

# THE BOOKING MANUAL

FOR STAFF





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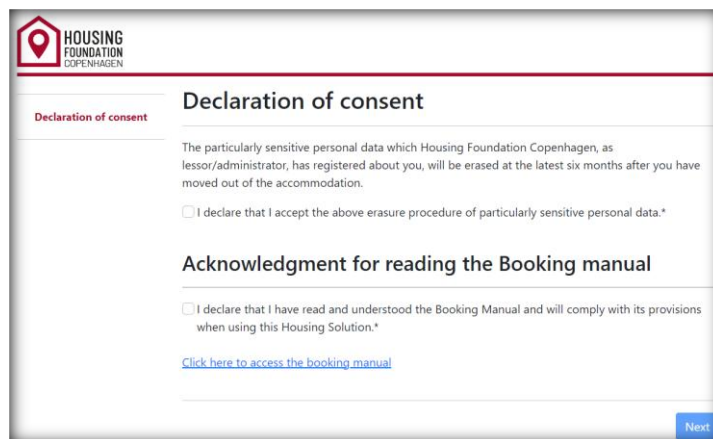
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## HOW TO MAKE A BOOKING

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.



The screenshot shows the 'Declaration of consent' form. It includes the Housing Foundation Copenhagen logo and a sidebar with 'Declaration of consent' and 'Tenant information'. The main content area has two sections: 'Declaration of consent' and 'Acknowledgment for reading the Booking manual'. Both sections have a checkbox for declaration and a 'Next' button at the bottom right.

**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.\*

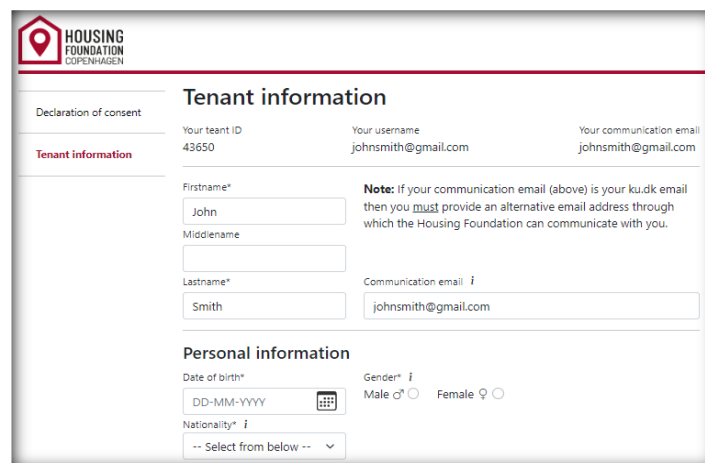
[Click here to access the booking manual](#)

[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).



The screenshot shows the 'Tenant information' form. It includes the Housing Foundation Copenhagen logo and a sidebar with 'Declaration of consent' and 'Tenant information'. The main content area has a 'Note' about communication email, followed by input fields for 'Firstname\*', 'Middlename', 'Lastname\*', and 'Communication email'. Below this is the 'Personal information' section with fields for 'Date of birth\*', 'Nationality\*', 'Gender\*', and a 'Select from below' dropdown.

**Tenant information**

Your tenant ID: 43650  
Your username: johnsmith@gmail.com  
Your communication email: johnsmith@gmail.com

**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.

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 ♀

## 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 30<sup>th</sup> June 2025. 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

