

Information Booklet
Humlehøj-kollegiet



Humlehøj-kollegiet
Damgade 82
6400 Sønderborg

The dormitory is smoke free

Introduction

With this information booklet, we would like to welcome you as a tenant at Humlehøj-kollegiet in Sønderborg.

The purpose of this booklet is to inform future tenants of all applicable matters concerning our accommodations.

This booklet contains a great deal of practical information. Therefore, we have divided this information into 3 main sections

- What you ought to know when moving in
- What you ought to know during your tenancy
- What you ought to know before moving out

In this booklet you will also find the applicable rules as well as an instruction manual for the radiator meter.

We recommend that you, as a future tenant, read (or at least browse through) the entire booklet. We remind you that you will be held responsible for any violation of the rules, even if you have not read them.

We remind you of our homepage where you will find further information, instructions (e.g. on how to use the phone) as well as the regulations of the different councils and associations etc.

We wish you a pleasant stay at Humlehøj-kollegiet.

Yours sincerely

KOLLEGIERNES KONTOR

Community expectations

The community

When you become a tenant at Humlehøj-kollegiet, you will automatically become part of a community of students.

It is, of course, your decision to what extent you wish to involve yourself in the community. It ranges from greeting your neighbours, to participating in the different social events such as the Christmas party, or maybe even arrange the events.

But you are part of the community in other ways also:

- You will (to some extent) get to know the people living around you – for the good as well as the bad.
- You will automatically (through the rent) help pay for any damages caused by vandalism, if those responsible for the damage are not found.
- You also help pay for communal facilities as well as events, even if you do not use the facilities or participate in the events.
- You are free to use all of the communal facilities available, such as internet access, network etc.
- The tenants' council and other councils are there for you and the other tenants. Their job is to strengthen the community spirit and to handle practical assignments.

Expectations

As a result of the above mentioned, your fellow tenants expect the following from you:

- You will do your best to keep down the expenses of Humlehøj-kollegiet. All tenants share the expenses through the rent.
- You will treat the communal facilities properly and clean up after yourself.
- You will do all you can to maintain a good study environment.
- You will participate in the voluntary work if you have the desire and time.
- You will give the social events your backing and make your tenancy more fun.
- You will be considerate of your fellow tenants; **Limit loud music.**
- You will greet any fellow tenant coming to your door, in a decent and respectful manner; it could be a council member coming to see if you would like to participate in an event, or the neighbour coming to welcome you to the community.

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Addresses and phone numbers

Kollegiernes kontor -The office

The accommodations are administrated by Kollegiernes Kontor (the accommodation office)

Skovvej 20, 6400 Sønderborg (by Ungdoms-kollegiet)

Phone no.: 74 42 48 49

E-mail: kontor@k64.dk

Office hours:

Monday 8:00 – 2:00

Tuesday/Wednesday 11:00 – 3:00

Thursday: 11:00 – 5:00

Friday 10:00 – 12:00

(Closed during weekends)

Persons to contact:

Inside the normal working hours,

Monday to Thursday 7:30 – 3:00

Friday 7:30 – 12:00

the following persons can be reached:

Janitor: 20 27 49 97 – dkpedelhuk@k64.dk

Building inspector 20 45 83 36

Emergency line

In case of emergencies outside of work hours:

Emergency line: 30 63 49 05

What you ought to know before moving in

Damage and defects

When you pick-up the keys for the accommodation you will receive a link per email with a login to where you can inform about any errors or damage in the accommodation.

At the same time you will also receive an invitation to a “moving-in-inspection”, which means that your janitor will come to your room and together with you checks that everything is OK in your accommodation.

This inspection will take place approx.. 14 days after you moved in. Please make sure to be at home on the given day and time – alternatively, contact your janitor directly to re-schedule.

Upgrading/changes

If you find that your apartment or the furniture and equipment require an upgrading, please contact the accommodation office. Without prior obtained written permission from the office, it is prohibited to upgrade or make any changes (e.g. painting) to the above mentioned. Please see the back of your tenancy agreement for further information (general regulations).

Insurance

The buildings and the furniture and equipment are insured . The insurance does not cover the tenants' personal valuables. We therefore strongly recommend that you take out house contents insurance, if you do not already have one, or if you are not covered by your parents' insurance.

Rent

The rent is paid in advance on a monthly basis. The rent is due by the 1st Work day in a month. Postponement will only be given in exceptional circumstances and with compelling reason, and **only** after obtaining permission in writing from the accommodation office. Failure to pay the rent will result in the loss of your right of occupation.

