

THE BOOKING MANUAL

FOR STUDENTS
BOOKING ROUND: FALL 2022





Contents

HOW TO MAKE A BOOKING	4
1. ADMINISTRATION	4
INVITATION OF APPLICANT	4
2. APPLICATION	5
APPLICANT INFORMATION.....	5
ADDRESS INFORMATION	5
HOUSING NEEDS.....	5
FINANCIAL NEED	6
Rental period.....	7
ROOM SELECTION	7
ROOM AVAILABILITY PAGE	8
3. CONTRACT	10
CONTRACT INFORMATION.....	10
YOUR RENTAL CONTRACTS	11
UPLOAD CONTRACTS AND DECLARATION OF CONSENT	11
TIPS FOR AVOIDING UPLOAD ISSUES	11
IMPORTANT INFORMATION REGARDING BOOKING.....	12
IMMEDIATE BOOKINGS – CONTRACTS THAT START THE SAME DAY AS MAKING THE BOOKING	12
CONTRACTS THAT START LESS THAN 14 DAYS AFTER MAKING THE BOOKING.....	12
PAYMENT	13
Bookings with more than 14 days before contract start date:.....	13
Bookings with less than 14 days before contract start date:.....	13
Bookings with immediate start date:.....	13
Bookings at Signalthuset, Øresundskollegiet, Tietgen & Det Ny Emdrupborg Kollegium:.....	13
ACCOUNT STATUS – YOUR DUE PAYMENTS.....	13
PAYMENT PLAN.....	14
PAYMENT METHODS	14
1. PAYMENT VIA CREDIT CARD.....	14
HOW TO MAKE YOUR PAYMENT:	15

HOW TO SPLIT YOUR PAYMENT INTO SMALLER AMOUNTS:	15
2. PAYMENT VIA BANK TRANSFER.....	16
3. PAYMENT VIA MOBILE PAY	16
CHANGING ROOMS	17
HOW TO CHANGE ROOMS:.....	17
CANCELLATION OF BOOKINGS.....	18
CANCELLING WITHIN 14 DAYS AFTER BOOKING	18
HOW TO CANCEL YOUR BOOKING:	18
OTHER CANCELLATION SCENARIOS	19
BEFORE THE TENANCY START DATE, BUT MORE THAN 14 DAYS AFTER BOOKING.....	19
ROOMS WITH AN IMMEDIATE TENANCY START DATE	19
AFTER THE FIRST RENTAL DAY, BUT IN THE FIRST MONTH (WITHOUT MOVING IN)	19
AFTER MOVING IN, OR MORE THAN ONE MONTH AFTER THE FIRST RENTAL DAY	19
CANCELLING THE FIRST OF TWO BOOKINGS	19
MOVE IN, KEYS, AND YOUR ROOM INSPECTION	20
MOVE-IN DATE AND KEY PICK UP	20
MOVE-IN ISSUE REPORT	20
How to make the issue report:.....	20
CLEANING ISSUES WHEN MOVING IN	21
EXTENSION	22
HOW TO MAKE AN EXTENSION:	22
SHORTENING OFFER.....	23
THINGS TO CONSIDER	23
RESTRICTIONS.....	23
INCREASING YOUR CHANCES	23
ONCE YOU HAVE MADE THE OFFER.....	24
IF YOU WANT TO REVOKE OR CHANGE YOUR SHORTENING OFFER	24
HOW TO MAKE A SHORTENING OFFER	24
MOVE OUT.....	25
RETURN OF KEYS & DEPARTURE DATES.....	25
CLEANING	25
DEREGISTRATION OF ADDRESS	25
RETURNING YOUR DEPOSIT	25



The Booking manual

The Housing Foundation Copenhagen's booking manual is explaining you all the rules and conditions you need to know before you make any bookings. Please read the manual carefully before entering the booking system.

