

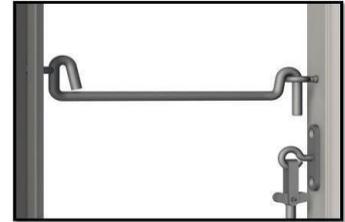
Please provide an immediate report if an issue persists after scheduled repairs

If there are scheduled repairs and the issue still persists, then please let us know immediately. We would have no other way of knowing without your report.

Windows

If you open the window in your room, please remember to always put the hook on. The window should always be secured in case of strong wind, rain or a storm. See the picture to the right

If you fail to do this, and your open window breaks, you will be charged with the cost of repairing or possibly replacing the window.



Do not leave your window open for extended periods of time, particularly in the winter as this can cause multiple issues. Your window should only be open for 10 minutes at a time in the winter, and you should be even more mindful when it is raining, because this can also result in costly repairs.

Tenants at Sølvgade: Please use the window hooks located outside of the window as the inner ones are too weak, and do not protect you from damages.

Drains

Please extract all hair from drains regularly, and use a drain cleaner if necessary.

If you experience a bad smell coming from the drain or slow drainage, you must clean out the drain and pour a bucket of boiling water with little “Klorin” into it – using too much is hazardous to your health.

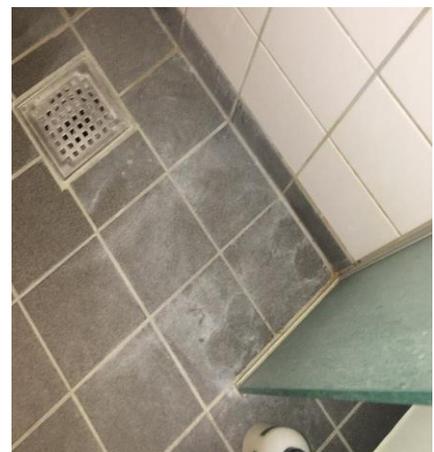
Use ‘**afløbsrens**’ for blockages. This can be bought at any supermarket. Pour half a bottle into the drain before you go to bed and leave it overnight. The drain will most often be clear for flow in the morning.

If these methods do not work, you may not use the shower if the water pours out of the shower area in any way. You need to contact us via email (contact@housingfoundation.ku.dk). If you fail to inform us of a clogged drain and associated flooding it can be deemed as negligence.

Limescale (“kalk” in Danish)

The water in Copenhagen is very hard, which means that it has a high concentration of minerals, which leads to limescale build-up or “kalk.” Limescale buildup will typically look like the picture **to the right** →

It can occur wherever water hits, so it will affect faucets (kitchen and bathroom), as well as sinks and shower areas. Cleaning it regularly helps avoid build-up, which is extremely difficult to get rid of (even by professional cleaners). This will be deemed to be a damage so should you arrive to an apartment with kalk-buildup, please make sure to state this in your issue report.



To avoid kalk, you will need to use a squeegee to remove excess water from the tiles after every shower. This is routine for all Copenhageners.

Please use kalk cleaners with caution as using too much can also lead to damaging of the tiles. Avoid products containing hydrochloric acid (“saltsyre” in Danish) as this does more harm than good. It can also be helpful to mix a couple of tablespoons of vinegar with water to clean tough spots.

For more information about cleaning kalk, please refer to our website under the “During your Stay” section.

Tenants at Sølvgade (BaseCamp) and Rebslagervej: Specific cleaners are required for the shower. You must use a product called “Lip,” which you can buy from Silvan. If you use other products, you are in risk of damaging the surface and getting charged. More information can be found in the Residence Handbook for each residence.

Heating and radiators

It is cold many months of the year in Denmark but the central heating systems are only turned on from around October 1st – March 30th.

The radiator typically has an index from 0-5. It is advised you keep it on 2, at a maximum 3, which will provide the recommended indoor temperature. The temperature should be kept at a minimum of 18 degrees Celsius in all of the rooms, to avoid mold (index: minimum 1).

Mold

The following points provide advice for keeping mold fungi out of your apartment:

- Let the ventilation run/keep an open window both during and after showering.
- Wipe the shower walls and floor with a towel after showering.
- Let the stove’s ventilation hood run when cooking.
- Never dry clothes inside the apartment (the tumble dryer can of course be used).
- Ventilate the room when ironing clothes.
- Avoid blocking the airflow between outer walls and furniture. Check the walls behind mirrors and pictures.
- Avoid storing fabrics in knee-high cupboards or other built-in cupboards. Fabrics will prevent a proper airflow.
- If you exercise in the apartment, keep the door closed and make sure the room is ventilated throughout the exercise.
- Moisture in the bottom of windows or on cold window sills must be wiped regularly.
- Air the room at least twice per day. Open at least two windows and use the window hooks to secure them. If it is windy, you can use the ventilation above the stove or in the bathroom and open one window.

Mold and fungi and how to remove it

Mold and fungi can often look like dark spots, which later change color. The mold and fungi can be dangerous to humans.

For small mold areas you can remove the fungi by using the detergent “Rodalon” for indoor use. If the affected area is around 30 cm x 30cm, the detergent Hyxan or similar should be used instead of Rodalon.

If the affected area is even bigger, you must get professional help. Please contact us via email (contact@housingfoundation.ku.dk).

If condensation, large discolored areas, large mold stains, etc. occur, it is the tenant’s duty to contact The Housing Foundation. Failure to take action in due time could result in health hazards for the residents, as well as damages to the apartment. This is why it is important to contact us in good time.

Common areas

Remember to return all items found in the common areas (including the cleaning cupboard) to their original location.

Recycling

In Denmark it is mandatory for all residents to separate household waste and recycle paper, cardboard, glass, hard plastic, glass, metal and electronics. Special containers are situated around the city and in some cases the containers are situated in front of the property. Please visit our website, for rules specific to your property.