



Housing rules and practical information

Porcelænshaven 28

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 <http://cbs-academic-housing.dk/new-case>.

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

We wish you a pleasant stay in Copenhagen.

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Moving in

Please ensure that everything is in order as soon as you arrive. You will find an inventory list in your room. Any missing or broken items must be reported to the help desk **within two weeks of your arrival**. If you fail to report it, you may be held responsible when you move out. 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 rental contract and a warning copied to your home university.

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

Payments

- Residents must pay rent on time. International transfers may take several days. Please ensure that the administrator, Newsec, receives the payment according to the contract.
- Please remember that you are responsible for paying rent for the entire rental period even if you choose to leave before the expiration of your contract or if you do not move into your room during the rental period.

Your responsibilities

- You are responsible for cleaning and maintaining your room. If you do not meet these guidelines, you may be charged with costs related to repair, cleaning etc.
- You are responsible for immediately reporting any issues or damages to the help desk. This may include water dripping from the ceiling of your room, clogged drains or water seeping from your toilet.
- You are the only person permitted to sleep and live in your room. Overnight guests are not allowed. Your room must not be handed over to others, including subletting or lending it to a friend.
- We reserve the right to access your room without prior notice in case of emergency or acute technical problems.



- You are not allowed to hang or pin pictures or other items on the walls. If you use nails, screws, glue, sticky tags or similar items, you will be charged the cost of repairing and painting the wall. The furniture must similarly be kept in original order.
- 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.
- Music and noise outdoors or through open windows is prohibited by law and violation may be reported to the police.

Always remember that your fellow residents and neighbours may need a quiet environment to study or sleep.

Safety and security

- Always keep the doors locked. Do not let any strangers into the residence.
- It is absolutely prohibited to lend your key tag to anyone.
- Remember to lock the windows and doors when you leave your room. Open windows must be latched at all times.
- Do not use candles or other open fire sources or use flammable fluids indoors.
- Remember to turn off electrical appliances when they are not in use or being supervised.
- Please note and memorize the location of the fire extinguishing equipment, make note of escape routes and do not block emergency exits.
- For your safety, it is prohibited to leave anything in the hallways. Items such as furniture, clothing and bottles will be disposed of by the cleaning crew or the inspectors.
- Video surveillance may be in use in the common areas of the residence, i.e. the entrance and basement areas.

Smoking

Smoking is **not** allowed anywhere inside the residence – including in your room.

Smoking outside must take place a minimum of 5 meters from **any** building. Please ensure that no stumps are left on the ground.

Common areas and facilities

- It is not allowed to hang posters or other items on the doors and walls. This includes the hallways, staircases, laundry room and common room. If this rule is violated, the person(s) responsible will be charged the cost of repairing and painting the wall or furniture in question.
- Bikes must be placed in the bicycle racks in front of the building or in the other racks at CBS campus. Always remember to lock your bicycle.
- All residents are responsible for cleaning and maintaining the common areas and facilities.
- It is a common responsibility for you and the person you share a bathroom with to make a cleaning schedule. Please ensure that the bathroom is kept clean and tidy.

Practical information

Internet

- Residents have access to cabled and wireless internet (Wi-Fi) for legal private and study-related use only.
- It is not permitted to connect personal routers to the network as this may disrupt the internet connection for other residents.
- Fonden CBS Academic Housing cannot be held responsible for internet failure including issues due to misuse, e.g. downloading of non-study related documents such as movies and music or use of wireless routers. Furthermore, Fonden CBS Academic Housing cannot be held responsible for interruptions caused by power blackouts or failures on the part of the provider.
- Your personal user ID serves as your identification when using the hotspot. Never use other people's user ID and do not lend yours to others.
- Username and password are strictly personal and must not be shared with others. Your username and password can be found in the document "Practical information" which you receive upon arrival with your keys and a copy of your tenancy contract.

Cabled internet

The first time a device is connected to the cabled internet, it will be registered for security reasons. You must bring your own cable.

