

House rules for dormitories in Sønderborg

Sønderskov-kollegiet

Ungdoms-kollegiet

Handels-kollegiet

Damgade-kollegiet

Humlehøj-kollegiet

Alssund-kollegiet

Content

1. Introduction	4
2. Aerials.....	4
2.1 Outdoor aerials	4
3. Garbage.....	4
3.1 Where and how must I hand in my garbage?	4
3.2 How do I sort my garbage?	4
3.3 Large refuse and chemicals.....	4
3.4 Violation of rules regarding garbage.....	4
3.5 Burning of garbage.....	5
3.6 Wrapping, ads etc.	5
4. Balconies	5
5. Shower, toilet, and drain.....	5
6. Bicycles, scooters, prams, and small trailers for bicycles	5
6.1 Parking of bicycles and mopeds.....	5
6.2 Clearing out the bicycle shed	5
6.3 Traffic rules	6
7. Electricity, water, and heat	6
8. Insurance.....	6
9. Subletting	6
10. Common areas	6
11. Garden.....	6
12. Pets.....	6
13. Domestic appliances - Laundry	7
14. Internet	7
15. Games and ball games	7
16. Basement storage and storage rooms	7
17. Tools, use of grill, and open fire.....	7
18. Music etc.....	8
19. Keys	8
20. Smoking.....	8
21. Parking of cars and mopeds/motor cycles.....	8
22. Letter boxes	9
23. Cleaning.....	9
24. Pests	9
25. Ads etc.....	9

26. Ventilation and hanging cloths to dry.....	9
27. Water taps and cisterns	10
28. Windows and doors	10
29. Damage, vandalism etc.	10
30. Following the house rules	10
31. Complaints	10
31.1 Before you complaint.....	10
31.2 How do I complain?	11
31.3 How will the complaint be handled?	11
31.4 While your complaint is handled	11
32. A change in house rules	11

1. Introduction

You can compare a dormitory to a miniature community. All the residents are more or less dependent on each other and share many facilities. Therefore, it is very natural to set up rules in order to create good relations in the building. These rules are made to protect you, your neighbors, and the building.

It is a common interest that the buildings and the recreational areas are kept in good condition – partly because we like to look at something nice and partly because we want to keep the costs for maintenance low.

Being capable of functioning all together, it is important that we all show consideration to each other and try to avoid conflicts.

Immediate Assistance

If you need immediate assistance (emergency) outside the office opening hours, please contact our emergency number: +45 30 63 49 05. This phone No. is for a security service company, which only helps with immediate urgent situations.

Please read more at StudieBolig Syd's homepage www.studieboligsyd.dk/en/

2. Aerials

2.1 Outdoor aerials

You are not allowed to mount outdoor aerials or satellite dishes or the like.

3. Garbage

3.1 Where and how must I hand in my garbage?

Garbage to be put in the containers or waste shafts specified for the garbage. Your accommodation, the garden, your balcony, the corridors, hallways or common areas must not be used to store your garbage. You are not allowed to put your garbage in front of your entrance door – at all.

For sanitary reasons all your household rubbish to be put into closed bin bags before you put it into the garbage container. Always remember to close the lid to the garbage container due to the smell and pests. Sharp/cutting objects to be wrapped securely in for instance a newspaper.

3.2 How do I sort my garbage?

Food waste, general household waste, plastic, metal, cardboard and glass must be sorted in the respective containers for this kind of material. If any doubt, please get detailed information at sonfor.dk/bibliotek. You will find information in both Danish, English and German. Bags for food waste can be picked up at StudieBolig Syd for free, until stock is exhausted.

3.3 Large refuse and chemicals

You must hand in large refuse at the local recycling center yourself. Large refuse could be furniture.

Chemicals to be put into the orange box to be found in your accommodation. On the orange box you will find a description of what to put into the orange box. When the box is full, you push it into the “cupboard” for chemicals at your dormitory, and when you push your orange box into the “cupboard”, you can pull out an empty orange box from the opposite side of “cupboard”. Please read more about the orange box and chemicals at our homepage www.studieboligsyd.dk/en/.

