

# Residence Handbook

Engvej Studios





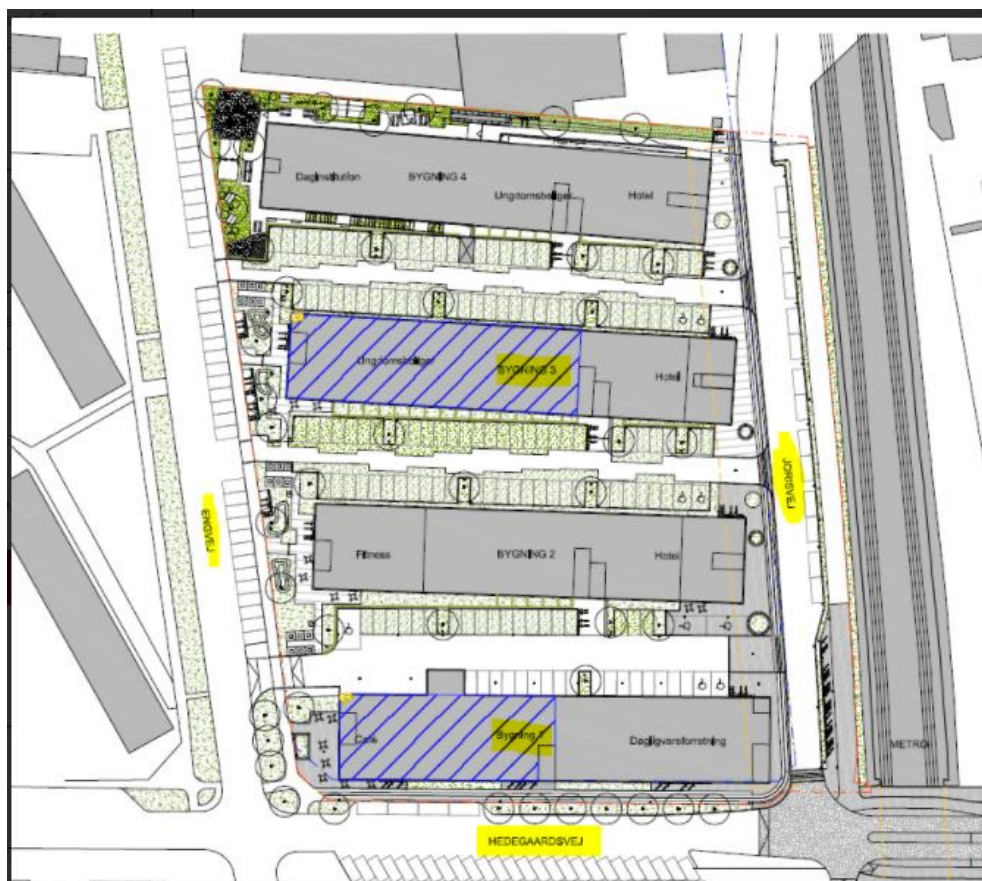
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= half open. Press on the door and move the handle into a horizontal position. ....	5
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## Engvej Studios

Engvej collage consists of 2 buildings (block B1 and B3).



### Key Information

Please note that your own key is a system key. This means that it opens the main entrance doors of both buildings, your own apartment, the mailbox and the padlock on your storage room in the basement.

**Important:** please remember to take your key with you whenever you leave your room and close your door. When you close your door, it will be locked automatically and you can be locked out if you have no your key with you.



### Internet and Wifi code



Each room has its own internet router placed behind the entrance door. The password is available on the back of it. Please unplug the router before you remove it from the wall (it hangs on 2 screws) by lifting it carefully.. Take a picture about the label with the password and place back the router in its place, connect the cables.

### Television

There is no televisions in the room. Please have in mind that it is mandatory to pay media license when living in Denmark. This is not part of the rent. By Danish law, everyone who has an internet connection must pay media license. This expense is not included in your rent. For further information please refer to [DR](#)

### Vacuum cleaners

We placed 2 vacuum cleaners on each floor in every common room. so please feel free to use them. We kindly ask you to deliver the vacuum cleaner back after use.

### How to open the balcony door in your room

Whenever you open, close the balcony door, please first press the balcony door firmly against the frame.  
Only after that turn the handle to avoid malfunction. Never leave your balcony door open when you leave as the wind and the rain can cause damages.

The balcony door has 3 settings



= closed



= half open.

Press on the door and move the handle into a horizontal position.



= To open the balcony door completely move the handle upwards in a vertical position.

