

# Welcome



**Horsens  
Studieboliger**

## Contents

1. Front page
2. Contents
3. Welcome/General information for residents
4. General information for residents
5. Rental conditions and maintenance regulations
6. House rules
7. Cooking/Ventilation/Fire
8. Service outside normal working hours
9. Wao
10. Waste sorting
11. The committees at Horsens Studieboliger
12. Overview of Horsens Studieboliger
13. Sign up for Betalingservice (automatic rent payments)
14. The laundry room
15. The laundry room
16. Contact information

## Welcome

We welcome you to Horsens Studieboliger and hope you will find yourself comfortable among the other residents.

**In this folder you will find a lot of practical information that we expect you to read.**

### **Remember:**

- To register your address (both when moving in and moving out).
- As a resident you can apply for housing benefits (for more information see [www.lifeindenmark.borger.dk](http://www.lifeindenmark.borger.dk) and search 'Housing benefits').
- That it is **your own** responsibility to buy a contents insurance.
- To notify the office if you stop your education.
- Rent must be paid by the 1st day of each month. You must set up automatic rent payments (see how on page 13).
- To keep you updated via our Facebook group (see page 11).

## General information for residents

### **Email:**

You will receive various information via email. It is therefore important that you frequently check your inbox. It is your responsibility to ensure that we have your correct email address.

### **Internet:**

Included in the rent. To activate your internet, you must contact Wao and give them the code on the fiber box in your technical cabinet. You will find the network name and password on the bottom of your smart WiFi.

All questions regarding the internet should be addressed to WAOO on tel.: + 45 70 29 24 44.

### **Faults and damages:**

If faults or damages are discovered in the apartment, you must notify the office as soon as possible. Send an email to [kontor@horsensstudieboliger.dk](mailto:kontor@horsensstudieboliger.dk) or call tel.: +45 75 62 65 16.

### **Bicycle rack and shed:**

Residents of Blok A, B, C and D – bicycles must be placed in your assigned storage room.

Blok E – bicycles must be placed in racks behind the office building.

## General information for residents

### Keys:

For each apartment, 2 keys and 2 key fobs are provided. The tenant acknowledges receipt upon delivery.

### The fob fits:

Main door to the blok where you live

Main door to blok E – fitness room

The basement in blok B – ping pong table

The laundry room

The common room

**If you have problems with the key fob not working, it can help to update it by holding it against the scanner (grey box) outside the office. Even if it lights up red, the chip is updated.**



### Vacuum cleaner:

There are vacuum cleaners in all the hallways. They are in the cleaning rooms, where the key to the apartment fits. **Remember to put it back after use.**

### Fitness:

The fitness room is in the basement in blok E.

The fitness room is open from 7 am – 10 pm and is **exclusively** for residents.

### Deposits on single use bottles and cans ('Pant')

In Denmark you pay a small deposit every time you buy drinks in cans or bottles with a deposit mark. This is called 'Pant'. You get your deposit back by returning empty cans and bottles using reversed vending machines in supermarkets. After depositing them, you can use the receipt while paying at the supermarket to get a discount on you purchases.

For more info scan the QR code below:

Deposit mark (marked either A, B or C):



## Rental conditions and maintenance regulations

### **Moving in:**

The apartment is refurbished and functional upon moving in. When moving in, a move-in report is made and sent to the resident. If the resident subsequently discovers additional items that do not relate to the cleaning and visible defects, these can be submitted to [kon-tor@horsensstudieboliger.dk](mailto:kon-tor@horsensstudieboliger.dk) and possibly attached photo documentation within 14 days of moving in.

### **The lease period:**

According to the contract, the internal maintenance is the responsibility of the tenant and includes, among other things:

*Cleaning (floor, hob, oven, sinks, tiles etc.)*

*Cleaning of drains*

*Venting*

*Other repairs by agreement with the janitor*

The colors in the apartment may not be changed. Expenses related to reestablishment of changes made by the tenant is imposed upon the tenant upon vacating.

**Do not** drill into tiles and joints.

Flammable items/liquids **may not** be stored in storage rooms.

