

**SIGYNSGADE &  
VERMUNDSGADE**



# **Residence Handbook**

## General information

### Contact

For building-related problems please contact one of the building inspectors at their office (Vermundsgade 43A, (Beboerhuset).

**Opening hours:** Mon to Friday 9am - 10am.

**Phone:** 35 85 06 34, on Monday to Friday 10am - 12noon.

You can also leave a note in the mail box in front of the building (always include name, address, telephone number, and issue)

### Chip update

We strongly recommend that you to update the chip at the beginning and end of your stay in order to ensure that it is always working.

**The chip must be updated every 180 days, or it will be blocked. And only the building inspector will be able to help you if the chip gets blocked.**

Hold the chip down for 10 sec. (in washroom, building 55). Use the entrance from the parking lot.

### Internet connection & TV

An internet connection is available in the apartment. Housing Foundation does not provide you with a TV.

If you are having connection issues, please email housing foundation for your DSL number and contact instructions. You must always contact the Telenor Support Center if you experience problems with your internet connection. Housing Foundation Copenhagen does not have an IT department and cannot assist you in this matter.

Telenor Support Center: + 45 72 100 100

### Mail pick-up

To get your name on the mailbox, you must go to the building office to register. It is located by Vermundsgade 43A (beboerhuset)

**Opening hours:** Mon to Friday 9am - 10am.

**Phone:** 35 85 06 34, on Monday to Friday 10am - 12noon.

Please make sure to give out your correct address which you can find in your contract.

**Laundry**

Laundry facilities are located in the basement of the building in the housing complex, and the use of the laundry is included in your rent. The basement door can be open with your salto chip which you picked up together with your key. There is one laundry card per apartment so please ask your roommate.

If you have any questions regarding the laundry then please see the building inspectors at their office: (Vermundsgade 43A,) (beboerhuset) Visit the office during opening hours.

**Opening hours:** Mon to Friday 9am - 10am.

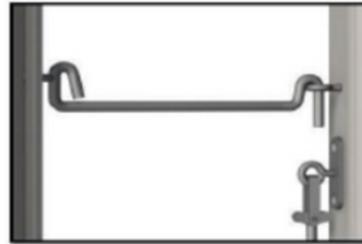
**Phone:** 35 85 06 34 (Mon to Friday 10am - 12noon)

**Parking**

Housing Foundation does not provide parking spaces in any of our residences. Parking is available in the surrounding streets. A parking permit is required. However, parking in Copenhagen is very expensive.

### **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.**