



## **Housing rules and practical information**

### **Lauritz Sørensens Vej 3 & 9**

Welcome to your new home.

This document contains the housing rules that you are required to follow during your stay as well as practical information regarding your room and residence.

Please report any need for assistance from the inspectors to the help desk at <https://cbs-academic-housing.dk/fonden-cbs-academic-housing/help-desk/>

You can find more information at <http://www.cbs-academic-housing.dk>.

If you have any further questions, please contact Malene Baun Vigen at [mbv.boligfond@cbs.dk](mailto:mbv.boligfond@cbs.dk).

We wish you a pleasant stay in Copenhagen.



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## Moving in

You have access to your apartment from 2 p.m. on the first day of your rental period.

Please ensure that everything is in order as soon as you arrive. Any missing or broken items must be reported to the help desk **within two weeks of your arrival**. The inspectors will handle repairs and bring you any missing items as soon as possible.

## Housing rules

All residents are responsible for respecting the housing rules during their stay. Failure to comply may result in termination of the contract.

The purpose of the housing rules is to ensure a safe, pleasant, clean and quiet environment for all residents and neighbours in the area.

## The apartment

- Residents are responsible for cleaning and maintaining their own apartment. Failure to do so may result in a fee for costs related to repair, cleaning etc.
- Please report any issues or damages to the help desk immediately. This includes water dripping from the ceiling of your room, clogged drains or water seeping from your toilet.
- We reserve the right to access your apartment without prior notice in case of emergency or acute technical problems. We also reserve the right to enter your apartment to check for needed maintenance, but of course we will not enter without prior agreement and consent from you.
- It is not allowed to not hang or pin pictures or other items on the walls.
- Animals are not allowed on the property.

## Quiet hours



- Please be considerate of other residents and neighbours at all times.
- During quiet hours, after 10 p.m. from Sunday to Thursday and after midnight on Friday and Saturday, it is not allowed to play loud music, host parties or otherwise behave noisy. This applies indoors as well as outdoors.

### Safety and security

- Always keep the doors locked. Do not let any strangers into the residence.
- Remember to lock the windows and doors when you leave your apartment. Open windows must be latched at all times.
- Smoking is not allowed anywhere inside the residence. Smoking outside must take place a minimum of 5 meters from **any** building.
- Do not use candles or other open fire sources or use flammable fluids indoors.
- Please remember to turn off electrical appliances when they are not in use or being supervised.
- Please make note of escape routes and do not block emergency exits including the staircases.

### Common areas and facilities

- Residents share responsibility for keeping the common areas clean and tidy.
- The garden is shared by all residents in the building.
- Bikes must be placed in the bike racks only.

### Practical information

#### The residence

The residence contains several studio apartments primarily used by Danish students.

#### Internet

You have access to Wi-Fi. To connect to the internet, please see the following instructions:



## Fonden CBS Academic Housing

- 1) Call the provider, Dansk Kabel TV, on **+45 6912 1212**. Press 8 for information in English, press 2 for product, press 2 for support and press 1 for broadband.
  - 2) Inform support that you are a new resident at Lauritz Sørensens Vej, 2000 Frederiksberg. State your floor and apartment number.
  - 3) State your name and phone number.
  - 4) Please ensure that the wireless router is cabled and switched on before you call Dansk Kabel TV. When the supporter has connected the router, please use the SSID name and password on the router to connect your devices.
  - 5) If you have one or more cabled computers, please make sure it is cabled and switched on. It is possible to connect up to 3 computers.
- Opening hours for Dansk Kabel TV:  
  
Monday – Friday: 9 a.m. – 8 p.m.  
Weekends: 10 a.m. – 4 a.m.
  - It is not permitted to connect personal routers to the network as this may disrupt the Wi-Fi.
  - The internet is for legal private and work-related use only. Fonden CBS Academic Housing cannot be held responsible for internet failure, including problems due to misuse such as downloading of non-work-related documents or use of wireless routers.