HOW TO MAKE A BOOKING

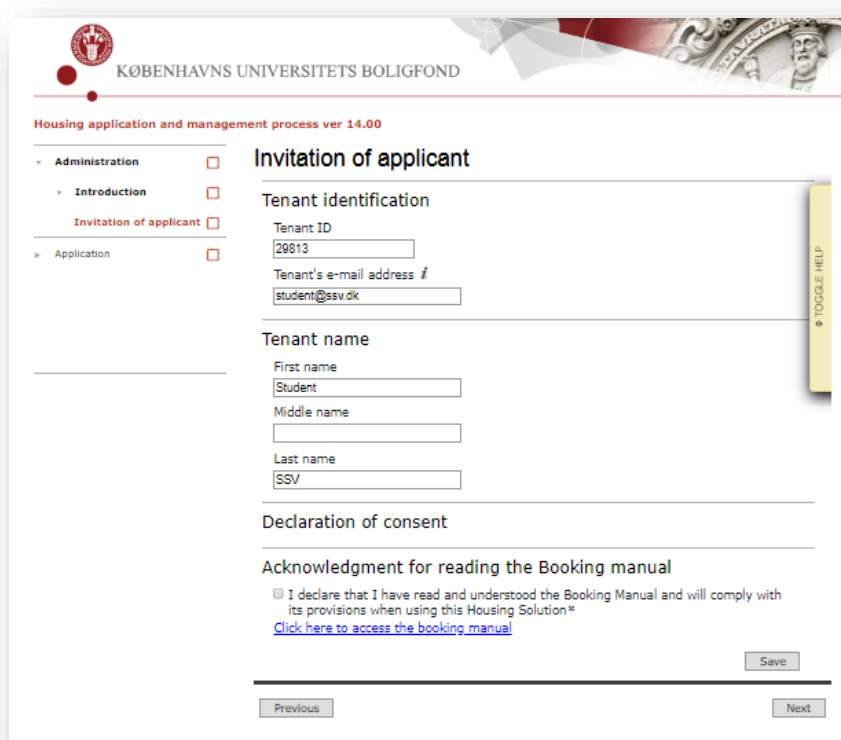
When you enter the booking system, you will have to go through several categories in order to make the booking.

The booking system will show you a left side menu with the different booking steps. In this manual we will describe how you successfully make a booking.

1. ADMINISTRATION

INVITATION OF APPLICANT

Upon gaining access to the booking system, you will have to declare that you have read The Declaration of consent and the booking manual and you agree with the terms and conditions of The Housing Foundation Copenhagen's rules.



KØBENHAVNS UNIVERSITETS BOLIGFOND

Housing application and management process ver 14.00

- Administration ☐
- Introduction ☐
- Invitation of applicant ☐**
- Application ☐

Invitation of applicant

Tenant identification

Tenant ID
29813

Tenant's e-mail address #
student@ssv.dk

Tenant name

First name
Student

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

2. APPLICATION

APPLICANT INFORMATION

In this section you must fill in your personal details.

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.

The screenshot shows the 'KØBENHAVNS UNIVERSITETS BOLIGFOND' application interface. On the left is a sidebar menu with options: Administration (checked), Application (unchecked), Applicant Information (checked), Address Information (checked), Housing needs (unchecked), Room selection (unchecked), Contract (unchecked), and Payment (unchecked). The main content area is titled 'Applicant Information' and contains two sections: 'Gender' with a 'Female' checkbox selected, and 'Tenant identification' with a text field for 'Tenant's e-mail address' containing 'student2@ssv.dk'. Below this field is a yellow-highlighted instruction: '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'. A 'TOGGLE HELP' button is visible on the right side of the form.

ADDRESS INFORMATION

Fill in all your personal details here. The section "tenants home address" is your permanent home address which will be stated on your rental contract.

HOUSING NEEDS

DISABILITY

If you are physically disabled, make sure to read the [information here](#) before clicking 'Yes'. Please note that you must indicate this the first time you apply for housing with us. Please contact us before you are making the booking so we can meet your required needs. You can only apply for disability housing within the first week of the booking round. The deadline for applying is **4th of July 2022**.

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.

FINANCIAL NEED

You can only apply for financial need within the first week of the latest booking round. The last date to apply for financial need application is **4th of July 2022**. Please make sure to book a room even if you apply for financial need in case your application gets rejected.

Financial need students are normally provided with shared rooms which are slightly cheaper than most of our other rooms these are not visible in the booking system.

KØBENHAVNS UNIVERSITET

Housing application and management process ver 12.12

- Administration ✓
- Application ☐
- Applicant Information ✓
- Housing needs ✓
- Disability ✓
- Financial need ✓
- Rental period configuration ✓
- Rental period ✓
- Room selection ☐

Financial need

Would you like to apply for financial need approval?