### **Parking**

There is no parking space for cars at Engvej studios. If you have a car you must use the public parking spaces in the area.

If you have a bike there will be parking spaces around the building and in the basement in building 4.

### **Common kitchen**



There is

one common kitchen in Block 1 on 3<sup>rd</sup> floor.

The kitchen must always be clean and tidy and trash may never be placed outside of the trashcan. Trash must be sorted according to the common rules. If the trashcan is full, then empty it into the correct containers. Follow the guidelines in the posting, placed in the kitchen, about cleaning and daily maintenance of the kitchen. There is a common terrace close to the common kitchen. Please show consideration towards your fellow flat mates and surrounding neighbors, so that all can have a pleasant study- and living environment.

### **Roof terrace**

There is a common terrace close to the common kitchen remember. Besides from that there is also a roof terrace. Please show consideration towards your fellow flat mates and surrounding neighbors when using the terrace, so that all can have a pleasant study- and living environment. We refer to the house rules about music, noise and general behavior.

### **Storage room**



In the basement you will find a storage room with your apartment number on it. The basement room is part of your contract that means you have to lock, clean and empty the basement room upon your departure.

### **Laundry**



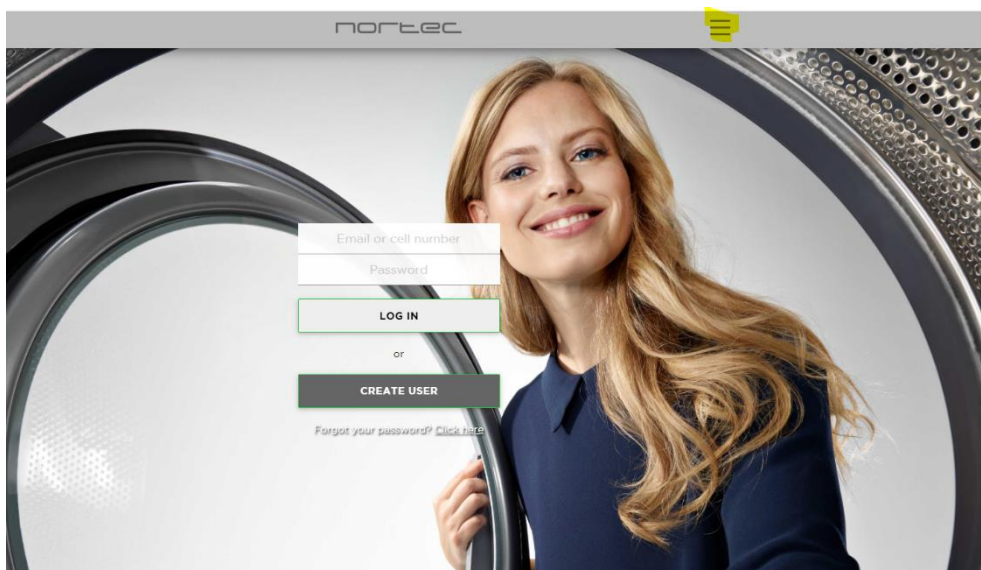
Laundry facilities are available in the dorm. The cost for laundry is not included in the rent and must be paid separately. In Engvej Studios we have two laundromats in Block 1 and Block 3. When you pick up your key you will get a laundry chip from **Nortec**.

It is important that you register the chip and put money in it to make it function.