Wi-Fi

To log in, please select the relevant hotspot on your device (PH-WIFI). If the log-in screen does not pop up, use your browser to search for any website. The log-in screen should now appear.

Issues

If you experience any difficulties completing the log-in, please enter a request at the help desk at <http://cbs-academic-housing.dk/new-case> (requests will be processed during office hours). Remember to state your country code and mobile number in the request.

Inspector services

- The inspectors can assist you with practical matters regarding to your room and residence, including instructions on how to operate kitchen appliances, door locks, sorting of waste etc. They will also help you change light bulbs, bring any items missing from your inventory and issue replacement tags.
- The inspectors do not handle residents' cleaning or waste sorting.
- Please report all requests for repairs, maintenance or other incidents requiring inspector attention to the help desk at cbs-ah.dk (<http://cbs-academic-housing.dk/new-case>).
- Inspector services are available on weekdays between 8 a.m. and 3.30 p.m. and Fridays 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.

Mail and other services

- You will find the CBS Housing Department at Finsensvej 6D first floor (housing.intoff@cbs.dk). The CBS Housing staff can help you with residence permits, issues regarding fellow residents, parcel reception and pick-up of replacement keys. Please note that the CBS Housing Department cannot issue replacement keys.
- If you have questions concerning payments or your contract, please contact Newsec at housing@newsec.dk.

Keys and locks

- You have received two key tags. The white key tag is an electronic key to your room and other relevant doors in the residence. The yellow tag is a spare key for your room only. You have also received a regular key for your mailbox.

Leaving your room

Always remember to bring the white key tag with you when leaving your room – even when only using the shared bathroom. Remember that the door locks behind you and is locked from the outside at all times. We suggest depositing your yellow spare key with a trusted person in case you lock yourself out.

Updating your key tag

When you enter the building, please wait for the green and blue lights on the key tag reader to make sure that your key is updated. Please ensure that your keys are updated on a regular basis.

Locks flashing yellow or red light

If you notice a lock in the residence flashing yellow or red light, please report it to the help desk as this may suggest that the batteries in the lock need replacing.

Locked out or lost your key tag?

If you lock yourself out or lose your key tag, please report it to the help desk. The inspectors handle cases during office hours (Monday to Thursday from 8 a.m. to 3.30 p.m. and Friday from 8 a.m. to 3 p.m.). Please note that the inspector may not be able to assist you immediately but will be at the residence as soon as possible. The inspectors are not allowed to unlock the door if you are not present.

If you lock yourself out or lose your key tag outside office hours, you can contact the locksmith, De Blå Låsesmede, at **+45 7026 2266**. Please note that they will charge you DKK 1.000 to open the door. The amount will be deducted from your deposit. The locksmith cannot issue new key tags so you need to request a replacement tag at the help desk.

Adapters for electrical appliances

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

Insurance

The owners of the residence are not responsible for insuring you or your possessions against theft or damage. You must make sure that you have adequate insurance coverage during your stay and for potential travel activities.

Emergencies (excluding lost key / locked out)

- For emergency calls (ambulance, police, fire department), call **112**.
- Outside office hours, emergency services are available for urgent matters such as power blackout or flooding. Loss of power in your room due to overload and/or use of a non-regulation adapters, toilet not flushing or similar issues are **not** considered emergencies.

Contact information for Forenede Services (emergency service company):

Weekdays 3.30 p.m. to 4 p.m. and Fridays 3 p.m. to 4 p.m.: **+45 6010 8656**

Weekdays 4 p.m. to 8 p.m., weekends and Danish public holidays: **+45 4634 2099**

Common room

- The common room in the basement is free for residents to use for private events. Residents may also use the common room for group work and social gatherings.
- You can request access to the common via the help desk **two working days** before you wish to use the room. Your key tag will be activated to give you access to the room in the agreed period.

