

THE BOOKING MANUAL

BOOKING ROUND: SUMMER





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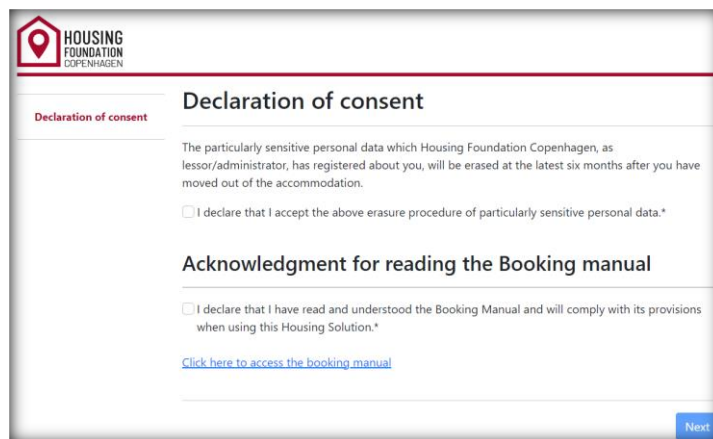
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HOW TO MAKE A BOOKING

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.



HOUSING FOUNDATION COPENHAGEN

Declaration of consent

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.

I declare that I accept the above erasure procedure of particularly sensitive personal data.*

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.*

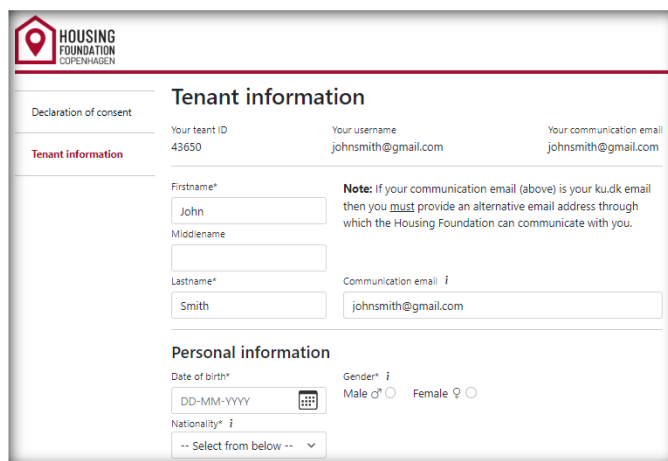
[Click here to access the booking manual](#)

Next

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).



HOUSING FOUNDATION COPENHAGEN

Tenant information

Declaration of consent

Your tenant ID: 43650

Your username: johnsmith@gmail.com

Your communication email: johnsmith@gmail.com

Tenant information

Firstname*: John

Middlename:

Lastname*: Smith

Communication email: johnsmith@gmail.com

Personal information

Date of birth*: DD-MM-YYYY

Nationality*: -- Select from below --

Gender*: Male Female

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.

TENANTS HOME ADDRESS

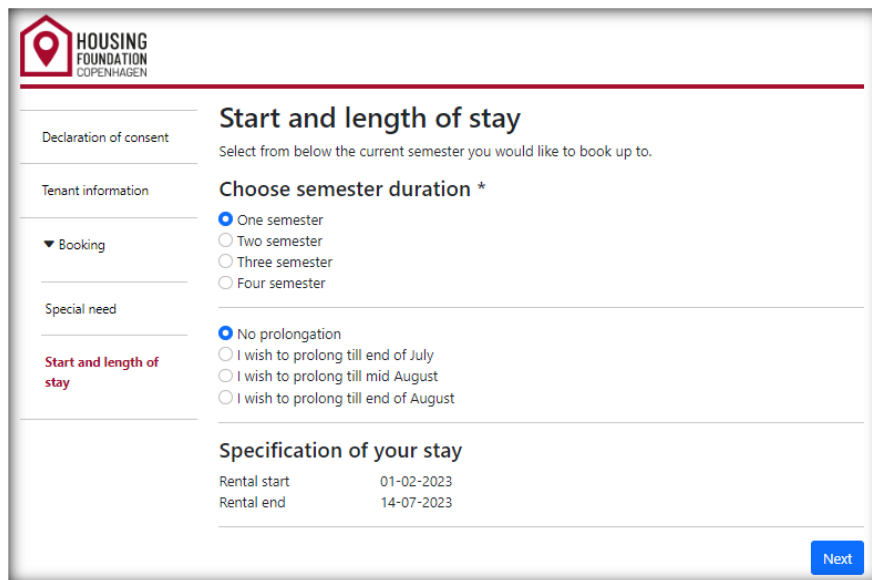
The section "tenants home address" is your permanent home address which will be stated on your rental contract.