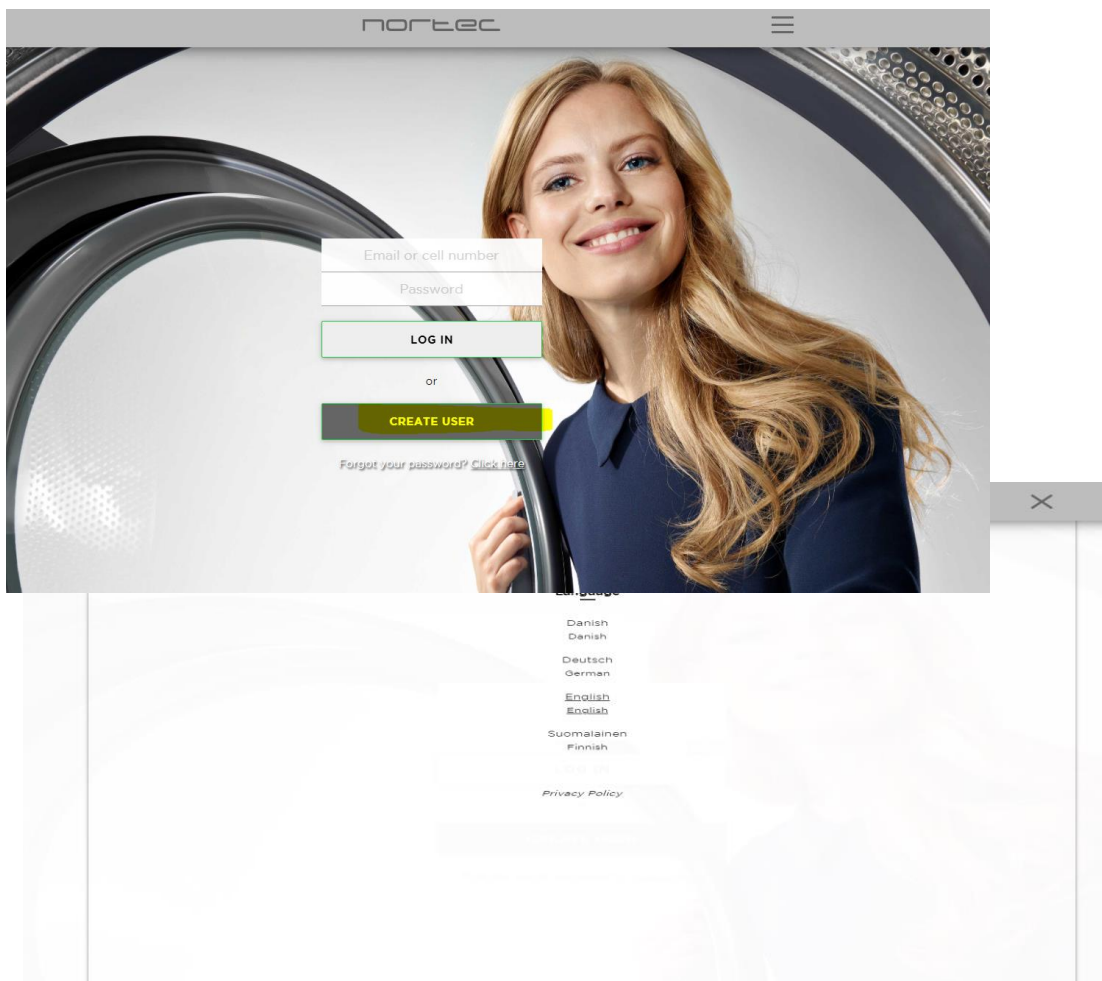
### Guide to register your laundry chip

First you have to go to this page: [e-vaskeri.dk](https://e-vaskeri.dk)

You can choose English or other languages here:



First time you use the chip press “ Create user”



The image shows the Nortec mobile application interface. At the top, the 'nortec' logo is on the left and a hamburger menu icon is on the right. The background features a smiling woman with long blonde hair. In the center, there is a login form with two input fields: 'Email or cell number' and 'Password'. Below these fields is a 'LOG IN' button. Underneath the 'LOG IN' button is the text 'or' and a green 'CREATE USER' button. At the bottom of the form, there is a link that says 'Forgot your password? Click here'. Below the login form, there is a list of languages: Danish, Deutsch, English, Español, Suomalainen, and Finnish. At the very bottom, there are links for 'Privacy Policy' and 'Terms of Use'.

If you live in block 1 you will search for “Engvej 169” . This will now be your laundromat.

In what laundry do you want to wash?

You can search by address, zip code or city

Engvej 169

Gefion - GG Development (kontan...

**Engvej 169**

2300 København S

**CHOOSE**

If you live in Block 3 you will search for “Jorisvej 7” This will now be your laundromat.



In what laundry do you want to wash?

You can search by address, zip code or city

Jorisvej 7

Gefion - GG Development (kontan...  
**Jorisvej 7**  
2300 København S

CHOOSE

To activate the laundry chip you will have to chose "Order Activation Code"

Activate your tag

If you have received a tag with an activation letter, click here to activate your tag.

ACTIVATE TAG

Order tag

Are you a new user of the laundry and you need a tag, then click here to order one.

ORDER TAG

Order Activation Code

If you have a washing tag and need an activation code to be able to activate your tag in the laundry, click here to get one.

ORDER ACTIVATION CODE

Hereafter you write your email or phone number

Log in to your laundry

Jorisvej 7 - 2300 København S

Email or cell number



BACK

FORWARD



Then you will receive this message

Email sent

We have just sent you an email with a security code. You need to use the security code on the next page.

OK

You will now receive an email from [noreply@nortec.dk](mailto:noreply@nortec.dk) with a one time use code. NB Remember to check your spam filter.

