



## **Housing rules and practical information**

### **Nimbuskollegiet**

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://cbs-academic-housing.dk/>

We wish you a pleasant stay in Copenhagen.



**Contents**

**Moving in..... 3**

**Housing rules..... 3**

*Payments..... 3*

*Your responsibilities..... 3*

*Quiet hours ..... 4*

*Safety and security..... 4*

*Smoking..... 5*

*Common areas and facilities..... 6*

*Bicycles ..... 6*

**Practical information ..... 6**

*Internet and telephony ..... 6*

*Inspector services..... 7*

*Mail and other services..... 7*

*Keys and locks ..... 8*

*Adapters for electrical appliances ..... 9*

*Ventilation and heating ..... 9*

*Kitchen facilities ..... 9*

*Storeroom..... 9*

*Insurance ..... 9*

*Emergencies (excluding lost key / locked out) ..... 9*

*Common room..... 10*

*Laundry..... 10*

**Cleaning..... 11**

*Common areas and bathrooms..... 11*

*Your room..... 12*

*Waste..... 13*

**Moving out ..... 13**

## 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. The area surrounding the residence, including the ball court, is shared by all residents in the area and does not belong to the residence.
- 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 may be reported to the police.
- Kitchen and lounge areas are for the use of residents only, **not** for parties with non-residents (please see more information on the common room below).

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

The families living in the buildings next to Nimbusparken expect that you act responsibly and respect their need not to be bothered by music or noise. The neighbours are entitled to contact the police if these rules are violated.

### 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.



- For safety reasons, it is not allowed to disconnect the smoke sensors in your room or in the common areas. Any related payments to the fire brigade may be charged to the person responsible.
- 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.
- Access to the roof is strictly forbidden.
- Video surveillance is in use in the common areas of the residence, i.e. at the entrance doors.

Guards from the security company, Securitas, will inspect the residence in the evenings. This includes all floors and basement. They will also be called for if a noise complaint or similar breach of the housing rules is reported.

Please note that Securitas has no access to your private room. They are not able assist you with keys, locks or other matters usually handled by the hall inspectors during opening hours.

Securitas can be contacted by telephone on +45 7026 3650. Remember to inform that you are calling on behalf of Nimbuskollegiet/CBS.

This number will be available both to residents and your neighbours at Nimbusparken. You may call them if loud music or similar noise is preventing you from studying or sleeping at night.

## Smoking

Smoking is **not** allowed anywhere inside the residence – including in your room and in the kitchens. If smell from smoking is detected in your room during your stay or after your departure, you may be charged with the cost replacing the curtains, cleaning or painting. If smoke sets off the fire alarm, you will have to pay the costs of the fire brigade and any associated costs.

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

- All residents are responsible for cleaning and maintaining the common areas and facilities. This includes daily cleaning of the common kitchen and lounge area.
- It is a common responsibility to make a cleaning schedule for the hallways, toilets, bathrooms and laundry rooms.
- It is not allowed to remove the wall art in the common areas or place posters or other items on the walls apart from on the notice boards. Furniture must similarly be kept in good condition. If this rule is violated, the person(s) responsible will be charged the cost of repairing and painting the wall or furniture in question.

## Bicycles

- The area surrounding the building does not belong to the residence. The owner of the area does not permit parking of bicycles in the yards, along the walls or anywhere else near the building. Bikes may be removed if these regulations are breached.
- Bikes must be placed in the bicycle racks in one of the two bicycle areas in the basement or in the racks outside the building.
- It is not allowed to place bicycles in hallways or rooms.

## Practical information

### Internet and telephony

- To log in to the wifi, please select the SSID-name: New Nimbus 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 and you can log in with the username and password received separately”.
- The internet is for legal private and study-related use only. Fonden CBS Academic Housing cannot be held responsible for internet failure, including problems due to misuse such as downloading of non-study related documents or use of wireless routers.
- Fonden CBS Academic Housing cannot be held responsible for interruptions caused by power blackouts or failures on the part of the provider.



## Fonden CBS Academic Housing

- It is not permitted to connect personal routers to the network as this may disrupt the internet connection for other residents.
- Username and password are strictly personal and must not be shared with others. Your personal 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.
- Your personal user ID serves as your identification when using the hotspot. Never use other people’s user ID and do not lend your ID to others.
- We recommend that you make telephone calls via the Wi-Fi connection as the building’s thick walls and windows may disturb normal mobile telephony.

If you experience any difficulties completing the log-in, please enter a request at the help desk at <https://cbs-academic-housing.dk/fonden-cbs-academic-housing/help-desk/> (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 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 a replacement key tag if you lose your tag during your stay.
- 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](https://cbs-academic-housing.dk).
- Inspector services are available on weekdays between 8 a.m. and 3.30 and Fridays between 8 a.m. and 3 p.m. The office is closed on weekends and 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 H.V Nyholmsvej 21. Room 1.25 ([housing.intoff@cbs.dk](mailto: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](mailto:housing@newsec.dk). OBS: Newsec is a service provider for Fonden CBS Academic Housing.

