save' and 'Next'. The Room Acceptance stage will ask you to confirm the new booking. Ensure that the tick box "I wish to keep both bookings" is ticked.

The new booking will be complete once you read the sections Confirm Booking, Booking Notification, Acknowledgment, and click 'Save' to accept them.

You will receive two rental contracts. The system will send you the contract for your new room for you to sign and upload. It will also send a contract of your old room, with an updated end date in Section 11. You also need to sign and upload this contract to establish your new shortened end date for the first room booking.

Confirm Booking

Booking Information

Note that you are booked in more than one room. This can be what you wished for. Otherwise, please select the checkbox below.

☐ I want to keep the last room booking only*

☒ I wish to keep both bookings*

Booking Notification

Shortening details

You have created a combined booking in two different locations. Please note that the original booking will immediately be shortened. There is a 7-day gap in between move-out and next move-in. You cannot hold onto both rooms during the same period. A moving fee is incurred and two inspections to be carried out.

☐ Hereby accepted*

Booking acceptance

☒ I declare by clicking SAVE, that I am booking this residence and that I have read and understood the booking manual. I agree with the rental period and payments of the residence and I am fully responsible for this booking.*

Save

Previous

Next

No vacancies in 'Room Availability'

If there are no housing options listed on the 'Room Availabilities' page, it could simply mean that everything is currently booked out for your chosen rental period. The system may also show an "Error" message in red stating that there are no current vacancies. If you get such a message, it is **not** a technical error.

Possible solution: When someone without a booking logs on, the system reserves the cheapest available vacant room for them for 30 minutes. That is why it can help to check a few minutes later, after the system has relinquished the reservation. Otherwise, you can also check at a different hour or week to see if anyone has cancelled their booking.

CANCELLATION OF BOOKINGS

The possibility to cancel your booking depends on when you made the booking and when the contractual tenancy period begins.

CANCELLING WITHIN 14 DAYS AFTER BOOKING

In general, you have a 14-day 'cooling-off' period during which you can cancel a booking. However, this only applies if:

- The room's tenancy period does not start within 14 days of the booking date (if it does, your cooling-off period lasts until the rental period begins)
- The rental period has not yet begun
- You cancel within 14 days of the booking date.

If these three conditions are fulfilled, you can cancel the booking on the system, even if you have already uploaded a contract. You will not have to pay any financial penalties. The room will simply be released back into the booking system for someone else to book.

To do this, go to the 'Cancellation of Bookings' page. Change the tick from "No, I do not wish to cancel my bookings" to "Yes, I wish to cancel my bookings" and click 'SAVE'.

KØBENHAVNS UNIVERSITET

Housing application and management process ver 12.12

Administration ✓

Application ✓

Contract ☐

Download contract and upload signed contract ✓

Cancellation ☐

Cancellation of bookings ☐

Payment ☐

Move in ☐

Shortening of contract ☐

Cancellation of bookings

Cancellation wish

☒ Yes, I wish to cancel my bookings»

Cancellation explanation

You may still cancel your booking(s), and you do so by maintaining the check mark in the "Yes" box and press NEXT. (If you regret, switch the selection to "No" and press NEXT). Please note, that you must confirm your booking either by choosing it in the menu, or pressing next until you reach the step.

Save

Previous Next

Then use the left-hand menu to manually navigate to the sub-step 'Confirm Cancellation'. You tick off 'Yes' and SAVE. If you skip this second confirmation step, then you have not cancelled.

