

**UMEUS
AMAGER**



Residence Handbook

The UMEUS staff team

The Community Managers are on site all weekdays. Their office is open Monday-Thursday from 9am to 3pm, and Friday from 9am to 1pm.

Phone: + 45 40 38 53 58 E-mail: amager@umeus.dk

Please check for updated office hours on the office entrance door and stay updated via the UMEUS App, as hours may change periodically. Please note that the Community Manager's office is closed evenings, weekends, public holidays and school holidays.

UMEUS app

The app is used for reporting maintenance tasks, booking a group room or to receive general news and updates about the dorm. All written communication from the UMUES staff will be distributed through the app.

You can download the app for your decieve by using one of the QR - codes below:



Social media platforms

Its possible to join the private Facebook Group / Instagram where you can communicate with other students living at Umeus Amager.

Facebook: UMEUS Amager

Instagram: [umeus_living](#)

Instagram: [umeus_amager_events](#)

Social community and events

Umeus supports and engaged lifestyle with the purpose of creating a positive student experience for everyone living at UMEUS.

Every month the UMEUS staff host various cosy community gatherings for all residents and staff.

Maintenance issues:

Please report general maintenance issues to the facility manager as a ticket through the UMEUS app.

Emergencies issues:

Emergencies issues that cant wait to be handled, like water damages, pipe bursts, blown fuse or broken windows please contact **GP Gruppen + 45 33 33 55 00**

In case of fire:

All emergency exits, corridors and staircases must be kept clear of bicycles, personal belongings and fire hazardous items at all times.

NB! Items left or stored in the corridors are a direct violation of the official fire regulations, which means UMEUS will get a large fine, if all emergency exits, corridors and staircases aren 't kept completely clear and clutter free at all times.

All students are only allowed a single doormat outside their studio.

Fire hazardous fluids are kept safely in a locked location, accessible for staff only. We have several external facility administrators that are responsible for maintaining and conducting several mandatory tests of fire equipment annually, as required by the local Fire Brigade.

Fire plans and adequate fire equipment is installed in common areas and the shared kitchens. Please ensure that all fire doors are active and not blocked or forced into open position - meaning, all fire doors must kept closed, but be able to open, if needed.

Exit plans are available on each floor. Please make sure you and your guests are familiar with the plans and know of the nearest exit in case of emergency. In case of fire, the fire brigade is automatically appointed, also alarms and voice guidance will let residents know, if you need vacate the building.

In case of evacuation, all tenants and guests are required to assemble at the dedicated meeting point: Outside on the large parking lot between UMEUS Amager and Copenhagen IT University

In case of all urgent emergencies

In case of immediate, serious or life-threatening emergency, or in need of an ambulance etc., please dial: 112.

This number is also used in case of fire, or if you need the police urgently due to threats, violence or immediate danger.

In case of poisonous gasses or smoke from outside the building the mechanical ventilation system needs to be turned. Call Newsec +45 45260102, which corporates with Falck emergency. Falck will contact the ventilation company to come and turn off the ventilation.

Doctors on-call (Lægevagten)

In case of illness and in need of a doctor ' s assistance outside clinic hours (between 4PM8AM), please contact "doctors on-call" by dialing: 1813.

Emergency room number

The abovementioned number (1813) is also used, in case you need to go the emergency room, for all other injuries that aren't considered life-threatening, as you must always call ahead, so the doctors on-call can guide and assist you about where to go.

Pharmacy:

The nearest pharmacy is at Torvegade 47, also named "Christianhavns Apotek".
Open hours: Monday-Friday 9:00 - 18:00 Saturday: 10:00 - 14:00 Sunday: Closed

Police:

If you need to speak to the police, e.g. about stolen items, break-ins, vandalism of property etc. (non-threatening situations), then please dial: 114.

Access to the building and your studio:

Each resident receives a key chip upon moving in, which gives them access to all street doors, their personal studio, their shared kitchen, the Laundry Lounge and **MyRenzBox parcel box**.

If your key chip stop working:

If your key chip suddenly stops working, we suggest that you try updating it first at the main entrance, by holding it up to one of the electronic pads outside on the building facade next to the main door. The electronic pad on the wall will light up green within seconds and your access chip should now be updated and working again. Please contact the community managers if it doesn't work.

If you loose your key chip:

During office hours you can replace a missing key chip in the UMEUS reception be aware that there is a fee for this. Your old key chip will automatically be deactivated. It's **not** possible to request for an extra key chip when you are a Housing Foundation resident.

Getting locked out of the building:

If you get locked out either of the building or your own studio after office hours or in the weekend, you need to contact GP Gruppen on the following phone number: + 45 33 33 55 00. They will come to the site and assist you. Please bear in mind that there will be a considerable fee.

