

Residence Handbook

Basecamp/ Sølvgade





Table of Contents

Getting assistance	4
The reception at Sølvgade	4
Emergency phone number	4
Residence Assistants.....	4
Contact the inspector	4
Key Pick-up and return for Sølvgade.....	5
Locked yourself out.....	5
If your key is permanently lost	5
How to open your door	5
Opening windows & Airing the room.....	5
Mail boxes	6
Car and Bike Parking.....	6
Smoking policy in the Residence	6
Laundry	7
Reporting problems	7
Vacuum cleaners.....	7
Radiators & temperature regulation.....	7
Kitchen extractor hood	8
Sølvgade fridges (small type, located under the kitchen countertop)	9
Stuck bathroom sink plug.....	9
Water splashing outside the shower area.....	10
Ventilation and shower mixer tap	10
Upper window opening/closing mechanism (not in every apartment)	10
Mold caused black discoloration in the bathroom silicone seal.....	10
SILVERFISH (insects).....	11
Kitchen items	11

Garbage holder under the kitchen sink:.....	12
How to descale a tap filter (clogged, poor water flow).....	13
How to descale a shower head (clogged holes, poor water flow).....	13
Clogged kitchen sink.....	14
Clogged toilet bowl.....	14
Electricity partly or fully down in the room/apartment.....	14
Heating in your room/apartment.....	15
Noisy ventilation	15
Dust around ventilation (it is not mold)	15
Avoiding mold.....	15
Avoiding limescale ('kalk')	16
Cleaning bathroom drains	17
Cleaning shower and bathrooms floors	19



Getting assistance

The reception at Sølvgade

...is located in block S/6. Please find the latest opening hours on our website

Emergency phone number

The emergency phone number for Sølvgade is +45-72109001. Please call this number if you for instance lose your keys, lock yourself out of your room or anything similar. For a life threatening emergency you should *always* call 112.

Residence Assistants

There is a Residence Assistant living at Sølvgade Kaserne who can help you with residence related matters like internet, mail, keys etc.

You can find our Resident Assistants contact information in our homepage.

<https://housingfoundation.dk/basecamp-solvgade-kaserne/>

Contact the inspector

For building-related problems (fixtures in the apartment such as windows, floors), please contact the Housing Foundation at contact@housingfoundation.ku.dk. Please add a picture indicating the issue.

For problems taken care of by the Housing Foundation Copenhagen's extra inspector service (furniture, inspections) please contact Attila during office hours on Tuesdays & Thursdays between 8am and 10am on telephone: +45 50525096 or email him at inspector.attila@gmail.com. Please add a picture indicating the issue, in case you send an email.

Key Pick-up and return for Sølvgade

Keys for Sølvgade are to be picked up and returned at the BaseCamp reception (in Sølvgade) within opening hours. If you need to contact the administration at Sølvgade about key pick-up, you may contact them through their [website](#)

There is a mailbox in the hallway next to the BaseCamp reception where it is possible to return the keys outside opening hours.

Please return all of the keys you have received. This includes:

2 chips (one for the main door/room, and one for the laundry)

2 keys (both for your mailbox)

1 tag with the room number



Locked yourself out

If your RA, The Housing Foundation Copenhagen's Inspector or the BaseCamp reception is available they can help you opening your room door. The price for getting help is DKK 300 between 16:00-08:00.

If help at your residence is not available, call the emergency phone number for BaseCamp +45 72109001. Be aware that if you lock yourself out more than once in a 14 days period a fee of DKK 300 will be charged every time if the RA or The Housing Foundation Copenhagen's Inspector opens your door.

If your key is permanently lost

Contact the BaseCamp reception.

How to open your door

The locks for the rooms in Sølvgade work with a chip. Please hold the chip up in front of the lock and wait until the light turns green - then turn the knob right and push the handle downwards.

