YARD25



Residence Handbook

HOUSING FOUNDATION COPENHAGEN

General information

The Yard25 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 27 99 13 email: kontrakt@yard25.dk

Please check for updated office hours on the office entrance door and stay updated via the **Yard25 App**, as hours may change periodically. Please note that the Property Operations Manager's office is closed evenings, weekends, public holidays and school holidays

Yard25 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 Yard25 staff will be distributed through the app.

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

Google Play

Apple Store.

Social media platforms

Its possible to join the private Facebook Group / Instagram where you can communicate with other students living at Yard25 Valby.

Facebook:
UMEUS Valby

Instagram:
umeus_student_coliving

Maintenance issues:
Please report general maintenance issues to the facility manager as a ticket through the Yard25 **App.**

Emergencies issues:
Emergencies issues like water damages, pipe bursts, blown fuse or broken windows please contact **GP Gruppen on + 45 33 33 55 00.**

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 Yard25 reception for DKK 350 . Your old key chip will automatically be deactived. 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 **GP Gruppen at + 45 33 33 55 00** They will come to the site and assist. Please bear in mind that there will be a considerable fee. **GP Gruppen 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.

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

Parcel deliveries
Yard25 has a safe parcel delivery system, so you can recieve parcels at home, by using GLS or PostNord, even when you arent 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.

Wi-Fi
You can find WIFI code on the back side of the modems in the room.
You need to wiggle it off the wall and flip it to see it.
The internet is provided directly by **DKTV**. If you experience problems with your internet connection, please contact: their costumer 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 Wi-Fi in the common areas. Open the list of available Wi-Fi-networks. Select **"EXCHANGE"** and then use code **"YARD2500"** to sign in. **Please note that this network is exclusively for Yard25 residents.**

Laundry
Its possible to acces 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 costumer service by phone directly at **+ 45 97 14 54 62**, all weeksdays between 8am and 5pm or by email: **support@payperwash.com.**
'Do not add poweder/liquid to washing maschines. they come built in with detergent.

Bike Parking
Yard25 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.

Car Parking
Unfortunately there are no parking facilities at Yard25. Street parking outside the building is limited. 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 Yard25, 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 Yard25.

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.

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 be-hind 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.

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 communbal kitchen repeatedly fails to comply with current standards of cleanliness, Yard25 reserves the right to give the users a cleaning warning, and by the third warning order cleaning at their expense.