KØBENHAVNS UNIVERSITET

Housing application and management process ver 12.12

- Administration ✓
- Application ✓
- Contract
 - Download contract and upload signed contract ✓
- Cancellation
 - Cancellation of bookings ✓
 - Confirm booking cancellation ☐
- Payment ☐

Confirm booking cancellation

Booking Cancellation

Booking Details

You are cancelling: Enghavevej Shared Apartments - 1L-2 (1st floor left, room 2), single room for 1 person in a shared apartment 2016-07-15 - 2017-07-14

☒ I confirm my wish to cancel above booking*

Save

Previous Next

OTHER CANCELLATION SCENARIOS

BEFORE THE TENANCY START DATE, BUT MORE THAN 14 DAYS AFTER BOOKING

If 14 days have already passed since your booking date, and you wish to cancel, you must email The Housing Foundation Copenhagen explicitly stating that you wish to cancel the booking. You are required to pay **1 month of rent plus the cancellation fee**. Even if you have not signed the rental contract. [Please see the fees list here.](#)

ROOMS WITH AN IMMEDIATE TENANCY START DATE

The 14-day cooling-off period does not apply if you book a room with an immediate start date. If your rental contract's tenancy period has already begun, and you wish to cancel, you must email us immediately explicitly stating your desire to cancel. You must pay **1 month of rent plus the withdrawal fee**. Even if you have not signed the rental contract. [Please see the fees list here.](#)

AFTER THE FIRST RENTAL DAY, BUT IN THE FIRST MONTH (WITHOUT MOVING IN)

If your rental period has not yet surpassed 1 month, and you want to cancel your contract, you must email The Housing Foundation Copenhagen explicitly stating that you wish to cancel the booking. You must pay the **withdrawal fee plus 1 month of rent**. Even if you have not uploaded a signed rental contract. [Please see the fees list here.](#)

AFTER MOVING IN, OR MORE THAN ONE MONTH AFTER THE FIRST RENTAL DAY

It is no longer possible to cancel the rental contract. You may shorten your tenancy, but the minimum booking period of three months applies. Please see this document's section '[Shortening](#)' in the chapter '[Changing your rental duration](#)' for how to shorten your tenancy with us.

CANCELLING THE FIRST OF TWO BOOKINGS

You cannot cancel a booking if you already made a second booking after it. If you make two bookings, it is not possible to cancel the first booking (especially when the rental period begins immediately). You must pay for the first booking and the second one, because you have inhibited others from booking and paying rent on the first room. This applies even if you have not uploaded a signed contract and you haven't physically entered the room.

ROOM CHANGE CANCELLATION

If you do not sign and upload your rental contract within the 3 days deadline we will cancel your new booking and you will be charged early cancellation fee. Please note, that once your new booking is cancelled it means that your current room will be shortened.

MOVE IN, KEYS, AND YOUR ROOM INSPECTION

MOVE-IN DATE AND KEY PICK UP

You can pick up your keys the first day of your contract start date or later. The lease begins on the date stated in your contract. Should that date be a Saturday, a Sunday, or a holiday, the date on when the lease is transferred to the tenant is moved to the following working day. This information is also written in your rental contract. Before you book your tickets to Copenhagen, you will need to take our opening hours into account since **we do not hand out keys outside our opening hours**.

Most keys must be picked up at The Housing Foundation Copenhagen office at Njalsgade during our opening hours, (remember that we are always closed between 12 noon - 1pm). **Please bring ID (passport or identification card with picture)** in order to collect the keys.

Please make sure that you have made all required payments and that your contracts are uploaded and approved by us before you pick up your keys. We will not be able to provide you with your keys if these matters are not handled first.

If you have a contract at the following residences please pick up your keys directly at the residence within opening hours:

- Nordisk kollegium
- Sølvgade/Basecamp

Find all the information needed for key pick up here
<http://housingfoundation.dk/your-stay-arrival/>

ISSUE REPORT

If the inspectors missed any damages to the room upon the last room inspection, you are required by Danish law to report it in your Online Flow within 14 days of your keys being handed out. You cannot later claim that a damage was there upon move-in if you did not report it within the initial 14 days.

To make an issue report, go to the 'Move In' section in the left-hand menu and open the page 'Reporting of issues at time of moving in'. Click on the text 'Repair or Complaint' to reveal a tick box, then tick "Yes, there is an issue" to activate the next section. Press 'SAVE' and 'NEXT'.