3. BOOKING

START AND LENGTH OF STAY

We only offer housing during the summer in the months of July and August. The minimum rental requirement is one month and maximum 2 months.

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 for booking housing. The header includes the Housing Foundation Copenhagen logo. The form is titled "Start and length of stay" and includes a sidebar with navigation links: Declaration of consent, Tenant information, Booking (selected), and Special need. The main content area has the following sections:

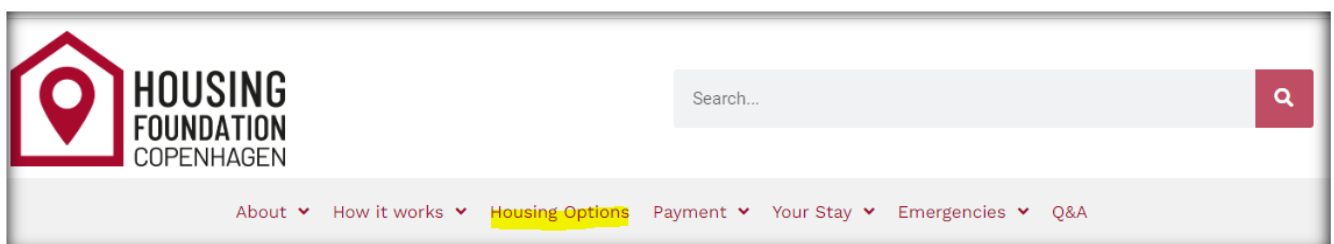
- Start and length of stay**: Select from below the current semester you would like to book up to.
- Choose semester duration ***:
 - One semester
 - Two semester
 - Three semester
 - Four semester
- Special need**:
 - No prolongation
 - I wish to prolong till end of July
 - I wish to prolong till mid August
 - I wish to prolong till end of August
- Specification of your stay**:


| | |
|--------------|------------|
| Rental start | 01-02-2023 |
| Rental end | 14-07-2023 |

A "Next" button is located at the bottom right of the form.

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 79-4R-2 | 4.233,00 | 0,00 | 0,00 | 8.000,00 |
| ▼ Available accommodations ▼ | | | | | |
| ★ Jun 01, 2023 | Sigynsgade Shared Apartments 79-4R-2 | 4.233,00 | 0,00 | 0,00 | 8.000,00 |
| <input type="radio"/> Jun 01, 2023 | Sølvgade/BaseCamp Student V223 | 7.377,00 | 0,00 | 0,00 | 8.000,00 |
| <input type="radio"/> Apr 27, 2023 | Sølvgade/BaseCamp Student V026 | 9.786,00 | 0,00 | 0,00 | 8.000,00 |
| <input type="radio"/> Apr 27, 2023 | Sølvgade/BaseCamp Student V050 | 9.392,00 | 0,00 | 0,00 | 8.000,00 |
| <input type="radio"/> Apr 27, 2023 | Sølvgade/BaseCamp Student V101 | 8.998,00 | 0,00 | 0,00 | 8.000,00 |
| <input type="radio"/> Apr 27, 2023 | Sølvgade/BaseCamp Student V128 | 9.984,00 | 0,00 | 0,00 | 8.000,00 |
| <input type="radio"/> Apr 27, 2023 | Sølvgade/BaseCamp Student V148 | 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'.