In the event of necessary repairs, the janitor reserves the right, together with any craftsman, to perform this work within normal working hours. If the tenant is unable to be present, the janitor has the right to gain access to the apartment by prior agreement.

### **Termination:**

Contractual notice 3 months to the 1st of the month. Termination must be done via [www.horsensstudieboliger.dk](http://www.horsensstudieboliger.dk).

Moving out must take place 14 days before the end of the lease, during which period repairs take place.

The lease must be terminated after graduation, unless otherwise agreed.

### **Moving out:**

Before moving out, arrange a time for a move-out inspection with the office.

When moving out, a move-out report is made, and keys + key fobs are handed over.

The tenant has the right to attend the move-out inspection. If the tenant does not do so, it is solely Horsens Studieboliger's assessment as to whether the lease is handed over in a satisfactory condition. Horsens Studieboliger reserve the right to include expenses for hidden defects in the moving statement, even if they do not appear in the move-out report.

Any claim against the tenant, including damage to the rented property, lack of cleaning when moving out, unpaid rent, etc. will be offset against the deposit when moving out. Any surplus that may arise is sent to the tenant at the end of the following month. Any shortfall must be paid by the tenant within 14 days from the date of the settlement.

### **Note:**

It is always the Danish version of the contract, conditions and other information that applies.

## House rules

1. The tenant is liable for all damage which they might cause to rooms, apartments, common rooms, and the furniture assigned to these by the dormitory. Smoking indoors is considered a breach of contract and may result in large costs for cleaning and sealing when moving out.
2. The tenant is obligated to pay the rent when it is due. Repeated negligence may lead to instant expulsion.
3. Noise may not be of inconvenience to other residents. This applies to both the indoor and outdoor areas of the dormitory. Especially between **10:00 pm – 7:00 am**. If somebody is being noisy **you must** contact the person on your own before a complaint is submitted to the office.
4. The use of narcotics is prohibited on dormitory grounds and will lead to expulsion.
5. For the sake of keeping escape routes clear you are not allowed to place objects in hallways, entrances, and balcony accesses. Objects will be removed without notice and liability.
6. **Garbage** must be placed in the designated containers and **nowhere else**. The garbage must be sorted, and it is your responsibility to sort it correctly. When disposing of furniture and the like, we refer to Blå Kors (secondhand shop) on tel.: +45 75 78 18 18 or email: horsens@blaakorsgenbrug.dk.
7. Batteries goes in the battery buckets which can be found by the waste stations and garage.
8. If technical problems arise, such as leaking/running toilet/water taps or similar, you must contact the janitor or the office.
9. Windows in entrances and hallways **MUST** always be closed.
10. Laundry rooms must be left clean and tidy. Laundry baskets must not be removed!
11. The fitness rooms are for training only, and the posted rules **MUST** be followed. The rooms may only be used between 7:00 AM and 10:00 PM. After 10:00 PM, the rooms must be empty!
12. It is the residents' responsibility to leave the facilities of the dormitory in a clean and tidy state. This applies to both the indoor and outdoor areas.
13. Vacuum cleaners **MUST** be cleaned/emptied and put back after use, on the same day!
14. One small pet is allowed at the dormitory but must not be of any inconvenience to other residents or to the dormitory facilities/equipment. As soon as it is outside the apartment it **MUST** be on a leash throughout the dormitory grounds and any waste must be picked up!
15. The smoke alarm which is mounted in the ceiling **MUST NOT be covered or demounted!**
16. All residents in the concerned block must leave the building if the fire alarms set off. The building must not be reentered before the fire alarm is stopped.
17. Fire doors may **ONLY** be used in case of fire!

***Violation of the above-mentioned rules will lead to a warning or immediately expulsion.***

***In general, respect each other, talk with each other, and inform your neighbors if you want to throw a party.***

## Cooking/Ventilation/Fire

The fire alarm is often activated due to mistakes made by the residents.

When the fire alarm is activated, the fire brigade will arrive briefly afterwards regardless of whether there is a fire or not. If you cause a false alarm, you may risk having the associated costs billed to you.