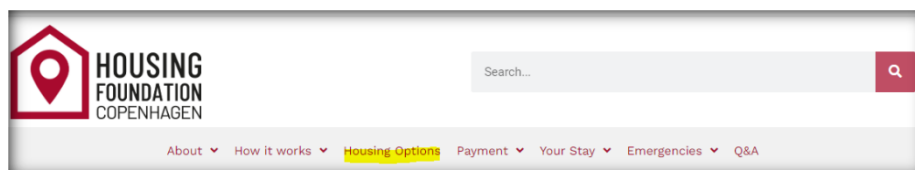
We offer accommodations for minimum 3 months. A maximum period of one year for Trainees, Interns and Other Guests whereas as Postdoc's, PhD's and Researchers can rent for 2 years. It is also possible to select an option and then later extend your contract if the room is available. You can only extend 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 titled "Start and length of stay". On the left is a sidebar with navigation links: "Declaration of consent", "Tenant information", "▼ Booking" (which is selected), "Special need", and "Start and length of stay" (highlighted in red). The main content area has the title "Start and length of stay" and a sub-header "Specification of your stay \*". Below this, there are two date selection fields: "Contract start search date" with the value "01-05-2023" and "Contract end date (your contract will end on this day)" with the value "30-04-2024". Both fields have calendar icons. A blue "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 15 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 79-80-2	Single 4.233,00	0,00	0,00	8.000,00
▼ Available accommodations ▼					
★ ● Jun 01, 2023	Sigynsgade Shared Apartments 79-80-2	Single 4.233,00	0,00	0,00	8.000,00
○ Jun 01, 2023	Sølvgade/BaseCamp Student V223	Single 7.377,00	0,00	0,00	8.000,00
○ Apr 27, 2023	Sølvgade/BaseCamp Student V026	2-person 9.786,00	0,00	0,00	8.000,00
○ Apr 27, 2023	Sølvgade/BaseCamp Student V050	2-person 9.392,00	0,00	0,00	8.000,00
○ Apr 27, 2023	Sølvgade/BaseCamp Student V101	2-person 8.998,00	0,00	0,00	8.000,00
○ Apr 27, 2023	Sølvgade/BaseCamp Student V128	2-person 9.984,00	0,00	0,00	8.000,00
○ 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 15 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 15 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

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

<b>Room number</b> V029 <b>Address</b> Georg Brandes Pl. 4, st. <b>Room type</b> Single	<b>Description</b> 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.
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#### 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

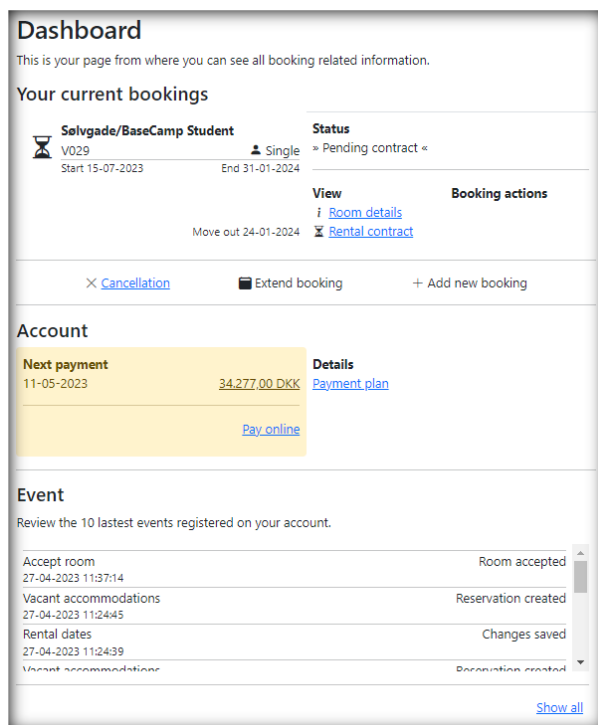
Booking confirmation

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.**



## 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
- 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**. Please note, a bank transfer takes several days, and it is your responsibility that we receive the full amount on time. **If we do not receive the FULL payment on time, then your booking will get cancelled.**

## 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. **Please note, making a payment through bank transfer takes several days and therefore this method is not an option unless you request your bank to make an immediate bank transfer.**
- **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. **Please keep in mind, payment by bank transfer takes several days and if we do not receive the FULL amount on time, then your booking will get cancelled.**
- **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.  
If the full amount is not paid and even a small amount is due your booking will get cancelled!

A bank transfer takes several days and therefore it is your responsibility to ensure the full amount is paid to us on time. Failure to pay the full amount results in a cancellation.

### **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](#). Payment through bank transfer may not be an option since it takes several days for the money to reach our account. unless your bank can make an immediate bank transfer.

### **Bookings with immediate start date:**

If you book a room with an immediate contract start date, you will have to do your payment and sign your contracts within 24 hours. Payment through bank transfer may not be an option since it takes several days for the money to reach our account. unless your bank can make an immediate bank transfer.

During your stay 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/debit card, bank transfer and by using Mobile Pay app. Please read about these methods to see which is best for you.

For all three payment methods The Housing Foundation Copenhagen charges a payment fee per payment.