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.**

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

Room information

| | |
|--------------------------|--|
| Room number | Description |
| V029 | 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 (1) | |

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

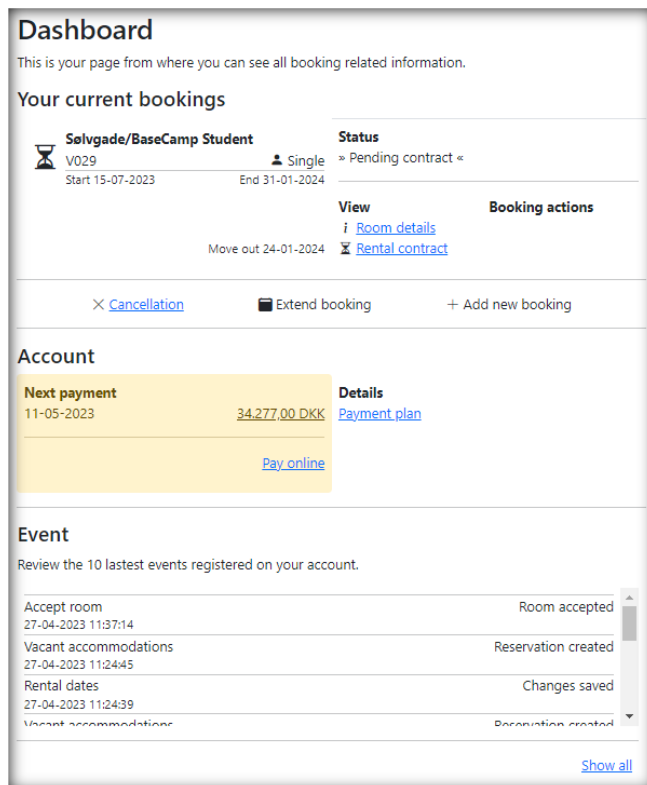
I declare by clicking Save, that I am booking this residence and that I have read and understood the booking manual. I agree with the rental period and payments of the residence and I am fully responsible for this booking.*

[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 End 31-01-2024 Move out 24-01-2024 | Status » Pending contract « | View i Room details x Rental contract | Booking actions |
|---|---------------------------------------|--|------------------------|

[× 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 the mail 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 have to digitally sign the documents **within three days**. If you did a booking with an immediate start date (today), then you will have to **sign 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.

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 day 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 pay 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 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.

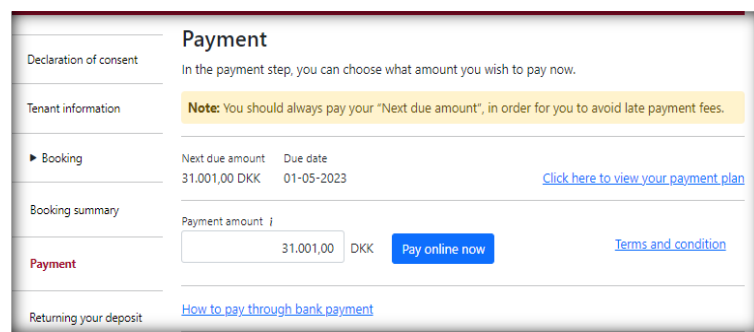
To ensure that we can return your deposit to you without extra costs, please note the following when paying the deposit and first instalments by credit card:

- **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 if the amount paid equals to your deposit amount**, if the amount you paid with the latest used credit card is less than your deposit refund amount we will not be able to refund via credit card. 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. It has a sidebar on the left with sections: Declaration of consent, Tenant information, Booking, Booking summary, Payment, and Returning your deposit. The main content area is titled 'Payment' and contains the following information:

- Declaration of consent:** In the payment step, you can choose what amount you wish to pay now.
- Tenant information:** A yellow note states: "Note: You should always pay your 'Next due amount', in order for you to avoid late payment fees."
- Booking:** A table with columns 'Next due amount' and 'Due date'. The values are '31.001,00 DKK' and '01-05-2023' respectively. A link 'Click here to view your payment plan' is on the right.
- Booking summary:** A 'Payment amount' input field containing '31.001,00' and 'DKK'. A blue button 'Pay online now' is to the right, along with a link 'Terms and condition'.
- Returning your deposit:** 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, 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 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 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 and you will have to move out on your new end date.

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

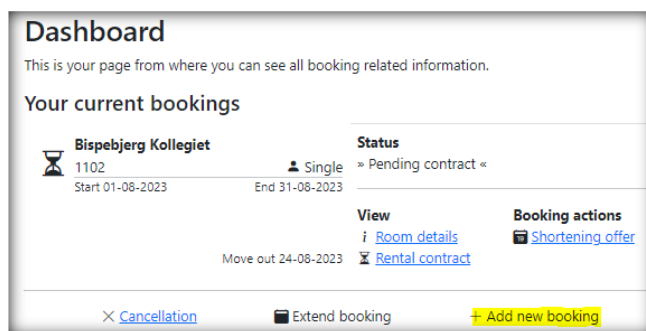
Note, that **you cannot change rooms if living in Bikuben, Øresundskollegiet, or Tietgenkollegiet**, as these dorms wish to have only long-term tenants. RMC & ITU students are also not allowed to change rooms.