Opening windows & Airing the room

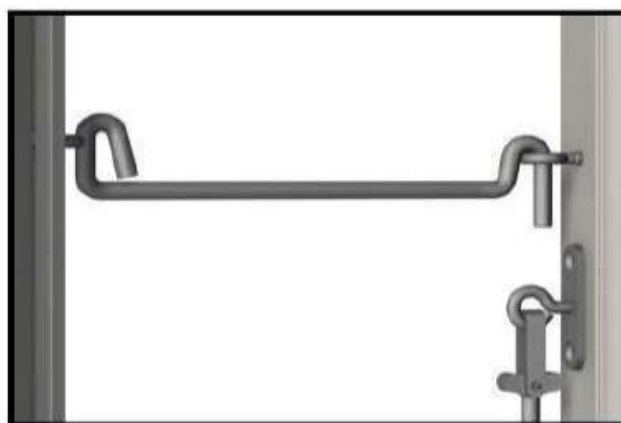
Please remember to air out twice a day for 10 minutes in your room. This will reduce humidity. Furthermore, it is much cheaper and quicker to heat up fresh air rather than moist air.

If you open the window in your room, please remember to always put the hook on. Please use the window hooks located outside of the window as the inner ones are too weak, and do not protect you from damages. 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.



Internet & TV

A wireless internet connection will be available throughout the building. Furthermore, a LAN connection is available in each apartment.



The Housing Foundation Copenhagen does not provide you with a TV. By Danish law, everyone who has an internet connection must pay media license. This expense is not included in your rent.

The internet provider is called Zibra. If you have problems with your internet connection, you can either send them an e-mail (helpdesk@zibrawireless.dk) or give them a call: +45 7873 7221. The service is provided daily all weekdays from 8:00am – 8:00pm.

Mail boxes

Mail boxes are located in the basement of the building in block 4 (Voldgade wing). Look for your room number to find your personal mail box. You are required to place your name on the mail box.

Car and Bike Parking

Bikes should be parked in the courtyard in the bike racks. You cannot place your bike inside the building.

The Housing Foundation Copenhagen does not provide car parking spaces in any of our residences. Parking is available in the surrounding streets, but due to the central location, finding a parking spot will be nearly impossible. If you decide to come by car, note that a parking permit is required and that [parking in this area is quite expensive](#). The Housing Foundation Copenhagen does *not* recommend you bring a car.

Smoking policy in the Residence

Smoking and candles are strictly prohibited everywhere in Sølvgade Kaserne.

Waste and recycling

There are different types of black trash containers in the courtyard. There are labels on each container showing what type of trash it allows. Always sort your trash and put them in the correct container.

Laundry

Laundry facilities ("The Wash") are available in the basement of both blocks. Laundry is not included in the rent but must be paid separately. How to get started:

- Your complimentary "PayPerWash" chip is in your envelope.
- Register on the website www.payperwash.com and select the "New user".
- Enter the serial number printed on the chip.
- You will receive an E-mail from PPW Support with your personal login. Please load your chip via internet payment.
- After registration and payment, you are good to go. Book your washing time through the PPW website.
- In case of questions, please contact PPW at www.payperwash.com
- +45 9714 5462 (Mon– Fri between 9:00-14:00) support@payperwash.com

Reporting problems

Please provide an immediate report if an issue persists after scheduled repairs. Please let us know immediately. We would have no other way of knowing without your report.

Vacuum cleaners

On each floor is a storage room containing vacuum cleaners for common use. The storage room is locked and your key will work for the storage room on your floor. Please bring the vacuum cleaner back to the storage room after use.

Radiators & temperature regulation

It is cold many months of the year in Denmark. However, so save energy, the central heating systems are only turned on from around October 1st to March 30th. During this period you can heat up your room/apartment, but please do so with caution and thought! The idea is not that your room/apartment should be so warm that you can walk around in shorts and t-shirt. You 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 mold.