You will now be able to put in money in the laundry card and then it will be ready for use.



Then you have to register the chip and put money on the account. NB. If you have money on the chip when you move out you must contact Nortec and they will return the money to your account. It is important to deregister the chip so the next tenant can use it. The Housing Foundation Copenhagen can not help you with this so you have to contact Nortec directly.

### **Garbage:**

All garbage from the apartments, common kitchens, Cafés etc. has to be carried down to the large garbage area with containers for sorting and recycling. It is mentioned on each container what they are used for. If you are in doubt about how to sort your waste you can find more information on your municipality's webpage here: [kk.dk/affald](http://kk.dk/affald)





## Recycling

You can read more about how to recycle in our homepage [here](#)

### CARDBOARD

**Recycled in new products.**  
Cardboard is eg cardboard boxes without styrofoam, corrugated board, carton, packaging for toys and toothpaste etc.

*Cardboard and carton must be clean and folded flat before drop-off.*



### PAPER

**Recycled in new products.**  
Newspapers and magazines, advertising materials, envelopes, also window envelopes,

books, including phone books, writing and drawing paper.

*No need to remove clips or tape.*



### RESIDUAL WASTE

**Is incinerated and turned into electricity and heat.** Residual waste is eg foodwaste, milk and juice cartons, pizza boxes

and soiled cardboard, or paper, diapers, sanitary towels etc. and styrofoam.



### ELECTRONIC WASTE

**Contained materials are recycled in new products.**  
Electronic waste is eg phones and chargers, electric tooth brushes, electric toys, irons,

small kitchen utensils such as hand mixers, blenders, etc., postcards, shoes and ties with light or music.

*Place large items separately.*



### Bio- Bags – food waste

You can order bio bags for free [here](#). The bio-bags are used for food waste like vegetables, egg shells, bread, cakes, nuts, coffee grounds. Ect.

## RIGID PLASTIC

### Recycled in new products.

Rigid plastic is eg plastic bottles without deposit/return system, bottles used for beverages, shampoo, cleaning

detergents, trays from fruit, ice cream etc., cd covers, other plastic items such as buckets and toys. *Containers must be empty and can be with the lid.*



## METAL

### Recycled in new products.

Metal is eg beverage containers of metal without deposit/return system, clean tins and cans, pots and pans, utensils

and foil, nails and screws, tools and metal boxes.

*Food containers must be empty. Place large items separately.*



### Using the exhauster



It is important that you use the exhauster every time you are cooking food. In that way you can prevent a humid environment in your apartment that can cause mold. Please note that the kitchen hood doesn't have a built-in motor. It works on 'silent mode". When you cook, please turn the timer button of the kitchen hood and the inside ventilation plate will open wider. In this way the kitchen hood will extract more air/steam.

kitchen hood - to activate the kitchen hood during cooking, you need to turn & adjust the timer button between 30 - 60 minutes as per the scale on the front panel. In this way the kitchen exhaust will extract more air/steam and at the same time the ventilation system will blow more fresh air into the room to ensure the air changes in the apartment. You will hear increased ventilation noise. If you have finished cooking, you can turn it OFF by pressing on the button .



Please note: never place hot dishes on the kitchen countertop, table, desk etc. as it will cause expensive damage.



## Ventilate your room often

In general it is very important to ventilate your room often. We recommend to ventilate the room 3 times daily for 10 minutes. Furthermore, it is important that you ventilate when you are cooking food and after showering.

## Ventilation system



= use when relaxing at home and during sleep

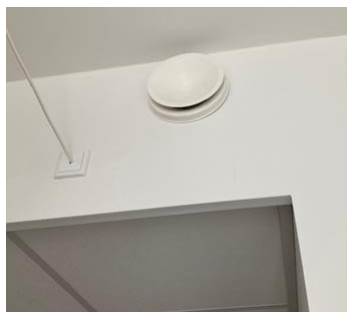


= use when you are hanging out with friends



= use when you leave your room

Up to the Danish regulations, all apartments have ventilation which exchanges the air. The kitchen hood and the bathroom vent extracts air and steam. The vent located on the wall blows fresh filtered air into the room. Please note that the kitchen hood doesn't have a built-in motor. It works on 'silent mode". When you cook, please turn the timer button of the kitchen hood and the inside ventilation plate will open wider. In this way the kitchen hood will extract more air/steam.



Remember it is strictly forbidden to put something into the ventilation. If you experience some dark marks around the ventilation then you have to make sure to clean it.

