

Welcome to Copenhagen

This handout details important information regarding settling into your apartment/room. Please be aware that you are arriving to a used apartment so expect some wear and tear.

Important:

- It is important that you upkeep the apartment through regular cleaning, and report issues in a timely manner so that issues do not become worse.
- It is illegal to sublet your apartment/room as it exposes it to various maintenance and security risks. Tenants who advertise through Airbnb or sublease it to another have their contract terminated without further notice.
- For information regarding your accommodation, rules of your residence and to find contact information, please see our website: www.housingfoundation.ku.dk

Entering your apartment:

Regardless of when you have picked up your keys, you have access to your accommodation from your first rental day at 12:00. **It is strictly forbidden to enter before your first rental day.**

If you pick up keys on your first rental day before 12:00, you cannot enter the room/apartment before noon. It will be considered a breach of contract. Also, if you end up disturbing our inspectors/cleaners in this time, extra costs will be issued to you.

Reporting move-in issues:

Within 14 days after key hand out, you must report any issues related to your room/apartment in your online workflow.

Include wear and tear, along with repairs that need to be undertaken. Failing to make an issue report puts you in greater risk of getting charged at the end of your stay.

- You make an issue report by going on your online flow.
- Go to the **'Move in'** category
- Click on **'Reporting of Issues at time of moving in'**
- Tick **'Yes there is an issue'**.
- Proceed to the next section where you *list* you issues, and upload a word document with pictures.
- The Inspector will then see your report and will respond/ assist with the issue.

When making an issue report, be concise. It is not supposed to be a conversational email. If something is broken, please make sure the inspectors know what you mean. You **must** include pictures of all issues in your word document and they should preferably be close up pictures.

Cleaning:

In the event of move-in cleaning issues, you must **call us** immediately, as naturally such issues have to be addressed immediately. Always take pictures of the problem so that we have documentation for our complaint to the cleaners.

You must enable the UCPH Housing Foundation to fix any cleaning issues. You cannot decide that you will clean it yourself and then ask for compensation. Furthermore, you must always leave the housing clean when you depart (you cannot refer to that there was an unreported cleaning issue).

If you have shared rooms/areas, bear in mind that the cleaning has taken place just before your first rental day, not your personal arrival day. If you arrive some time after the first rental day and the shared areas are unclean, you need to direct a complaint to your roommates.

Questions along the way:

You are of course always welcome to contact us at: contact@housingfoundation.ku.dk

We hope you have a great stay in Copenhagen.