Failure to pay the rent on time will result in a fee.

Humlehøj-kollegiet is affiliated with “Pengeinstitutternes Betalings-Service” (PBS). ”Pengeinstitutternes Betalings-service” is a service provided by the commercial banks. If you register, they will automatically withdraw a given amount from your account and pay your rent, on a given date, every month.

Please notice that you have to register by the 3rd day of a month, in order for the service to be effective the following month.

If you do not wish to use PBS, you will receive an in payment form applicable in all commercial banks in Denmark. Please notify the accommodation office immediately, if you do not receive an in payment form. The accounting year of Humlehøj-kollegiet follows the school year. Normally the rent is adjusted every year by the 1st of august, subject to 3 months notice. (Adjustments of power and heating prices may be effectuated all year round, subject to 1 month notice).

Your apartment and the furniture and equipment

All accommodations are unfurnished but equipped with the following:

- Window blinds
- Shower curtain
- Kitchen cabinets/bathroom cupboards
- wardrobe
- 1 Lamp and 2 Base mounted lamps
- 2 Cooking range
- 1 Cooker hood
- 1 Freezer/refrigerator
- 1 Door bell
- 1 Phone
- Smoke detector

The 2-room accommodations are also equipped with the following:

- Wardrobe in the extra room
- 1 extra lamp and 1 extra base mounted lamp

Special conditions:

- The single-room apartments may only be occupied by **one** tenant.
- 2-room accommodations may only be occupied by max. 2 adults
- In the case of multiple- room apartments, the tenancy ends if one of the tenants moves out of the apartment
- It is not permitted to keep domestic animals.

What you ought to know during your tenancy

Media / communication / information

Mail boxes and notice boards

Mail boxes (use the apartment key) and notice boards are placed behind the bicycle shed of each building.

[If you want to read advertisements, please find it in the boxes marked “Reklamer/Adverts](#)

Please turn in any incorrect delivered mail to the office or the janitor. The office mailbox is placed next to the mail box of apartment A20. It may be used for notices, announcements or information to the office or janitors, as well as incorrect delivered mail. (It is emptied Monday and Thursday as a minimum).

DO NOT PUT MONEY IN THE MAILBOX.

Radio/television

All dormitories now have the possibility to receive free TV-channels from DR (the Danish TV channel) and some German channels

If you wish to have more TV channels you must make an agreement yourself with a provider of TV-channels, for instance Boxer, Yousee, Stofa etc.

It is the tenants own responsibility to pay the radio- and TV licence fee.

Telephone- and data network

All accommodations are equipped with a telephone socket which makes it possible to plug in the phone (part of the inventory) and to link up a computer.

The upper plug is for your telephone – the lower plug is for your internet connection.

All accommodations in Sønderborg affiliated with Kollegiernes Kontor have the same telephone system. This means that tenants may call free of charge between all phones plugged into the system.

The data network includes the internet: All tenants may link up their computer to the data network. The cost of using the telephone- and data network is included in the rent, it is therefore “free of charge” to use these facilities.

Antennas/satellite dishes

Antennas/satellite dishes as those used by radio amateurs and the like are prohibited.

Overall information concerning the apartments

Cleaning

The cleaning of the accommodation lies with the tenant.

Wall decorations

The list placed in the joint between the ceiling and the walls is designed so that suspension hooks (z-hooks) for pictures and the like will fit it. Hooks are available at the office.

Power relay, light bulbs, and strip lights

The fuse box and the electric meter are situated in the kitchen of each accommodation. Instructions on how to change the fuses are hanging by the fuse box. When power failure occurs, check the relay to see if it has switched off (normally the switches should be pushed up)

If you find any defects or faults to the lamps, switches or the like, please notify the office.

It is the tenants' responsibility to maintain light bulbs and the like.

Cable trays

It is prohibited to open the cable trays and electrical switches of the apartment/building.

Doors

To lock the front door you must pull the handle upwards before the key/lock can be turned. The balcony-/terrace door is locked when the handle is pointing downwards. They may be opened when the handle is horizontal. When the handle is pointing upwards, the door may be opened from the top and inwards (Ventilation). Please notice that the handle may only be turned when the door/window is closed.

Lost keys

When moving in, all keys to the apartment will be delivered over to the tenant.

Tenants may choose to deposit a key at the accommodation office. It is then possible to collect the key, if needed, but only within office hours.

