

# THE BOOKING MANUAL

FOR STAFF  
BOOKING ROUND: FALL 2022





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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

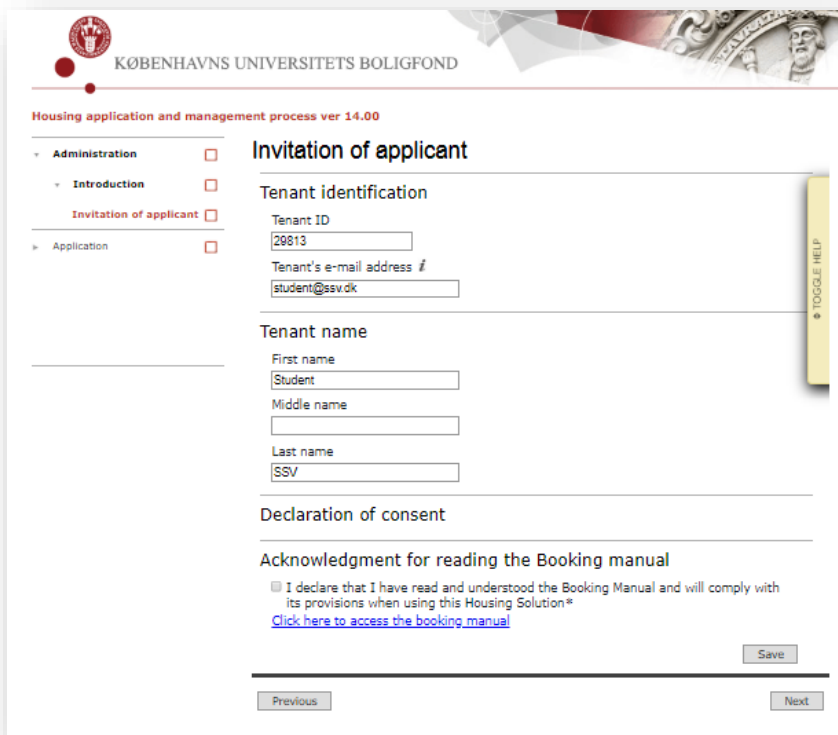
When you enter the booking system, you will have to go through several categories in order to make the booking.

The booking system will show you a left side menu with the different booking steps. In 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

Tenant's e-mail address #

#### Tenant name

First name

Middle name

Last name

#### 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.

KØBENHAVNS UNIVERSITETS BOLIGFOND

ousing application and management process ver 14.00

Administration ✓

Application

Applicant Information ✓

Applicant Information ✓

Address Information ✓

Housing needs

Room selection

Contract

Payment

### Applicant Information

Gender

Female

Tenant identification

Tenant's e-mail address ⓘ

student2@ssv.dk

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. ⓘ

TOGGLE HELP

### 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 **4<sup>th</sup> of July 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 to be relocated to a more suitable accommodation.

## RENTAL PERIOD CONFIGURATION

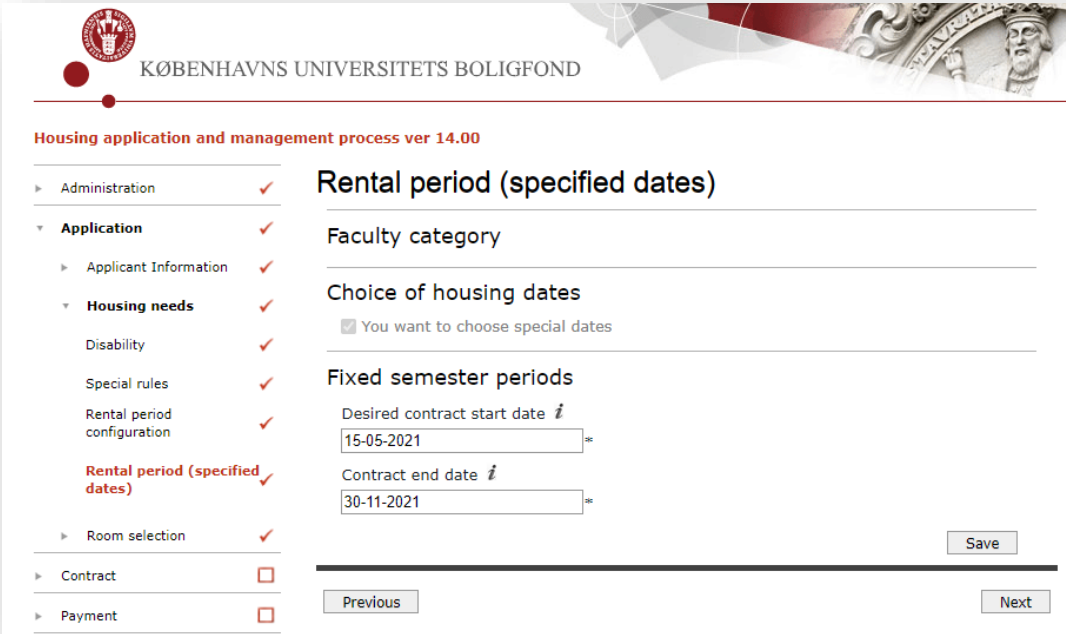
We offer accommodation from 3 months minimum up to one year for staff members.

