THE BOOKING MANUAL

FOR STAFF BOOKING ROUND: SPRING 2023









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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 the manual, we will describe how you can 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.

Ho	using application and manag	ement process ver 14.00	
Ŧ	Administration	Invitation of applicant	
	- Introduction	Tenant identification	
	Invitation of applicant	Tenant ID	
-	Application	29813 Tenant's e-mail address <i>i</i> student@ssv.dk	TOGGLE HELP
		Tenant name	0
		First name	
		Niddle 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* <u>Click here to access the booking manual</u>	
		Save	

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.

sing application and ma	anage	ment process ver 14.00	
Administration		Applicant Information	
pplication		Gender	
Applicant Information	1	Female=	
Applicant Information	1	Tenant identification	Ψ.
Address Information	1	Tenant's e-mail address <i>i</i>	GLE
Housing needs		student2@ssv.dk	0 TO
Room selection		If you have a ku.dk email address then please provide a different email address which will	
ontract		be used for communication with the Housing Foundation	
ayment			-

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 <u>information here</u> 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 **5th of December 2022**.

Next, upload documentation of your disability. For example, this could be a document from your doctor or home university confirming you 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 for a more suitable accommodation.

RENTAL PERIOD CONFIGURATION

We offer accommodation from 3 months minimum up to one year for staff members.

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

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

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

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

lousing application	n and manage	ment process ver 14.00	
Administration	✓	Rental period (specified dates)	
Application	1	Faculty category	
 Applicant Information 	mation 🧹		
 Housing need 	s 🗸	Choice of housing dates	
Disability	1	You want to choose special dates	
Special rules	1	Fixed semester periods	
Rental period configuration	1	Desired contract start date <i>i</i> 15-05-2021 *	
Rental period dates)	(specified	Contract end date <i>i</i> 30-11-2021 *	
 Room selection 	1		Save
	-		

You can find a detailed description here.

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 preselected 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 is 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.

	0	Contract start Dec 1 st, 2021	Engvej Studios (B3.002)	Single	Monthly: DKK 7462	Deposit: DKK 8000	
	0	Contract start Dec 1 st, 2021	Engvej Studios (B3.004)	Single	Monthly: DKK 7462	Deposit: DKK 8000	
	0	Contract start Dec 1 st, 2021	Engvej Studios (B3.111)	Single	Monthly: DKK 7462	Deposit: DKK 8000	
	0	Contract start Dec 1 st, 2021	Engvej Studios (B3.318)	Single	Monthly: DKK 7462	Deposit: DKK 8000	
	0	Contract start Dec 1 st, 2021	Kulbanekollegiet St. 15	Single	Monthly: DKK 6455	Deposit: DKK 8000	
	0	Contract start Dec 1 st, 2021	Mariendalsvej kollegiet 57D, 005 (53)	Single	Monthly: DKK 5320	Deposit: DKK 8000	
	0	Contract start Dec 1 st, 2021	Rebslagervej Kollegium Student 13	Single	Monthly: DKK 7293	Deposit: DKK 8000	
	0	Contract start Dec 1 st, 2021	Rebslagervej Kollegium Student 16	2-person	Monthly: DKK 9566	Deposit: DKK 8000	
	0	Contract start Dec 1 st, 2021	Rebslagervej Kollegium Student 204	Single	Monthly: DKK 6878	Deposit: DKK 8000	
B	0	*Contract start Jul 15 th, 2021	Rebæk Søpark kollegium 233	Single	Monthly: DKK 3627	Deposit: DKK 8000	
	0	Contract start Dec 1 st, 2021	Sølvgade/BaseCamp Student V046	2-person	Monthly: DKK 8679	Deposit: DKK 8000	
	0	Contract start Dec 1 st, 2021	Østerbro Kollegiet 504	Single	Monthly: DKK 7016	Deposit: DKK 8000	*
- I				1			

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 need to confirm 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.

Hou	using application and ma	nagement process ver 14.00
-	Administration	Room acceptance
*	Application	Payment receiver information
	 Applicant Information 	
	Housing needs	Fixed semester periods
	 Room selection 	Contract start date: You cannot modify this date.
	Summary of information	13-11-2019
	(please confirm or go bao to make changes)	29-02-2020
	Room availability	Residence information (click to expand/collapse)
	Room acceptance	
	Contract	Sølvgade/BaseCamp Student
_		
	Payment	Dorm description
	Move in	Keys must be picked up during opening hours at Sølvgade, Georg Brandes Plads 4-6 and returned to same address upon departure.
	Move out	
	Account equalization	
		Address Georg Brandes Plads 4-6, 1307 Co Room description Furnished studio apartment with private bathroom and kitchenette plus common kitchen facilities. Utilitie and internet included in the rent. Phone and laundry expenses must be paid separately. The media cost charged by the Danish government is not included in the rent. Accessible for wheelchairs. Payment information Deposit amount DKK 8.000,00 Total monthly rent (for bookings at Signalhuset, Øresunds, Sigynsgade, Rovsingsgade and Vermundsgade, there will be a service contract with associated fees) DKK 8.268,00 Total payment for your whole stay DKK 37.481.34 Payment plan (click to expand/collapse) I declare by clicking SAVE, that I am booking this residence and that I have read and
		I declare by clicking SAVE, that I am booking this residence and that I have read and destroyed the besidence and I among the second provided extends of the interview.

