

REBSLAGERVEJ



# Residence Handbook

## General information

### Keys & door phone

When moving in, you'll receive one pair of keys and a key chip. These are for the main door, the mailbox, the common area (for your floor only), and your own room. The keys also give you access to the basement.

The door phone is not active. It requires your Danish phone number. Therefore we recommend your guests to call you directly at your phone instead.

### Mail boxes

Mail boxes are located in the entrance hall of the building. The RA will usually put your name on the mailbox as well as on your door when you move in. If it is urgent please contact the RA and they will help you.

Please make sure to give out your correct address which you can find in your contract.

### Internet connection & TV

Internet will be available throughout the building. Housing Foundation does not provide you with a TV.

For internet support please contact the Housing Foundation by email at [contact@housingfoundation.ku.dk](mailto:contact@housingfoundation.ku.dk) and we will direct your query to the appropriate person.

### Laundry

In the basement, you'll find the laundry room that contains laundry machines and dryers. It also includes an iron, as well as ironing boards and clothing racks. Please read the manual on how to use the machines, written in both Danish and English. The laundry machines add detergent automatically, so you should not add anything yourself.

### Prices:

Laundry (incl. detergent) Kr.30.00,- · Drying Kr. 25.00,-

Laundry is not included in the rent but must be paid separately.

You do not need to reserve a time. You can simply show up and pay on the spot using 5 your credit card in the machine just to the right when you enter the laundry room. Cash is not accepted. If your credit card is not compatible with the machine, you will need to make use of a laundromat nearby.

## Parking

The Housing Foundation does not provide parking spaces in any of our residences. Parking is available in the surrounding streets, but finding a parking spot can be very difficult. Bikes should be parked in the bike racks outside the building. It is on your own responsibility, and we do recommend that you lock it. Please do not place them in the basement.

## Maintaining the kitchen hood

Please note that the kitchen hood and the bathroom vent are connected to the central ventilation of the building. This means that they work all the time in „silent mode“. That is why there is no built-in motor in the cooker/range hood.

Remember to turn OFF the cooker/kitchen hood after cooking so the system can keep the extraction volume in other apartments as well (if everybody leaves it OPEN all the time then the extraction/suction volume will fall significantly in every apartment).

Please follow the steps below to check the kitchen hood

- First you need to pull the front element of the kitchen hood all the way toward yourself. Now you will have access to the ON/OFF switches.
- The left side switch is for increasing & decreasing the extraction volume of the kitchen hood. Right switch is for turning ON/OFF the light.



- Below you see 2 aluminium grease filters. The lower one needs to be removed by releasing the securing tabs.
- Pull the flat button, the 2 securing tabs will release and you can remove the filter now (hold it with both hands to avoid falling down).



- Inside you can see the metal plate which is closed now and there is only a little air/steam extraction gap. Now turn the kitchen hood ON.
- After about 30-60 seconds the metal plate opens wider (slow/silent movement) and the kitchen hood will extract more air/steam now. You can hold your hands or a piece of soft paper to the gap and you should feel air extraction.



- Match the 2 fixed tabs (on the left hand side of the filter) with the holes in the frame and place them in correctly.
- Lift up the aluminium grease filter.

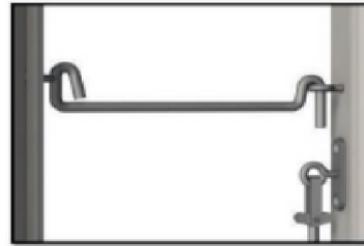


- Before you place the filter back in place, you need to pull back the 2 securing tabs.
- Securing tabs released and the filter can be placed back on its place now. And finally, the correctly placed back aluminium filter looks like that.



### 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 the RA (Resident Assistant) or the Housing Foundation.**