

THE BOOKING MANUAL

FOR STAFF





Contents

HOW TO MAKE A BOOKING	4
1. DECLARATION OF CONSENT	4
2. TENANT INFORMATION.....	4
TENANTS HOME ADDRESS	5
3. BOOKING	5
SPECIAL NEED	5
START AND LENGTH OF STAY.....	5
.....	5
VACANT ACCOMMODATIONS.....	6
BOOKING CONFIRMATION	7
DASHBOARD	8
4. CONTRACT & OTHER DOCUMENTS.....	8
RENT REGULATION	9
SIGNING CONTRACTS AND OTHER DOCUMENTS.....	9
REJECT SIGNATURE	9
IMPORTANT INFORMATION REGARDING BOOKING.....	9
IMMEDIATE BOOKINGS – CONTRACTS THAT START THE SAME DAY AS MAKING THE BOOKING	9
CONTRACTS THAT START LESS THAN 14 DAYS AFTER MAKING THE BOOKING	10
PAYMENT	11
Bookings with more than 14 days before contract start date:	11
Bookings with less than 14 days before contract start date:	11
Bookings with immediate start date:	11
PAYMENT METHODS	11
1. PAYMENT VIA CREDIT CARD	11
HOW TO MAKE YOUR PAYMENTBY CREDIT CARD:	12
2. PAYMENT VIA BANK TRANSFER.....	12
3. PAYMENT VIA MOBILE PAY	12
CHANGING ROOMS	13
HOW TO CHANGE ROOMS:.....	13

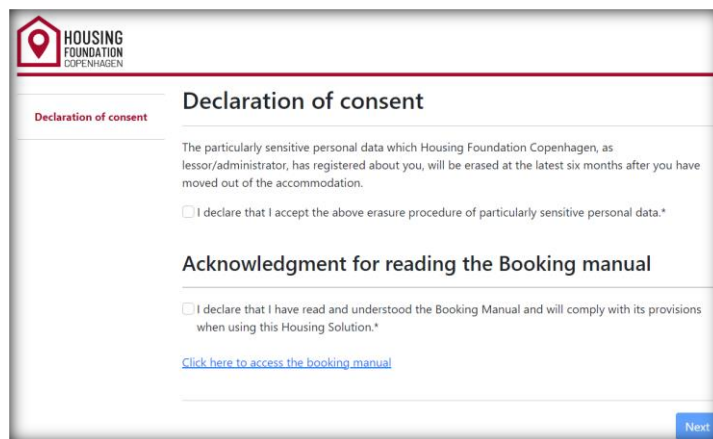
CANCELLATION OF BOOKINGS	14
CANCELLING WITHIN 14 DAYS AFTER BOOKING	14
HOW TO CANCEL YOUR BOOKING:	14
OTHER CANCELLATION SCENARIOS	15
BEFORE THE TENANCY START DATE, BUT MORE THAN 14 DAYS AFTER BOOKING.....	15
ROOMS WITH AN IMMEDIATE TENANCY START DATE	15
AFTER THE FIRST RENTAL DAY, BUT IN THE FIRST MONTH (WITHOUT MOVING IN)	15
AFTER MOVING IN, OR MORE THAN ONE MONTH AFTER THE FIRST RENTAL DAY	15
CANCELLING THE FIRST OF TWO BOOKINGS	15
MOVE IN, KEYS, AND YOUR ROOM INSPECTION	16
MOVE-IN DATE AND KEY PICK UP	16
MOVE IN INSPECTION.....	16
MOVE-IN ISSUE REPORT	16
How to make the issue report:.....	17
CLEANING ISSUES WHEN MOVING IN	17
EXTENSION OF THE SAME ROOM	18
RESTRICTIONS:.....	18
HOW TO MAKE AN EXTENSION:	18
HOW TO BOOK A DIFFERENT ROOM AFTER YOUR FIRST BOOKING ENDS	19
SHORTENING OF CONTRACT	20
MOVE OUT	21
RETURN OF KEYS & DEPARTURE DATES.....	21
CLEANING	21
DEREGISTRATION OF ADDRESS	21
RETURNING YOUR DEPOSIT	21
RETURNING DEPOSIT TO YOUR CREDIT CARD.....	21
RETURNING DEPOSIT BY BANK TRANSFER	21

HOW TO MAKE A BOOKING

In the manual, we will describe how you can successfully make a booking and make changes to the booking. Please log on to your **Housing account** by clicking on the link in the **invitation email** and the **login details**.

1. DECLARATION OF CONSENT

Upon gaining access to the booking system, you will have to **declare that you accept our procedure for sensitive personal data** as well as that you have **read the Booking Manual and agree with the terms and conditions** of The Housing Foundation Copenhagen's rules.