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.

A desisionation	Contract information
Administration	
Application	 Booking information (click to expand/collapse)
Contract	Please note
 Contract information and upload contract 	ⁿ □ 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
Contract information	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
Sign and upload contra	act
 Cancellation 	Save
 Contract follow-up (Housing only) 	Previous Next
Payment	
Case handling	
Move in	
Shortening of contract	
Move out	

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 <u>here</u> as well as an example of an English version <u>here</u>

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 will be cancelled without further notice. This might imply a cancellation fee.

	using upprediction and ma	muge	
-	Administration	~	Sign and upload contracts and declaration of consent
F	Application		Documents status
Ŧ	Contract Contract information		✓ You have remembered to sign the contracts and the declaration of consent before scanning all files and uploading them *
	and upload contract		Documents
	Contract information Sign and upload contracts and declaration of consent	✓ □	Please upload the signed documents here by using the upload file buttons below (appears differently depending on your browser version). The UCPH Housing Foundation will check each uploaded file and verify that (1) it is the right one and (2) that you signed it as required. If you do not upload the correctly signed documents within 3 days from making a booking, or if you upload the wrong file(s), your booking may be cancelled without prior the transmission of the signed documents with the signed documents with the signed documents with the signed document without prior above the signed document below to prove the signed document with the signed document without prior above the signed document below to prove the signed document with the signed document without prior above the signed document below to prove the signed document with the signed document without prior above the signed document below to prove the signed document with the signed document w
	 Cancellation 		Signed rental contract Choose File No file chosen *
×	Payment		Approval of General Data Protection Regulation
F	Move in		Choose File No file chosen
Þ	Move out		Save
×	Account equalization		

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

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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.

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

Þ	Administration	✓	Account status (selec
Þ	Application		payment)
Þ	Contract		In the account status ste
Ŧ	Payment		balance at present time. choose what amount you
	 Make a payment 		always pay what is in you
	Account status (select		avoid late payment fees.
	this step first before a new payment)		Total balance (DKK). We suggest
	Information about	П	0
	payment process		Balance due soon (DKK) i
	Terms and conditions		0
	Payment amount		Note: if there is no minus in front do not owe anything right now. Y
_	Online payment - click here for e-mail receipt		front of the amount in the 'Baland please proceed to the step 'Paym return of your deposit:
Þ	Move in		When your contract with us ends,
Þ	Shortening of contract		the deposit amount in your initial
Þ	Move out		needs to happen via bank transfe the UCPH Housing Foundation wil
Þ	Account equalization		The amount is due now or with

Account status (select this step first before a new

p, you can always see your account In the payment amount step, you can wish to pay now. Note: that you should ur "due soon" box, in order for you to

you pay this amount and thus don't have to pay again

of the amount, it means you have paid ahead and you 'ou can only make a payment when there is a minus in ce due soon' box. To change the amount you wish to pay, ent Amount'. How to save bank transfer fees for the

the deposit will automatically be returned into the credit d for your initial payment, but ONLY if you pay at least I payment. If you choose to pay the deposit in a later d for the payment has expired, the return of your deposit er and the transfer fees from both your bank and from Il be charged to you.

hin 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 acccount.

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 <u>fees.</u>

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** <u>here.</u>

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 <u>here.</u>

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 Mobile Pay 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 <u>will entail a transfer charge</u>. Please find more information <u>here</u>.

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.

	Administration	1	Information about payment process
	Application		To avoid bank transfer fee, we recommend you to pay online
ŀ	Contract		using a credit card. By doing this we are able to return your deposit to the crediteerd by the and of your stay. Do you wish to
Ŧ	Payment		pay online?
	 Make a payment 		Yes* No*
	Account status (select th step first before a new payment)	is	Return of deposit information
	Information about payment process	~	30-05-2020
	Terms and conditions	~	Save
	Payment amount		Previous

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.

[HOUSING FOUNDATION COPENHAGEN		
н	ousing application and r	nanage	ment process ver 14.00
Þ	Administration	1	Online payment
Þ	Application		Number of postings
Þ	Contract		Number of payments registered in your account
Ŧ	Payment		1
	 Make a payment 		Payment posting (latest)
	<mark>Account status</mark> (select step first before a new payment)	this ✓	Payment amount
	Information about payment process	1	Online payment
	Terms and conditions	1	Every transaction will be creditted an amount by the bank, so don't make more transactions than needed. When a transaction has been approved you will receive a receive the uppil. Receive a bar some that is even a crease as hereaction is not some your transactions in the some some some some some some some som
	P <mark>ayment amou</mark> nt		immediately by our online trading partners - this can cause some delay for the receipt to be send
	Online payment		Open payment window
Þ	Move in		Payment ~
Þ	Shortening of contract		Save
Þ	Move out		Drovious
Þ	Account equalization		Next

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 <u>fee for reception of payments via bank transfer</u>. 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.