☒ Yes *i* *

Financial need

Please upload a file documenting that you are financially needy

Choose File No file chosen *

10031003_10204423816368629_5715054599337632454_n.jpg

Save

Previous Next

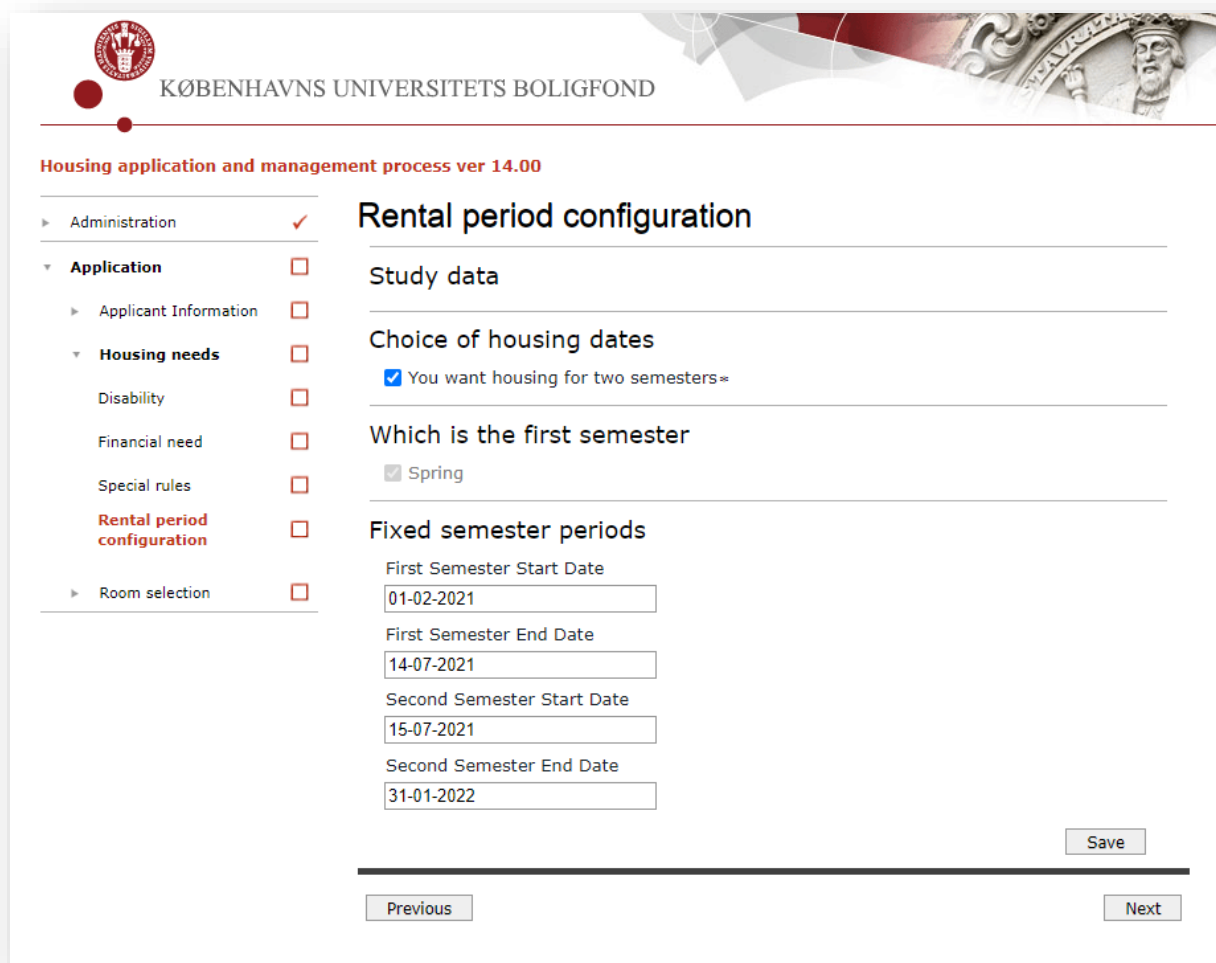
Please upload your documentation in English it can be an application explaining your situation or any other documentation providing proof of your need for financial housing. Please remember to apply for housing in case your application is rejected. We will get back to you one week after the booking round regarding your application.

RENTAL PERIOD CONFIGURATION

We offer accommodation for one or two semesters and you can select either one of these options. You are not obligated to book for two semesters immediately. Even if you are admitted for two semesters, you can choose to tick that you only want to book housing for one semester to begin with. You can always opt to extend to two semesters later on—for this, please see the section on extensions.

The dates in the “fixed semester periods” are non-editable they are simply search dates.

You can find a detailed description [here](#).



