Welcome

Horsens
Studieboliger

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Welcome

We would like to welcome you to Horsens Studieboliger, and we hope you will feel at home among the other residents.

<u>This folder contains practical information that we expect you to read.</u>

Remember:

- To register you change of address (both when moving in and when moving out) at borger.dk.
- As a resident, you can apply for housing benefits (for more information see www.lifeindenmark.borger.dk and search "Housing benefits").
- It is **your own** responsibility to take out home contents insurance.
- To notify the office if you stop your education.
- Rent must be paid no later than the 1st of each month. You must register your rent payment for Betalingsservice (see how to do this on page 13).
- To keep up to date via our Facebook group (see page 11)

General information for residents

Email:

You will receive various information by email. It is therefore important that you check your inbox regularly. It is your responsibility to make sure that we have your correct email address.

Internet:

Included in the rent. To activate your internet, you must contact Waoo and provide the code found on the fibre box in you utility cabinet. You can find the network name and password on the bottom of your Smart WiFi device.

For any questions regarding your internet, please contact Waoo on +45 70 29 24 44

Faults and damage:

If you discover any faults or damage in your apartment, you must report them to the office. Send an email to kontor@horsensstudieboliger.dk or call +45 75 62 65 16

Bicycle parking and storage

Residents in blocks A, B, C and D: Bicycles must be stored in your assigned storage room.

Residents in block E: Bicycles must be parked in the bicycle racks behind the office building.

Residents in blocks F and G: Bicycles must be stored in the basement in the room marked with a bicycle symbol.

General information for residents

Keys:

Each apartment is provided with 2 keys and 2 key fobs. The tenant signs to confirm receipt when moving in.

The key fob gives you access to**:**

The main entrance to the block where you live

The main entrance to block E - fitness room

The basement in block B - table tennis

The laundry room

The common room

If your key fob is not working, try updating it by holding it against the scanner (grey box) outside the office. Even if the light turns red, your key fob has been updated.



CCTV:

The outdoor areas and buildings are monitored by CCTV. The video surveillance is used to help keep everyone safe, prevent theft and vandalism, and investigate specific incidents and breaches of the house rules.

Vacuum cleaner:

There are vacuum cleaners on every floor. They are located in the cleaning rooms, which you can access using your apartment key. **Remember to put it back after use.**

Fitness:

The fitness rooms are located in the basement of block E.

The fitness rooms are open from 7 am - 10 pm and are **for residents only.**

Rental conditions and maintenance regulations

Moving in:

The apartment is refurbished and in working order when moving in. When moving in, a move-in inspection report is made and sent to the tenant. If the tenant subsequently discovers additional issues that do not concern cleaning or visible defects, these can be reported to kontor@horsensstudieboliger.dk, possibly with photo documentation attached, within 14 days of moving in.

During the Tenancy:

According to the contract, the tenant is responsible for the internal maintenance of the apartment, which includes, among other things:

Cleaning (floors, hob, oven, sinks, tiles, etc.)
Cleaning drains
Ventilation
Other repairs by agreement with the janitor

The colours in the rented apartment must not be changed. Any costs associated with restoring changes made by the tenant will be charged to the tenant when moving out.

Drilling into walls is at your own risk. Drilling into tiles or grout is **not** allowed.

Flammable or combustible items/liquids **must not** be stored in storage rooms.

In the event of necessary repairs, the caretaker reserves the right to carry out this work during normal working hours, together with any relevant tradespeople.
If the tenant is unable to be present, the caretaker has the right to access the apartment by prior agreement.

Termination of Tenancy:

The notice period is 3 months, ending on the 1st of a month, in accordance with the tenancy agreement. Notice must be given via www.horsensstudieboliger.dk.

The tenant must move out 14 days before the end of the tenancy, as this period is used for renovation.

The tenancy must be terminated upon completion of the tenant's education, unless otherwise agreed.

Moving out:

Before moving out, an appointment for the move-out inspection must be arranged with the office.

A move-out inspection report will be prepared, and the keys and keys fobs must be handed in.

The tenant has the right to attend the move-out inspection. If the tenant chooses not to attend, Horsens Studieboliger alone will assess whether the apartment has been handed over in satisfactory condition. Horsens Studieboliger reserves the right to include costs for hidden defects in the final statement, even if they are not mentioned in the move-out inspection report.

Any claims against the tenant, including damage to the apartment, insufficient cleaning when moving out, outstanding rent, etc., will be deducted from the deposit when the tenant moves out. Ane remaining balance will be paid to the tenant at the end of the following month. Any outstanding amount must be paid by the tenant within 14 days of the final statement.

Please note:

The Danish version of the tenancy agreement, terms and conditions, and all other information is always the legally binding version.