Tenants may also choose to deposit a key at "Falck". It is then possible to collect the key at all times on payment of a subscription.

If tenants need their door unlocked outside of office hours, they will have to contact a licensed locksmith at their own expense.

Storage lockers

Each apartment have a storage locker situated in the basement of building B. (# A 1 –D 3) and of building C (# D 4 – D 12). The apartment number is stated on the door (Use the apartment key). Objects lying about outside of the lockers will be removed without prior notice.

The hatch to the loft

Some accommodations have a hatch to the loft mounted in the kitchen, which allows the technicians and janitors to get to the technical installations on the loft. Tenants are not allowed to gain admission to the loft.

Freezer/Refrigerator (defrosting)

For the sake of the lifetime of the freezer/refrigerator and the power consumption, it is important that you defrost the freezer in the refrigerator, when a layer of ice begins to form.

You can defrost the freezer by putting a container of boiling water in the freezer and then shut the door.

The steam will then thaw the ice. **Do not** remove the ice with sharp or hard objects, as the freezer is easily damaged, when such objects are used.

Do not put things on top of the refrigerator, as it will break down if it can not get rid of excess heat.

Electric- and radiator meters

All apartments are equipped with an electric meter as well as a radiator meter on every radiator. The tenants therefore have a great influence on the amount on their power and heating bill. Every month, tenants pay a fixed amount –“on account”-(included in the rent) for power and heating.

Doublets will be settled collectively for electricity, water, and heat (heat just in the kitchen. Heat in rooms and baths will be settled individually.

The electric meter indicates the total consumption from the time the meter was installed. The electric meter is not capable of indicating any other information than the total consumption. However, the radiator meter indicates a variety of information e.g. the date of the reading, last year's consumption etc.

The accounting year for the power- and heat consumption begins January 1st and ends December 31st.

When tenants move out, or on the 31st of December - the end of the accounting year, your consumption will be balanced and settled via the rent in April. This means, that in April, your rent will either be higher or lower than normally, depending on whether you have had a higher or lower power- and heat consumption than estimated.

All meters have been sealed. The seal will be ruined if one tries to tamper with the meter. If the power- or heat consumption is below the average, with a marked difference, and the seal is found broken, the tenant will be held responsible. It is prohibited to cover up the meters.

An increase in the heat consumption may be caused by a defect thermostat. In such cases, please contact the janitor.

We strongly recommend tenants to read the meters on a regularly basis. If tenants keep a personal account over their power and heat consumption, the risk of “unpleasant surprises” will be minimized.

Radiators

Avoid placing furniture in front of the radiator, in order to allow the air to circulate. This will make it easier to regulate the heat with the use of the thermostat, without having to open the window.

Ventilation

It is important that the room is ventilated a couple of times every day. Ventilate the entire apartment for 3-5 min. It is especially important after taking a bath, cooking, or a good night's sleep. Do not hang clothes to dry in the accommodation. This will all help prevent damp damages. This will prevent damp damages. It is no use turning of the heat while ventilating, as the dry and warm air will be replaced with cold and damp air. It will then cost about twice as much energy, to warm up the apartment again after ventilating.

Water consumption.

Economize the use of hot water. Hot water is a large cost burden.

Please notify the janitor immediately if the tap is dripping, or if the toilet is running.

Bird feeding

Please avoid leaving bread etc. on the ground. It will attract mice, rats and other vermin.

Garbage collection

Garbage collection is a large item of expenditure (and increasing) in the accounts of Humlehøj-kollegiet. To avoid increases in the rent, as a consequence of garbage collection, we strongly recommend the following:

Managing of Waste and Recycling at the dormitories in Sønderborg

At the area of all dormitories you will find containers where you can recycle your waste.

The containers for **garbage** are located in the garbage sheds.

The containers for **recycling waste** are located in enclosures at the area of the dormitory. And are clearly marked with yellow signs.

Recycling waste and garbage will be divided into 2 categories:

1. Garbage:

- Wrapping plastic (not clean) / Polystyrene / Gift wrapping paper / Juice cartons
- Cartons containing dairy products / Food / Cardboard boxes for pizza
- Plastic contaminated with food

2. Recycling waste:

- Paper / newspapers and advertisements; Magazines / Newspapers / Advertisements
- Cardboard and plastic wrapping
- Cardboard (clean) / Cardboard boxes (empty and separated) / Plastic carrier bags (empty)
- Wrapping for non food
- Cans and metal parts
- Iron / Preservation cans (clean) / Cutlery of metal /Bottles, glass, and plastic packaging
- Bottles of plastic without danger labels / Packaging plastic (clean) / Bottles from wine and juice
- Glass from food (rinsed and cleaned) / Plastic bottles
- Batteries must be put in separate boxes for batteries

Recycling centre for larges items:

The below-mentioned items you must bring to a recycling depot yourself.