### Keys and locks

You have received three tags. The white key tag is an electronic key for your room, mailbox and other relevant doors in the residence. The yellow tag is a spare key for your room only. The third tag is for laundry payments.

Your key tag works like a traditional key. When you touch the lock from the outside with the key tag, the lock will open for a moment and you may enter. You can open your mailbox by touching the key tag to the reader on the wall next to the mailboxes.

You can always open the door from the inside without a key tag.

### Leaving your room

**Always remember to bring the white key tag with you when leaving your room – even when only using the bathroom or kitchen. 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 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 CE mark. All other types of adapters are prohibited as they may damage the power supply.

### Ventilation and heating

The residence is equipped with automatic ventilation in the rooms and bathrooms.

You will find a panel for operating the heating on the wall behind the door to your room. If you press carefully and turn it clockwise, you will be able to raise the temperature (as labelled on the wheel). The heating system is integrated in the floors so it may take a while to raise or lower the temperature.

The building is not equipped with air conditioning.

### Kitchen facilities

Each resident has a designated drawer in the kitchen. The drawers are labeled with room numbers. If you need a key, you can order one via the help desk.

The fridge and freezer are shared.

The kitchen is equipped with a basic set of kitchen utensils, shared by the residents.

If you need help operating the dishwasher, the oven, the hood or the stove, please request instructions from the inspector via the help desk.

### Storeroom

In the basement, you will find a 1m<sup>3</sup> luggage compartment with your room number. If you wish to lock it, you must buy your own padlock. The owners of the residence are not responsible for your stored belongings so please make sure that your personal insurance covers these items.

### 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, Mon-Thursday 3.30 p.m. to 8 a.m. Friday 3 p.m to 8 a.m, weekends and Danish public holidays: **+45 6010 8666**

**Common room**

- The basement has a common room with dining tables and kitchen facilities. Residents may use the common room for group work and social gatherings. It is also free for residents to use for private events.
- You can request access to the common via the help desk **two working days** before you wish to use the room. During this 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 in the hallway outside.
- Loud parties are not allowed. From 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.

**Laundry**

- You have received a laundry tag along with your key tag.
- The laundry room is located in the basement below entrance number 36. You can access the laundry room via the basement.
- 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.



- Laundry costs are not included in your rent. You must pay directly to the laundry that operates Nortec.
- The laundry is owned and managed by the company Nortec. Please report any issues with the laundry facilities or money transfers directly to Nortec. You must also request replacement tags through them.
- Drying racks are located in the garden and the basement. Please note that the racks are for delicate items only, **not** for general drying purposes.
- 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

- 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 and bags for the vacuum cleaner – please ask for replacements via the help desk.
- Please remember that failing to keep your home clean and tidy is considered negligence and you may be held liable for any related damages or degradation of the building or 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

- Cleaning of the kitchen is the responsibility of the residents.
- A professional cleaning crew will clean the floors of the common areas and bathrooms every two weeks. The cleaners will also clean the tabletops in the kitchens. Cleaning will only take place if the surfaces are cleared.



- 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 or on the table.
- If you use the dishwasher, remember to clean the filters. If you have any questions regarding the machine, please contact the help desk.
- Remember to clean the stove, oven, counters and dining table when you have finished cooking and eating.
- Descale the kettle and the kitchen sink every week with white vinegar (“Husholdningseddike”). **DO NOT use acid (e.g. “eddikesyre”).**
- The refrigerators and freezers must be cleaned at least once a month.
- The kitchen floor must be swept daily and washed at least once a week.

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

### Your room

- You must vacuum clean the floors at least once a week. Shared vacuum cleaners are supplied for this purpose. 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.
- The toilet and bathroom sink must be cleaned every day. Remember to remove hair and soap from the drain.
- Descale the toilet, sink, shower, showerhead, 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.

**Please note that you may be charged for the costs of repair/replacement of any damages caused by acid and/or lack of proper cleaning.**



## Waste

- Dustbins (including recyclables) in rooms, kitchens and bathrooms must be emptied every day.
- Non-recyclables must be placed in small, sealed plastic waste bags and disposed of in the rubbish chute next to your kitchen. **DO NOT throw large bags, open bags, cardboard incl. pizza boxes etc. in the chute as this may block the entire system.**
- Recyclables must be placed in the appropriate containers in the shed outside the building. Remember to close the container and 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 Fonden 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. The transfer of your deposit will normally take place within 8 weeks after the end of your rental period.