

**UMEUS-  
FREDERIKSBERG**



# **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:   email:**

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 UMEUS staff will be distributed through the app.

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

**Google Play**



**Apple Store.**

**Social media platforms**

It's possible to join the private Facebook Group / Instagram where you can communicate with other students living at Umeus Frederiksberg.

**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 xxx

**Access to the building and your studio:**

Each tenant recieves a key chip when they move in, it gives access to all street doors, personal studio and shared kitchen 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 doesnt work.

**If you loose your key chip:**

During office hours you can replace a missing key chip in the UMEUS reception for DKK 100. Your old key chip will automatically be deactivated. Its **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 xxx They will come to the site and assist. Please bear in mind that there will be a considerable fee.xxxx **is also available 24 hours for emergencies (e.g. electricity loss, burst pipes, broken window, water shut off etc.)**

**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 doesnt work.

**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**

Twin units are sharing their mailbox, but they each get a key. Here regular letter mail is delivered.

**Parcel deliveries**

UMEUS Frederiksberg has a safe parcel delivery system, so you can receive parcels at home, by using GLS or PostNord, even when you are not home. When you move in, you will receive an email from **MyRenzbox**. Parcels and larger deliveries are then stored in the large black parcel box with individual compartments. Please pick up your parcel as soon as possible, as space is minimal.

**WIFI**

The internet is provided directly by **DKTV**. If you experience problems with your internet connection, please contact their customer service directly at:

**+ 45 69 12 12 12. Opening hours Mon-Thursday: 8am-4pm, Friday: 9am-3.30pm**

It's possible to connect to the wifi in the common areas. Open the list of available wifi-networks. Select "xxi" and then use code "xxx" to sign in. **Please note that this network is exclusively for UMEUS Frederiksberg residents.**

**Laundry**

It's possible to access the laundry on xxx. **Opening hours Monday- xxxm.**

The laundry is run by **xxx**. Payment is collected instantly.

If you experience any issues with your PayPerWash account, please contact customer service by phone directly at **+xxx** all weekdays between 8am and 5pm or by email: **xxxx**.

**'Do not add powder/liquid to washing machines. they come built in with detergent.**

**Bike Parking**

UMEUS have provided plenty of bicycle stands on street level, just indoors 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.

**Fire alarm**

It is strictly forbidden to smoke on all indoor areas of UMEUS, both room and shared spaces. As smoke quickly spreads in the building, the fire alarm can easily get activated and the smell of smoke travels through the air vent and can activate the fire alarm on other floors too.

**Safety and security:**

Securitas, security company, check the building and walk their rounds every evening, and lock up everywhere. CCTV has also been installed in all common areas of Umeus.

**Noise:**

Quiet hours and noise restrictions are in place 7 days a week after 11:00 PM.

**Subletting:**

Please note that it is **not** allowed to sublet your room/studio, this is also mentioned in your rental contract.

**Kitchen table:**

We strongly advice tenants to be carefull when using water, as the kitchen table is quite small and delicate and the cabinets easily can get water damaged.

**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.

**Keep the floors dry**

The floors in your rooms 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 a fee. These costs will be charged to you; therefore, do notify Housing Foundation immediately if you experience problems with the floors. Early repairs might save money.

**Fridges:**

All apartments have fridges. Small type, located next to your desk. The recommended temperature setting is between 3-4 for this type of fridge to work at its optimum level. **Important: Please do NOT turn off the fridge upon move-out as this may result in water damages to the floor.**

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**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