House Rules

1. The tenant is liable for any damage they may cause to rooms, apartments, common areas and the furniture and equipment provided by the housing association. Smoking indoors is considered a breach of the tenancy agreement and may result in significant costs for cleaning and sealing when moving out.
2. The tenant must pay the rent when due. Repeated failure to do so may result in immediate eviction.
3. Noise must not disturb other tenants, either indoors or outdoors in the housing area. This is especially important between **10:00 pm and 07:00 am**. You **must** first contact the person making the noise yourself before filing a complaint with the office.
4. The use of intoxicating substances is not permitted anywhere in the housing area and will result in eviction.
5. For safety reasons and to keep escape routes clear, no items may be placed in corridors, stairwells or on open-access balconies. Items may be removed without notice and without any liability
6. **Waste** must be placed in the designated containers and **not anywhere else**. Waste must be sorted, and it is your responsibility to sort it correctly. If you need to dispose of furniture or similar items, please contact Blå Kors on +45 75 78 18 18 or by email at horsens@blaakorsgenbrug.dk.
7. Batteries must be placed in the battery bins located at the waste stations and by the garage.
8. If technical problems occur, such as a leaking or running toilet, dripping taps or similar issues, you must contact the caretaker or the office.
9. Windows in stairwells and corridors **MUST** be kept closed.
10. The laundry rooms must be left clean and tidy after use. Laundry baskets must not be removed!
11. The fitness rooms are for exercise only, and the posted rules MUST be followed. The rooms may only be used between 07:00 and 22:00. After 22:00, the rooms must be empty!
12. It is the tenant's responsibility to leave the housing association's facilities clean and tidy. This applies to both indoor and outdoor areas.
13. The vacuum cleaner **MUST** be emptied/cleaned and returned to its place on the same day after use!
14. One small pet is allowed, provided it does not disturb other tenants or cause damage to the housing association's facilities or equipment. Whenever the pet is outside the apartment, it **MUST** be kept on a lead throughout the entire housing area, and any mess must be cleaned up!
15. The smoke detector mounted on the ceiling **MUST NOT be covered or removed!**
16. In the event of a fire alarm, all tenants in the block concerned must leave the building and remain outside until the alarm has been cancelled.
17. Fire doors may ONLY be used in case of fire!

Failure to comply with the above rules may result in a warning or immediate eviction.

Please be considerate of one another, talk to each other and let your neighbours know if you are having a party.

Cooking/Ventilation/Fire Safety

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

Once the fire alarm is activated, the fire brigade will arrive shortly, whether there is an actual fire or not. If you cause a false alarm, you may be charged for the associated costs.

THAT IS WHY you must do the following when cooking:

- Turn on the cooker hood. Please note that the cooker hood runs on a timer and will switch off automatically, depending on the setting you choose.
- Open the window slightly, or at the very least open the fresh air vents located on the side of the window.
- When cooking, it is **important** to ensure that fresh air can enter the room. The cooker hood is connected to an extraction system that needs a supply of air to work properly. The rooms are very airtight, and the extraction system will quickly create a vacuum if there is not enough air coming in. This means that cooking fumes may trigger the fire alarm.
- If the fire alarm is activated, you must evacuate the building, whether there is an actual fire or not. Wait outside for the fire brigade, who will arrive shortly. Only the fire officer in charge can give permission to re-enter the building.
- You **MUST NOT** cover or remove the smoke detector. Doing so may result in immediate eviction.
- If you accidentally activate the fire alarm, for example because food has burned, you may be charged for the associated costs.

It is also important to remember to clean your oven/microwave regularly, as grease and food splashes from previous cooking can cause fumes and smoke. Remember to clean the filter in the cooker hood as well.

Service outside normal opening hours

Outside normal working hours, you can call +45 75 62 65 16 in emergency situations only. You will then be transferred to the on-call service. It is important that you do not hang up, as the transfer may take a moment.

Emergency situations:

- No cold water anywhere in the apartment
- No heating throughout the apartment
- A toilet that is leaking heavily (water is pouring out)
- A completely blocked toilet (please try using a plunger first)
- Water damage caused by burst pipes, heavy rainfall or leaks in the building
- No electricity throughout the apartment (if there is no electricity in the entire building, the problem is outside our responsibility, and you should not call)
- A faulty lock on the apartment door
- The key fob for the main entrance is not working (first try updating it by holding it against the scanner (grey box) outside the office door. Even if the light turns red, the key fob has been updated)
- Failure of electricity, water or heating in the common room during larger events
- Burglary or vandalism through windows or doors (call 112 first)
- Fire (call 112 first)

For the following situations, please do not call, as the on-call service cannot help with these issues.

