

**Canvas
Frederiksberg**



Residence Handbook

The CANVAS staff team

The Property Operations Manager, an Assistant Property Operations Manager are on site all weekdays. Opening hours:

Monday- Thursday from 9am to 3pm, and Friday from 9am to 1pm.

Phone: +45 22 11 04 48 email: frederiksberg.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 Property Operations 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

Its possible to join the private Facebook Group / Instagram where you can communicate with other students living at Canvas Frederiksberg.

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 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 receives 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 doesn't work.

If you lose your key chip:

During office hours you can replace a missing key chip in the CANVAS reception for DKK 350 . Your old key chip will automatically be deactivated. It's **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 doesn't 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, up the steps.

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.

Fire alarm and smoking

It is strictly forbidden to smoke on all indoor areas of CANVAS, 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, a security company, checks the building and walk their rounds every evening, and lock up everywhere. CCTV has also been installed in all common areas of CANVAS.

Noise:

Quiet hours and noise restrictions are in place 7 days a week after 10:00 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 recommended that you use the the kitchen sink carefully since it a small sink you must not do big dishes or anything a like. It is very fragile and can easily cause water damage which can end up being very expensive for you! For cooking or washing dishes please only use the common kitchens which is located on each floor.

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.

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.**

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.

If the floors are damaged due to mistreatment is 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.

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.

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.