### Inspector services

- The inspectors can assist you with practical matters regarding your apartment and residence, including instructions on how to operate kitchen appliances, door locks, sorting of waste etc. They will also help you change light bulbs and bring any items missing from your inventory.
- Please report all requests for repairs, maintenance or other incidents requiring inspector attention to the help desk at [cbs-ah.dk](http://cbs-ah.dk).
- Inspector services are available from Monday to Thursday between 8 a.m and 3.30 p.m. and Friday between 8 a.m. and 3 p.m. The office is closed on weekends and on Danish public holidays. Please refer to <http://cbs-academic-housing.dk/> for information on holidays.

### Payment

- You can pay rent by international bank transfer or via a Danish bank account. Payment by credit card or cash is not possible.



- If you have questions concerning payment or your contract, please contact Newsec at [housing@newsec.dk](mailto:housing@newsec.dk).

### Insurance

Fonden CBS Academic Housing cannot insure you or your possessions against theft or damage. Therefore, please ensure that you have adequate insurance coverage during your stay.

### Keys and locks

You have received a key and a tag. The key is for your apartment and mailbox. The tag is an electronic key to the building's main entrance.

#### Locked out or lost your key tag?

If you lock yourself out or lose your key and/or tag, please report it to the help desk. The inspector may not be able to assist you immediately but will be at the residence as soon as possible. For security reasons, the inspectors will not unlock the door unless you are present at the residence.

If you lock yourself out or lose your key and/or key tag outside office hours, you can contact the locksmith, De Blå Låsesmede, at **+45 7026 2266**. Please note that they will charge you a minimum of DKK 1.500 to open the door. The locksmith cannot issue new key tags or keys so you need to request a replacement at the help desk.

### Adapters for electrical appliances

Please ensure that your adaptor has the official CE mark. All other types of adapters are prohibited as they may damage the power supply.

### Emergencies

- For ambulance, police and fire department, call **112**.
- If you need urgent medical care outside the office hours of your general practitioner, call Emergency Medical Services at **1813**.
- Outside office hours, an emergency service is available for urgent matters such as power blackout or flooding: Contact Belfor Ejendomsvagt at **+45 7021 0376**.



## Laundry

- The laundry is located in the basement below number 5 and 11. Please use your laundry tag to operate the machines.
- You will find an electric iron and an ironing board in the apartment.
- Please remember that it is not allowed to dry laundry in rooms or hallways due to risk of damaging the floors and mold growth. Drying racks are located in the garden.

## Cleaning

- Cleaning supplies, waste disposal bags etc. are at your own expense and are not supplied by Fonden CBS Academic Housing. We do supply light bulbs and bags for the vacuum cleaner – please ask for replacements via the help desk.
- Descale the kettle once a week with white vinegar (“Husholdningseddike”). **DO NOT use acid (e.g. “eddikesyre”).**
- Clean the sink and shower after every use: Swipe the water from the walls and floor and make sure to remove hair and soap residue from the drain.
- Descale the toilet, sink, shower, tiles and kitchen sink once a week with white vinegar (“Husholdningseddike”). **DO NOT use acid (e.g. “eddikesyre”).**

## Waste

- Please place waste from your apartment into the rubbish chute by the staircase.
- Recyclable waste must be placed into the appropriate containers in the designated area behind number 9-13.
- Please follow the instructions regarding waste sorting to avoid fines from the local municipality. Pizza boxes, milk cartons and other items containing food scraps are considered general domestic waste and must **not** be placed in the cardboard or plastic containers.
- Remember to close the container after use to prevent rats and other vermin.
- Empty glass bottles and containers must be taken to public glass containers.



### Extension of stay

If you wish to extend your stay, please contact Malene Baun Vigen no later than one calendar month before the termination of your contract. Depending on availability, we are happy to extend your contract. An administration fee will be charged for the prolongation and will be deducted from your deposit.

### Moving out

A few weeks before the end of your contract period, you will receive an e-mail with practical information regarding your departure.

Please remember that you will have to leave no later than noon on the last day of your contract. If you need a place to store your luggage for a few days, please make a request at the help desk.

Please ensure that you have reported updated and correct banking information to Newsec. If the information is incomplete, incorrect or missing, Newsec will not be able to transfer your deposit.