

**BASECAMP  
SØLVGADE**



# **Residence Handbook**

## General information

### Contact

The reception at Sølvgade is located in block S/6. Please find the latest opening hours on their website - [basecampstudent.com](http://basecampstudent.com)

The emergency phone number for Sølvgade is +45-72109001. Please call this number if you for instance lose your keys, lock yourself out of your room or anything similar.

### Keys & Chip

Keys for Sølvgade are to be picked up and returned at the BaseCamp reception (in Sølvgade) within their opening hours. If you need to contact the administration at Sølvgade about key pick-up, you may contact them. There is a mailbox in the hallway next to the BaseCamp reception where it is possible to return the keys outside opening hours.

Please make sure to return all of the keys/chips that you have received.

### Base Relax Package

Tenants at Basecamp can pre-order a Base relax pack which includes: fitted sheet, bedding, duvet, pillow, towel, toilet paper. The price of this package is 950 DKK/130 EUR. Please contact Basecamp directly for further information and to preorder.

### Laundry

Laundry is available in the basement of both blocks and is not included in the rent but must be paid separately.

How to get started:

- Your complimentary "PayPerWash" chip is in your envelope.
- Register on the website [www.payperwash.com](http://www.payperwash.com) and select the "New user".
- Enter the serial number printed on the chip.
- You will receive an E-mail from PPW Support with your personal login. Please load your chip via internet payment.
- After registration and payment, you are good to go. Book your washing time through the PPW website.
- In case of questions, please contact PPW at [www.payperwash.com](http://www.payperwash.com)
- +45 9714 5462 (Mon– Fri between 9:00-14:00) [support@payperwash.com](mailto:support@payperwash.com)

### **Vacuum cleaners**

Vacuum cleaners can be borrowed during basecamp office hours, leaving an ID at the office while borrowing it.

### **Internet connection & TV**

A wireless internet connection will be available throughout the building. Furthermore, a LAN connection is available in each apartment.

The internet provider is called Born Fiber. If you have problems with your internet connection, you can either send them an e-mail ([helpdesk@zibrawireless.dk](mailto:helpdesk@zibrawireless.dk)) or give them a call: +45 7873 7221. The service is provided daily all weekdays from 8:00am – 8:00pm.



### **Mail boxes**

Mail boxes are located in the basement of the building in block 4 (Voldgade wing). Look for your room number to find your personal mail box. You are required to place your name on the mail box.

### **Car and Bike**

Parking Bikes should be parked in the courtyard in the bike racks. You cannot place your bike inside the building.

### **Smoking policy**

In the Residence Smoking and candles are strictly prohibited everywhere in Sølvgade Kaserne.

### Kitchen extractor hood

The kitchen extractor hood is connected to the central ventilation system of the building that is continuously working in "silent mode". There is no built-in motor in it, therefore you cannot hear any noise while it's operating.

The volume of air suction depends on how many tenants are using it at the same time in the building. If you need extra ventilation, please open the window to air out the apartment.

**Note:** if you cook with a lot of steam, fume/smoke, the fire alarm can go off. Be sure to open the window if you are cooking food that produces a lot of steam, fume/smoke.

### Sølvgade fridges (small type, located under the kitchen countertop)

All apartments have fridges. **Some apartments have the old fridges that includes a freezer box.** It is recommended that there is a drip tray under the freezer which must always be there. Do not remove the drip tray or store food in it.

The recommended temperature setting is between 3-4 for this type of fridge to work at its optimum level. The sensor must be placed (attached) to the bottom of the icebox. If you cannot see it, because there is ice accumulated at the bottom of the icebox, then first you need to defrost it.



**Ventilation**

Unfortunately, the ventilation which blows fresh air into the room cannot be adjusted, as it can cause difficulties in the ventilation system of the whole building.

**Black discoloration in the bathroom**

This type of mold is different from the mold which grows on a wet wall. It is NOT hazardous to your health, but it might make black discolorations in the silicone seal. Mold in the silicone seal is harder to remove, and you need Rodalon, which you can buy in every supermarket.

**Cleaning shower and bathrooms floors**

The water in Copenhagen is high in minerals and especially limescale. It's very common that it shows on bathroom walls and floor, sink and tap. For maintaining and upkeeping these "vulnerable" areas, we advise you to remove the limescale regularly.

To prevent the limescale from collecting, wipe off the areas after each shower with the water puller /saqueegee which you can find in the bathroom.

You can also use specific limescale removal products easily accessible in most stores such as **Cilit Bang limescale and dirt (antikalk)** or if you prefer more natural products, you can use **vinegar**.

Depending on the chosen method, it's very important that you follow the instructions for the given product.

That way you can wipe the water off the floor and walls after a shower.

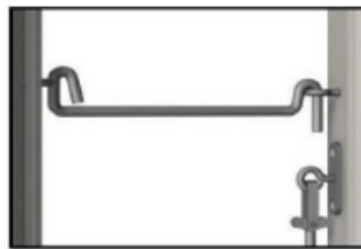
Never use cleaning agents which contains hydrochloric acid ("saltsyre" in Danish)!

### 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.**