

KULBANE



# Residence Handbook

## General information

### Front door

Next to the front door there is an electronic board with the names of all tenants and their apartment number. Your guests can plot in your apartment number and get in contact with you via your phone, so you can go down to the front door and let them in. As a safety precaution, the front door cannot be opened from your apartment.

### Keys and chips

Your door will automatically lock when you leave, therefore please remember your keys at all times, to avoid getting locked out. If you lose your keys permanently you must contact The Housing Foundation.

Please note, it is your responsibility to notify Housing Foundation if your lock is running low on battery. If it runs out the lock will no longer work. Please follow the instructions below:

To test if the lock works as intended make sure that the light initially is green followed by two red blinks. If this is not the case, please contact the inspector.

### Mail pick-up

The postman has a key to the front door and will deliver your mail in the mailbox with your name and apartment number on it. A brief overview of all tenants can be seen on the mailboxes or the board outside the front door, and are both updated when new tenants move in.

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

### Internet connection & TV

There is free Wi-Fi at the dorm. Name: Kulbane (floor number) Sal 5G.  
**Password: Boligbolig.**

There is no cable for a landline phone or TV in the apartment, since the dorm expects tenants to stream TV online.

### Laundry

Laundry facilities are available in the dorm. The cost for laundry is not included in the rent and must be paid by **Mobile pay** or with the **app Airwallet**.

### Storage room and bike-basement

In the basement you will find a storage room with your apartment number on. You will have to secure the storage room with your own lock. The basement also has larger rooms with bike racks where you can park your bike. When accessing the basement with your bike please use the ramp in the opening closest to the road.

### Parking

There is free parking at the area of Kulbane kollegiet.

### Yard

There is a closed yard along the whole building for all of the tenants at the dorm. You can access the yard via the staircase in the back of the building through the exit on the ground floor right across the staircase.

### Shared kitchen

In your hallway there is a communal kitchen, which is equipped with pots and pans, etc., which you can use freely. Pots and pans must not be removed from the communal kitchen. If you need other equipment in the common kitchen, you must bring it from your apartment.

### Cooking and fire-alarms

Every apartment has a fire alarm to ensure your safety. Try to avoid cooking items that create a large amount of smoke. Some items might be better to prepare in the common kitchen.

**If the alarm goes off the fire department is notified immediately. A false alarm is quite expensive so we encourage you to keep this in mind, as it is the tenant who will pay for it.**

### Guidance on the correct use of kitchen hood exhauster

#### 1. Switch the damper on/off:

The damper in the exhauster closes automatically over time, so always make sure to switch on the exhauster **before you start cooking**. The switch for the receptacle, which is located on the right-hand side, must be switched off after use and

is switched on again when you need to use the range.

#### 2. Speed of suction:

It is not possible to increase the speed of the suction in the exhauster. If the speed increases, the heat will be sucked out of the room.

**Garbage**

All waste from apartments, communal kitchens and cafes etc. must be carried by the residents down to the Ground floor and out to the Parking lot, where there is a large waste room with new containers for waste sorting and a smaller waste room for Big Garbage. Cardboard (In Danish: Pap) should be folded together so that it does not take up too much space.

If you are in doubt about waste sorting, you should find out more on the municipality's website [kk.dk/affald](http://kk.dk/affald)

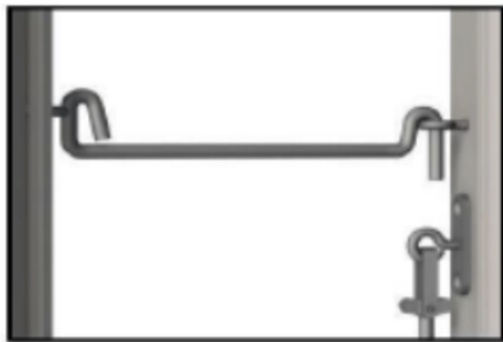
You can open both waste compartments with your key fob on the large cylinder on the door. When cylinder flashes Green, turn the cylinder to the right to open the door. When leaving a waste room, close the door and lock the cylinder again with your piece. When cylinder flashes Red, turn the cylinder to the left to lock the door again. It is important that you lock the door every time.

**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 minute 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.**