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 search 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 /30<sup>th</sup>/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 take this into account when planning your stay.



The screenshot shows a web interface for 'KØBENHAVNS UNIVERSITETS BOLIGFOND'. The page title is 'Housing application and management process ver 14.00'. On the left, a navigation menu lists steps: Administration (checked), Application (checked), Applicant Information (checked), Housing needs (checked), Disability (checked), Special rules (checked), Rental period configuration (checked), Rental period (specified dates) (checked and highlighted in red), Room selection (checked), Contract (unchecked), and Payment (unchecked). The main content area is titled 'Rental period (specified dates)'. It includes a 'Faculty category' field, a 'Choice of housing dates' section with a checked checkbox for 'You want to choose special dates', and a 'Fixed semester periods' section with two date input fields: 'Desired contract start date' (15-05-2021) and 'Contract end date' (30-11-2021). At the bottom, there are 'Save', 'Previous', and 'Next' buttons.

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

## RENTAL PERIOD

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

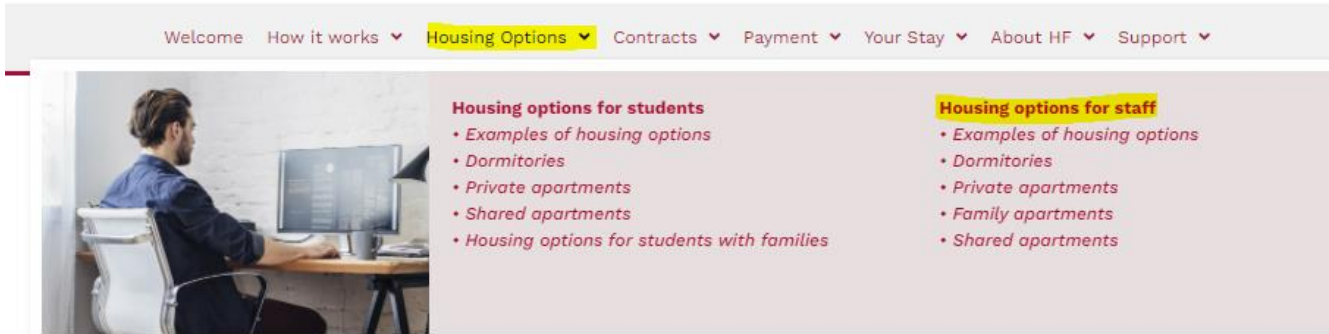
Room selection

### 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 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 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.