**THEREFORE**, when cooking you must:

- Turn on the hood. Be aware that the hood runs on time and will switch off automatically depending on what you put it on.
- Open the window a little or at least open the small ventilation device on the side of the window.
- When cooking it is **important** that there is some air circulation in the room. The hood runs on an extraction system which must have air to work properly, and the rooms are very airtight so smoke from cooking is at high risk to set off the fire alarm.
- If the fire alarm is activated, you must leave the building regardless of whether there is a fire or not and you must stay out until the fire operations manager gives permission to enter the building again.
- You must never cover or dismantle the smoke detector; this may result in direct expulsion.
- If you activate the fire alarm by accident, for example because of burnt food, you may risk having the associated costs billed to you. So **REMEMBER** to leave the window ajar.

**It is also important that you regularly remember to clean the oven/microwave, as grease and splashes from previous food preparation cause smoke. Remember to clean the filter in the hood as well.**

## Service outside normal working hours

Outside normal working hours, **in urgent cases**, you can call 75 62 65 16, after which you will be transferred to the on-call staff. It is important that you do not hang up, as the transfer to the on-call staff takes a moment.

### **Acute cases:**

- No cold water anywhere in the apartment
- No heat in the entire apartment
- A toilet that runs a lot (the water gushes out)
- A toilet that is completely blocked (however, first try it yourself with a squeegee)
- Water damage because of pipe bursts, cloud bursts or leaks in the building
- No electricity in the entire apartment (if there is no electricity in the entire dormitory, the problem is beyond our scope, and you should not call)
- Defective lock in apartment door
- Chip for outer door does not work (first try to update the chip at the scanner (gray box) outside the door to the office. Even if it lights up red, the chip is updated)
- Failure of electricity, water, and heating in the common room at major events
- Burglary/vandalism through windows and doors (call 112 first)
- Fire (first call 112)

In the cases below, **do not call**, as the guard cannot help with these problems.

### **Non-urgent cases that can wait until normal opening hours:**

- No hot water or no water in some taps
- No heat in individual rooms or problems with the radiator valve
- Single blocked drain or running toilet
- Socket without electricity or lack of outdoor lighting
- Problems with the laundry (if it is a problem with Airwallet, they must be contacted on tel. +45 78 70 99 99)
- Loss of key and help to unlock (you must contact a locksmith yourself at your own expense)
- Problems with appliances (fridge/stove)
- Problems with lock for laundry or shed
- Problems with door phone
- Problems with Wifi (contact Waoos yourself on tel. +45 70 29 24 44)

For new residents at Horsens Studieboliger

## Agreement with Wao

Dear new resident

Horsens Studieboliger has entered into an association agreement with Wao. The agreement means that you will be charged an amount of 209 kroner, which you pay through your rent.

This price covers Wao Fiber Basis 100/100 Mbit/s, but you can choose to upgrade to a higher speed at any time, which is settled directly with Wao.

### How to activate your internet

Call us on +45 70 29 24 44 (press 2 and then press 1 to activate), we are ready to help you.

Kind regards

Wao

## Waste sorting

Under the sink in your apartment/room you will find two containers. One is for food waste the other is for residual waste.

**The green garbage bags are for food waste only! If you run out of bags, more can be collected from the office/workshop. So can the red bags for textile waste.**

There are waste containers in the college's outdoor common areas. It is **IMPORTANT** that you dispose of your waste in the correct containers. There is a logo on each container so you can see which type it is intended for.

If the waste isn't sorted correctly, the containers won't be emptied. All plastic, metal and glass waste, as well as cartons must be emptied and scraped!

### WASTE SORTED TOGETHER



#### **Plastics and beverage & food cartons:**

Place in waste bin (not in a plastic bag).



#### **Glass and metal:**

Place in waste bin (not in a plastic bag).



**Paper and cardboard:** Place in waste bin (not in a plastic bag).

**Textile waste:** Place in a red plastic bag, tied with a knot.

### WASTE SORTED INDIVIDUALLY



#### **Food waste:**

Place in a green plastic bag, **tied with a knot**, in the waste bin.