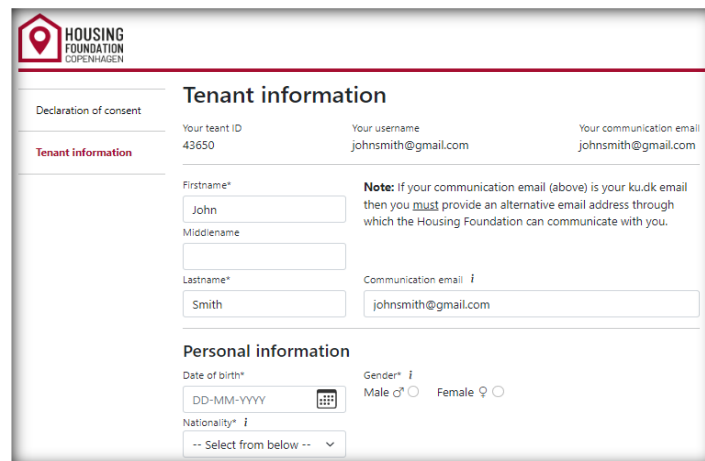


The screenshot shows a web form titled "Declaration of consent" with the Housing Foundation Copenhagen logo in the top left. The form contains the following text: "The particularly sensitive personal data which Housing Foundation Copenhagen, as lessor/administrator, has registered about you, will be erased at the latest six months after you have moved out of the accommodation." Below this is a checkbox with the text: "I declare that I accept the above erasure procedure of particularly sensitive personal data.*". The next section is titled "Acknowledgment for reading the Booking manual" and contains a checkbox with the text: "I declare that I have read and understood the Booking Manual and will comply with its provisions when using this Housing Solution.*". Below this is a blue link: "Click here to access the booking manual". At the bottom right of the form is a blue "Next" button.

2. TENANT INFORMATION

In this section, you must fill out your personal details.

If you have been invited with your KU-email, you will need to change it to another e-mail address to proceed to the next step. As soon as the email address has been changed, it will be your new communication email, but your username will remain the same (used for logging onto your housing account).



The screenshot shows a web form titled "Tenant information" with the Housing Foundation Copenhagen logo in the top left. The form is divided into sections. The "Tenant information" section includes: "Your tenant ID" (43650), "Your username" (johnsmith@gmail.com), and "Your communication email" (johnsmith@gmail.com). Below this are input fields for "Firstname*" (John), "Middlename", "Lastname*" (Smith), and "Communication email" (johnsmith@gmail.com). A note states: "Note: If your communication email (above) is your ku.dk email then you must provide an alternative email address through which the Housing Foundation can communicate with you." The "Personal information" section includes: "Date of birth*" (DD-MM-YYYY), "Nationality*" (a dropdown menu showing "-- Select from below --"), "Gender*" (radio buttons for Male and Female), and "Communication email" (johnsmith@gmail.com).

TENANTS HOME ADDRESS

The section "tenants home address" is your permanent home address which will be stated on your rental contract.

3. BOOKING

SPECIAL NEED

DISABILITY FRIENDLY HOUSING

If you are physically disabled, have limited mobility or any other disability that requires you to book a certain type of room then you can apply for it in this section. You can only apply for disability housing within the first week of the booking round and the deadline for applying is 27th of November 2023. You are welcome to contact us directly outside of booking rounds.

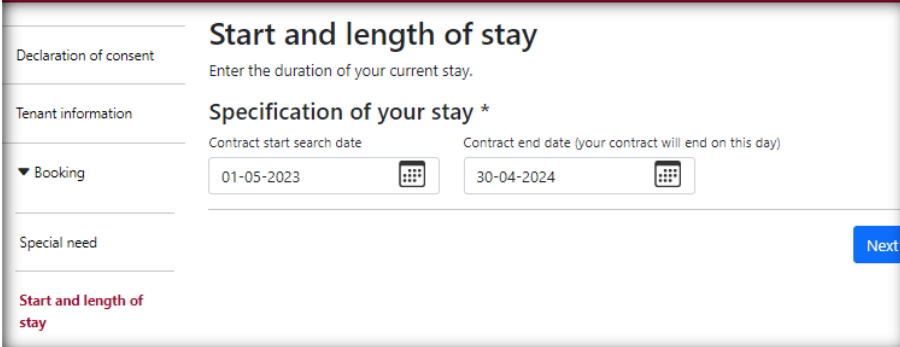
You will need to upload documentation of your disability for example, a document from your doctor or home university confirming your special needs. Please also include a personal description of your needs (though this description cannot be a stand-alone).