### 1. PAYMENT VIA CREDIT/DEBIT 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 the online payment platform, you avoid paying the fee we charge for manually returning your 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/debit 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/debit card or bank statement. Therefore,

it is up to you to decide whether paying by credit/debit 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 by credit/debit card:

- **Ensure that the credit/debit 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/debit card if the amount paid equals to your deposit amount**, if the amount you paid with the latest used credit/debit card is less than your deposit refund amount, we will not be able to refund via credit/debit card. Please have that in mind when you make your last payment.

If it is not possible to refund to your credit/debit 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 PAYMENTBY CREDIT/DEBIT 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).

*” Please note that there will be a payment fee of DKK 175 which will be added to the payment amount above (payment amount DKK 15 and payment fee DKK 175 = DKK 190).”*

The image shows a payment interface for SSV. At the top, it says 'SSV' and 'Order number qp638531789397301903'. Below this, there are input fields for 'Card number', 'Expiration date' (with MM and YY sub-fields), and 'CVV/CVD'. To the right of the CVV/CVD field is a small icon of a credit card. Below these fields is a large blue button that says 'Pay 190.00 DKK'. This button is highlighted with a red rectangle and a red arrow pointing to it from the right. At the bottom of the interface is a button that says 'Cancel Payment' with a red 'X' icon.

- A new window for paying via credit/debit card will appear.
- When you pay via credit/debit 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.

Please note, payment by bank transfer takes several days and as a tenant it is your responsibility to ensure the money is sent to us within the due date. Therefore, always contact your bank to make sure we receive the full amount on time as your booking will get cancelled if not.

## 3. PAYMENT VIA MOBILE PAY

You can find the Housing Foundations MobilePay details on our website. It is important to type your Tenant ID in the message field, for us to allocate the payment to your account. **Please remember to include The Housing Foundation payment fee to your amount.**

## 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.

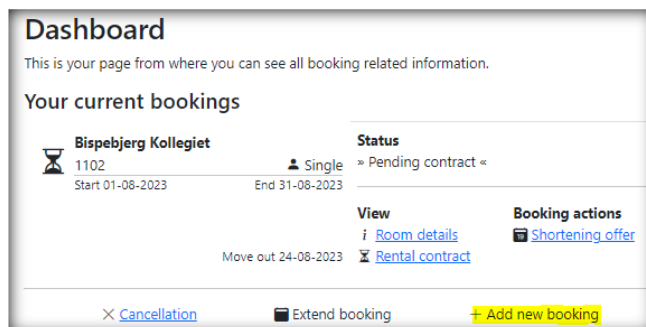
Note, that **you cannot change rooms if living in Bikuben, Øresundskollegiet, or Tietgenkollegiet**, as these dorms wish to have only long-term tenants. RMC & ITU students are also not allowed to change rooms.

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:

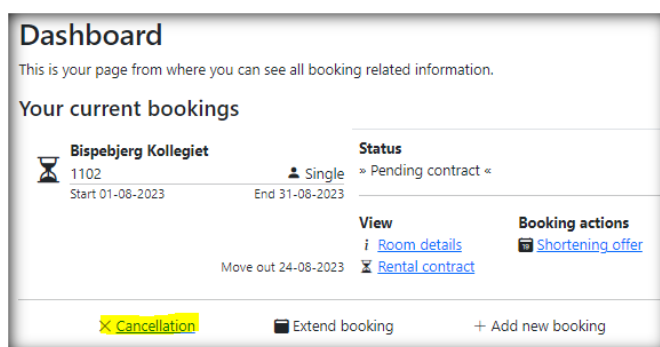
- The rental period has not yet begun.
- It is not an immediate booking.

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

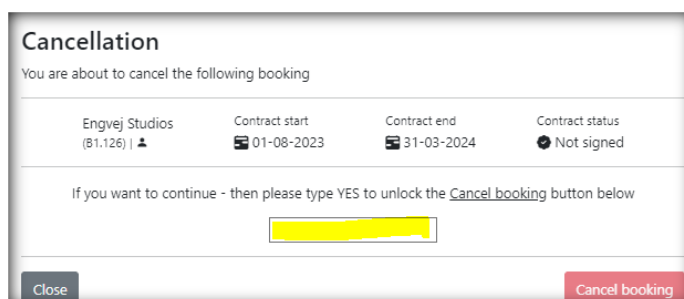
If you have confirmed your booking, then your cooling-off period lasts until the rental period begins. (Then it is less than 14 days).