The screenshot shows a web interface for the Housing application and management process. The header includes the logo of Københavns Universitets Boligfond and the text "KØBENHAVNS UNIVERSITETS BOLIGFOND". Below the header, there is a navigation menu on the left with the following items: Administration (checked), Application, Contract, Payment, Move in, Inspection, Reporting of issues at time of moving in (highlighted in red), Move out, and Account equalization. The main content area is titled "Reporting of issues at time of moving in" and contains three sections: "Issue report", "Repair or complaint" (with a checkbox for "Yes, there is an issue"), and "Booking Status". The "Booking Status" section includes a "Booking-information" box with the text "S103 Sølvgade/BaseCamp PHD only 13-11-2019 - 31-03-2020". At the bottom of the form, there are "Previous", "Save", and "Next" buttons.

You then proceed to the 'Issue report' page (it will also appear on the left-hand side menu). This is where you actually make your report for our inspectors to see.

Please list your move-in issues in the designated field. Your report must be concise and should detail what specific part is broken. You will receive a quicker service if your report is precise and easy to understand. It is also an opportunity to report any missing furniture from your inventory list.

You must provide photo documentation of all your issues, so it is best to include them in a Word document if you have more than two photos. Check that you included all relevant information. **You cannot modify/update your report later on.** Finalise the report by clicking 'Save'.

Our inspectors will respond to your report at the next opportunity. You can read the response from the inspector in your Online Flow. Our inspectors will either explain how you can handle the issue yourself, or they will visit your room to look into it. If you report wear and tear, they will simply confirm that you will not be held responsible for these issues.

KØBENHAVNS UNIVERSITETS BOLIGFOND

Housing application and management process ver 14.00

- Administration ☒
- Application ☐
- Contract ☐
- Payment ☐
- Move in ☐
- Inspection ☐
- Reporting of issues at time of moving in ☒
- Issue report** ☐
- Handling of initial issue ☐
- Move out ☐
- Account equalization ☐

Issue report

Repair or complaint

Booking Status

Booking-information

Apt 126
Nordisk Kollegium
01-12-2019 - 31-03-2020

Issue reporting

Issue reporting deadline days from move in (please note, MAX 800 chars)

Upload photo doc. and descriptions of issues (MAX 10 MB)

No file chosen

Possible second for more documentation (MAX 10 MB)

No file chosen

In peak periods, our inspectors will not be able to respond straight away as they will need to go through a significant amount of reports. Once they know the wider context of all issues, they will prioritize issues according to urgency.

CLEANING ISSUES WHEN MOVING IN

If you experience that a room is not clean when you move in, **report this to us over telephone or in person within 24 hours.** Please also send picture documentation via email. It is very important that this is reported immediately, so we can send our cleaners to fix the issue straight-away.

You cannot leave the issue unreported, then leave the room dirty when departing, claiming there was also a problem upon move-in. You are required to report it with photos for documentation, and then we can send the cleaners in to fix the problem. Unfortunately, if you chose to do the cleaning yourself before the cleaners arrive, we cannot offer you any refund for your work. We can only send the cleaning company to take care of any remaining issues.