<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 kollegiet 57D, 005 (53)	Single	Monthly: DKK 5320	Deposit: DKK 8000	
<input type="radio"/>	Contract start Dec 1 st, 2021	Rebslagervej Kollegium Student 13	Single	Monthly: DKK 7293	Deposit: DKK 8000	
<input type="radio"/>	Contract start Dec 1 st, 2021	Rebslagervej Kollegium Student 16	2-person	Monthly: DKK 9566	Deposit: DKK 8000	
<input type="radio"/>	Contract start Dec 1 st, 2021	Rebslagervej 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

---

#### Room Description (click to expand/collapse)

Room number

Address

Room description

---

#### Payment information

Deposit amount

Total monthly rent (for bookings at Signhuset, Øresunds, Sigynsgade, Rovsingsgade 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.\*

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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 shows the 'Contract information' page of the housing application system. At the top left is the logo of Københavns Universitet. The page title is 'Housing application and management process ver 12.13'. On the left side, there is a navigation menu with the following items: Administration (checked), Application (checked), Contract (unchecked), Contract information and upload contract (unchecked), Contract information (unchecked), Sign and upload contract (unchecked), Cancellation (unchecked), Contract follow-up (Housing only) (unchecked), Payment (unchecked), Case handling (unchecked), Move in (unchecked), Shortening of contract (unchecked), and Move out (unchecked). The main content area is titled 'Contract information' and contains a section for 'Booking information (click to expand/collapse)'. Below this is a 'Please note' box with the following text: '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'. Below the text box is a 'Save' button. At the bottom of the page, there are 'Previous' and 'Next' buttons.

## 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 a web interface for the 'KØBENHAVNS UNIVERSITETS BOLIGFOND'. The page title is 'Housing application and management process ver 14.00'. On the left is a navigation menu with items: Administration (checked), Application, Contract (checked), Contract information and upload contract (checked), Cancellation, Payment, Move in, Move out, and Account equalization. The main content area is titled 'Sign and upload contracts and declaration of consent'. It includes a 'Documents status' section with a checked checkbox for 'You have remembered to sign the contracts and the declaration of consent before scanning all files and uploading them'. Below is a 'Documents' section with instructions to upload signed documents. 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 right is a 'Save' button, and at the bottom are 'Previous' and 'Next' navigation 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, Tietgenkollegiet 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

## 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 [here](#).**

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.

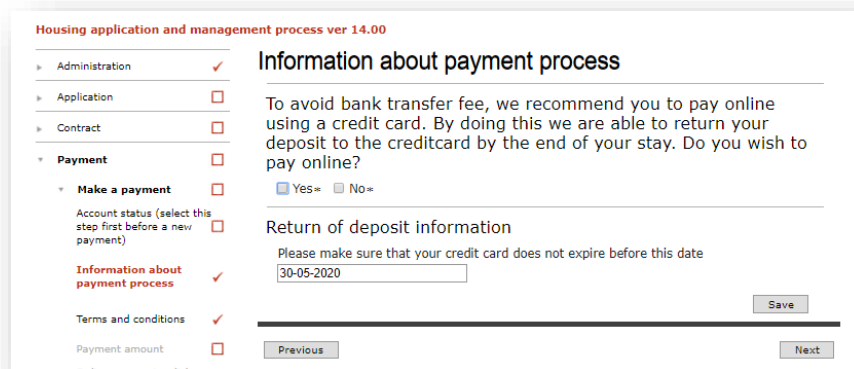
If the credit card used is still valid at the time of the return and if nothing blocks your card from receiving money directly from our bank, we will be able to return your deposit directly to your card without additional cost. Otherwise we have to return the deposit to your bank account, which [will 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.**



The screenshot shows a web form titled "Information about payment process" with a left-hand navigation menu. The menu items are: Administration (checked), Application (unchecked), Contract (unchecked), Payment (unchecked), Make a payment (unchecked), Account status (select this step first before a new payment) (unchecked), Information about payment process (checked), Terms and conditions (checked), and Payment amount (unchecked). The main content area contains the following text: "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?" with radio buttons for "Yes" and "No". Below this is a section for "Return of deposit information" with a text input field containing "30-05-2020" and a "Save" button. At the bottom of the form are "Previous" and "Next" buttons.