Main doors: SALTO locks

All main doors have Salto locks that run on batteries- The Salto unit locks generate an error code, approx. 50 times before the battery runs out, which means you have limited time to react before things go wrong. The error code presents itself by flashing a red light approx 5 times and then green. Please contact the community managers if it doesn't work.

Securitas

Every 7 days of the week, we have a security guard who goes on an evening round and ensures that the building is safely shut down. All floors, outdoor areas and doors are thoroughly checked for everyone's safety

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.
- 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 or the Community Manager on site.

Mail box

Each kitchen has an assigned letter box at the entrance door, where all regular letter mail is delivered and later sorted in your kitchen.

Parcel deliveries

Where: Ground floor, just behind the café.

Access: Key chip only

Priority: UMEUS students

UMEUS Amager has a safe parcel delivery system, so you can receive parcels at home, by using GLS & PostNord, even when you aren't home.

Upon moving in to UMEUS, you will receive an email from "myRENZbox" and be asked to validate your email, if you wish to gain access to the parcel service.

Parcels and larger deliveries are then stored in the large black parcel box with individual compartments. When your parcel is ready for pickup, you will receive a text message. The individual compartments can then be accessed by using your key chip

WIFI

Our internet is provided by Sentia. All studios have their own personal WI-FI.

All new tenants receive an email directly from Sentia, upon moving into the building.

For any internet issues, please contact Sentia helpdesk directly at:

+45 39 99 99 00.

Sentia can only be contacted during office hours between 7:00 AM and 5:00 PM (17:00)

For free WIFI in common areas, connect to "Guest" WIFI using the password UMEUS-62.

Laundry

UMEUS- AMAGER

Laundry Lounge

Where: Ground floor

Monday – Friday 06.00 – 01.00

Saturday & Sunday 07.00 - 01.00

Access: Key chip only Activation code: Every studio receives a personal activation code by email, upon moving in.

Priority: UMEUS tenants only

You will need to use your key chip to activate the laundry machines.

Payment is collected monthly along with the rent collection.

How to book a machine: Please see full instructions on the wall, in the Laundry Lounge.

Pre-booking is available on the control unit on the wall. If you reserve a time slot in the Laundry Lounge, the washing machine is reserved for 2 hours at a time, and you are automatically also reserving a tumble dryer for after your wash is done. If your washing finishes before time, someone else may use the washing machine for the remainder of your time slot.

Bike Parking

UMEUS have provided plenty of bicycle stands on street level, just indoor in the building, which are both free. It is important that you use the designated bike stands as bikes left all over the premises can block entries and emergency exits. If a bicycle is parked incorrectly, it will be immediately removed. Visitors can park their bicycles in the public bicycle parking spaces. Bicycle cleaning will be carried out at regular intervals, where parked bicycles will be marked with tape. If the tape is still present on the bicycle after 30 days, the bicycle will be removed

Car Parking

Unfortunately there are no parking facilities at UMEUS Valby. Street parking outside the building is limited. Please remember to check the prices via street signs or online.

Setting the floor heating:

The floor heating is located next to your door. You can easily change the setting there. 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. 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:

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, 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 a water puller /saqueegee. 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.

Common kitchens

The users of the communal kitchen are obliged to be responsible for the daily cleaning of the communal kitchen, so that it appears neat and clean at all times. At least twice a year, the users of the communal kitchen must carry out a common main cleaning of the communal kitchen.

The dormitory members can use the cleaning equipment available in the kitchen (vacuum cleaner, cleaning supplies, etc.). If the users of the communal kitchen repeatedly fails to comply with current standards of cleanliness, UMEUS reserves the right to give the users a cleaning warning, and by the third warning order cleaning at their expense.

Contribution to the Kitchen Communitys shared funds

Each Kitchen Community determines in unity to what extent they wish to share household products (examples of products which are often shared are paper towels, tin foil, baking sheets, cleaning agents, dishwashing liquid, light bulbs etc.)

In addition, each Kitchen Community is required to save up for replacement of damaged/lost inventory in the kitchen so that the inventory, which was present at the start when the site opened, is continuously maintained. The contribution for the Kitchen Community's shared funds is collected by the Kitchen Community from the individual residents. Since the need for shared household products and replacements of damaged/lost inventory is dependent on how much each the individual Kitchen Community chooses to share as well as how well the inventory is treated, the size of the contribution to the shared funds will vary from kitchen to kitchen as well as change over time.