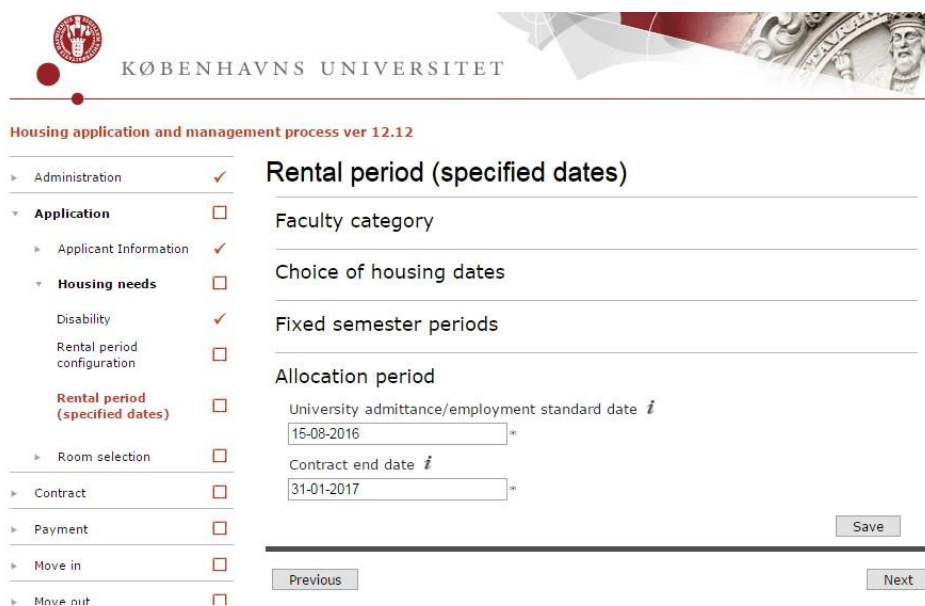
CHANGING YOUR RENTAL DURATION

EXTENSION

RULES

You can extend your contract, provided that:

- No one has booked your accommodation after your initial rental end date
- You have not already lived with us for more than a year
- You are not in the last 10 days of your tenancy.



The screenshot shows the 'Housing application and management process ver 12.12' interface. On the left is a sidebar with a list of steps: Administration (checked), Application (expanded), Applicant Information (checked), Housing needs (expanded), Disability (checked), Rental period configuration (unchecked), Rental period (specified dates) (checked and highlighted in red), Room selection (unchecked), Contract (unchecked), Payment (unchecked), Move in (unchecked), and Move out (unchecked). The main content area is titled 'Rental period (specified dates)' and contains the following fields: 'Faculty category' (empty), 'Choice of housing dates' (empty), 'Fixed semester periods' (empty), and 'Allocation period' (which includes 'University admittance/employment standard date' with a date picker set to 15-08-2016 and 'Contract end date' with a date picker set to 31-01-2017). At the bottom right of the form is a 'Save' button, and at the bottom of the page are 'Previous' and 'Next' navigation buttons.

STEPS:

- Go to the step 'Rental period configuration' and make sure the tick box 'You want to choose special dates' is ticked (if not, untick the current box, then choose 'special dates'). Remember to click 'Save'.
- Then navigate manually to the page 'Rental period (specified dates)', where you change your contract's end date, and click 'Save'.
- Now navigate manually to the page 'Room Availability'. If your current room is visible, it means that you are able to extend the contract. Select your current room again. Click 'Save'.
- Finally, navigate to the page 'Room Acceptance', confirm all the details, and finalize the extension by pressing 'Save' and 'Next'. The extension will not be complete without this step.
- We will send you a new housing contract that reflects the extended date. Please check that your new contract does indeed reflect your extension. You then upload the updated contracts within 3 days as you did the first time.

SHORTENING

If you wish to shorten your contract, you must email the Housing Foundation Copenhagen, clearly stating that you wish to shorten your contract and providing a desired **end date, which must be the last day of a month**.

Staff can cancel if they provide a minimum **notice period of three whole months plus running calendar month**. Please have in mind that you still have to move out 7-days before the new contract end date due to the move out inspection. For more information please look at the “Move out” section.

Remember it is illegal to sublet your room and advertise the room on social media or any media webpage. This is seen as a breach of the contract and will ensue serious consequences.

MOVE OUT

Please make sure to carefully read the [departure information on our website well in advance of your departure](#), and remember to leave adequate time for cleaning your room. Remember to take returning the keys into consideration when making departure plans. **The keys must be returned at the latest by 12 noon 7- days before your contract ends** (your final possible departure date).

RETURN OF KEYS & DEPARTURE DATES

You must depart and return keys by 12 noon 7 days before your contract ends. Returning the keys means handing in the keys at our office before 12.00 noon.

Examples:

- **Contracts ending on the 14th:** You depart and return keys by the 7th at 12 noon at the latest
- **Contracts ending on the 28th:** You depart and return keys by the 21th at 12 noon at the latest.
- **Contracts ending on the 29th:** You depart and return keys by the 22nd at 12 noon at the latest.
- **Contracts ending on the 30th:** You depart and return keys by the 23rd at 12 noon at the latest.
- **Contracts ending on the 31st:** You depart and return keys by the 24th at 12 noon at the latest.