The screenshot shows the 'Rental period configuration' page. On the left is a sidebar with a navigation menu. The main content area is titled 'Rental period configuration' and contains several sections: 'Study data', 'Choice of housing dates' (with a checked checkbox for 'You want housing for two semesters'), 'Which is the first semester' (with a checked checkbox for 'Spring'), and 'Fixed semester periods'. The 'Fixed semester periods' section contains five date input fields with the following values: '01-02-2021', '14-07-2021', '15-07-2021', and '31-01-2022'. At the bottom right is a 'Save' button, and at the bottom are 'Previous' and 'Next' buttons.

KØBENHAVNS UNIVERSITETS BOLIGFOND

Housing application and management process ver 14.00

- Administration ✓
- Application □
 - Applicant Information □
 - Housing needs □
 - Disability □
 - Financial need □
 - Special rules □
 - Rental period configuration** □
 - Room selection □

Rental period configuration

Study data

Choice of housing dates

☒ You want housing for two semesters*

Which is the first semester

☒ Spring

Fixed semester periods

First Semester Start Date
01-02-2021

First Semester End Date
14-07-2021

Second Semester Start Date
15-07-2021

Second Semester End Date
31-01-2022

Save

Previous Next

Rental period

This section is not editable so please click save + next to the next step.

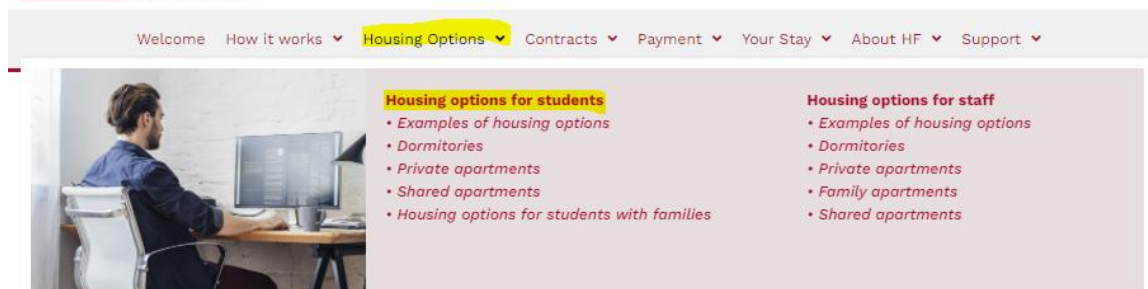
ROOM SELECTION

SUMMARY OF INFORMATION

Click save and next to go to the next section.

ROOM AVAILABILITY PAGE

To see the type of rooms and detailed description of our accommodations please click [here](#)



Here you can see all the rooms that are vacant for booking regardless of their colour.(White or red). Initially, the system will automatically select (and reserve for 30 minutes) the cheapest room available. This pre-selected room is marked with this sign in blue ●. You may have to scroll down to see more room options.. You can navigate by the grey arrow at the bottom of the box to see more information about the accommodation on the right side.

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. You can navigate by the bar to see price and room type.

<input type="radio"/>	Contract start Dec 1 st, 2021	Engvej Studios (B3.002)	Single	Monthly: DKK 7462	Deposit: DKK 8000	▲
<input type="radio"/>	Contract start Dec 1 st, 2021	Engvej Studios (B3.004)	Single	Monthly: DKK 7462	Deposit: DKK 8000	
<input type="radio"/>	Contract start Dec 1 st, 2021	Engvej Studios (B3.111)	Single	Monthly: DKK 7462	Deposit: DKK 8000	
<input type="radio"/>	Contract start Dec 1 st, 2021	Engvej Studios (B3.318)	Single	Monthly: DKK 7462	Deposit: DKK 8000	
<input type="radio"/>	Contract start Dec 1 st, 2021	Kulbanekollegiet St. 15	Single	Monthly: DKK 6455	Deposit: DKK 8000	
<input type="radio"/>	Contract start Dec 1 st, 2021	Mariendalsvej kollegium 57D, 005 (53)	Single	Monthly: DKK 5320	Deposit: DKK 8000	
<input type="radio"/>	Contract start Dec 1 st, 2021	Rebslaggervej Kollegium Student 13	Single	Monthly: DKK 7293	Deposit: DKK 8000	
<input type="radio"/>	Contract start Dec 1 st, 2021	Rebslaggervej Kollegium Student 16	2-person	Monthly: DKK 9566	Deposit: DKK 8000	
<input type="radio"/>	Contract start Dec 1 st, 2021	Rebslaggervej Kollegium Student 204	Single	Monthly: DKK 6878	Deposit: DKK 8000	
<input checked="" type="radio"/>	*Contract start Jul 15 th, 2021	Rebæk Søpark kollegium 233	Single	Monthly: DKK 3627	Deposit: DKK 8000	
<input type="radio"/>	Contract start Dec 1 st, 2021	Sølvgade/BaseCamp Student V046	2-person	Monthly: DKK 8679	Deposit: DKK 8000	
<input type="radio"/>	Contract start Dec 1 st, 2021	Østerbro Kollegiet 504	Single	Monthly: DKK 7016	Deposit: DKK 8000	▼


Important

Always remember to refresh the room availability section to make sure you are seeing the latest updated information.

