

Emergency contact

For ambulance, police and fire department, call **112**.

Locked out or lost your key?

If you lock yourself out or lose your key, please **report it to the help desk – do not call the International Office**. 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. NB: The inspectors are not allowed to unlock the door if you are not present.

If you lock yourself out outside office hours, you can contact the locksmith, **De Blå Låsesmede**, at **+45 7026 2266**. They will charge you DKK 1000 to open the door. The amount will be deducted from your deposit.

Porcelænshaven, Nimbuskollegiet and Kongens Tværvej:

During office hours, please use the help desk at <https://cbs-academic-housing.dk/fonden-cbs-academic-housing/help-desk/>.

Outside office hours, an emergency service is available for urgent matters such as power blackout, flooding or a broken water pipe. Loss of power in your room is NOT an emergency.

Forenede Services:

Monday - Thursday 3.30 p.m. to 4 p.m. and Friday 3 p.m. to 4 p.m.: **+45 6010 8656**

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

Forenede Services normally respond within 60 minutes.

Tietgenkollegiet:

Please refer to Tietgenkollegiet's intranet: <http://inside.tietgenkollegiet.dk/login> or the local inspector for questions related to the property.

For emergencies outside normal working hours: **+45 2328 4080**.

Please note that this number is only for Tietgenkollegiet. Misuse of this number for non-emergencies may have financial consequences.