Proceed with booking the most suitable accommodation from the list of available options, as we cannot guarantee your application will be approved. You will receive an email after the deadline with an approval or rejection of your application.

START AND LENGTH OF STAY

We offer accommodations for minimum 3 months. A maximum period of one year for Trainees, Interns and Other Guests whereas as Postdoc's, PhD's and Researchers can rent for 2 years. It is also possible to select an option and then later extend your contract if the room is available. You can only extend once during your tenancy!

The dates under "Specification of your stay" are non-editable and they are simply search dates and the exact contract start dates are shown for the different rooms under the "Vacant accommodations" section.

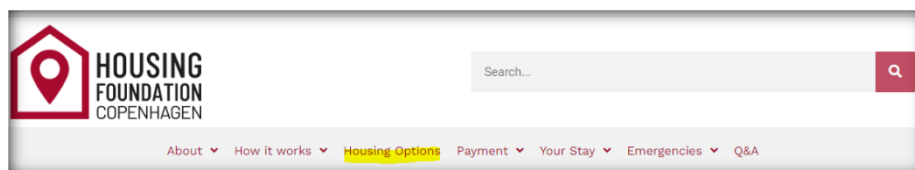



The screenshot shows a web form with the following sections:

- Declaration of consent**: A text input field with the placeholder "Enter the duration of your current stay."
- Tenant information**: A section header.
- Specification of your stay ***: A section header.
- Contract start search date**: A date input field with the value "01-05-2023" and a calendar icon.
- Contract end date (your contract will end on this day)**: A date input field with the value "30-04-2024" and a calendar icon.
- Booking**: A dropdown menu with a downward arrow and the text "Booking".
- Special need**: A text input field.
- Next**: A blue button.
- Start and length of stay**: A red text label at the bottom left.


VACANT ACCOMMODATIONS

To see the type of rooms and detailed description of our accommodations please click [here](#) to go to our **website**. You will find the different options under the **'Housing options'** category as shown below on our website.



In the **Vacant accommodations** section, you can see all the rooms that are vacant for booking. Initially, the system will automatically pre- select the cheapest room available and reserve it for 30 minutes. This pre-selected room is marked with this sign in blue .

Please pay attention to the ***Contract start*** date for your selected room, as this will determine the **start date of your rental contract**. 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 selected room and a new page will pop-up.

Contract start ?	Residence	Rent (per month)	Adm. & Handling (per semester)	Furniture (per month)	Deposit
▼ Current selected accommodation ▼					
★ Jun 01, 2023	Sigynsgade Shared Apartments 79-8F-2	Single 4.233,00	0,00	0,00	8.000,00
▼ Available accommodations ▼					
★  Jun 01, 2023	Sigynsgade Shared Apartments 79-8F-2	Single 4.233,00	0,00	0,00	8.000,00
<input type="radio"/> Jun 01, 2023	Sølvgade/BaseCamp Student V223	Single 7.377,00	0,00	0,00	8.000,00
<input type="radio"/> Apr 27, 2023	Sølvgade/BaseCamp Student V026	2-person 9.786,00	0,00	0,00	8.000,00
<input type="radio"/> Apr 27, 2023	Sølvgade/BaseCamp Student V050	2-person 9.392,00	0,00	0,00	8.000,00
<input type="radio"/> Apr 27, 2023	Sølvgade/BaseCamp Student V101	2-person 8.998,00	0,00	0,00	8.000,00
<input type="radio"/> Apr 27, 2023	Sølvgade/BaseCamp Student V128	2-person 9.984,00	0,00	0,00	8.000,00
<input type="radio"/> Apr 27, 2023	Sølvgade/BaseCamp Student V148	Single 10.930,00	0,00	0,00	8.000,00
★ Return to previous assigned room by the system All prices are listed in Danish kroner (DKK)					
Reserve selected room					

Important

Always remember to refresh the **Vacant Accommodation** section to make sure you are seeing the latest updated information. As someone else might have booked the room, you have selected if you have waited for more than 30 minutes before clicking **'Reserve selected room'**.

Errors

If you are unable to see any rooms and there is an error message: **"Deadlock"** or **"Heavy load"**, then it is important to **'Refresh' the page**. This error occurs as too many users are logged on and you need to refresh and wait until the page has loaded, if still the same error is shown you continue to refresh and wait until the page is loaded. This may take a while depending on the total number of users.

STEPS FOR BOOKING ROOM

- **Select the room** you would like to book by clicking on the left column. The room you have selected becomes red and you can also see the selected room on the top row.
- Click on **Reserve selected room**.
- You will then be directed to the **Booking confirmation** page.

