

DAMAGE Guidelines

Dear Tenants,

We recommend that you arrange insurance to cover any damage during your stay.

When renting out an apartment/room, you will get a move-in inspection report where the conditions of the lease are noted. When your renting period is over, the conditions are noted in the move-out report again. Any differences between the 2 reports are wear & tear or damages. Wear & tear are normal wear of the apartment and the belongings (furniture, floor, walls, water faucets, electrical appliances, etc).

The role of this summary is to be advised of the possible damages and to be able to avoid them. At the bottom of this document you can find useful information about the cleaning as well. Please note that when an inspection takes place in your rented apartment, the 2 things which can affect your deposit are: damages and cleaning.

Examples of wear & tear:

- tiny scratches on the floor surface where the floor itself is not damaged, just being used, and does not require renovation (replacement or new surface finishing, for example, new lacquer on a wooden floor)
- tiny marks on the wall which are still acceptable and do not require repainting of the area
- construction or installation issues which can lead to easy worn of a part of the apartment beside the normal use, for example, not the right material (paint or board) used for a kitchen/bathroom wall and the paint is peeling off
- slight scratches, signs of wear of the hot plates
- slight spots, tiny dents or marks on the surface of furniture. Some tables, boards have untreated, natural surface or are painted and they are more sensitive on use. In these cases only bigger marks, spots, dents are considered as damage where the before & after conditions are really visible
- earlier damages: the existing damage(s) which were present at the time of moving in and where the damage(s) do not affect the function of the whole

Examples of damages:

- bigger, very visible dent, scratch on a surface which needs repair
- damages caused by water in the apartment. Most of the furniture, walls and floors will show signs of crack, swelling, spots or marks, if they are exposed to excess amount of water.
- damages caused by heat on the surfaces of the apartment or furniture. For example caused by hot dish, candles, iron, hair curling iron, etc.
- cracked/broken spare parts in the fridge/freezer (shelves, boxes, freezer door, etc.)
- smashed/cracked hotplate or oven glass

- melted or broken knob, filter of an appliance (hob, oven, kitchen hood)
- cracked/smashed window glass or bathroom mirror
- other damages caused by items left unattended, for example window left open and blown by wind or rain fell on the floor causing damage

We have made a summary of the most frequently occurring damages in student apartments. The purpose of this document is to help you to avoid unintentional damages. There are general damages or dorm specific damages due to differences in furnishing and installations. The repair/replacement of the damage part(s) can be very costly.

We recommend that you arrange insurance to cover any damage during your stay.

Here are some damages, in more detail (this is only a guidance, the list is not complete):

Damage on kitchen countertop (expensive): it cannot be repaired and it needs to be replaced

- It can be damaged by hot dishes – please ALWAYS USE trivets (made of cork, metal, silicone, etc.) under hot dishes/pots to avoid heat damages.
- It can be damaged by knife or sharp kitchen utensils – please ALWAYS USE cutting boards when preparing food.
- It can be damaged by splashing excess amount of water – please ALWAYS REMOVE/DRY water from the kitchen countertop's surface after finishing your job. Leaving water on the surface of the countertop can slowly damage it and can leave lime scale deposits as well, which will be hard to remove later on. Scrubbing it with a scrubber or hard sponge can lead to surface damage as well. Please note that the water is very hard in Denmark and the lime scale deposits appear in a short time of use: water faucets, showers, el-kettles, etc.
- It can be damaged by not using dish drying rack when washing up dishes, so the countertop will soak up the water and its surface will deform.

Damage on bathroom sink cabinets (expensive): it cannot be repaired and some parts or the whole needs to be replaced

- It is about visible water damage of the bathroom sink cabinet and mostly on the cabinet door(s) like cracks and swelling – please ALWAYS REMOVE/DRY water from the cabinet to avoid staying on it for a longer period of time. Cover the shower area well with the shower curtain.

Damage on bathroom door (expensive): in some cases it can be repainted but the labour costs are equal or more than replacing of a light weight standard door

- Usually it is about visible water damage of the bathroom door like peeling of the paint and swelling on the bottom – please be sure to ALWAYS COVER the shower area well with the shower curtain to avoid water splashing onto the door. IMPORTANT: the shower curtain needs to have the right size in order to protect the rest of the bathroom against water splashing. Please refer to the inventory list of your dorm where the right shower curtain size is available. Normally the gap between the bottom of the shower curtain and the bathroom floor must not exceed 1 - 2 cm.

Damage on bathroom installations (expensive)

- Crack caused in the bathroom sink or toilet bowl by dropping heavy/sharp items on them.

