



## **Housing rules and practical information**

### **Tietgenkollegiet**

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

<b>Moving in.....</b>	<b>3</b>
<b>Housing rules.....</b>	<b>3</b>
<i>Payments.....</i>	<i>3</i>
<i>Your responsibilities.....</i>	<i>3</i>
<i>Music and noise.....</i>	<i>4</i>
<i>Safety and security.....</i>	<i>4</i>
<i>Common areas and facilities.....</i>	<i>5</i>
<i>Inspector services.....</i>	<i>5</i>
<i>Other services.....</i>	<i>5</i>
<i>Keys and locks.....</i>	<i>6</i>
<i>Adapters for electrical appliances.....</i>	<i>6</i>
<i>Insurance.....</i>	<i>6</i>
<i>Emergencies.....</i>	<i>6</i>
<i>Common kitchen.....</i>	<i>7</i>
<i>Laundry.....</i>	<i>7</i>
<b>Cleaning.....</b>	<b>7</b>
<b>Moving out.....</b>	<b>8</b>

## 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.

Please note that the welcome dinner is mandatory. You must also upload a photo and description of yourself to the intranet. (This may not apply for the summer program).

Please go to the administration office (ground floor) at Tietgenkollegiet within the first weeks of your arrival to sign for your key and card. You can also collect a spare key and your laundry card there.

## 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.

Please note that you are required to follow two sets of housing rules: this document and Tietgenkollegiet's own, specific regulations (enclosed).

## 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.



## Fonden CBS Academic Housing

- 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 furniture or walls apart from the notice boards. If you use nails, screws, glue, sticky tags or similar items, you will be charged the cost of repairing the wall, panelling or furniture in question. Please note that the repair of a wall or wood panelling with glue residue may cost you several thousand DKK.
- Please do not leave wet items, towels, shopping bags or rings from cups and bottles on the floor. The cost of repolishing the floor is extensive and may be charged to you.
- Animals are not allowed on the property.

### Music and noise

- Please be considerate of other residents and neighbours at all times.
- Music and noise outdoors or through open windows is prohibited by law and 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.



## Fonden CBS Academic Housing

- Remember to turn off electrical appliances when they are not in use.
- Please note and memorize the location of the fire extinguishing equipment, make note of escape routes and do not block emergency exits.
- Video surveillance may be in use in the common areas of the residence.

### 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.

### Inspector services

- 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). We will contact the local inspector if your request is to be handled by Tietgen.
- Inspector services at Fonden CBS Academic Housing 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.

### Other services

- You have access to printing facilities and a number of workshops. The costs of using these facilities will be deducted from your deposit. Please contact the administration at Tietgen for prices.
- 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 and parcel reception. 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).



## Keys and locks

- You have received a key for your room and mailbox and an access card for common doors at the residence.
- Please contact the administration office (ground floor) at Tietgenkollegiet for a spare key and your laundry card.

## Locked out or lost your key?

- Please contact the inspector at Tietgen during office hours or contact the emergency service at Tietgen.
- If you lose your key, a new lock will be installed and you will be charged the cost via your deposit. The cost might add up to DKK 5.000.
- Please note that you may be charged at least DKK 1.500 for having your door unlocked outside office hours.

## 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.

## 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

- 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.
- Please refer to the intranet at Tietgenkollegiet: <http://inside.tietgenkollegiet.dk/login> or contact the local inspector for building related questions.
- For emergencies outside normal working hours, please contact + **45 2328 4080**. Misuse of this number for non-emergencies may have financial consequences.



## Common kitchen

- You will find a designated cupboard in the kitchen for food storage.
- Please remember that an important part of living at Tietgenkollegiet is to take an active part in the community that shares the kitchen.

## Laundry

- You will find instructions on how to use the laundry facilities in the laundry room.
- Laundry costs are not included in your rent. The cost will be deducted from your deposit.
- Please remember that drying laundry in rooms or hallways is not allowed due to risk of damaging the floors and mold growth.
- It is the responsibility of the residents to keep the laundry room and machines nice and clean. Do not forget to clean the lint filters of the dryers after use.

## Cleaning

- Residents have a shared responsibility for keeping the common kitchen and common areas clean and tidy. Residents make their own rules for delegating these duties.
- You are responsible for taking care of your room and bathroom. **Please note that you may be charged the costs of replacing or repairing any damages caused by acid, lack of proper cleaning etc.**
- 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 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.

## Your room and bathroom

- You must vacuum clean the floors at least once a week. Vacuum cleaners are supplied for this purpose. Please ensure that the hose is kept clean and 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, 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 you remove hair and soap residue from the drain.
- Dustbins in rooms and bathrooms must be emptied every day.

## 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.