Please be aware that changing rooms this way entails the following:

- **A 4-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 **Dashboard** and select the **Add new booking** button



- You will be directed to the **Vacant accommodations** page where all available rooms are shown along with their contract start dates.
- Select your desired room and click on **Reserve selected room**
- In the **Booking Confirmation** page where 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 will again need to agree to our terms and finalize the booking by clicking on the **Booking confirmation** button.
- 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 old room becomes available to others as the contract end date is shortened. You will be able to see both your bookings and 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:

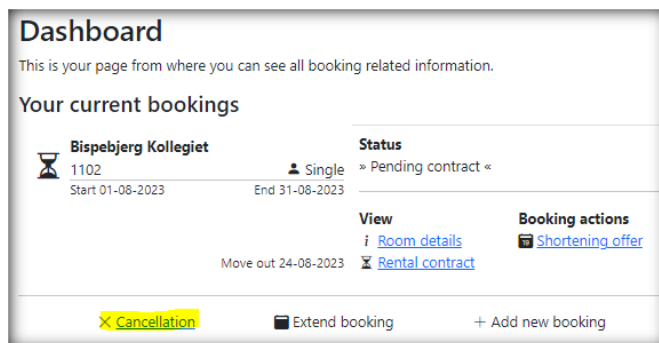
- The rental period has not yet begun
- It is not an immediate booking

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

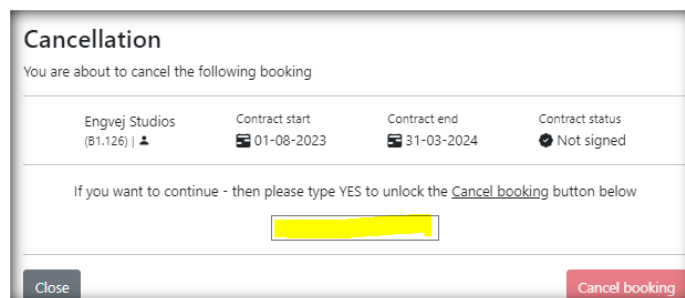
If you have confirmed your booking then your cooling-off period lasts until the rental period begins (Then it is less than 14 days).

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. This applies even if you have not signed the contract and you have not physically entered the room.

ROOM CHANGE CANCELLATION

If you do not sign 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. 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 damages has happened during your stay or the cleaning was done insufficiently, you might have to pay for it. This might be deducted from your security deposit depending on the damage and price.

MOVE-IN ISSUE REPORT

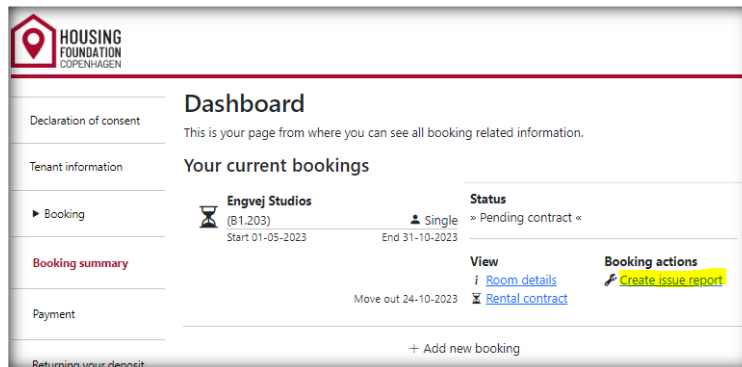
Besides from the professional move in inspection you also have 14 days from the day you pick up the keys to report issues.

For example, if you picked up your keys on 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 the **Dashboard** and click on the **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 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 inspector 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.

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.

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 4- 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 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 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.

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

Declaration of consent

Tenant information

Return deposit via

Credit card* Bank transfer

Booking

Booking summary

Payment

Returning your deposit

Save

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.



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