BOOKING CONFIRMATION

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. **Please note, the selected room is only reserved for 30 minutes** after which it is released back in the booking system for others to book.

[Please pay attention to the duration of your booking as the rental contract is non-terminable!](#)

Declaration of consent

Tenant information

Booking

Special need

Start and length of stay

Vacant accommodations

Booking confirmation

Booking confirmation

The room you have selected is reserved for you for 30 minutes. If you do not confirm your booking within these 30 minutes the room is released back into the booking system and may be booked by someone else.

Contract period

Contract start	Contract end
15-07-2023	31-01-2024

Residence information

Residence Sølvgade/BaseCamp Student	General information Keys must be picked up during opening hours at Sølvgade, Georg Brandes Plads 4-6 and returned to same address upon departure.
---	---

Room information

Room number V029	Description Furnished studio apartment with bathroom and kitchenette for 1 person. Utilities and internet included in the rent. Phone and laundry expenses must be paid separately. The media cost charged by the Danish government is not included in the rent.
Address Georg Brandes Pl. 4, st.	
Room type Single	

Payment information

All prices are in Danish kroner (DKK)

Deposit amount	8.000,00
Monthly rent	8.759,00
The total payment amount for the entire stay	64.933,50

Payment plan

The payment plan below lists all dates, with their amounts, when they are due. The column **Deposit**, **Rent** and **Service** are there to highlight what you are paying for on a given date.

Due date	Amount	Deposit	Rent	Service
11-05-2023	34.277,00	X	X	X
15-10-2023	26.277,00		X	X
15-01-2024	4.379,50		X	X

All prices are in Danish kroner (DKK)

Booking acceptance

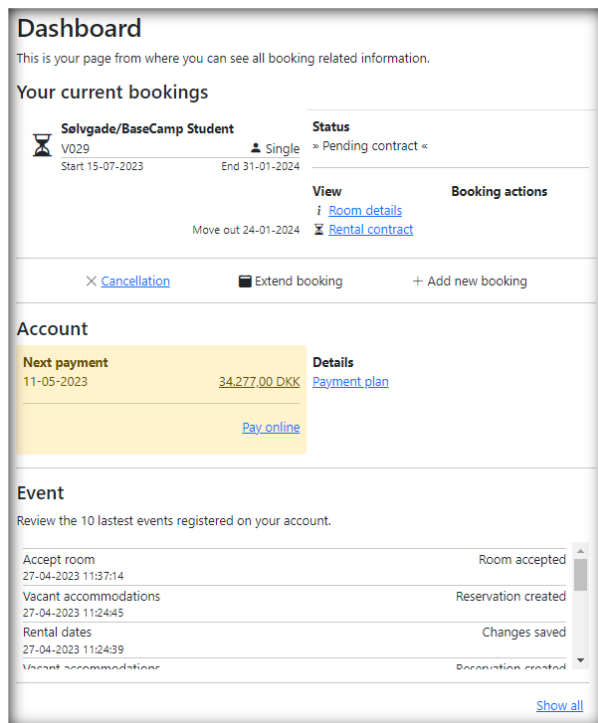
I declare by clicking Save, that I am booking this residence and that I have read and understood the booking manual. I agree with the rental period and payments of the residence and I am fully responsible for this booking.*

[Back](#) [Booking confirmation](#)

If you do not wish to book this room, then **DO NOT** click “**Booking confirmation**”. Instead, simply click on **Back** to go back to **Vacant accommodations** section.

DASHBOARD

This is your page where you can see a **summary of your booking(s)** and information related to your booking(s). It also allows you to **cancel your booking, extend your bookings, add new booking, make payments etc.**



Dashboard
This is your page from where you can see all booking related information.

Your current bookings

Sølvgade/BaseCamp Student V029 Start 15-07-2023	Single End 31-01-2024 Move out 24-01-2024	Status » Pending contract «
View i Room details		Booking actions x Rental contract

[x Cancellation](#) [Extend booking](#) [+ Add new booking](#)

Account

Next payment 11-05-2023	34.277,00 DKK	Details Payment plan
Pay online		

Event
Review the 10 latest events registered on your account.