#### **Residual waste:**

Place in a plastic bag, **tied with a knot**, in the waste bin. You need to buy bags for residual waste.

*Find a specified sorting guide by scanning the QR code below:*



## The committees at Horsens Studieboliger

### The board:

The board is the highest financial and administrative unit at the college. The board consists of 6 people, each representing a different field and consists of:

2 people appointed by the municipal council

1 person appointed by VIA University

1 person appointed by Learnmark

2 people from Horsens Studieboliger

### Facebook groups:

The office administers a Facebook group in which important and general information is posted to the residents. Find it by scanning this QR code:



INFO - Horsens Studieboliger

We also encourage you to join the residents' Facebook group, where you will be able to communicate with the other residents. Scan the QR code below to find the group:



Horsens Studieboliger Beboere

## Overview of Horsens Studieboliger



## Sign up for Betalingservice (automatic rent payments)

*(Danish bank accounts only)*

### Benefits of Betalingservice

- Your rent is paid automatically and on time
- You avoid reminders and fees

### How to sign up:

Sign up through your online banking or by scanning the QR code on your rent invoice from BoligFlow

**BS BETALINGSSERVICE**

Indbetalingslinje: +71<XXXXXXXXXXXXXXXXXX+XXXXXXXX<

Tilmeld dig Betalingservice, og undgå at glemme betalinger.  
Du kan tilmelde dig med følgende oplysninger i din netbank.

BS-nr: XXXXXXXX  
Deb.gr.nr.: XXXXX  
Kundenr.: XXX

**EKSEMPEL**

Du kan også tilmelde dig ved at skanne QR-koden med din smartphone eller i Betalingservice-appen.

### To sign up, you will need:

BS nr., Deb.gr.nr. and kundenr.

*(The image is for illustrative purposes only)*

If, **in exceptional cases**, you need to make a manual payment, you can scan the AiiA QR code on your rent invoice from BoligFlow

## The laundry room

### **Download Airwallet**

Download the Airwallet app for your smartphone from Google Play or the App Store.



### **Create an account**

Open the app and create a new user. Enter your name, phone number, email and choose a PIN code for Airwallet.

### **Confirm phone number**

Once you have created your user, you will receive a 6-digit activation code via SMS that you must enter to confirm your phone number.

### **Add payment card**

To use the Airwallet app, a valid payment card must be added.

Airwallet accepts: Visa, MasterCard, Discover, JBC and American Express.

If your card cannot be added, you must check that it has been added to Google Pay or Apple Pay in your mobile or online bank.

## The laundry room

### When you wash

Take your laundry and smartphone to the laundry room.

Put the laundry in the machine, close the door and select the program.

Open Airwallet and select the machine you want to buy. Swipe to buy the machine and start the program on the machine.

The app requires a stable connection to a mobile network or WIFI to complete the purchase.

The first time you use Airwallet in the laundry room, you will be connected via Bluetooth.

### Price for washing (incl. soap and possible fabric softener) and drying:

Washing: DKK 20

Drying (30 min.): DKK 15

### Price for washing and drying in Blok F and G:

Washing: DKK 16

Drying (30 min.): DKK 15

*Note! In Blok F and G, you must buy soap and fabric softener yourself.*

### Do you have questions?

You can find answers to the most frequently asked questions at [airwallet.dk/support/](https://airwallet.dk/support/) or in the app under the tab 'Frequently asked questions'.

You are also welcome to contact Airwallet on +45 7870 9999 or by email; [kontakt@airwallet.dk](mailto:kontakt@airwallet.dk)

## Contact information

**Horsens Studieboliger**  
**Chr. M. Østergaards Vej 2**  
**8700 Horsens**

E-mail: [kontor@horsensstudieboliger.dk](mailto:kontor@horsensstudieboliger.dk)

Phone: + 45 75 62 65 16

Phone hours: Monday to Thursday from 7.00 am - 3.30 pm

### **Office hours:**

Monday - Thursday: 1.30 pm - 3.30 pm

Friday: Closed



**Horsens**  
**Studieboliger**