Avoiding water damage

In order to avoid expensive water damages please follow and keep the below information:

- Do not put and leave wet rags, clothes and mops for a longer time on the floor or touching the walls and furniture, because they will cause damage.
- Do not let water staying on the countertop in the kitchen after doing the dishwashing. Always wipe the water off when you have finished.
- Avoid water flowing or dripping on the sink cabinets (kitchen and bathroom). Always wipe the water off.
- Check the bathroom and kitchen sink cabinets on a regular basis for water leakage.
- Clean the shower drain whenever you observe that the water won't go down fast.
- Always pull the shower curtain and cover the shower area whenever you take a shower.
- Report right away loose or dripping faucets, taps or other kind of water source which can cause damage.
- Any kind of uncommon water appearance or leakage **MUST BE REPORTED RIGHT AWAY** to the Housing Foundation in e-mail or on the phone. When writing e-mail please put in the subject line: **URGENT**.

Thank you for your cooperation.

The Housing Foundation Team

Kitchen extractor hood

The kitchen extractor hood is connected to the central ventilation system of the building that is continuously working in "silent mode". There is no built-in motor in it, therefore you cannot hear any noise while it's operating. The volume of air suction depends on how many tenants are using it at the same time in the building. If you need extra ventilation, please open the window to air out the apartment.

Note: if you cook with a lot of steam, fume/smoke, the fire alarm can go off. Be sure to open the window if you are cooking food that produces a lot of steam, fume/smoke.

Sølvgade fridges (small type, located under the kitchen countertop)

Most apartments have a small fridge placed under the kitchen countertop. This type of small fridge has no insulated and separate freezer - only a freezer box. That is why there is a drip tray under the freezer which must be always there. Do not remove the drip tray or store food in it.

Water is dripping from the freezer on the food in the fridge: These small fridges are equipped with an ice/freezer box which is not insulated. This makes the fridge cold and freezes the little compartment. Due to this, water dripping can occur, and the drip tray needs to stay under the icebox all the time – do not remove it. The amount of water dripping is affected by how much food and type of food stored in the fridge, how often is the fridge opened and how long is the fridge door left open. If you control these factors, then the fridge can work at its best capacity.

The recommended temperature setting is between 3-4 for this type of fridge to work at its optimum level. The sensor must be placed (attached) to the bottom of the icebox. If you cannot see it, because there is ice accumulated at the bottom of the icebox, then first you need to defrost it. Make sure no water is dripping onto the kitchen floor to avoid water damage. For safety reason we suggest that you do the defrosting when you are at home anyway, so you will be able to pour the accumulated water out of the drip tray and to wipe off any water leakage from the fridge. This way you can avoid any water damage to the cabinet & floor. The ice box usually melts down rather fast, so the whole procedure will not take too long.

If you keep the fridge continuously running on temperature setting nr. 5, the more ice will be accumulated over time.

The temperature sensor must always stay in this position (see the photo below):



Stuck bathroom sink plug

- open the bathroom sink cabinet
- you will see a vertical and an almost horizontal metal round bar at the upper part of the sink
- move the horizontal bar up & down and to the side as well, and it will release the plug

Water splashing outside the shower area

Very important: to pull the shower curtain from wall-to-wall so the area outside the shower will be protected from water damage.

Ventilation and shower mixer tap

The ventilation cannot be turned OFF. It is a central ventilation system where a lot of rooms are connected to.

Please note that the thermostat of the shower tap is adjusted at about 38 °C. If you want the water to be hotter then you need to push-in the little shaft on the knob of the shower tap (left side).

Upper window opening/closing mechanism (not in every apartment)

The right-side upper windows are controlled by the window mechanism. That is why there are no latches mounted on them. It is about the half round, grey handle, and the bars in the middle of the window frame.

Please check if the mechanism is tightened well:

- first you need to loosen the round button (screw) at the top of the handle and pull it down completely to close the right upper windows firmly (both the inside and outside ones)
- sometimes it helps, if you open them first by pushing the handle up and then pull it down to close them

Mold caused black discoloration in the bathroom silicone seal

This type of mold is different from the mold which grows on a wet wall for example. It is NOT hazardous to your health. It doesn't spread spores in your apartment as it is rinsed with water often, but it makes black discolorations in the silicone seal. The reason is that the tenants do not dry the shower area with squeegee and a dry cloth after taking a shower. And the shower area remains wet with soap and other residues for several hours. Other reasons can be poor ventilation or lack of ventilation.