Accept room 27-04-2023 11:37:14	Room accepted
Vacant accommodations 27-04-2023 11:24:45	Reservation created
Rental dates 27-04-2023 11:24:39	Changes saved
Vacant accommodations	Reservation created

[Show all](#)

4. CONTRACT & OTHER DOCUMENTS

Once you have successfully made a booking, you will receive **an email** within an hour for signing the Rental Contract online via **digital signature or MitID**. Check your spam folder if you do not receive it on time. The email will contain:

- the rental contract in Danish (required as per Danish Law)
- Supplemental document which is a translation of §10 and §11 of the rental contract (a demo contract in English can be found on our website [here](#))
- Declaration of Consent
- Fee List
- House Rules
- a Service Contract (only for rooms in Signalhuset, Øresundskollegiet & Tietgenkollegiet)

RENT REGULATION

The specified **annual rent in §3** is the rent at the time of entering the contract. The **rent will be regulated** once a year on 1 February for all dorms except for **Signalhuset**, which will be regulated each year on 1 August.

This means the rent in 'Payment Plan' is the applicable rent for the period until the next regulation. When the new rent is known, a notice will be sent informing about the rent regulation, and the rent will then appear in the 'Payment plan'.

For tenancies in social dorms, in addition to the rent, an **Administration and Handling Fee** must be paid, which is charged per semester on 1 February and 1 August. Regulation of the Administration and Handling Fee takes place once a year on 1 February.

SIGNING CONTRACTS AND OTHER DOCUMENTS

Once we send the contract email to you, you must digitally sign the documents **within three days**. If you made a booking with an immediate start date (today), then you will have to **sign and pay within 24 hours**. After you have signed the documents, you will receive a copy of all the documents by email.

If you do not respect the deadline, you risk that your booking is cancelled without further notice. This might imply a cancellation fee.

REJECT SIGNATURE

If you click on the **Reject signature** button, then your booking will automatically be cancelled.

IMPORTANT INFORMATION REGARDING BOOKING

Please consider the following information thoroughly before making a booking:

- **Sign the contract and other documents** within three days. Otherwise, you risk losing your booking. You risk cancellation of your booking without any further notice if you do not sign your contract on time.
- **Pay on time:** Please refer to the **Account** section in your **Dashboard** where you can see your next payment due date as well as access your **Payment plan**.

IMMEDIATE BOOKINGS – CONTRACTS THAT START THE SAME DAY AS MAKING THE BOOKING

If you book a room where the contract **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 signed 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'. 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 signed 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 and you need to reply to this e-mail to confirm your booking.

PAYMENT

It is important to make the first payment (3 months' rent + deposit) within the deadline otherwise, the booking will be cancelled and you will also have to pay a fee. (Paying after a deadline will first result in a late payment reminder fee after 7 days. If you then also do not complete the payment within 10 days after receiving the late fee, then your booking will be cancelled and you will be charged the relevant cancellation charges.)

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.

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.

1. PAYMENT VIA CREDIT CARD

A separate company called Teller/Nets provides the online payment platform for this. Teller/Nets accepts all kinds 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 have 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 Payment Plan, 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.

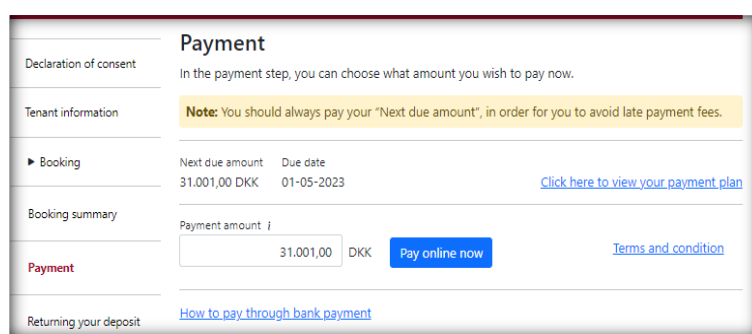
To ensure that we can return your deposit to you without extra costs, please note the following when paying the deposit and first instalments by credit card:

- **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 card** 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 it is not possible to refund to your credit card, we will 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 BY CREDIT CARD:

- Click on the **Pay online** button in **Dashboard** or go directly to the **Payment** section via the left-side menu.
- The first time you click on **Pay online** or **Payment** you will be requested to agree to the **Terms and conditions**.
- Click on the **Payment amount** box and type the amount you wish to pay and click on **Pay online now**. (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)
-



The screenshot shows a web interface for making a payment. The title is "Payment". Below the title, there is a "Declaration of consent" section with the text "In the payment step, you can choose what amount you wish to pay now." The "Tenant information" section contains a note: "Note: You should always pay your 'Next due amount', in order for you to avoid late payment fees." The "Booking" section shows "Next due amount" as 31.001,00 DKK and "Due date" as 01-05-2023, with a link "Click here to view your payment plan". The "Booking summary" section has a "Payment amount" input field containing "31.001,00" and "DKK", a "Pay online now" button, and a link "Terms and condition". The "Returning your deposit" section has a link "How to pay through bank payment".