## **Cleaning Supplies**

Please be prepared that you need to buy your own cleaning materials, toilet paper, toilet brush, kitchen items, extension cords, etc.

## **Avoiding mold in your apartment**

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

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

If condensation, large discolored areas, large mould stains, etc. occur, it is the tenant's duty to contact the Housing Foundation.

Eleven hints for keeping mould fungi out of your apartment.

1. Let the ventilation run or keep a window open, both during AND after showering.
2. Wipe the walls and floor with a towel after showering. Make sure the room is thoroughly ventilated before the bathroom door is left open.
3. Let the stove's ventilation hood run when cooking.
4. Never air-dry clothes inside the apartment (but you may use a tumble dryer of course).
5. Ventilate or air the room when ironing clothes.
6. Avoid blocking the airflow between any outer walls and furniture. Check the walls behind mirrors and pictures.
7. Avoid storing fabrics in built-in cupboards. Fabrics will prevent a proper airflow.
8. If you exercise in the apartment, keep the door closed and make sure the room is ventilated throughout the exercise. Even without exercise the human body will produce 2-4 liters of water per day.
9. Moisture at the bottom of windows or on cold windowsills must be wiped regularly.

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.

If you like to sleep with the heating off, keep the door to your room closed, so you do not cool down the entire apartment. Upon waking up and airing out the entire apartment, make sure to lightly heat the rooms, so that they are all equally warm.

## **Removing mold**

For small mould areas you can remove the fungi by using the detergent "Rodalon" for indoor use. If the affected area is around 30 cm x 30cm, the detergent Hyxan or similar should be used instead of Rodalon.

If the affected area is even bigger, you must get professional help. Please contact us via email ([contact@housingfoundation.ku.dk](mailto:contact@housingfoundation.ku.dk)).

If condensation, large discolored areas, large mould stains, etc. occur, it is the tenant's duty to contact The Housing Foundation. Failure to take action in due time could result in health hazards for the residents, as well as damages to the apartment. This is why it is important to contact us in good time.

### **Avoiding lime scale**

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

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

To avoid kalk, you will need to use a squeegee to remove excess water from the tiles after every shower. This is routine for all Copenhageners.

Please use kalk cleaners with caution as using too much can also lead to damaging of the tiles. Avoid products containing hydrochloric acid (“saltsyre” in Danish) as this does more harm than good. It can also be helpful to mix a couple of tablespoons of vinegar with water to clean tough spots.

For more information about cleaning kalk, please refer to our website under the “During your Stay” section.



### **Cleaning the toilet**

In order to keep the toilet nice and clean and avoid calcium please clean the toilet often.



Before

Toilet not cleaned (missing cleaning by tenants)



After

Toilet cleaned with toiletbrush and cleaner (well maintained)

### Cleaning the shower drain



A clogged shower drain can cause expensive water damages both in yours and in the apartment below you (if you are living on the 1st floor or higher). Therefore it is important to clean the drains often. It is important to remove hair from the drain every time you shower.

If you experience that the drain clogs completely please contact our RA (resident assistant) then he will lend you the tools needed for opening and cleaning the shower drain.



### Cleaning the drain in the sink



It is important to clean the drain in the sink. To clean the drain remove the top of the lid by twisting it carefully. Then you will be able to remove hair from the sink. If the sink gets clogged please contact our inspector and he will come and fix it.

### Outer doors and Fire doors:

For the safety of all tenants, it is very important that you always close the outer doors when entering and leaving the building. The front door and the basement door by the ramp are the two most important outer doors. There is also a basement door in the middle of the building close to the front door, and there are emergency-exit doors in both ends of the building by the two back-staircases and on the middle staircase by the elevator.

### How to clean the drain

Please follow the steps below to do the cleaning of the shower. You will/might need a philips screwdriver, disposable gloves and a garbage nylon bag.



**Step 1:** loosen the screws in the corner of the grid with a philips screwdriver (you DO NOT need to remove the screw, just turn the screw counter clockwise about 5-6 times until the grid loosens)



**Step 2:** remove the grid to reach the water trap



**Step 3:** now you can reach the water trap which stays deeper in the drain



**Step 4:** pull the water trap bowl out



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



**Step 6:** place the water trap bowl in a nylon bag. Remove the built-up hairs and put them in the nylon bag (it is not allowed to put the flith in the toilet as it can cause further blockage!)



**Step 7:** clean the water trap well inside and outside (you can use the shower)



**Step 8:** place the water trap well in its place and fill it up with water in order to stop the drain smell. Finally place the grid back.