3.4 Violation of rules regarding garbage

If the rules regarding garbage are violated, you will receive a request and within a short deadline, you must take care of the garbage. If you do not follow the request and remove your garbage, we will remove it for you and at your costs.

3.5 Burning of garbage

You are not allowed to incinerate any garbage or waste at the premises of the dormitory – and you cannot have a bonfire as well.

3.6 Wrapping, ads etc.

If you distribute ads or newspapers, you must return surplus ads or newspapers to the distributor. You are not allowed to put these into the container for paper or store these in common areas, sheds or the like.

4. Balconies

Balconies must be kept clean in order to avoid blocked drains, which might cause water damage at your neighbor's accommodation.

You are not allowed to put up sunshades at the balcony.

You are not allowed to hang items from your balcony: flowerboxes, clothes, sunshades, tarps, satellite dishes etc.

Lighting a grill and barbecuing at your balcony is not allowed

You are not allowed to smoke at your balcony

5. Shower, toilet, and drain

In order to avoid blocking the drains in your bathroom, please be careful what you flush in the toilet and put into your sink. Diapers, cotton, newspapers, and the like must be disposed in your garbage bin – not in the toilet!

It is not allowed to put grease and oil from cooking in the drain.

Part of the gully has been constructed, so that when you remove the grating you can pull up the water trap and clean it. Often lot of hair is stuck in the water trap and you must clean it frequently to avoid blocking the drain. If the drain is blocked even if you cleaned the water trap, please immediately contact StudieBolig Syd.

If any of the plumbing installations in your bathroom are broke and/or leaking, please immediately report this to your janitor at phone No. +45 74 42 48 49. If you have a suspicion of water pipe rupture outside office hours, please immediately contact the emergency number at StudieBolig Syd +45 30 63 49 05.

6. Bicycles, scooters, prams, and small trailers for bicycles

6.1 Parking of bicycles and mopeds

Bicycles, mopeds, scooters, trailers etc. must be parked in the sheds and areas designed for this purpose. If you park your bicycle/moped etc. outside the designated parking area, your bicycle/moped etc. will be removed without further notice.

Baby prams and wagons and bicycle trailers etc. cannot be stored in the small compartments by the stairs or hallways. These may only be stored together with bicycles and mopeds etc.

You cannot lock your bike, scooter or the like to buildings, sheds or railings. These locks will be cut open and the bike, scooter or the like will be removed. In this case no compensation will be made.

6.2 Clearing out the bicycle shed

As required we will clear the bicycle racks, sheds and defect bicycles once a year – you will be warned and advised prior to the clearing – and bicycles with no owner will be removed. If you are travelling for more than 4 weeks you should not leave your bicycle at the bicycle shed area, but put the bicycle into your accommodation. We will never clear the bicycle sheds during the period July 1, to September 1, as many tenants have left their accommodation for vacation.

6.3 Traffic rules

In order to avoid accidents any traffic at bicycles or mopeds is only allowed on the paths marked. You are not allowed to use your bicycle or moped on walkways or in atriums.

All traffic with your bicycle or moped at the dormitory area must be so slow that no dangerous situation occur. Please remember that children live at the dormitory as well.

7. Electricity, water, and heat

Remember: whatever you pay for electricity, water, and heat via your rent – the total amount of energy will make out a substantial amount of your rent. Therefore, remember to turn off all electronic devices and heaters, when you do not use it. Save electricity, water, and heat.

You are not allowed to use other heat sources than the heaters mounted in your accommodation.

You are not allowed to charge any vehicle with electricity from any of the dormitories.

You are not allowed to store more than 100 liter water in your accommodation (fish tank / water bed etc.)

8. Insurance

The dormitory is not responsible for any of the tenant's personal items in case of fire, damage by water, burglary or the like. Therefore, it is important that all tenants have their own home insurance and that you always remember to lock your doors and close your windows when you leave the accommodation.