Non-emergency situations that can wait until normal office hours:

- No hot water or no water from individual taps
- No heating in individual rooms or problems with radiator valves
- A single blocked drain or a running toilet
- A power socket without electricity or outdoor lighting not working
- Problems with the laundry facilities (if the problem concerns Airwallet, please contact them directly on +45 78 70 99 99)
- Lost keys or help with unlocking the door (you must contact a locksmith yourself and pay for the service)
- Problems with household appliances
- Problems with the lock to the laundry room or storage room
- Problems with the door entry system
- Problems with Wi-Fi (contact Waoo directly on +45 70 29 24 44)

Internet

Horsens Studieboliger has an agreement with Waoo on behalf af all tenants. This means that you will be charged DKK 209, which is paid together with your rent.

This price includes Waoo Fiber Basis 100/100 Mbit/s. However, you can upgrade to a higher speed at any time and pay for the upgrade directly to Waoo.

How to activate your internet

Call Waoo on +45 70 29 24 44 (press 2, then 1), and they will be ready to help you.
You will need to provide them with the IA number, which can be found on the fibre box in the utility cabinet in your apartment.

Deposit on bottles and cans (Pant)

In Denmark, you pay a small deposit when you buy drinks in bottles and cans marked with a deposit symbol. This is called 'Pant'.
You get your deposit back by returning the empty bottles and cans to a reverse vending machine in a supermarket.
The machine will give you a receipt with the total deposit amount. You can use the receipt when paying for your groceries at the supermarket.

For more info

Deposit mark (marked either A, B or C)



Waste sorting

There are two bins in the cupboars under the kitchen sink in the apartment. One is for food waste (green bags), and the other is for residual waste.

The green waste bags may **ONLY** be used for food waste and nothing else. If you run out of bags, you can collect more from the office/workshop. Red bags for textile waste are also available there.

There are waste containers outside in the shared areas around the buildings. It is **IMPORTANT** that you dispose of your waste in the correct containers. Each container has a label showing which type of waste it is intended for.

If the waste is not sorted correctly, the containers will not be emptied. All plastic, metal and glass waste, as well as cartons, must be empty and scraped clean before disposal!

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.

You can find a detailed waste-sorting guide by scanning the QR code below:

The Committees at Horsens Studieboliger

The board:

The board is the highest financial and administrative authority of Horsens Studieboliger. It consists of 6 members, each representing a different area. The board is made up of:

2 members appointed by the Municipal Council

1 member appointed by VIA

1 member appointed by Learnmark

2 tenants from Horsens Studieboliger

Facebook groups:

The office manages a Facebook group where important news and general information are shared with tenants. Scan this QR code to find the group:

INFO - Horsens Studieboliger

We also encourage you to join the tenants' Facebook group, where you can communicate with other tenants. Scan the QR code below to find the group:

Horsens Studieboliger Beboere

Overview of Horsens Studieboliger



Sign up for automatic rent payments through Betalingsservice *(Danish bank accounts only)*

Benefits of Betalingsservice

- Your rent is paid automatically and on time
- You avoid reminder fees and late payment charges

How to sign up:

Sign up through your online bank or scan the QR code on your rent invoice from BoligFlow



To sign up, you will need:

BS nr., Deb.gr.nr. og kundenr.

(The image is just an example)

If, **in exceptional cases**, you need to make a manual bank transfer, you can scan the Aiia QR code on your rent invoice from BoligFlow.

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



Create an account
Open the app and select “Create new account” on the start page. Enter your name, moblie number and email address, and choose a PIN for Airwallet

Verify your mobile number
Once you have created your account, you will receive a 6-digit activation code by SMS. Enter the code to verify your mobile number.

Add a payment card

To use the Airwallet app, you must add a valid payment card.

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

If you cannot add your card, check that it has been added to Google Pay or Apple Pay through your mobile banking app or online banking.

The laundry room

When doing your laundry

Take your laundry and your smartphone with you to the laundry room.

Put your laundry in an available machine, close the door and select a programme.

Open the Airwallet app and select the machine you want to use. Swipe to purchase the machine and start the programme on the machine.

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

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

Washing and drying prices (including detergent and fabric softener, if needed):

Washing: DKK 20

Drying (30 minutes): DKK 15

Washing and drying prices in blocks F and G:

Washing: DKK 16

Drying (30 minutes): DKK 15

Please note! In blocks F and G, you must buy your own detergent and fabric softener.

Do you have any questions?
You can find answers to frequently asked questions at airwallet.dk/support/ or in the app under the “FAQ” tab.

You are also always welcome to contact Airwallet by phone on +45 78 70 99 99 or by email at kontakt@airwallet.dk

Contact information

Horsens Studieboliger

Chr. M. Østergaards Vej 2

8700 Horsens

E-mail: kontor@horsensstudieboliger.dk

Phone: +45 75 62 65 16

Phone hours: Monday to Thursday: 7:00 - 15:30

Office opening hours:

Monday to Thursday: 13:30 - 15:30

Friday: Closed

Horsens Studieboliger