- Furniture
- Cupboards/closets / Tables / Chairs / Mattresses / Beds / Other large items
- Electrical items
- Radio / TV / DVD player and computer equipment / Electric tools (drilling machine, electric screwdriver etc.)
- Battery powered toys / Flourescent tubes / energy saving light bulbs
- Light emitting diode / halogen bulbs

Addresses:

Nørrekobbel 7, 6400 Sønderborg (close to shopping center Bilka)

Foldager 1, 6400 Sønderborg.

For further information regarding opening hours at recycling centres for large items, please check here:

www.sonfor.dk

Medicin leftovers, medicin packaging and canulas must be handed in at a pharmacy.

In case of fire; Safety directions, equipment etc.

Fire safety directions in the case of fire

1. Call the fire-fighting service. Dial 112
2. Notify the staff. (Janitor: 20 27 49 97 emergency no.:30 63 49 05)
3. Start putting out the fire if it possible without taking any safety risk.

A dry-powder extinguisher and a fire blanket are placed in the communal kitchen. A Fire host is placed in the party room.

Escape route

According to the fire safety division, it is prohibited to place anything in walkways and the access balcony as these are used as escape routes.

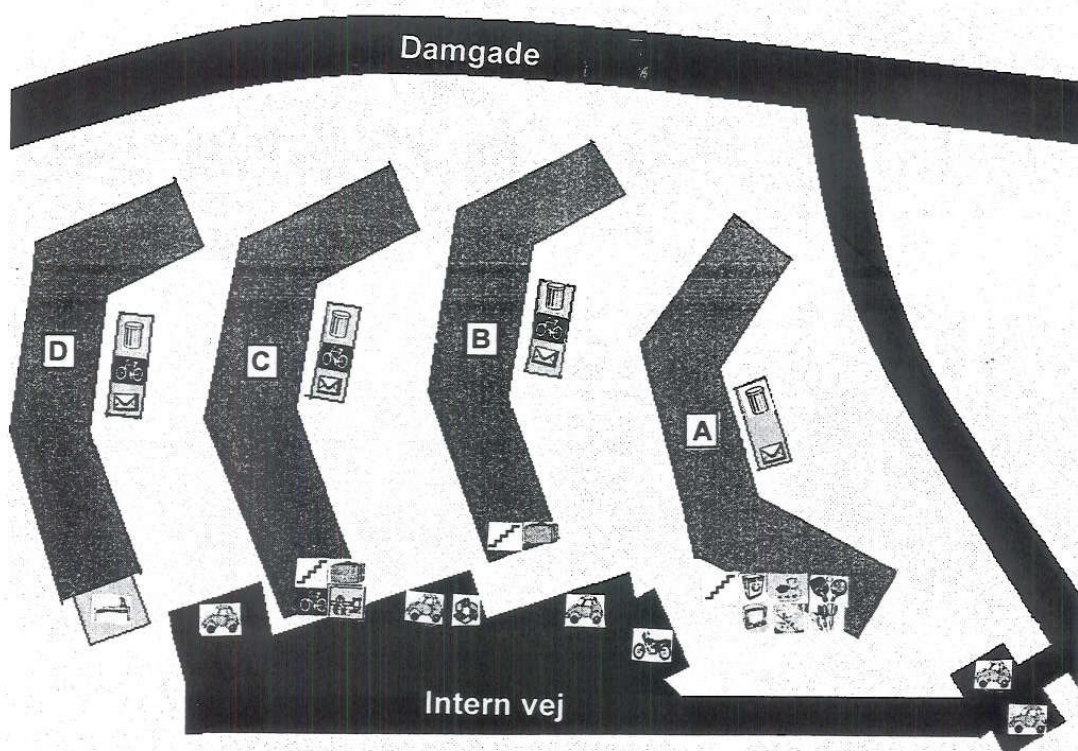
Smoke detector (in all apartments)

The smoke detector must never be removed or dismantled.

You must make sure that the smoke detector is working. Test it once in a while by pushing the test button at the smoke detector.

The smoke detector is monitored and will send a signal to ISTA if the smoke detector is subject to vandalism or misuse. And the tenant will be charged for any repair or re-mounting.