As someone else might have booked, your room in the meantime even though you have already have selected it. . Press 'Save' and 'Next' to move on to the room acceptance step.

ROOM ACCEPTANCE PAGE

In this section you are confirming your booking and acknowledge that you agree to our terms and conditions. Therefore, please read the information in this section very carefully including the contract start and end dates as well as the information of the room that you are about to book.

**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.

Contract end date ☒

Residence information (click to expand/collapse)

Residence

Dorm description

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

Room Description (click to expand/collapse)

Room number

Address

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

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

Total payment for your whole stay

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

Previous

Next

9

If you do not wish to book this room then do NOT click “save”. Instead, simply click on Room Availability and choose another room option.

PLEASE NOTE: Even if you do not upload a rental contract you are still financially obligated for your booking.

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.

3. CONTRACT

CONTRACT INFORMATION

Once you have successfully made a booking, you come to the booking confirmation step as seen below. Click ‘Save’ and ‘Next’ to generate the rental contracts.

The screenshot displays the 'Housing application and management process ver 12.13' interface. On the left, a sidebar lists various steps: Administration (checked), Application (checked), Contract (expanded), Contract information and upload contract (expanded), Contract information, Sign and upload contract, Cancellation, Contract follow-up (Housing only), Payment, Case handling, Move in, Shortening of contract, and Move out. The main content area is titled 'Contract information' and contains a 'Booking information (click to expand/collapse)' section. This section includes a 'Please note' box with a message about receiving rental and service contracts via email within 24 hours, advising to check spam filters and read contracts carefully within 3 days. Below the note is a 'Save' button. At the bottom of the main content area are 'Previous' and 'Next' buttons.

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

YOUR RENTAL CONTRACTS

Within one hour after you have made the booking you will receive the rental contract in Danish, supplemental document (a translation in English of section 11), Declaration of consent, A service contract (only for rooms in Signalhuset, Øresundskollegiet, Tietgen kollegiet)

You can find a more detailed description of how to sign the rental contracts [here](#) as well as an example of an English version [here](#)

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.

The screenshot shows the 'Housing application and management process ver 14.00' interface. On the left is a sidebar menu with items: Administration (checked), Application, Contract (expanded), Contract information and upload contract, Cancellation, Payment, Move in, Move out, and Account equalization. The 'Sign and upload contracts and declaration of consent' item is highlighted in red. The main content area is titled 'Sign and upload contracts and declaration of consent'. It includes a 'Documents status' section with a checked checkbox stating 'You have remembered to sign the contracts and the declaration of consent before scanning all files and uploading them'. Below this is a 'Documents' section with instructions to upload signed documents within 3 days, with a 10 MB size limit. It contains two file upload fields: 'Signed rental contract' and 'Approval of General Data Protection Regulation', both showing 'Choose File' and 'No file chosen'. At the bottom are 'Previous', 'Next', and 'Save' buttons.

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).

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 want to cancel the booking and a cancellation fee will apply.
- **You must confirm your booking within 24 hours.** You will receive a separate e-mail regarding your 'Booking Confirmation' along with your contracts. You need to reply to this e-mail immediately to confirm your booking, otherwise you risk losing the booking.

CONTRACTS THAT START LESS THAN 14 DAYS AFTER MAKING THE BOOKING

If you book a room that **starts within 14 days after making the booking** then you must abide by the following:

- **The contract must be uploaded within 3 days and before the contract start date**, otherwise you risk losing your booking. The three-day rule does not apply if the booking starts before three days.
- **The payment must be made before the contract start date.** You may check the due date on your flow once the booking has been made.
- **You cannot cancel your booking manually.** You will need to notify our office immediately if you want to cancel the booking and a cancellation fee will apply.
- **You need to confirm your booking.** You will receive a 'Booking Confirmation' e-mail separately along with your contracts and you need to reply to this e-mail to confirm your booking.

PAYMENT

Bookings with more than 14 days before contract start date:

You must pay the first instalment (3 months' rent + deposit) within 14 days of the initial booking.

Bookings with less than 14 days before contract start date:

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](#).

Bookings with immediate start date:

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.