Misuse in the Kitchen Community

Please note that all residents as well as their guests must treat the inventory such as kitchen equipment and various appliances with care and correct use. If you continuously misuse the inventory/appliances it may become difficult or even impossible to correct the matter later - and the inventory/appliance must then be replaced by the Kitchen Community. This can become a costly affair, and it is therefore in everyone's interest to continuously maintain and treat the inventory correctly.

Kitchen representatives

Each of the 19 shared kitchens have their own representative, who acts as a contact person for all the tenants associated with the particular kitchen. They help by systemising the communal cleaning in the kitchen, and take initiative in organising social activities within the kitchen, or help welcome new neighbours settle in to the building.

Furthermore they also act as a contact person between other kitchens, and lastly they also act as a contact person between their kitchen and the UMEUS staff, if we need to deliver/receive any relevant information etc.

Represent the kitchen in general and initiate social community events

Ensure that the shared letter box on the ground floor is emptied and letters distributed to their kitchen family.

Ensure waste is handled correctly and brought to the waste containers in the basement area.

Ensure doors and windows are closed after use.

Household items and cleaning the shared kitchen:

A professional cleaning team is only responsible for cleaning all the common areas on the ground floor, as well as all corridors and stairwells.

Being a part of the UMEUS community, you are expected to clean the shared kitchen thoroughly on a regular basis, together with your kitchen family. This also includes the hardware and inventory of the shared kitchen.

Each kitchen has their own cleaning plan that you must be a part of, which usually consists of everyone taking turns in pairs of two.

On an everyday basis, you must always leave the shared kitchen neat and clean, so it is ready to use by other kitchen family members. You can find all the cleaning information for your shared kitchen in the UMEUS app.

A cleaning kit (vacuum cleaner, floor mop, bucket etc.) is available in your shared kitchen.

Failure to comply with the general house rules regarding cleaning, will consequently result in a deep-cleaning from a professional company, and the invoice will be forwarded to all members of the kitchen.

Rooftop terrace

Where: On the 8th floor

Access: Key chip + key app

Priority: UMEUS tenants

The rooftop is open for sunbathing, small meetings or other small quiet social gatherings on the following times:

Monday – Friday: 7:00 – 22:00

Saturday: 9:00 – 22:00 Sunday: 10:00 – 22:00

The above mentioned times have been co-ordinated with The Municipality of Copenhagen and are rules we need to comply with, in order to take all tenants and external neighbors into consideration.

Noisy events and parties

Music, workouts and any noisy activity is not allowed on the rooftop terrace in general. However, in case of special events that include music or larger gatherings, it must always first be approved by the Community Manager, well in advance. When the event has been approved, all other tenants must be advised no later than 8 days prior to the event. All noisy outdoor events must end no later than 22:00, all days of the week, due to the noise regulations in the Municipality of Copenhagen.

Grills are not allowed

It is not permitted to use grills or open fire on any areas of the building, nor on any balconies or the rooftop.

Toilets

Communal toilets are available on the rooftop.

Re-arranging furniture

Generally, we don't appreciate our furniture being dragged all over the rooftop. If you feel it is absolutely necessary to set up furniture in a particular way, please put everything back in its place again, when you 're done. Please don't move furniture late at night, as residents on the 7th floor are very bothered by noise from the rooftop. Instead put it back no later than the following morning.

Clean-up

In the past, the staff has felt it necessary to clean up large amounts of litter from tenants (especially after events), even though it isn't our job to do so. Everyone is responsible for their own mess. Please remove all waste and always clean up after yourself, so everything is ready to use for the next tenant.

Walls:

Please note that it is strictly forbidden to drill holes into the walls or inventory. Please also be very careful with using tape or sticky tac. These products can easily damage the surfaces and you would have to pay for the repair when you move out. Therefore, we recommend that you refrain completely from using these kinds of products and only put items/pictures on the shelving provided.

Windowsills

The dorm has deep windowsills which are ideal for sitting. However, please note that it is strictly forbidden to lean on the actual windows including placing pillows up against the window and leaning on the glass this way. There is a real risk that the glass may splinter, so you are required to take this warning very seriously. Always make sure to lean against the wall, not the window. You must also ensure that your Guests are aware of this rule and act accordingly. If you ignore this rule and the window is damaged/splinters, you are required to cover the cost of having the window replaced.

Window cleaning

When: Please follow the broadcasts on UMEUS app, where we will inform you about the date and price, well in advance. Annually the staff arranges for a window cleaning company to come to UMEUS, so the exterior windows can be cleaned. It is always the tenants ' own responsibility to make sure any interior windows are cleaned.

Red Cross clothes container

Where: On Kaj Munks Vej, near the "C-entrance" The container is strictly for clothes and shoes that can be recycled/donated to charity. We therefore kindly ask you not to dispose of old wearable clothes and shoes in the bulk trash area.