9. Subletting

An accommodation must only be occupied by the tenant/tenants mentioned on the tenancy lease contract. Subletting is only allowed according to written agreement with StudieBolig Syd.

10. Common areas

It is your responsibility to make sure that playgrounds, barbeque areas, lawns and sports areas are clean and tidy. Please avoid leaving any garbage, like paper and bottles.

If you do not clean after yourself, the janitor will clean after you and you will be charged via your ordinary rent.

You are not allowed to store your things in basements, hallways etc. which smell, is noisy, might cause fire, is disturbing or at danger for the building or the other tenants. Escape routes as staircases, hallways, entrances and fire escapes etc. must not be blocked at all times and you are **NOT** allowed to store anything in these areas, as it might block the escape routes and cause smoke and/or fire. Should things still be stored the janitor will remove and eliminate these without further notice – and with no possibility of a compensation claim.

You are not allowed to draw or paint on walls and buildings.

11. Garden

The janitor will take care of any garden areas of the dormitories. Therefore, you are not allowed to modify the garden or replace plants anywhere.

12. Pets

You are not allowed to have pets - including small animals of any kind - at any of the dormitories.

13. Domestic appliances - Laundry

To profit completely by the domestic appliances in your accommodation, please read the instruction manual carefully. If you do not find an instruction manual in your accommodation, you will be able to find it on the internet. Search for the "instruction manual serial No.". As regards refrigerators, you will often find the serial No. inside. As regards the stove, it is often informed at the backside.

All mistakes or damage regarding the domestic appliances must be reported to StudieBolig Syd.

If your dormitory has a common exhaust device, you might not be able to adjust the flow of air from your range hood. In addition, this cannot be changed, as the exhaust device has been adjusted according to the rules of the building regulations.

You are not allowed to install domestic appliances in the accommodation, such as dish washer or washing machine.

You will find a joint laundry at all the dormitories. Follow instructions in the laundry room. Instructions can also be found at our homepage. You are not allowed to add your own detergent. The washing machines add the amount of detergent and softener needed themselves. You are not allowed to dye clothes in the washing machines. Using the washing machines are at your own risk and StudieBolig Syd cannot be held responsible for any damage or theft.

14. Internet

If your internet or router does not work, please contact StudieBolig Syd. First, you must, however, examine that it is not your cable or your computer, which is broke. Borrow a cable from your neighbor to test it before you report a faulty item to StudieBolig Syd or your janitor.

15. Games and ball games

Make sure that any games are not to the annoyance of the other tenants.

16. Basement storage and storage rooms

You can store your personal items in the basement storage/storage room, which is part of your room, but you cannot store anything or leave garbage outside your basement storage/storage room. Items placed outside the basement storage/storage rooms will be removed without further notice – and with no possibility of a compensation claim.

Do not store valuable things in the basement storage/storage room.

The basement storage/storage rooms must be cleaned just like the rest of your accommodation.

Basement storage rooms are often made in air-raid shelters, as the legislation requires. This means that StudieBolig Syd with very short notice can demand that the rooms must be cleared.

The basement storage/storage rooms must never be used to stay or sleep in.

17. Tools, use of grill, and open fire

The use of tools must always be made out of consideration to the other tenants and the building. Tools, which make a lot of noise must only be used in the day time and must be put on a mat, which will lower the noise as much as possible.

Electric drilling machines and the like must only be used for a short period of time when moving in or moving out and shortly when mounting a shelf or the like.

The use of a grill is only allowed at places with minimum 5 meters to the nearest building. Therefore, it is not allowed to grill at balconies, outdoor staircases or the like. The rules in "Bekendtgørelse om brug af åben ild og lys mv." must always be followed.

Regarding fireworks: always follow all rules in the existing legislation.