Bookings at Signalhuset, Øresundskollegiet, Tietgen & Det Ny Emdrupborg Kollegium:

If you book a room at Signalhuset, Øresundskollegiet, Tietgen or Det Ny Emdrupborg Kollegium, the **Administration and Handling Fee** must be added to the first instalment.

You can always check your payment due dates in your Payment Plan, see information about this below.

ACCOUNT STATUS – YOUR DUE PAYMENTS

- **Total balance:** shows your remaining balance for the whole rental period.
- **Balance due soon:** shows your next due payment.



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](#)

PAYMENT PLAN

The payment plan is an overview of all your payments (past and future).

To see payment plan follow these steps:

- Go to Payment
- Click on Make a payment
- Click on Account status
- At the bottom of the page in Account data section click on Show payment plan (see picture above)

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.

It is your own responsibility to follow the payment plan as you do not receive an invoice from the Housing Foundation. Failing to pay on time will result in late payment reminder [fees](#).

PAYMENT METHODS

The Housing Foundation offers three different payment methods; via credit card, bank transfer and by using Mobile Pay app. Please read about these methods to see which is best for you.

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](#).

1. PAYMENT VIA CREDIT CARD

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](#). Please find more information [here](#).

HOW TO MAKE YOUR PAYMENT:

In order to make a payment always refresh the page and click on the payment section. It is recommended that you use the left-side menu highlighted in yellow below.

- Refresh your flow and go to **Payment**
- Click using the left-side menu on **Make a payment**
- Click on **Account status**
- Click on **Information about payment process**: select return of deposit here
- Click on **Terms and conditions**: accept these in the check box
- Click on **Payment amount** and confirm the amount you wish to pay and click on **SAVE**. 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 due for each payment deadline. You can edit the amount in the **Payment amount** box.
- Click **Online payment**: and click on the **Payment** tab and a new window for paying via credit card will appear.

Invalid request error: if this error appears you need to close the window and start the payment procedure all over again from Payment section. This error occurs because your order ID runs out and you need to create a new one.

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

HOW TO SPLIT YOUR PAYMENT INTO SMALLER AMOUNTS:

Some banks have an amount limit when paying via credit card and in this case, you can split the split a due amount into several smaller payments.

- Refresh your flow and go to **Payment**
- Click using the left-side menu on **Make a payment**
- Click on **Account status**
- Click on **Information about payment process**: select return of deposit here
- Click on **Terms and conditions**: accept these in the check box
- Click on **Payment amount**: type in your desired amount and click SAVE
- Click **Online Payment**: and click on the **Payment** tab and a new window for paying via credit card will appear.
- After you have made your first payment transaction and you need to follow these steps from the beginning in order to make a new payment.

<ul style="list-style-type: none"> > Administration <input checked="" type="checkbox"/> > Application <input type="checkbox"/> > Contract <input type="checkbox"/> > Payment <input type="checkbox"/> <ul style="list-style-type: none"> > Make a payment <input type="checkbox"/> <ul style="list-style-type: none"> Account status (select this step first before a new payment) <input checked="" type="checkbox"/> Information about payment process <input checked="" type="checkbox"/> Terms and conditions <input checked="" type="checkbox"/> Payment amount <input type="checkbox"/> Online payment <input type="checkbox"/> > Move in <input type="checkbox"/> > Shortening of contract <input type="checkbox"/> > Move out <input type="checkbox"/> > Account equalization <input type="checkbox"/> 	<h3>Online payment</h3> <hr/> <p>Number of postings</p> <p>Number of payments registered in your account</p> <input type="text" value="1"/> <hr/> <p>Payment posting (latest)</p> <hr/> <p>Payment amount</p> <hr/> <p>Online payment</p> <p>Every transaction will be credited an amount by the bank, so don't make more transactions than needed. When a transaction has been approved you will receive a receipt by email. Please be aware that in some cases an transaction is not approved immediately by our online trading partners - this can cause some delay for the receipt to be send.</p> <p>Open payment window</p> <input type="button" value="Payment"/> <hr/> <div style="text-align: right;"> <input type="button" value="Save"/> </div> <hr/> <div style="display: flex; justify-content: space-between;"> <input type="button" value="Previous"/> <input type="button" value="Next"/> </div>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

2. PAYMENT VIA BANK TRANSFER

You can find The Housing Foundation bank details on our [website](#). It is important to type your Tenant ID when making the bank transfer in the message to sender box so that we can identify your payment.

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.

3. 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.

CHANGING ROOMS

Everyone is allowed to change rooms once during their tenancy. 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 financially responsible for both bookings. 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.