### 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

You will be called in for a moving - in inspection at the beginning of your stay, where a team of professional inspectors will walk through and note down the status of your accommodation. This means any damage, missing items or other issues that need to be noted down or repaired. It is important to note all this down, so that you won't be held responsible for it once you move out.

The time and date for inspection is non- negotiable.

Rest assured it **isn't mandatory** to participate, and you will receive the full report with pictures, shortly after the inspection, by email.

### MOVE-IN ISSUE REPORT

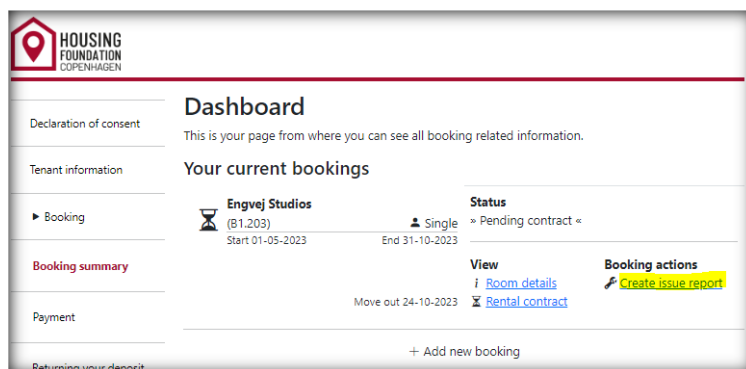
Besides from the professional move in inspection you also have 14 days from the day you pick up the keys to report issues.

*For example, if you picked up your keys on 1<sup>st</sup> September, your last day for reporting issues is 14<sup>th</sup> September.*

The move in issue report is meant for reporting **additional wear and tear issues that weren't in the moving -in inspection report**. Please take photos and place these with descriptions in the "My Move in Issue report template". You can download the template from our home page under the section called **Your 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 service manager will confirm that he has received the report shortly after the 14-day deadline for reporting has passed.

### **CLEANING ISSUES WHEN MOVING IN**

If you experience that your room isn't clean upon your arrival, please report it to us by email [contact@housingfoundation.ku.dk](mailto:contact@housingfoundation.ku.dk) supported by pictures, **within 24 hours**. We will then do our best to send the cleaning team as soon as possible.

If you are living in a shared room/ apartment, you have a shared responsibility to clean and maintain the shared areas, and we will not send the cleaning team, as someone is already living there. We therefore advise you to talk to your roommate/ flatmate(s).

Unfortunately, if you choose to do the cleaning yourself before the cleaning team arrives, we cannot offer you any refund for your work. We can only send the cleaning team 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.

Please also note that you can't leave cleaning issues unreported, then leave the room dirty once departing, and then claim that there was an issue when you moved in.

### **REPAIR ISSUES WHEN MOVING IN**

If you experience that something in your room needs to be repaired, please report it to our inspector by email [hf.service.manager@gmail.com](mailto:hf.service.manager@gmail.com) supported by pictures, **within 14 days**. You will be contacted by the inspector as soon as possible. Either our service manager will explain how you can handle the issue yourself, or he will visit your room to investigate the issue.

In peak periods, our service manager will not be able to respond straight away, as he usually has a lot of incoming emails. Once he knows the wider context of all issues, he will prioritize issues according to urgency.

## EXTENSION OF THE SAME ROOM

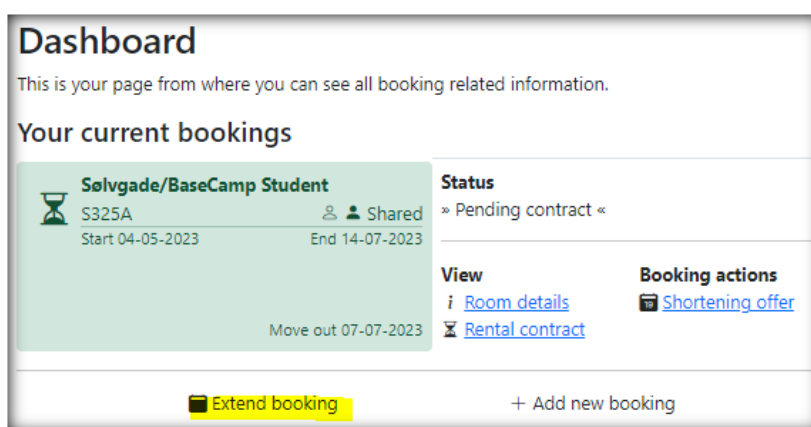
It is only possible to extend your contract once during your tenancy with a minimum period of 3 months.