18. Music etc.

When using your radio, TV, stereo system, musical instruments, practicing singing etc. always consider not annoying your neighbors. Especially in the evenings and during nights you must show particular consideration to your neighbors, respecting your neighbors' wish to sleep. Noise, music, and loud radios, annoying your neighbors must be avoided. All week there must be completely quiet at the dormitory from 11.00 pm. to 7.00 am. If you are having a party during the weekend, you can rent the party room at your dormitory by contacting your residents' board and the person in charge of the party room – see further information at our homepage www.studieboligsyd.dk/en/.

During examination periods – from December 1 to January 31 and from May 1 to June 30 – special considerations must be made.

19. Keys

If you lost your key or chip, please immediately inform StudieBolig Syd at +45 74 42 48 49. In this situation, the emergency phone No. is not an option. The security services company (the emergency No.) cannot help with lost keys or chips.

If you need access to your accommodation outside the office hours of StudieBolig Syd, you must contact a locksmith and you must pay him yourself for his service. Please read more at our homepage www.studieboligsyd.dk/en/. We recommend that you store a spare key/chip with a friend or family living nearby.

20. Smoking

This is valid for all kinds of smoking: Cigaretts, E-cigaretts, shisha pipe etc.

All dormitories in Sønderborg are non-smoking dormitories. You are not allowed to smoke in your accommodation, in the hallways, in common areas, in basements, at terraces, at balconies etc.

You are allowed to smoke outside at all dormitories. Please make sure that your smoke does not enter any open windows etc.

2 exceptions:

Alssund-kollegiet: Smoking is allowed at the BHJ balcony on the 4th floor

Ungdoms-kollegiet: Smoking is allowed at the hallway balconies in both east and west block

21. Parking of cars and mopeds/motor cycles

Parking of cars and motor cycles etc. can only be made in the marked parking lots and nowhere else. Trucks (cars weighing more than 3.5 T) and unregistered vehicles must not be left at any of the areas of the dormitories. Loading and unloading is always allowed.

Do not use scooters, skateboards or the like inside any of the dorms.

22. Letter boxes

The regulations regarding letterboxes in Denmark determines that letter boxes must be mounted in the hallway or outside a building. You are obliged to empty your letterbox and remove paper waste.

23. Cleaning

When vacating the accommodation it must be completely clean. If not, we will make sure the accommodation will be cleaned and you will be charged.

Special rules go for doublet accommodations and rooms with shared kitchen. Please see below.

All common areas must at all times be clean and tidy. Water must always immediately be dried off tabletops.

Domestic appliances must be cleaned after use. Floors, panels, cupboards, doors, and windows must always be clean and spider's web must be removed from ceilings and walls.

All tenants in doublet accommodations and rooms with shared kitchen are obliged to participate in the joint cleaning of common areas.

Lack of cleaning in doublet accommodations or rooms with shared kitchen could cause StudieBolig Syd to arrange the cleaning. The bill for cleaning will be shared between the tenants of the area.

If you vacate a doublet accommodation special rules apply. You are – besides cleaning your own accommodation – also obliged to clean the kitchen and the entrance of the tenancy. This means to wash floors and clean walls. If not, you will be charged the cleaning on your final settlement of the accommodation, when moving out.

The basement storage/storage room must also be cleaned.

24. Pests

If you observe or hear pests at the dormitory or surroundings, for instance mice, rats, cockroaches or the like you must immediately contact StudieBolig Syd.

In order to decrease the risk of pests you are not allowed to throw garbage, such as kitchen waste outside the containers or garbage sheds. Therefore, you are also not allowed to feed birds, cats, and other small animals.

25. Ads etc.

We have a joint agreement of "ads – no thanks". Therefore, you will not receive ads in your letter box. However, at all dormitories a box has been mounted where the ads will be delivered.