OTHER CANCELLATION SCENARIOS

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

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

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 signed the rental contract. <u>Please see the fees list here.</u>

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**. <u>Please</u> <u>see the fees list here.</u>

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

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

CANCELLING THE FIRST OF TWO BOOKINGS

You cannot cancel a booking if you already made a second booking after it. If you make two bookings, it is not possible to cancel the first booking (especially when the rental period begins immediately). You must pay for the first booking and the second one, because you have inhibited others from booking and paying rent on the first room. This applies even if you have not uploaded a signed contract and you have not 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 <u>http://housingfoundation.dk/your-stay-arrival/</u>

MOVE IN INSPECTION

When you have picked up your keys you will be called in for a professional move in inspection. Our professional inspectors will come to your accommodation and inspect it together with you (if you can't make the date, they can do this in your absence – The time for the inspection is not negotiable). They will make a move in inspection report and mark any damages, missing things or things to remark. Hereafter they will send you the move in inspection report by email to you. The reason why they are making the inspection is to know the state of the room and make sure you will not be responsible for any damages or missing things by move in.

At the end of your stay you will have a move out inspection where the inspector again report the state of the room. You will also be called in for that inspection. If you cannot attend, the inspectors will still make the inspection, make report, and send it to you. If any damages has happened during your stay or the cleaning was done insufficiently, you might have to pay for it. This might be deducted from your security deposit depending on the damage and price.

MOVE-IN ISSUE REPORT

Besides from the professional move in inspection you also have 14 days from the day you pick up the keys to report issues.

For example, if you picked up your keys on [†] September, your last day for reporting issues is 14th September.

If you believe something is missing or damaged, or if your room is not in a satisfactory condition that was not already noted in your move in issue report made by the inspectors , please take photos and place these with descriptions in " My Move in Issue report template". You can download the template at our home page under the section called Arrival.

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.
- It is very important that you use "My Move in issue report template" and upload it to the booking system.
- After uploading the move in issue report, **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. Either our inspectors will 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.

nousing application and n	nanagen	nent process ver 14.00
Administration	~	Issue report
 Application 		Repair or complaint
 Contract 		
 Payment 		Booking Status
* Move in		Booking-Information
 Inspection 		Apt 126 Nordisk Kollegium
Reporting of issues at time of moving in	~	01-12-2019 - 31-03-2020
Issue report		
 Handling of initial issue 		Issue reporting Issue reporting deadline days from move in (please note, MAX 800 chars)
 Move out 		
 Account equalization 		
		Detect shelp day and departmines of insure (MAY 10 MO)
		Choose File No file chosen
		Possible second for more documentation (MAX 10 MB)
		Choose File No file chosen
		Save
		8

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 straightaway. 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

You can extend your contract if you have not stayed with us for one full year.

He	• ousing application and m	anage	ment process ver 12.12	1. A.M.
-	Administration	~	Rental period (specified dates)	
Ŧ	Application		Faculty category	
	 Applicant Information 	~		
	 Housing needs 		Choice of housing dates	
	Disability	~	Fixed semester periods	
	Rental period configuration		Allocation period	
	Rental period		University admittance/employment standard date i	
	(specified dates)		15-08-2016 *	
	 Room selection 		Contract end date <i>i</i>	
	Contract		31-01-2017 *	
	Payment			Save
	Move in		Province	Next
	Move out		Previous	Next

STEPS:

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

SHORTENING

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

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

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

MOVE OUT

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

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.

<u>Please see our website for more information of how you should leave the room.</u>

DEREGISTRATION OF CPR NUMBER FROM ADDRESS

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

RETURNING YOUR DEPOSIT

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

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

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

If you want this:

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

nanage	ment process ver 14.00
~	Returning your deposit
1	It is possible for the Housing Foundation to return your deposit
	to the credit card account
	Do you wish to have your deposit returned to the credit card you
	made your last payment with?
	Ves*
	Booking Status
	Booking-information
	V134 Solvgade/BaseCamp PHD only 01-10-2021 - 30-09-2022
sit 🗋	Booking-information
	V134 Solvgade/BaseCamp PHD only 01-10-2022 - 31-07-2023
	nanage ✓ - - - - - - - - - - - - -

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 <u>a transfer fee.</u>

		E
using application a	nd manage	ment process ver 8.26
Administration	1	Bank Information
Application	1	Bank account
Contract	1	☑ Other=
Payment		Save
Case handling		Providence
Move in		PTEVIOIO IVEXI

Thank you for reading the booking manual. We at the Housing Foundation Copenhagen are looking forward to welcome you to Copenhagen and wish you pleasant stay.

Kind Regards



Mail: contact@housingfoundation.ku.dk

finances@housingfoundation.ku.dk

www.housingfoundation.dk