Damage on hot plate (expensive): in most dorms there are glass ceramic or induction hobs installed

- Avoid dropping dishes or other heavier metal/hard objects on the glass surface (be careful when taking out items from the upper cabinet). They can cause cracks on the glass plate right away. If this happens, the hob is not safe to use anymore, and the repair/replacement should be done as soon as possible.

Damage on inside parts of the fridge (expensive): many of the plastic spare parts are very expensive

- Avoid dropping heavier vegetables or fruits like melon in the vegetable box at the bottom of the fridge. They can cause crack on the plastic box which will be worse over time. The same applies when placing bottles (mostly glass) onto the bottle shelf located at the bottom part of the fridge door.
- Freezer doors can be damaged easily if the freezer compartment has a lot of ice accumulated inside and the door is forced to be shut. In some cases damage can happen to the freezer door if the main fridge door is forced to be closed while the freezer door is being left open.

Damage on the blinds: some dorms have venetian blinds on the windows

- Blinds can be damaged by unattended use or by wind/draft – please ALWAYS pull up the blinds (totally or partly) so the wind cannot damage it. When leaving the window open with blinds pulled down, the wind and draft can grab and damage the blinds by bending the aluminium slats. Please make sure to use the venetian blinds correctly, so that the slats do not bend, in which case the whole venetian blinds must be replaced. If you are not sure how to use it, please look it up on the internet.

Damage on the floor (wooden floor, linoleum, etc. – expensive repair)

- Floors can be damaged by *heat* (hot dish, iron, candles, etc.); by *water* (for example due to clogged drain, when water reaches the room's floor, or leaving a water tap running/unattended); by dropping *heavy or sharp objects* on the floor or moving furniture. High heeled shoes can make serious damages to the floor.
- If the windows or balcony doors are left open when nobody is in the room/apartment, and it suddenly starts raining before you get home, water will accumulate on the floor and thus damaging the floor. We strongly recommend keeping all the windows and balcony doors fully closed when leaving the room/apartment to avoid any water damage caused by rain to the floor.
- Washing the floor with a lot of water can easily damage the floor. Use a slightly wet mop instead.

Damage on the wall or other surfaces

- When taking down heavier items like a suitcase, do not drop or hit it against the wall or furniture. They can cause bigger dents or marks on the surface.
- Be very careful when placing posters/pictures with tape or sticky pads, as some types of tapes are difficult to remove and leave marks behind them on the surfaces, and thus damaging the surface.
- Double sided tapes or hooks remove the paint from a surface, thus causing damage – therefore their use is prohibited

Damages on window/door (expensive)

- Window or French door left open and being blown wide open by wind. Please note that wind and air blast can smash the window against the wall or blow so hard that it causes

damage to the window frame, hinges, lock mechanism or the window glass – please be careful when airing out to avoid damage to happen. We strongly recommend keeping all the windows and balcony doors fully closed (or in the tilt position, if available) when leaving the room/apartment to avoid any damages to the windows and to the balcony doors. Please note that leaving your window in the tilt position is not a guarantee against water damage caused by rain.

Damages to the bed/mattress:

- It is a very common damage for tenants to pour coffee/tea onto the mattress or bed leaving non removable marks. It happens that there are body fluids on the bed/mattress in the form of sweat, blood, etc. that is non hygienic for the next tenant who will sleep on this bed when moving in. Please always use a bed sheet, or better, water proof bed sheet to avoid this type of damage to happen.
- If you decide to wash the cover of the top mattress before you move out of your room/apartment at the end of your contract, please do not wash the cover on a high temperature (suggested 30°C), as the cover will shrink and will not fit on the mattress anymore. The cover will also shrink if you put it into a drying machine.

Damages caused by chemicals

- Stronger grease remover agents like "**grill rens**" (grill cleaner) dropped onto a wooden or linoleum floor damages it by making permanent, non-removable spots/discolorations.
- Descaling agents which contain **hydrochloric acid** will damage stainless steel and other metal surfaces (water taps). It is about a visible damage in a form of dark grey spots/marks. Such agents are usually not found in convenient stores. These are available in special cleaning stores and used by professional cleaners.

Regarding cleaning of your room/apartment

Avoiding regular cleaning of different areas of your room/apartment can cause gradual deposition of dust, dirt, grease and limescale. It will be harder to clean them over time and some sensitive areas can easily be damaged by improper use of cleaning agents or by scrubbing the area hard. Info and tips about cleaning are available in another document to help our tenants to maintain their room/apartment the right and easier way.

The cleanliness of the room/apartment is often the reason for a tenant is charged for. Please note that you need to leave your room/apartment cleaned well in the same standard cleaning conditions when you moved in. Compare your pictures taken at move-in with the ones at move-out. An apartment with kitchen and bathroom takes several hours to be cleaned well – it depends much on how often a regular cleaning is performed.