## 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 application and management process ver 14.00

<ul style="list-style-type: none"> <li>&gt; Administration <input checked="" type="checkbox"/></li> <li>&gt; Application <input type="checkbox"/></li> <li>&gt; Contract <input type="checkbox"/></li> <li>&gt; <b>Payment</b> <input type="checkbox"/> <ul style="list-style-type: none"> <li>&gt; <b>Make a payment</b> <input type="checkbox"/> <ul style="list-style-type: none"> <li>Account status (select this step first before a new payment) <input checked="" type="checkbox"/></li> <li>Information about payment process <input checked="" type="checkbox"/></li> <li>Terms and conditions <input checked="" type="checkbox"/></li> <li>Payment amount <input type="checkbox"/></li> <li>Online payment <input type="checkbox"/></li> </ul> </li> <li>&gt; Move in <input type="checkbox"/></li> <li>&gt; Shortening of contract <input type="checkbox"/></li> <li>&gt; Move out <input type="checkbox"/></li> <li>&gt; Account equalization <input type="checkbox"/></li> </ul> </li> </ul>	<h3>Online payment</h3> <hr/> <p><b>Number of postings</b></p> <p>Number of payments registered in your account</p> <input type="text" value="1"/> <hr/> <p><b>Payment posting (latest)</b></p> <hr/> <p><b>Payment amount</b></p> <hr/> <p><b>Online payment</b></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>
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## 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.

The screenshot shows the user interface for the housing application and management process at Copenhagen University. The header includes the university's logo and name. The main content area is titled 'Confirm booking cancellation' and contains a 'Booking Cancellation' section. On the left, a navigation menu lists various steps: Administration, Application, Contract, Cancellation, Confirm booking cancellation, and Payment. The 'Cancellation' step is highlighted in yellow, and its sub-step 'Confirm booking cancellation' is also highlighted. The 'Booking Cancellation' section displays the 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'. Below this, there is a checkbox labeled 'I confirm my wish to cancel above booking' which is checked. A 'Save' button is visible at the bottom right of the form. Navigation buttons for 'Previous' and 'Next' are also present.

## **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. [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 signed the 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. You may shorten your tenancy, but the minimum booking period of three months applies. Please see this document's section '[Shortening](#)' in the chapter '[Changing your rental duration](#)' 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 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

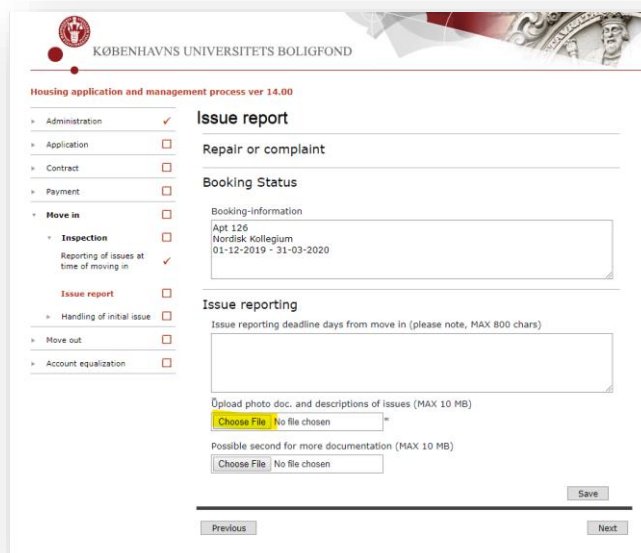
If there are any damages or issues upon move-in that are not mentioned in the inspection report then you are required by Danish law to report within 14 days of your keys being handed out.