If we have not received the keys at this deadline you will be charged a late move out fee, because not returning the keys on time is a violation of the contract.

If you lived at **Sølvgade/Basecamp** or **Nordisk kollegium** you have to return the keys at the reception **directly at the residence**. The same key return rules apply.

Along with your keys, you must hand back all the items you were given (such as laundry card, access chips) to the designated location on your move-out day at the latest. You can read more [here](#).

Anyone (a friend, roommate, or other contact person you trust) can return your keys on your behalf, but please just make sure that they do not delay in returning them. Returning keys after the deadline will cause a late move out fee on one's month rent, since not returning the keys in time is seen as a breach of the contract.

CLEANING

Your apartment should undergo a thorough cleaning before you depart, and there should be no indication of a build-up of calcium, grease, dirt, etc. If any area is left unclean, you will be charged the same cost that our cleaning company charges The Housing Foundation Copenhagen for their services. The cost of cleaning in Denmark is comparatively high to other countries, so please take care.

You will be charged for any broken items. Wear and tear stemming from normal and correct use of the accommodation is acceptable.

[Please see our website for more information of how you should leave the room.](#)

DEREGISTRATION OF CPR NUMBER FROM ADDRESS

You **must** deregister your CPR number from the address when moving out. This is a legal obligation and a very serious matter—forgetting to deregister will lead to issues with the authorities later. As soon as the next incoming tenant registers, the authorities will know if you did not deregister correctly and contact you.

RETURNING YOUR DEPOSIT

The deposit is subject to deductions as a result of the inspection, unreturned or lost keys, missing rent, or any other damages caused during your stay. Any remainder will be returned to you. The deposit or the remainder thereof is normally returned within **8 weeks of your** last rental day, as long as you have provided all the relevant information for us to make the transfer.

The option to have your deposit returned to your credit card will be active, if:

- You paid with credit card
- The card is still valid 6 months after your contract end date
-

If you want this:

- Go to the 'Move Out' section in your flow
- Open the 'Returning your deposit' page.
- There, tick off 'yes' and click 'SAVE'.

The screenshot shows the 'Returning your deposit' page. On the left is a sidebar menu with the following items: Administration (checked), Application, Contract, Payment, Move in, Move out, Account equalization, Account equalization (expanded), Returning your deposit (highlighted in red), and Account settlement. The main content area has the title 'Returning your deposit' and the text: 'It is possible for the UCPH Housing Foundation to return your deposit to the credit card account'. Below this is a question: 'Do you wish to have your deposit returned to the credit card which was used for the initial payment?'. There are two radio buttons: 'Yes' (selected) and 'No. Please note that a bank transfer costs fees. See our list of fees on our website.' Below the question is a section titled 'Booking Status' with two text input fields for 'Booking-information'. The first field contains the text: 'S103 Solvgade/BaseCamp PHD only 13-11-2019 - 31-03-2020'. The second field is empty. At the bottom right is a 'Save' button. At the bottom left and right are 'Previous' and 'Next' buttons respectively.

If you do not wish to have the deposit returned to your credit card, you can opt to select a bank account. Please tick box this option as shown below, and fill in your bank account details on the next page. Returning the deposit to a bank account involves a transfer fee.

The screenshot shows the 'Bank Information' page. On the left is a sidebar menu with the following items: Administration (checked), Application (checked), Contract (checked), Payment, Case handling, and Move in. The main content area has the title 'Bank Information' and the text: 'Bank account'. Below this is a radio button labeled 'Other' which is selected. At the bottom right is a 'Save' button. At the bottom left and right are 'Previous' and 'Next' buttons respectively.

Thank you for reading the booking manual. We at the Housing Foundation Copenhagen look forward to welcoming you to Copenhagen and wish you pleasant stay.

Kind Regards



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