Mold in the silicone seal is harder to remove, and you need chlorine or chlorine based cleaning agent, klor or "klorin" in Danish. On this video link you can find instructions:

<https://www.youtube.com/watch?v=4PDBYyb63sY>

Some products available in Denmark:



SILVERFISH (insects)

Silverfishes are harmless insects, they hide themselves in the small gaps around, baseboards, etc. The baseboards cannot be sealed at the floor, not allowed. The silverfish likes dust bunnies, so it is very important to vacuum clean regularly. You can remove the vacuum cleaner's head and use just the tube to vacuum clean around the baseboards, under furniture etc.

Advice by an exterminating expert: He informed us, that you could buy a product called Trinol. You will find it in the shop Matas, Harald Nyborg, Bauhaus, etc. You can email the receipt to the finance department of the Housing Foundation to get a refund of your purchase via your workflow account.

Trinol can be used on the floor and in the bathroom, especially at the baseboard's lines. It should not be in contact with your skin or your food (wear disposable gloves).

Also, wash your bedlinen and dry it in the tumbler. Silverfish are most common at the areas where there is high humidity. Therefore, it is recommended at wintertime that you open the windows twice a day for 10 minutes.



Kitchen items

They are not supplied by the Housing Foundation office any longer, the tenants are maintaining them according to their need.

Garbage holder under the kitchen sink:

Please see the pictures below regarding the garbage bag holder. It is a simple holder used here in Denmark; you just need to pull the household garbage bag onto the wire. You can buy these disposable plastic bags in any shops nearby. The size of the bags is 15-20 liter. Please do not place heavy trash cans or bins onto the wire – the wire will break.



How to descale a tap filter (clogged, poor water flow)

Place a little nylon bag (or similar) filled with vinegar (Eddikesyre in Danish) or acid citric at the end of the tap and fasten it with rubber or a cord. Leave it on overnight. This usually solves the issue. If not, then scrub the surface of the tap filter (where water comes out) with a sponge, or with a handle of a spoon to remove the rest of the limescale buildup.



How to descale a shower head (clogged holes, poor water flow)

Scrub gently the surface of the shower head holes (where water comes out) with a sponge, or with a handle of a spoon to remove the limescale buildup. You can use vinegar, Ajax or Cillit Bang products for bathrooms as well.

Clogged kitchen sink

No oil or grease after cooking is allowed to pour into the kitchen sink, as the oil/grease will harden over time inside the pipes and will eventually block the water flow. If you experience any blockage, please try first to clean the drain using a drain cleaning agent called: Afløbsrens. Pour half of the bottle into the drain, let it work for 1 hour, then rinse it well with hot water. Repeat the process, if necessary. Please be careful when using this product to avoid drops onto the wooden or linoleum floor, as it will make permanent spots/damage on the floor.



Clogged toilet bowl

Be sure not to flush anything other than toilet paper down the toilet. The following items are **not** allowed to be thrown into the toilet bowl:

- Toilet paper roll
- Tampon, cotton wool, panty liner, etc.
- Food of any kind

If the toilet becomes clogged, you can use a plunger available in most stores.

Electricity partly or fully down in the room/apartment

As the first action, always check the fuse box that is located in your room/apartment. Open the lid of the fuse box and check if all arms are pointing UP. If not, push them UP to have electricity. If you turned the electricity back on, and it still causes a short circuit, please do the following: you need to find out what causes the short circuit. Unplug all appliances, then turn them back on one by one. Usually, it is the laptop charger or mobile phone charger that is the problem.

If this issue persists, contact the BaseCamp office to send an electrician.

Heating in your room/apartment

Please note that it is completely normal for your radiator to be hot at the top and colder at the bottom. Most heating systems have a self-adjusting function, and it will release more heat when the temperature drops significantly outside.

If the radiator is completely cold (also at the top) and your neighbors already have heating on the same floor, then you must contact the BaseCamp office or us to have your radiator checked.