- A new window for paying via credit card will appear.
- When you pay via credit card, we receive the money immediately and this will be shown on your **Payment plan** under **Credit (money paid)** column.

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, for us to allocate the money to your account.

CHANGING ROOMS

Everyone is allowed to change rooms once during their tenancy, but only after they have signed their first contract, and the 14 days cooling-off period has passed. When changing rooms, the system will create a **combined booking where your contract for your current room will be shortened to match the start date of the next booking**. You are financially responsible for both bookings. If you do not sign your rental contract within the 3-day deadline, we will cancel your new booking and your initial booking will be changed back to its original date.

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

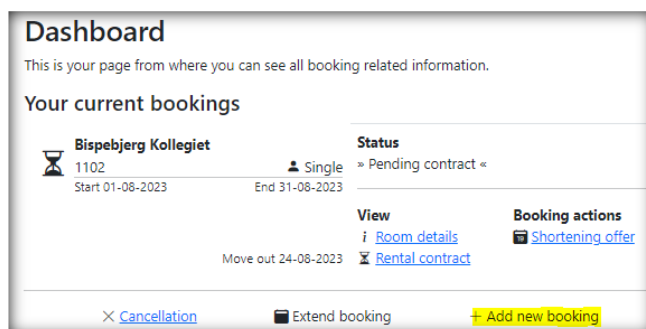
Note, that **you cannot change rooms if living in Bikuben, Øresundskollegiet, or Tietgenkollegiet**, as these dorms wish to have only long-term tenants. RMC & ITU students are also not allowed to change rooms.

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. Please see our [list of fees here](#)
- **Payment for new room to be made within 14 days.** This includes 3 months' rent and if it is a social dorm then you also need to pay the Administration & Handling fee and the Service fee.

HOW TO CHANGE ROOMS:

- Go to **Dashboard** and select **Add new booking**.



- You will be directed to the **Vacant accommodations** page where you can see the available rooms and their contract start dates.
- Select your desired room and click on **Reserve selected room**.
- In the **Booking Confirmation** page, you will be asked to accept moving to this room or not.
- **Please note, if you change rooms your current booking will be shortened to match your new booking and you will have a 7-day gap between both bookings.**
- You finalize the booking by clicking on **Booking confirmation**.
- You will receive an email with an hour to sign the contracts digitally.
- Once you accept the room in the **Booking confirmation** sections, the change is instantly in effect and the end date of the old room is shortened. You will be able to see both your bookings and the changes in **Dashboard**.

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:

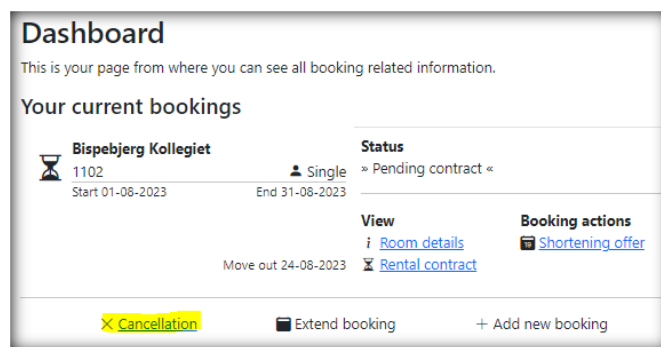
- The rental period has not yet begun.
- It is not an immediate booking.

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

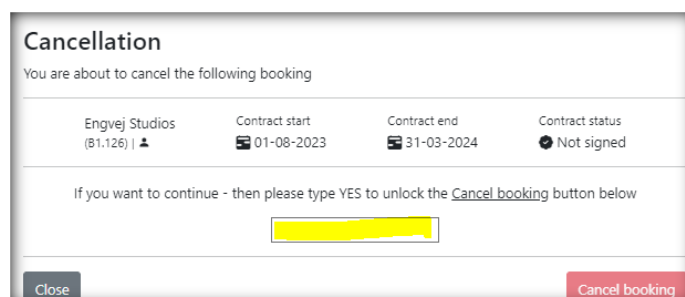
If you have confirmed your booking, then your cooling-off period lasts until the rental period begins. (Then it is less than 14 days).

HOW TO CANCEL YOUR BOOKING:

- Go to **Dashboard** and select the **Cancellation** button.



- A new box will appear with information about the booking(s) you are about to cancel.
- Type in **YES** in the text box and click **Cancel booking**.



- Your booking is now cancelled unless a message appears explaining why it cannot be cancelled.
- In **Dashboard** you will see the booking has been removed.