26. Ventilation and hanging cloths to dry

In many buildings there is a risk of damp and attack of dry rot if the rooms are not ventilated. This is not good for your health and might damage the building, the woodwork, wallpaper, and paint. Therefore you must vent your accommodation efficiently several times a day for approx. 5-10 minutes per time. If you vent too long, there is the risk of the walls being cooled down so that the walls will be attacked by dry rot. Outer walls, especially near windows and doors and walls behind furniture, are very exposed to attacks of dry rot.

If you hang your wet clothes to dry in the accommodation you increase the risk of attacks of dry rot and at the same time you increase the need of venting the accommodation.

When you turn on the heating, you should close your windows – except from the short period of time where you vent the accommodation.

You are allowed to air your clothes etc. on the balcony, but it must not hang down from the outside of the balcony or from for instance out of windows.

You are not allowed to block the ventilation in the accommodation, as this could also cause dry rot in the accommodation.

27. Water taps and cisterns

Leaking water taps or cisterns often result in a huge amount of additional consumption of water – which is very expensive. If the water tap or the toilet is not working optimally, immediately contact StudieBolig Syd. Then the janitor will decide if any defect item must be replaced or fixed.

You will not be reimbursed for additional use of water in connection with a broken toilet, dripping water tap or leaking heater.

28. Windows and doors

During the season for heating windows and doors in common areas must be closed.

When common areas are not used windows and doors must remain closed. Both to prevent burglary but also to prevent damage from rain or storm.

29. Damage, vandalism etc.

You are responsible for the damage that you or your guests may add to the building or the facilities. Therefore, you will receive a compensation claim from the dormitory.

30. Following the house rules

All tenants must actively contribute to help the other tenants following the house rules. It is the interest of all tenants that you live in safe surroundings and follow the house rules. The house rules have been made for the tenants and intend to create a safe, nice and quiet place for all tenants.

Since the council board of the dormitory and StudieBolig Syd have joint responsibility for the fact that the rules are kept, they will point out any breach of the rules. Initially this will happen verbally and will be repeated in writing if the situation will not change.

You are responsible for the fact that your guests comply with all rules at the dormitories.

When you receive guiding and requests with reference to your tenancy lease contract, regulations or house rules, you are obliged to follow the instructions it without further notice. Should you choose not to meet the requests, you risk the fact that your tenancy lease contract will be terminated and you will have to vacate the accommodation.

31. Complaints

31.1 Before you complaint

If your neighbor annoys you, it is a good idea that you start talking to your neighbor in person and try to solve the issue with him/her. If this does not solve the problem, you can choose to file a complaint.

If the complaint will be taken to a legal court (either tenant's complaint board or the rent assessment committee) you will be called as a witness and therefore it is important that you have heard or seen the violation of house rule yourself,

which you would like to complain about. It is important that you did experience the episode yourself and not just heard about it, when you sign a complaint.

31.2 How do I complain?

A complaint must be in writing. It is important that you write what you complain about and whom you complain about with clear indication of name and address. It is also important that you write date and hour for the violation of the regulations. Remember to write your name, address and date – and to sign the complaint. You must hand in the complaint to StudieBolig Syd and if you can make other tenants sign and agree with you as well – this would be very confirming.

31.3 How will the complaint be handled?

Depending on the nature of the complaint, StudieBolig Syd is going to:

- Contact the violator verbally, asking him/her to stop this annoying behavior
- Send the violator a written warning, which is a serious reminder of the fact that the behavior in question is unacceptable
- StudieBolig Syd might decide on terminating the tenancy lease contract, if the annoying behavior continues

31.4 While your complaint is handled

Usually it will take a week from when we receive your complaint at StudieBolig Syd and until we approach the violator.

If the complaint is presented to either the tenant's complaint board or the rent assessment committee it might take up to 6 months before a decision is made.

If the violation of the house rules continue during this period of time, please inform StudieBolig Syd of this in writing, so that we can present the fact that no changes has been made as regards the violator.

As you will notice it is a long process from your first complaint and until the violator actually vacates the tenancy.

32. A change in house rules

These standard house rules for the dormitories in Sønderborg are valid as per December 1, 2021.