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

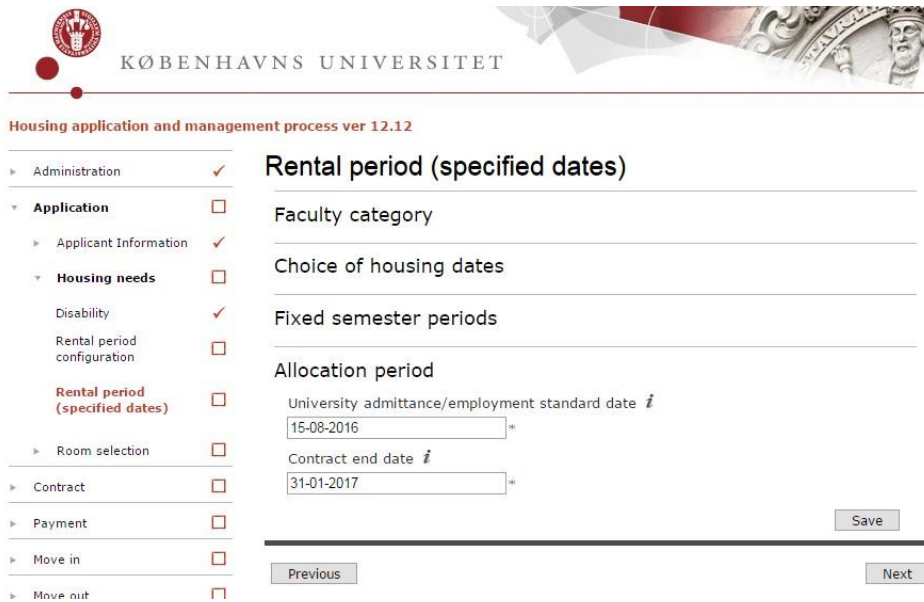
## **CLEANING ISSUES WHEN MOVING IN**

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

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



The screenshot shows the 'Housing application and management process ver 12.12' interface. On the left is a navigation menu with items: Administration (checked), Application (unchecked), Applicant Information (checked), Housing needs (unchecked), Disability (checked), Rental period configuration (unchecked), Rental period (specified dates) (unchecked), Room selection (unchecked), Contract (unchecked), Payment (unchecked), Move in (unchecked), and Move out (unchecked). The main content area is titled 'Rental period (specified dates)' and contains several sections: 'Faculty category', 'Choice of housing dates', 'Fixed semester periods', and 'Allocation period'. Under 'Allocation period', there are two date input fields: 'University admittance/employment standard date' with the value '15-08-2016' and 'Contract end date' with the value '31-01-2017'. A 'Save' button is located at the bottom right of the form area, and 'Previous' and 'Next' buttons are at the very bottom.

### 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 ensue serious consequences.

## MOVE OUT

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** (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.

[Please see our website for more information of how you should leave the room.](#)

### 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 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 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'.

- > Administration
- > Application
- > Contract
- > Payment
- > Move in
- > Move in 2nd booking
- > Move out
- > Move out 2nd booking
- > **Account equalization** 
  - > **Account equalization**
  - > **Returning your deposit**
  - > Account settlement

### Returning your deposit

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?

Yes=>

### Booking Status

#### Booking-information

V134  
Solvgade/BaseCamp PHD only  
01-10-2021 - 30-09-2022

#### Booking-information

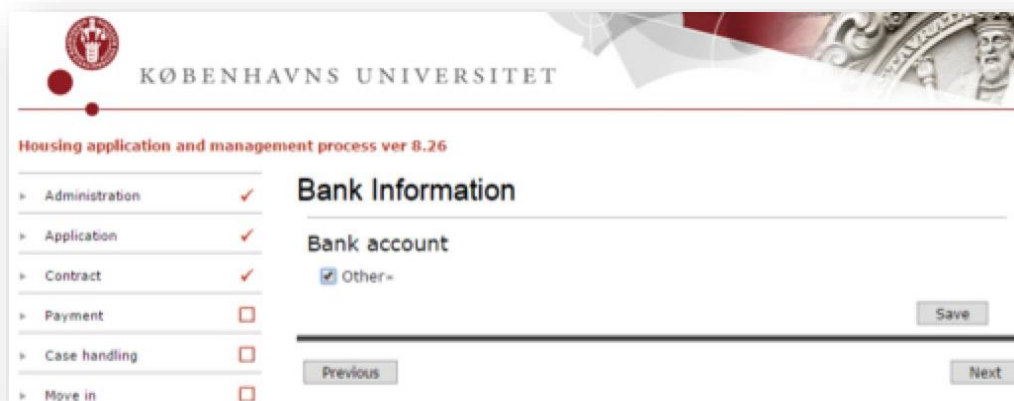
V134  
Solvgade/BaseCamp PHD only  
01-10-2022 - 31-07-2023

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.



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 are looking forward to welcome you to Copenhagen and wish you pleasant stay.

*Kind Regards*