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

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

It is no longer possible to cancel the rental contract. Send an e-mail The Housing Foundation Copenhagen or refer to the section regarding Shortening Offers in this booking manual.

CANCELLING THE FIRST OF TWO BOOKINGS

You cannot cancel a booking if you already made a second booking after it. If you make two bookings, it is not possible to cancel the first booking (especially when the rental period begins immediately). You must pay for the first booking and the second one, because you have inhibited others from booking and paying rent on the first room.

ROOM CHANGE CANCELLATION

If you do not sign your rental contract within the 3 days deadline, we will cancel your new booking and your current booking will be changed back to its original date.

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. Keys can be picked from your contract start date but only within our office hours. This means should that date be a Saturday, a Sunday, or a holiday, keys can be picked up 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 INSPECTION

When you have picked up your keys, you will be called in for a professional move in inspection, which is not compulsory to attend. Our professional inspectors will come to your accommodation and inspect it (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 reports the state of the room. You will also be called in for that inspection. If you can't attend the inspectors will still make the inspection, make the report, and send it to you. If any damage 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

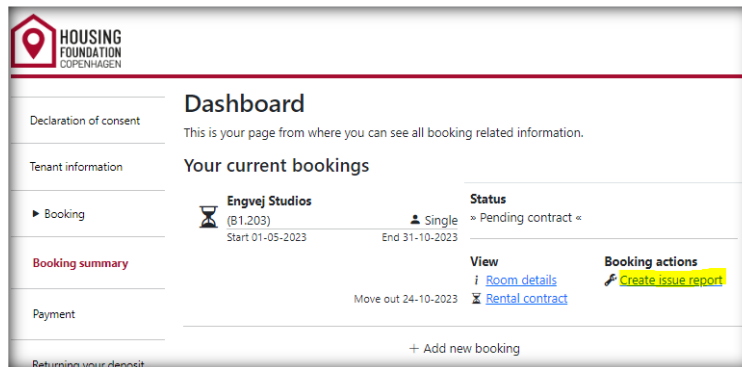
Besides from the professional move in inspection you also have 14 days from the day you pick up the keys to report issues.

For example, if you picked up your keys on 1st 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 **Dashboard** and click on **Create issue report** button (this button is only visible once keys have been handed out to you).



- Type a small description of the issue/issues.
- You can only upload one file therefore please use the “**My Move in issue report template**”. You may find it by clicking [here](#)
- After uploading the **Move in issue report**, you can make changes to your report within the first 14 days after which it will be locked.
- Finalise the report by clicking **Submit issue report**.
- By selecting **Reset** it will delete everything and you may start from the beginning.

Our inspector will respond to your report at the next opportunity. You can read the response from the inspector on your **Housing account**. Either our inspector will explain how you can handle the issue yourself, or they will visit your room to investigate the issue. If you report wear and tear, they will simply confirm that you will not be held responsible for these issues.

In peak periods, our inspector will not be able to respond straight away, as they will need to go through a significant number of reports. Once they know the wider context of all issues, they will prioritize issues according to urgency.

CLEANING ISSUES WHEN MOVING IN

If you experience that a room is not clean when you move in, **report this to us over email 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.

In some cases, it might be that the cleaning company finds the issue is simply wear and tear and they might not be able to fix it. You will not be held responsible for this during move out.

EXTENSION OF THE SAME ROOM

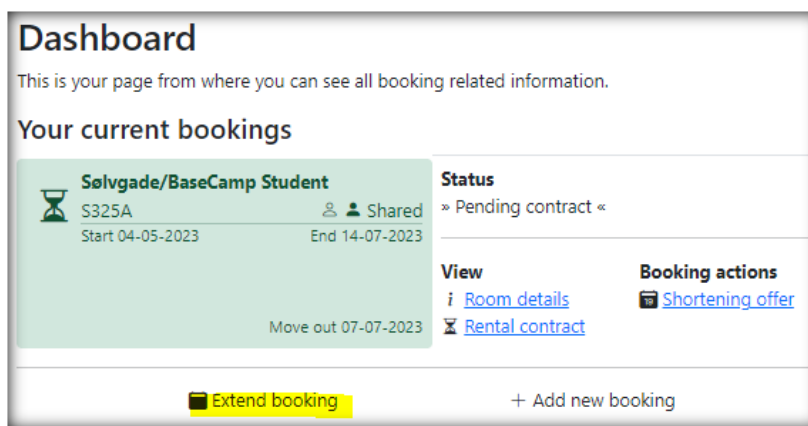
It is only possible to extend your contract once during your tenancy with a minimum period of 3 months.

