



Housing rules and practical information

Kongens Tværvej 3

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.



Fonden CBS Academic Housing

- 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, 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

- Bikes must be placed in the bicycle racks. Always remember to lock your bicycle.
- Residents are responsible for cleaning and maintaining the common areas and facilities. This includes the common kitchen, hallways, toilets, bathrooms and laundry room. It is a shared responsibility to make a cleaning schedule.
- The owners of the residence may inspect the common areas at any time. If these areas are not in order, they reserve the right to request that you clean them. If the cleaning is insufficient, residents will be held responsible for the cost of extra cleaning. Each resident on your hall level will be charged equally from your deposit.

Internet

- 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.

Practical information

Wi-Fi

- The Wi-Fi is for 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.
- Information on how to access the Wi-Fi including name and password can be found in the “Practical Information” document that you received with your contract and keys.



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 and bring any items missing from your inventory.
- 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.
- Maintenance of the outside areas is handled by Fonden CBS Academic Housing. This does not include cleaning or waste sorting.
- 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. OBS: Newsec is a service provider for Fonden CBS Academic Housing.

Keys and locks

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

OBS: 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 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**

Laundry

- The laundry room is located in 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 company that operates the laundry, Pay Per Wash.
- The laundry facilities are owned and managed by Pay Per Wash. Please report any issues with the laundry facilities or money transfers directly to Pay Per Wash.
- Drying racks are located in the garden and 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.

Cleaning

- You are responsible for taking care of your room and the common areas, 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.
- 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 bathroom

- 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 drying rack.
- Remember to clean the counters and dining table when you leave.
- The stove and oven must be cleaned after use.
- Descale the kettle 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.
- The toilet and bathroom sink must be cleaned every day. Remember to remove hair and soap from the drain.
- Descale the toilet, sink, shower, shower head 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 to remove hair and soap residue from the drain.

Your room

- 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.
- You must ensure that the room is aired on a daily basis – also during winter (maximum 2x5 minutes).



Waste

- Dustbins in rooms, kitchens and bathrooms must be emptied every day into the appropriate containers outside. Remember to close the container after use to prevent rats and other vermin.
- Empty bottles and glass containers must be taken to public glass containers.
- If there are special containers for paper, cardboard, plastic etc., you must follow the instructions to help ensure reuse and sustainability.

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.