

ØRESUND



Residence Handbook

General information

Contact

The administration office is located in Blok A (the Glass office).

Opening hours:

Monday, Friday: 8.30am - 9.30am

Monday, Tuesday and Thursday: 14pm - 16pm

Wednesday: 16pm - 18pm

Building inspector Johnny Hansen

Phone number: +45 3288 6000.

Phone hours: Monday - Friday: 8.30am - 9.30am.

Wednesdays: 16pm - 17pm

You are also welcome to send an e-mail: oekinspektor@fa09.dk

During the night

ØresundKollegiet collaborates with the company SSG for night-time emergencies: + 0045 70208139. Please note this is only to be used for **urgent** inquiries which cant wait until the next day!

Mail pick-up

Please put your name on your door and in particular on your mailbox, otherwise you will not receive your mail. Also make sure to give out your correct address which you can find in your contract.

Internet connection

A cable internet connection is available in the rooms and internet is included in the rent. This requires that your laptop must be equipped with an ethernet port. You must bring your own ethernet cable. If you want a wireless connection then you will need to bring your own router. For internet support please contact support@oek.dk or call on 0045-24 63 46 28.

Laundry

Each person gets a laundry chip when moving in. The first time you use your laundry chip you need to go to the washing facilities and scan your chip at the front of either a washing machine, tumble dryer or the payment terminal at the wall. You then type in your personal code. In order to receive your personal code, please contact the administration.

Parking

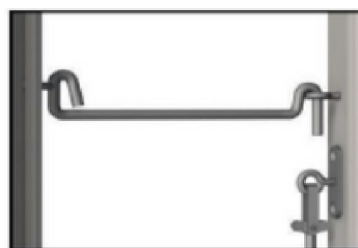
Housing Foundation does not provide parking spaces in any of our residences. Parking is available in the surrounding streets. A parking permit is required. However, parking in Copenhagen is very expensive.

Opening windows & airing the room

If you open the window in your room, please remember to always put the hook on. The window should always be secured in case of strong wind or rain.

(See the picture below). If you fail to do this, and your open window breaks, you will be charged with the cost of repairing or possibly replacing the window.

Do not leave your window open for extended periods of time, particularly in the winter as this can cause multiple issues. Your window should only be open for 10 minutes at a time in the winter.



Setting the heating and radiators

Most of the months during the year in Denmark are cold. However, to save energy the **central heating systems are only turned on from around October 1st to March 30th**. During this period, you can heat up your room/apartment, but please do so with caution and thought! You should still expect that you might need to put on a warm sweater and maybe even woolen socks when you are indoors, even if the heating is turned on.

The radiator typically has an index from 0 to 5. It is advised you keep it on 3, or at 3,5 at a maximum. The radiator will normally adjust the heating to the temperature in the room and stop heating when the temperature reaches 20-22 degrees Celsius, which is the recommended indoor temperature.

Please note: Even if you like it cold, the temperature should be kept at a minimum of 18 degrees Celsius in all of the rooms, to avoid mold.

Keep the floors dry

The floors in your rooms are hardwood floors and they do not sustain water well. It is important that you do not spill liquids onto the floor without quickly cleaning it up again. It is also a good idea to leave a cloth or towel on the floor when you exit from a shower.

If the floors are damaged due to mistreatment it may result in costs well over DKK 5.000 to have the boards changed. These costs will be charged to you; therefore, do notify the Housing Foundation Copenhagen immediately if you experience problems with the floors. Early repairs might save money.

Important: Please do NOT turn off the fridge upon move-out as this may result in water damages to the floor.

Avoiding mould

Mold occurs in a humid environment, especially in winter, when the air indoors is warm and therefore has a higher humidity than the air outdoors.

This moisture is released on the cold surfaces of the apartment as condensation. When the humid air condenses onto the cold surfaces of an apartment, it creates a perfect growth environment for mold fungi.

These often appear as dark spots, which later change color. Mold can be dangerous to humans and should be avoided at all costs in an indoor environment. If mold is not properly avoided, it can cause asthma, allergy, respiration problems and headaches. If condensation, large discolored areas, or mold stains occur, it is the tenant's duty to contact the Housing Foundation.

Please see below guide for keeping mold fungi out of your apartment:

- Let the ventilation run or keep a window open, both during showering and after showering.
- Wipe the walls and floor with a towel after showering. Make sure the room is thoroughly ventilated before the bathroom door is left open.
- Let the stove's ventilation hood run when cooking.
- Never air-dry clothes inside the apartment.
- Avoid blocking the airflow between any outer walls and furniture. Check the walls behind mirrors and pictures.
- If you exercise in the apartment, keep the door closed and make sure the room is ventilated throughout the exercise.
- Moisture at the bottom of windows or on cold windowsills must be wiped regularly.
- Air the room at least twice per day. To properly air out, open up windows at both ends of the apartment/room to create a draft and close them after 5-10 minutes. The radiators should be off while airing.

If you have questions please contact Housing Foundation.