RESTRICTIONS:

Tenants at the following accommodations are not allowed extension after one year: **Bikuben, Tietgen, Øresundskollegiet** and family apartments at **Mariendalsvej** and **Rovsingade**.

HOW TO MAKE AN EXTENSION:

- Go to **Dashboard** and select **Extend booking**.



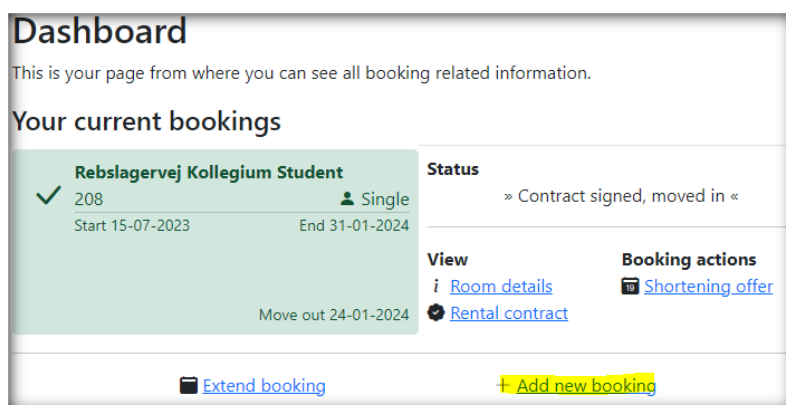
- You will be directed to the **Start and length of stay** page, where you can select one of the provided options for extension and then click **Next**.
- In the **Vacant accommodations** page, you need to re-book your own room.
- Please make sure you are booking the correct room and then click **Reserve selected room**.
- In the **Booking confirmation** page check the correct room has been booked with the correct dates and then finalize your booking by agreeing to our terms and then click the **Booking confirmation** button.
- In **Dashboard** you can see your booking and a new email for signing contracts will soon be sent to you.

HOW TO BOOK A DIFFERENT ROOM AFTER YOUR FIRST BOOKING ENDS

If you want to book a different or new room after your first booking ends, then you need to make sure to do it before you have moved out of the first room. The same deposit will be reused for the second booking.

Below are the steps on how to make your second booking in a different room:

- Go to **Dashboard** and select **Add new booking**.



- Then use the left-side menu and select the section **Start and length of stay**.
- You then need to select a new **Contract end date** and click **Next**.
- In the **Vacant accommodations** section, you will be able to see all the available rooms we have that you may book.
- Follow the rest of the steps to complete your booking.
- You will receive an email to sign the rental agreement online within an hour.

If you are unable to see the **Add new booking** button it means you do not have access to book a room for the next period. Please contact us so we can help you.

SHORTENING OF CONTRACT

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

Staff can shorten or terminate their contract if they provide a minimum **notice period of three whole months plus the current month.** Please have in mind that you still must 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

RETURN OF KEYS & DEPARTURE DATES

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

CLEANING

Your apartment should undergo a thorough cleaning before you depart, and there should be no indication of a build-up of calcium, grease, dirt, etc. If any area is left unclean, you will be charged the same cost that our cleaning company charges The Housing Foundation Copenhagen for their services. The cost of cleaning in Denmark is comparatively high to other countries, so please take care.

You will be charged for any broken items. Wear and tear stemming from normal and correct use of the accommodation is acceptable.

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

DEREGISTRATION OF ADDRESS

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

RETURNING YOUR DEPOSIT

The deposit is subject to deductions 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 is normally returned within 8 weeks of your last rental day, if you have provided all the relevant information for us to make the transfer.

RETURNING DEPOSIT TO YOUR CREDIT CARD

The system has pre-selected to get your deposit refunded on your credit card and this means if you do not select another option then we will automatically refund to your credit card.

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

- You paid with a credit card.
- The last payment you made is equal to or more than your deposit amount.
- The card is still valid 6 months after your contract end date.

RETURNING DEPOSIT BY BANK TRANSFER

If you do not wish to have the deposit returned to your credit card, you can opt to select a bank account. **Please note the deposit to a bank account involves [a transfer fee](#) each time.**

- Click on **Returning your deposit** from the left-side menu.

- Select the **Bank transfer** option.
- Then fill in all the necessary information required and click **SAVE**.

Returning your deposit

Deposit can only be returned to the credit card you made your last payment with.

Return deposit via

Credit card* Bank transfer

Save

Returning your deposit

Thank you for reading the booking manual. We at the Housing Foundation Copenhagen look forward to welcoming you to Copenhagen and wish you pleasant stay.



Phone: +45 35 33 20 78

Mail: contact@housingfoundation.ku.dk

finances@housingfoundation.ku.dk

www.housingfoundation.dk