Key map



A Building indication	Garbage dumpster	Party room	Table tennis
Mailboxes	Paper/glass dumpster	Guest room	Workshop
Parking	Laundry	Communal kitchen	way down
Bicycle parking	TV/DVD room	Storage room	Darts
Motorcycle parking			

Communal facilities

The laundry

The laundry is situated in the basement of building A. In the laundry are placed 3 washing machines, 2 driers, an iron and ironing board. An adjoining room is made into a drying room. When you move in you will in the white binder with keys also receive chips, which you need to activate in order to do your laundry in the laundry room at the dormitory. The bill for laundry will be added your ordinary rent each month. Prices for the laundry is announced in the laundry room. Washing powder and softener will automatically be added – so please do not add this yourself. You can choose not to have the softener added your clothes.

If you loose your chip you can buy a new one at Kollegiernes Kontor. When you move out of the dormitory you must hand in all the keys and chips received when moving in (otherwise you will be charged for the missing keys, chips or binder).

Please be aware that if you loose your chip it might be misused by other persons. And you will be held responsible for any use of your laundry chip. Therefore, we advise you to contact Kollegiernes Kontor immediately, so that the chip can be blocked. Please also read at our homepage www.k64.dk regarding further information about laundry. Any guidance, rules and how to book laundry machines must be followed.

Party Room

The party room is situated in building A. All tenants may lease the party room for parties or other events. Furthermore, there is a music centre tableware wich tenants may also lease. For further information, please contact the person in charge appointed by the tenants' council (see the notice board).

Guest Accommodation

The guest accommodation is situated in building D. Guest of tenants may lease the room (max. 4 persons). The guest accommodation is furnished and with separate bath and kitchen. The kitchen is equipped with hotplates, refrigerator, coffee machine and tableware. For further information, please contact the person in charge appointed by the tenants' council (see the notice board).

Communal kitchen

The communal kitchen is situated in building A. The kitchen may be used when renting the party room, or when groups of tenants cook together or other social events. The kitchen is equipped with a cooking range, cooker hood, refrigerator, coffee machine, and tableware enough for 40 people. It is, of course, required that tenants wash the dishes and clean the kitchen after use.

Communal Living room

A communal living room is situated in building A and equipped with a TV.

Table Tennis

It is possible to play table tennis in the party room.

Work shop

A little work shop is situated in the bicycle storage basement in building C. It contains a workbench and a vice.

Bicycles and mopeds

Bicycle and mopeds storage sheds are situated by each building. A bicycle storage basement is situated by building C. (Use the apartment key). Bicycles placed anywhere else than the above mentioned, or bicycles found to be defective, will be removed without responsibility.

Car parking

Parking is only permitted in the marked parking booths. Access ramps to the pavement, must be kept clear at all times.

Motor cycle parking

A special parking ground for motor cycles is situated between building A and B.

Volley ball ground

A volley ball ground is situated in the grassy areas opposite the parking booths.

Outdoor areas

A communal terrace with a barbeque is situated by building A. Picnic tables are placed in the grassy areas.

Damages/defects to the communal facilities

When using the communal facilities and the outdoor facilities we request that tenants return/leave the facilities in a tidy and decent order. Please notify the accommodation office immediately of any damages or defects to facilities. Please attach a note to the facility, stating that the damage/defect has been notified the office, so other tenants are informed.

The tenants' council

The purpose of the tenants' council is to safeguard the interests of the tenants. The council has a say in the way Humlehøj-kollegiet is run, according to the rules laid down by the National agency for enterprise and construction. The council also has a say in social and cultural activities.

The tenants' council also ensure that the house regulations are followed, and solve practical problems at Humlehøj-kollegiet.

On the notice board, or on the homepage of Humlehøj-kollegiet, you can find the relevant information on the members of the tenants' council.

The tenants' council have appointed various committees to take care of the different tasks at Humlehøj-kollegiet

See the homepage of Humlehøj-kollegiet for more information on the different committees.

What you ought to know before moving out

Termination of tenancy lease contract

Termination must be made online at <http://kk.k64.dk/da/> - with minimum 6 weeks of notice to the 1st in a month or 8 weeks of notice to the 15th in a month.

Immediately after your termination you will receive a confirmation of your termination and a checklist of what you must do in your accommodation in order to move out of the accommodation.

The accommodation must be vacated at 12.00 a.m. no later than 7 workdays before the date of re-letting.