Rules for using the common room:

- During your access period, you are responsible for the common room and its contents.
- You must agree to pay for any damages, insufficient cleaning and missing or broken items.
- Remember that smoking is not allowed in the common room or anywhere else inside the building.
- Loud parties are not allowed at any time. On Sunday to Thursday, the room must be locked up and left no later than 10 p.m. and on Friday and Saturday no later than midnight.
- Breach of these rules will prohibit you from booking the room in the future.

Kindly observe that the common room might be unavailable in certain periods due to special maintenance tasks.



Laundry

- The laundry room is located in the basement in number 26.
- Laundry costs are not included in your rent.
- You will find instructions in English on how to use the laundry facilities in the laundry room. Here you will also find information regarding payment.
- The laundry is owned and managed by the company Pay Per Wash. Please report any issues with the laundry facilities or money transfers directly to Pay Per Wash.
- Please remember that drying laundry in rooms or hallways is not allowed due to risk of damaging the floors and mold growth.
- The cleaning company cleans the floors regularly. However, the tenants are responsible for keeping the laundry room and machines clean and tidy. Do not forget to clean the lint filters of the dryers after use.

Cleaning

- A cleaning company will clean the hallways and stairs of number 38 every two weeks. The entrance areas of number 26 is kept by CBS.
- You are responsible for taking care of your room and the common facilities, including the immediate surroundings of your residence.
- 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 – please ask for replacements via the help desk.
- Please remember to empty the filters and the brush of the vacuum cleaners regularly. Vacuum cleaners are placed in the hallways.
- Please remember that failing to keep your home clean and tidy is considered negligence. You may be held liable for any related damages or degradation of the building of furnishings.
- The residence will be inspected regularly without prior notice to ensure that everything is kept clean and tidy to a satisfactory standard. If this is not the case, the student(s) responsible will be given a chance to bring everything up to standard. If the responsible student(s) fail to do so, a cleaning crew will be hired to do the job. This will be done at the responsible student(s) expense.



Common areas and bathrooms

- A professional cleaning crew will clean the floors of the common areas and bathrooms every two weeks. Cleaning will only take place if the surfaces are cleared.
- The toilet and bathroom sink must be cleaned every day. Please remember to remove hair and soap from the drain.
- Descale the toilet, sink, tap, shower, shower head, tiles and kitchen sink every week with white vinegar. **DO NOT use acid (e.g. “eddikesyre”)**.
- Clean the shower after every use. Swipe the water from the walls and floor and make sure you remove hair and soap residue from the drain.

Your room and kitchen

- Please wash your dishes and other kitchen utensils as soon as you have finished cooking and eating. Make sure you dry them and put them back where they belong. Do not leave them in the kitchen sink.
- Remember to clean the counter when you have finished cooking and eating.
- The stove and microwave must be cleaned after use.
- Descale the kettle and the kitchen sink every week with white vinegar (“Husholdningseddike”). **DO NOT use acid (e.g. “eddikesyre”)**.
- The refrigerator must be emptied and cleaned at least once a month.
- You must vacuum clean the floors at least once a week. Please ensure that the hose is kept clean and that the internal dust bag is replaced when needed.
- You must wash the floor at least once a week.

Waste

- Dustbins in rooms, kitchens and bathrooms must be emptied every day.
- Non-recyclables must be disposed of in the general waste containers in the shed outside number 28 (your key tag gives access).



- Recyclables must be placed in the appropriate containers in the shed. Please read the instructions in the shed carefully.
- Remember to close the containers and the shed after use to prevent rats and other vermin.
- Empty bottles and glass containers must be taken to public glass containers.

Moving out

A few weeks before the end of your contract period, you will receive an email from the CBS Housing Department with practical information about your departure.

Please remember that it is not possible to extend your stay or terminate your contract before the end of your rental period.

The inspector will inspect your room after your departure to ensure that it is left clean and tidy. If the inspector finds that the room has not been cleaned regularly, that inventory is missing or damaged or if any other negligence is registered, the cost will be deducted from your deposit.

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.