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

Note, that **you cannot change rooms if living in Bikuben, Øresundskollegiet, or Tietgenkollegiet**, as these dorms wish to have only long-term tenants. RMC & ITU students are also not allowed to change rooms.

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. Please see our [list of fees here](#)

HOW TO CHANGE ROOMS:

- Go to Room Availability page, select your new desired room.
- 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.
- 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.

Once you accept the room, the change is instantly in effect and the old room becomes available to others as the contract end date is shortened.

CANCELLATION OF BOOKINGS

The possibility to cancel your booking free of charge 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 from the date you make your booking during which you can cancel a booking. However, this only applies if:

- The rental period has not yet begun
- It is not an immediate booking

If there are less than 14 days from the date you make your booking until the contract starts:

If you have confirmed your booking then your cooling-off period lasts until the rental period begins (Then it is less than 14 days).

HOW TO CANCEL YOUR BOOKING:

- Go to **Cancellation**
- Click **Cancellation of Bookings**: change the tick from "No, I do not wish to cancel my bookings" to "Yes, I wish to cancel my bookings" and click 'SAVE'.
- Then **use the left-hand menu to manually navigate** to the sub-step click on **Confirm booking cancellation**: tick off 'Yes' and SAVE. If you skip this second confirmation step, then you have not cancelled.
- Send us an email to make sure you have cancelled successfully.

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 uploaded a signed rental contract. [Please see the fees list here.](#)

ROOMS WITH AN IMMEDIATE TENANCY START DATE

If you have confirmed your booking then 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 uploaded a signed 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. Send an e-mail The Housing Foundation Copenhagen or refer to the section regarding Shortening Offers in this booking manual.

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**.

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

MOVE-IN ISSUE REPORT

If there are any damages or issues upon move-in that are not mentioned in the inspection report then you are required by Danish law to report within 14 days of your keys being handed out.

How to make the issue report:

- Go to the 'Move In' section in the left-hand menu then click on Inspection 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'.
- 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.

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.

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)
Choose File No file chosen

Possible second for more documentation (MAX 10 MB)
Choose File No file chosen

Save

Previous Next

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. But please note, the cleaning company may in some cases not be able to come on the same day.

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—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.

EXTENSION

If you are already admitted for two semesters but selected to book for one semester to begin with you can extend your contract yourself. **If you are a student from RMC, ITU, MIT you are not allowed** to do an extension. Contact the coordinator in your university in order to get more information.

HOW TO MAKE AN EXTENSION:

- Go to **Rental Period Configuration**
- Un-tick 'You want housing for one semester'. Then select 'You want housing for two semesters' instead. Remember to click 'Save' and 'Next'
- Go to **Room Availability**. Your room should already be pre-selected. Make sure it is selected, then click 'Save' and 'Next' to book it again for your current rental period plus the new extension period.
- If you want to extend to a different room then select the desired room and click SAVE then NEXT.
- Go to the page **Room Acceptance**. Here you accept and press 'NEXT'. This will then generate a new e-mail to you with contracts attached, which you need to sign and upload as before.

KØBENHAVNS UNIVERSITET

Housing application and management process ver 12.12

Progress	Status
Administration	✓
Application	✓
Applicant Information	✓
Housing needs	✓
Disability	✓
Financial need	✓
Rental period configuration	✓
Rental period	✓
Room selection	✓

Rental period configuration

Study data

Choice of housing dates

☐ You want housing for one semester*

☐ You want housing for two semesters*

Fixed semester periods

Save

Previous Next

SHORTENING OFFER

Your rental periods are fixed and you cannot cancel your contract after moving in, or more than one month after the first rental day.

However, if you wish to move out early, you can make a **‘Shortening Offer’**. This means asking us if you can ‘offer’ your room on our booking system with a desired early contract end date. We then advertise it, so that another student might take over the room when you leave early.

We cannot make any guarantees that another student will book your room. **If no other student books your room, you are still legally responsible for paying rent for the entire original rental period as it is stated in your contract.**

THINGS TO CONSIDER

- **There is a fee** for making the shortening offer. The fee covers the actual administrative time used for making the rearrangement of your booking. [See a list of fees here.](#)
- If successful, **moving out 7- days before contract end** still applies: You will still need to move out seven days before your new offered contract end date (by 12 noon).
- If another student books your room relatively last minute, you might have to vacate at short notice. We do keep the seven-day move-out rule in mind when contacting you.