Garbage sorting

Where: Ground level, just beneath the terrace deck How: All items must be sorted and separated, as indicated on each container (e.g. no plastic bags etc. in the cardboard bin). Our extensive garbage sorting may take some time getting used to, but please get acquainted with both sheds and the many sorting containers, and it will soon become a daily routine.

Garbage chute:

General guideline for the waste chute on every floor:

The chute gets easily clogged, if not operated correctly. The chute is only for small residual waste. NB! loose bags will also get stuck in the chute! Instead, please make sure everything is sealed securely in a closed bag.

- 1) Don't throw ANY loose items (e.g. food scraps, loose bags, textiles, cardboard, pizza boxes, large items such as bulk trash etc.) in the garbage chute.
- 2) Only small bags of residual waste (restaffald) that have been bagged correctly can be discarded in the chute.
- 3) All bags must be closed securely with a double-knot, so food can't fall out.
- 4) Don't overfill bags!
- 5) The hatch must be closed properly, after discarding the garbage bag, to avoid foul odours spreading in the building and to aid correct ventilation from the roof.

Bulk trash/large items

All large items, such as old furniture, old household items etc. can be left in the shed for bulk trash. Anything larger than a mattress must be discarded off premises. Instead, tenants must arrange for removal of their large items, by either selling them or having them transported to the nearest facility for bulk trash (storskrald) at: Vermlandsgade Genbrugsstation. General waste handling guides are also available in your shared kitchen.

Hazardous waste

Københavns Kommune (the Municipality of Copenhagen) has set up an environmental cabinet in the second shed (along with bulk trash). The cabinet is specifically for storing hazardous waste and will be permanently locked with a coded padlock.

The code is: **4444**

Examples of hazardous waste: Bulbs, mobile chargers, electrical toothbrushes, spray cans (deodorants, hairsprays), paints, chemicals and/or substances dangerous for the environment etc. Please lock the cabinet after use (by shuffling the numbers on the padlock again).

This is for the sake of the environment, as well as the safety of children or other unauthorized persons spreading chemicals and dangerous substances in nature.

NB! Detailed guidelines for hazardous waste in the cabinet:

- 1) Always lock the cabinet after use, so animals, children and trespassers don't get harmed
- 2) Place all items in an upright position, so substances don't leak out
- 3) If the substances aren't left in the original packaging, you must stick a label on the item describing the contents
- 4) Never mix several substances in the same bottle/jar
- 5) The shelves with the red boxes are specifically for smaller items. Larger items are to be placed on the other shelves, within the cabinet.
- 5) Anything larger than 10 litres must be delivered directly at the nearest recycling station (see address online).
- 6) Old medicine and used syringes etc. must always be delivered at the nearest pharmacy.
- 7) Old batteries must be disposed of in the battery holder in the other shed.

Study Hall

Where: Ground floor

Opening hours: Monday – Friday 06.00 - 01.00 Saturday – Sunday 07.00 - 01.00

Access: Key chip or key app

Priority: UMEUS students The Study Hall is strictly for studying and is a designated quiet zone, where all tenants can sit in peace and study, without any interference

Group rooms

Where: Ground floor

Opening hours: Monday – Friday 06.00 - 01.00 Saturday – Sunday 07.00 - 01.00

Access: Key chip or key app

Priority: UMEUS students– only with a valid pre-booking via the UMEUS app.

We have 6 group rooms, which can be used for study group meetings, community meetings, private dinners, and small events.

The common areas will be shut down between 01.00 AM and 06.00 AM on weekdays, and 01.00 AM and 07.00 AM on weekends.

Please remember to clean up before leaving, so it is either ready for other residents to use, or accessible for the cleaning crew. Remove all waste If you spill something, dry it up!

Arrange chairs and tables neatly Put the cap back on the electrical outlet in the floor Open curtains and leave door wide open to air out the room Small digital screens, in some group rooms: Several of the group rooms have digital screens available, for doing either group work or small presentations. Please remember to shut everything off again before leaving.

Large screen in the Café & Lounge Area

If you want to host a movie night, do a slide show, or perhaps do a large presentation, or a sports/football event, you are more than welcome to use our screen and projector in the lounge area. Both the screen and projector can be operated via the control panel on the wall in the Café. Due to practical reasons, all common areas beyond your studio and kitchen, requires dispensation from the Community Manager.

For inquiries, please email the staff at: amager@umeus.dk

The Coffee machine

At the moment the UMEUS café is closed indefinitely, but we hope to open again with a brand new concept in the near future. Keep an eye out for future broadcasts. Instead, we have a large coffee machine set up in the Lounge area, next to the Café.