

**CANVAS
AMAGER**



Residence Handbook



**HOUSING
FOUNDATION
COPENHAGEN**

The CANVAS staff team

The Property Operations Manager, an Assistant Property Operations Manager 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.student@canvas-world.com

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

Canvas 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 CANVAS staff will be distributed through the app.

Social media platforms

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

Social community and events

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

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

Please install **Greystar Resident app** for information and social / event updates.



Maintenance issues:

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

Emergencies issues:

Emergencies issues that cant wait to be handled, like water damages, pipe bursts, blown fuse or broken windows please contact **Torocco + 45 70 25 54 55**

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 CANVAS reception be aware that there is a fee for this. 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 Torocco + 45 70 25 54 55 They will come to the site and assist. 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 doesnt work.

Parcel deliveries

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

Please contact the **Property Operations Managers** they will help you get started with using **MyRenzbox**.

WIFI

Our internet is provided by DKTV. All studios have their own personal WI-FI. Your personal router is placed on the wall under your desk. You will find your personal username and password for the wi-fi on a sticker, on the back of the router.

NB! Please be careful, when you lift it off the wall!

Open the list of available wi-fi networks on your computer and find your unique username (random digits and letters) and apply the password. After login, you can customise the username and password as you like. If you need to reset to default, just click the button 'reset' on the router for a few seconds. You can push it using a small pin or clip.

For any internet issues, please contact DKTV helpdesk weekdays between 8:00 AM – 4:00 PM, and Fridays between 9:00 AM – 3.30 PM. DKTV support:

+45 69 12 12 12.

Laundry

It's possible to access the laundry on the ground floor.

Opening hours Monday- Friday: 6am-01am. Saturday and Sunday: 7am- 1am.

The laundry is run by **Miele Pay Per Wash**. Payment is collected instantly.

If you experience any issues with your PayPerWash account, please contact customer service by phone directly at + 45 97 14 54 62, all weekdays between 8am and 5pm or by email: **support@payperwash.com**.

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

Bike Parking

CANVAS 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 CANVAS. Street parking outside the building is limited and costs a pre-registered parking fee, which can be acquired via the mobile app: **EasyPark**. Please remember to check the prices via street signs or online.

Doctors on-call / Emergency room

In case of illness and in need of a doctor's assistance outside clinic hours (between 4PM-8AM), please contact "doctors on-call" by dialing: 1813.

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.

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.

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.

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 CANVAS Amager and Copenhagen IT University.

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.

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 CANVAS 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 CANVAS 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.

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.

Rooftop terrace

Where: On the 8th floor

Access: Key chip + key app

Priority: Canvas 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.

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.

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.