RESTRICTIONS

- Shortening offers cannot be made for rooms at **Bikuben, Tietgen Kollegiet, and Øresundskollegiet**. Students from RMC, ITU, MIT are also not allowed to do a shortening offer.
- **The offered date can only be the last date of a month.**
- **The offered date needs to be made at the latest a month before the date.** If there is less than one month left to your offered contract end date when you make your offer, the system will automatically prohibit this and move your contract end date by one month to the next available date.
For example: If you wish for your contract to end on 31st December, you must make your offer by end of 30th November.
- **There are deadlines after which you no longer can make a shortening offer.** You cannot make shortening offers late in the semester. The closing deadline for making a shortening offer or extending your stay is usually mid-May in the spring semester and mid-October in the fall semester, but a precise date [will be announced on our web page and by email.](#)
- It is forbidden to sublet your room and advertise the room on social media or any media webpage. Private subletting and advertising for subletting is seen as a breach of the contract and will have serious consequences.

INCREASING YOUR CHANCES

Attracting new tenants for a shortening offer is most likely to be successful with the following end dates:

- 30 June: Attractive for incoming summer students.
- 31 July: Attractive for incoming pre-semester Danish Language course students
- 31 August: Attractive for late-coming semester students.
- 31 December: Attractive for incoming pre-semester Danish Language course students

ONCE YOU HAVE MADE THE OFFER

- You need to follow your payment plan until someone books your room
- If your offered date is close and no one has yet taken up your offered room, we will move the offered date to two weeks later to see if this helps. We will keep doing this until someone books the room or your original tenancy period is over.
- You will be informed via e-mail when someone has accepted your offer and you will be charged for our handling of this extra service. You can see the exact amount [here](#).
- If the shortening offer is accepted then it is binding to both you and that person

IF YOU WANT TO REVOKE OR CHANGE YOUR SHORTENING OFFER

If you change your mind and want to stay after all, you can only withdraw the offer if no one has already booked the room. You can also change the date of the shortening offer. In both cases, you must email The Housing Foundation Copenhagen. Your offer is not withdrawn or changed until The Housing Foundation Copenhagen has confirmed that it is.

HOW TO MAKE A SHORTENING OFFER

- Go to **Shortening of contract** on the flow, located on the left-hand menu.
- Then click on **Specification** and then go to **Specification of shortening offer**, select that you wish to offer to shorten. Do not change your contract end date here (this will still remain your official end date). Press 'Save'.
- Proceed to the **Shortening date** page, where you can input your desired offered end date.
- On the **Shortening date** page, in the field 'Offered end date', select your desired end date. You can enter any date ending on the 30/31st of a month, as long as that date is more than one calendar month in the future.

KØBENHAVNS UNIVERSITETS BOLIGFOND

Housing application and management process ver 13.10a

Shortening date

Offer to shorten (a shortening offer is binding)

Fixed semester periods

University admittance/employment standard date

Contract start date: You cannot modify this date.

Contract end date

Offered end date

Save

Next

- Once you have selected your desired end date, click 'Save'. Other users of the booking system will now be able to select your room from this offered date.
- Do not be surprised if you cannot see your room being advertised on the 'Room Availability' page. Only other users of our service can now see your room offer in their Online Flow. If you go to 'Room Availability', you will still see your official contract start date attached to your room.

MOVE OUT

RETURN OF KEYS & DEPARTURE DATES

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.**

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 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 a 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'.

KØBENHAVNS UNIVERSITETS BOLIGFOND

Housing application and management process ver 14.00

- Administration ☒
- Application ☐
- Contract ☐
- Payment ☐
- Move in ☐
- Move out ☐
- Account equalization ☐
- Account equalization ☐
- Returning your deposit** ☒
- Account settlement ☐

Returning your deposit

It is possible for the UCPH Housing Foundation to return your deposit to the credit card account

Do you wish to have your deposit returned to the credit card which was used for the initial payment?

☒ Yes=

☐ No, Please note that a bank transfer costs fees. See our list of fees on our website, =

Booking Status

Booking-Information

S103
Solvgade/BaseCamp PHD only
13-11-2019 - 31-03-2020

Booking-Information

Save

Previous Next

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.

KØBENHAVNS UNIVERSITET

Housing application and management process ver 8.26

- Administration ☒
- Application ☒
- Contract ☒
- Payment ☐
- Case handling ☐
- Move in ☐

Bank Information

Bank account

☒ Other=

Save

Previous Next

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



Phone: +45 35 33 20 78

Mail: contact@housingfoundation.ku.dk

finances@housingfoundation.ku.dk

www.housingfoundation.dk