### RESTRICTIONS:

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

### HOW TO MAKE AN EXTENSION:

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



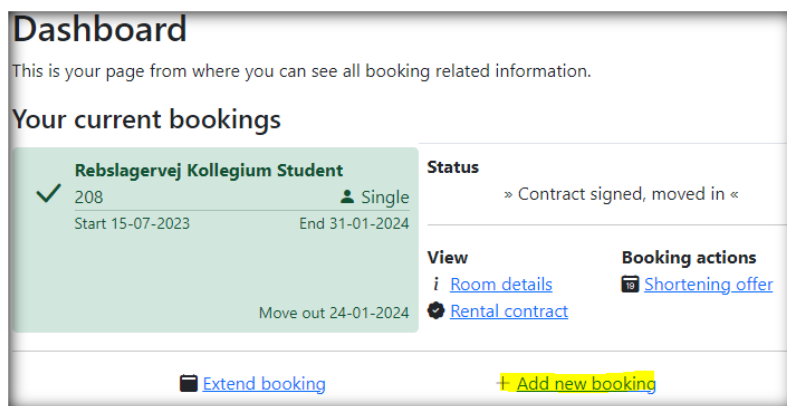
- You will be directed to the **Start and length of stay** page, where you can select one of the provided options for extension and then click **Next**.
- In the **Vacant accommodations** page, you need to re-book your own room.
- Please make sure you are booking the correct room and then click **Reserve 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.

### MOVE OUT INSPECTION

You will be called in for a move- out inspection at the end of your stay, where a team of professional inspectors will walk through and note down the status of your accommodation. If they find any damage(s) and or cleaning issues it will result in a fee.

A cleaning issue will typically be built up dust / limescale / grease, which shows lack of regular cleaning. If you are living in a shared room, the fee is usually divided between tenant A and B.

A damage issue is typically broken inventory, water damage etc. caused by the tenant. If you are living in a shared room and we can't identify who caused the damage, the fee will be divided between tenant A and B.

The time and date for inspection is [non- negotiable](#).

Rest assured it **isn't mandatory** to participate, and you will receive the full report with pictures, shortly after the inspection, by email.

### RETURNING YOUR DEPOSIT

The deposit is subject to deductions because of the inspection, unreturned or lost keys 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/DEBIT CARD

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

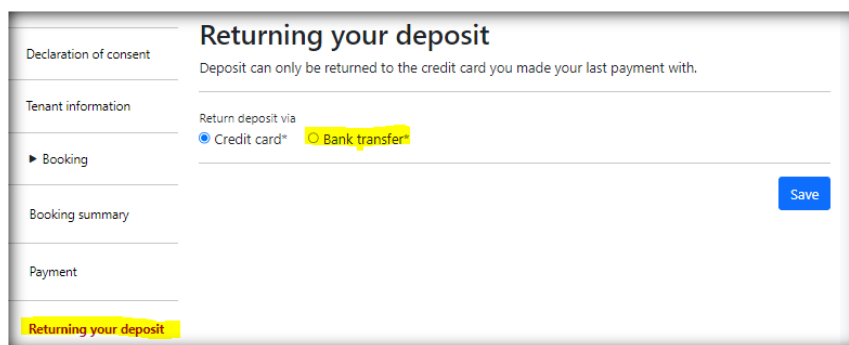
The option to have your deposit returned to your credit/debit card will be active, if:

- You paid with a credit/debit 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/debit 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**.



The screenshot shows a web interface for 'Returning your deposit'. On the left is a sidebar menu with options: Declaration of consent, Tenant information, Booking (highlighted with a right-pointing arrow), Booking summary, and Payment. The main content area is titled 'Returning your deposit' and contains the text 'Deposit can only be returned to the credit card you made your last payment with.' Below this, it says 'Return deposit via' followed by two radio button options: 'Credit card\*' (which is selected) and 'Bank transfer\*'. A blue 'Save' button is located at the bottom right of the form. At the bottom of the sidebar menu, there is a yellow highlight on the 'Returning your deposit' text.

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](mailto:contact@housingfoundation.ku.dk)

[finances@housingfoundation.ku.dk](mailto:finances@housingfoundation.ku.dk)

[www.housingfoundation.dk](http://www.housingfoundation.dk)