Finishing, terminating or changing education

Tenants must notify the accommodation office immediately, when finishing, terminating or beginning a new education. The accommodation must be vacated 3 months after finishing or terminating the education, at the latest.

The accommodation office regularly spot check tenants' educational circumstances.

Subletting the accommodation

Only with a prior obtained permission in writing from the accommodation office, are tenants permitted to sublet or lend out the accommodation.

The accommodation office will be happy to help you, if you are going abroad, as an exchange student for a shorter period of time. (Max. 6 months).

Holiday/out of town

If tenants are out of town for a longer period of time, we recommend that you notify the mail services of “temporary change of address”. Notification forms can be picked up at the post office.

Settlement of the heat- and power consumption

If tenants move out on other dates than the 31st of December (the last day of the accounting year), a fee is charged for the settlement of the heat- and power consumption.

Refund of the deposit

The cost of correcting any damages/defects not caused by ordinary wear and tear will be withdrawn from the deposit. The deposit will be sent to the tenant, within 21 days (21 days during holiday periods) after the date of release of the accommodation. (The last day of your tenancy period, or the first day of a new tenancy period, if the accommodation is rented out to a new tenant).

Remember to inform the accommodation office of your new address. We also remind you to notify the mail services and the “folkeregister” of your move. If you do not have a new address, then state the address where you want the deposit mailed to.

Making the accommodation ready for move out

Inspection of the apartment

Before the inspection, the apartment must be cleared and cleaned. It is the tenant’s responsibility to clean the apartment. If the apartment is not cleaned at the time of the inspection, the cost of getting the apartment cleaned will be withdrawn from the deposit.

We recommend that tenants are present at the inspection of the accommodation. Appointments are made with the accommodation office or the janitor. It is not possible to set appointments for inspections during weekends or outside of work hours.

If tenants do not wish to be present at the inspection, the janitor will go through with the inspection alone.

Keys, chips, and binder

All keys, chips, and the binder received when moving in must be handed over to the janitor at the final inspection of your accommodation. If you do not participate in the final inspection, make sure to hand in the keys, chips, and binder in due time to Kollegiernes Kontor. Locks will be changed at your expenses if you do not hand in keys, chips or binder when you vacate the accommodation.

Handing in keys, chips or binder later than agreed a fee will be deducted from your deposit.

Painting the walls

The accommodation must appear to be newly painted when you vacate.

The paint you will get for free from the janitor. For further information, please contact him.

Exams

During periods of exams, please make sure to show extra consideration for your neighbours, as regards all kind of noise. However, you need to respect your neighbours all year and follow the house rules of each dormitory.

Heat meter

User Manual

The meter on the radiator is an electronic heat allocation meter that registers the heat emitted by the radiator

The meters on the radiators automatically detect heat consumption from the last billing period.

The meter shows the radiator heat given very accurately.

Error

The meter contains a number of safety factors. If the meter is damaged or otherwise “disturbed”, the display will show [ERROR] (flashing).

Do not attempt to tamper with the meter.

How the Heating Meter works

The meter on the radiator measures two temperatures:

- The room temperature (start sensor)
- Radiator temperature

The following conditions apply to the meter's measurement:

- The meter only starts when the radiator is more than 25° C
- Before the meter starts measuring the heat of the radiator, the radiator, however, must be 3° C warmer than the room temperature
- If the radiator temperature is 30° C and above, the meter measures regardless of the room temperature

Please be aware of the following if the radiator is below 30° C:

- The meter only counts if the radiator is 3° C warmer than room temperature.

This means that measures will not be made, if you have a different kind of heating than radiators (e.g. a fan heater - this device must be located so that the radiator temperature does not exceed 30° C)

- In apartments with much solar radiation following may occur: If the room temperature is very high for a very long time due to sunshine, the radiator will get warmed up. When the sun disappears, the air will be cooled down faster than the radiator. In this situation the radiator might get more than 3° C warmer than the air, and the meter will start measuring the heat
- The main problem regarding measuring extreme solar radiation might occur in June, July, and August. The problem can be solved by venting the accommodation on the days when there is an unusual amount of solar radiation.

Please be aware of the following if the radiator is above 30° C:

If the radiator is more than 30° C, measurements will be made regardless of the room temperature.

This is to avoid possible cheating with the measurement of heat.

Heating is not closed during Summer.

The heating system is connected to a sensor, which registers the outside temperature.

If the outside temperature increases, the heating system closes the central heating pump - and therefore you cannot regulate your heaters.