Noisy ventilation

Unfortunately, the noisy ventilation which blows fresh air into the room must not be adjusted, as it can cause difficulties in the ventilation system of the whole building.

Dust around ventilation (it is not mold)

Please see the explanatory text below regarding the dust issue:

The temperature and humidity difference (between the fresh/filtered air blown into your room and the current air) causes the dust to collect around the room vent over time. This is dust from the room, not from the ventilation.

Usually, the room ventilation is located high and it is difficult to reach it, therefore we suggest the following:

- get a sweeper (broom) with a long handle (pole)
- put a dry cloth on it (not wet) and wipe off the dust
- after you have completely removed the dust, you can also use a slightly wet cloth

Avoiding mold

Mold 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 mold fungi. These often appear as dark spots, which later change color.

Mold can be dangerous to humans and should be avoided at all costs in an indoor environment. If mold is not properly avoided, it can cause asthma, allergy, respiration problems, headaches, and impaired ability to concentrate. Children are particularly sensitive to mold.

For small mold areas, you can remove the fungi by using a detergent called “Rodalon” for indoor use. The Rodalon must remain on the attached area for about 20-30 minutes, after which it must be washed using lukewarm water. When the surface is dry, it must be vacuumed.

If the affected area grows to 30cm 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 mold stains, etc. occur, it is the tenant’s duty to contact the Housing Foundation.

Eleven hints for keeping mold 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.



Avoiding limescale ('kalk')

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.

The water in Copenhagen is very hard, which means that it has a high concentration of minerals, which leads to limescale build-up or "kalk." Limescale buildup will typically look like the picture to the right.

It can occur wherever water hits, so it will affect faucets (kitchen and bathroom), as well as sinks and shower areas. Cleaning it regularly helps avoid build-up, which is extremely difficult to get rid of (even by professional cleaners). This will be deemed to be a damage so should you arrive to an apartment with kalk-buildup, please make sure to state this in your issue report.

You must use the product called LIP. This is already provided in your room. If you can't find it contact our inspector Attila: inspector.attila@gmail.com

Cleaning bathroom drains

In Sølvgade the drains in the bathrooms have a smaller size and different structure than the usual drains, and therefore they might clog easier. **Before** you contact the inspector, [please try this very easy procedure yourself](#). Thank you.

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

Please follow the steps below to do the cleaning of the shower drain in Sølvgade apartments. You will need the following materials:

- the flat handle of a spoon or fork (use it instead of the screwdriver shown in the pictures)
- garbage nylon bag
- gloves



Step 1: prisse out the grid of the shower drain



Step 2: now prisse out the inside part of the water trap (do not use sharp things like a knife!)



Step 3: pull out the inside part of the water trap



Now you can see the hair and other built-up which block the water trap.

(continues on next page)



Step 4: take out the hair built-up.



Step 5: put the hair built-up in the nylon bag (it is not allowed to put in the toilet as it can cause further blockage!)



Step 6: pull out the water trap bowl.



Step 7: clean the water trap bowl.



Step 8: put everything back firmly to its place and fill the water trap up with water in order to stop the smell.

If these methods do not work, you may not use the shower if the water pours out of the shower area in any way. You need to contact us via email (contact@housingfoundation.ku.dk). If you fail to inform us of a clogged drain and associated flooding it can be deemed as negligence.

Cleaning shower and bathrooms floors

Specific cleaners are required for the shower. The shower and the floor have to be cleaned using a product called “Lip”, Lip is already provided in your bathroom. If you don’t find a bottle of LIP product in your bathroom, please contact the Resident Assistant or our inspector, Attila, and he will provide it for you. E-mail inspector.attila@gmail.com.

If you use other products, you are in risk of damaging the surface and being charged for damages.

Be careful **not to use too much** of the LIP since it can make the floors greasy.

When applying the product, please proceed as follows:

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

Rubber gloves are recommended for using this product.

NOTE: When you move out of your apartment, please do not discard the LIP product unless the bottle is empty. This way it will be available for the next tenant moving in to use it. Thank you.