

# Handels-kollegiet

## Information Booklet



Handels-kollegiet  
B.S. Ingemannsvej 2  
6400 Sønderborg

## **Introduction**

With this information booklet, we would like to welcome you as a tenant at Handels-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

We recommend that you, as a future tenant, read 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 as well as the regulations of the different councils and associations etc.

We wish you a pleasant stay at Handels-kollegiet.

Yours sincerely

**StudieBolig Syd**

# Community expectations

## The community

When you become a tenant at Handels-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.

However, you are also part of the community in other ways:

- 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 Handels-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 dormitory time 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**

### **StudieBolig Syd - The office**

StudieBolig Syd (the accommodation office) administrates the accommodations.  
Skovvej 20, 6400 Sønderborg (at Ungdoms-kollegiet)

Phone no.: 74 42 48 49

E-mail: [mail@sbsyd.dk](mailto:mail@sbsyd.dk)

#### **Office hours**

Monday 8:00 am – 2:00 pm

Tuesday/Wednesday 11:00 am – 3:00 pm

Thursday 11:00 am – 5:00 pm,

Friday 10:00 am – 12:00 pm

(Closed during weekends)

# **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 check 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 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 1<sup>st</sup> Work day in a month. Failure to pay the rent will result in the loss of your right of occupation, furthermore, it will result in a fee.

Handels-kollegiet is affiliated with “Betalings-Service” (BS). ”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.

If you do not wish to use BS, you will receive a payment slip form applicable in all commercial banks in Denmark. Please notify the accommodation office immediately, if you do not receive a payment slip form.

The accounting year of Handels-kollegiet follows the school year. Normally, the rent is adjusted every year by the 1<sup>st</sup> of august, subject to 3 months’ notice. (Adjustments of power and heating prices may be effectuated all year round, subject to 1 month’s notice).



## **Your apartment and the furniture and equipment**

All accommodations are unfurnished but equipped with the following:

- Window blinds and/or roller blinds
- Shower curtain
- cupboard
- 1 bathroom shelf
- Refrigerator
- 1 mirror
- Wardrobe
- Smoke detector

Apart from the above mentioned the furnished accommodations which share kitchen, are also furnished with the following:

- 1 sofa bed
- 1 desk chair
- 1 desk
- 1 coffee table
- 1 desk lamp
- 1 freezer/refrigerator

The accommodations with separate kitchen are also equipped with:

- Cooking range
- Cooker hood
- Refrigerator

Special conditions:

- The single-room apartments and rooms may only be occupied by **1** tenant
- 2- room accommodations may only be occupied by max. 2 adults or single parent with one child.

- 3- and 4-room accommodations may only be occupied by max. 2 adults or couples with children.
- Smoking is not permitted
- It is not permitted to keep domestic animal/small 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 situated in main staircase of each building. If you are living in rooms at building 3 and 4, the mailboxes are by the staircase. If you are living in building 1, 2, 5, and 6 the mailboxes are at the main entrance, where you can find the laundry room.

Please turn in any incorrect delivered mail to the office or the janitor.

#### **Data network:**

All apartments are equipped with a socket which makes it possible to plug and to link up a computer. The data network includes the Internet. All tenants may link up their computer to the data network. The cost of using the data network is included in the rent, it is therefore “free of charge” to use these facilities.

#### **Antennas/satellite dishes:**

Antennas/satellite dishes and the like are prohibited.

## **Overall information concerning the apartments**

### **Keys for all main doors**

You have received 2 keys and 2 chips at the accommodation office. For unlocking the doors, please hold the chip close to the panel and use the door handle to open the door.

### **Cleaning**

The responsibility for cleaning the accommodation lies with the tenant.

## **Wall decorations**

The list placed in the joint between the ceiling and the walls is designed for suspension hooks (z-hooks) for pictures or the like to fit.

## **Power relay, light bulbs, and strip lights**

We ask tenants to please notify the janitor, if they experience problems with the electricity. 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.

## **Lost keys**

When moving in, all keys to the apartment will be delivered over to the tenants. 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. If tenants need their door unlocked outside of office hours, they will have to contact a licensed locksmith at their own expense.

## **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 bowl of boiling water in the freezer and then shut the door. The steam will then defrost the ice. **Do not** remove the ice with sharp or hard objects, as the freezer is easily damaged, when such objects are used.

## **Electric- and radiator meters**

All apartments with separate kitchens are equipped with an electric meter as well as a radiator meter. The tenants therefore have a great influence on their heat consumption, thus the 'size' of their heating bill. Every month, tenants pay a fixed amount "on account" (included in the rent) for power and heating.

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 heat and power consumption begins January 1<sup>st</sup> and ends December 31<sup>st</sup>. Your consumption will be balanced and settled via the rent at some point during the spring. This means your rent will either be higher or lower than normal, depending on whether you have had a higher or lower heat-, water- and power 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.

Please note that all radiators do not use the same units. This means that the price of a unit may differ.

To economize heating, please turn down the temperature during the night, as a person needs less heat while sleeping.

### **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. It is no use turning off 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.***

### **Pests**

In order to avoid unpleasant visits from pests and other unwanted animals/insects, do not leave bread etc. on the ground. It will attract mice, rats etc.

### **Smoking**

At a tenants council meeting on October 6, 2020 the tenants decided the following:

- You are not allowed to smoke in your accommodation, at your balcony/terrace or at common areas inside
- You are allowed to smoke at common areas outside

## Garbage collection

Garbage collection is a large item of expenditure. 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 / Advertisements such as magazines
- Cardboard (clean) / Cardboard boxes (empty and separated)
- Cans and metal parts / Iron / Preservation cans (clean) / Cutlery of metal
- Bottles of plastic **without danger labels** / Packaging plastic (clean) / Plastic carrier bags (empty) / Wrapping for non food
- Glass from food (rinsed and cleaned)
- Batteries must be put in separate boxes for batteries

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 / Fluorescent 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](http://www.sonfor.dk)

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

Note that many bottles, for instance sodas, can be returned to the supermarket if the bottle is marked with a 'pant' sign. Most supermarkets have a separate place for returning 'pant'-bottles. Ask in the supermarket if you cannot find the place.

## **In case of fire; Safety directions, equipment etc.**

### **Fire safety directions in the case of fire**

1. Start the fire alarm situated in the hallways. Break the glass and push the button
2. Call the fire-fighting service. Dial 112
3. Notify the emergency no.: 72 28 28 19
4. Start putting out the fire if it is possible without taking any safety risks

Please notice that the fire alarms only work for each building apart!

Fire posts are placed in the hallways of each floor in building 3 and 4. A dry-powder extinguisher and a fire blanket are placed in the party room ("Tutten").

### **If the fire alarm goes off**

If the fire alarm goes off (a very loud continuous bell tone), leave the building immediately. If it is impossible to leave the building due to smoke/fire in the hallway/staircase, remain in your apartment.

Keep all doors closed, but not locked – this also applies if you leave the building. The outer doors (in the hallways as well as to the outside) must be kept closed. This will prevent the fire from blazing.

### **Regularly testing of the fire alarms**

To ensure that the fire alarms are working properly, they are tested the first Wednesday of every month between 10:00 am and 12:00 am. During the test, you will hear several loud short sounds.

### **Escape route**

According to the fire safety division, it is prohibited to place anything in the hallways and staircases, as these are used as escape routes. This includes bicycles.

### **Fire doors**

Doors equipped with a door closer, a spring device, or another type of self-closing device, may not, under any circumstances be held open; either by obstructing the closing device or keeping the door open with e.g. a wedge.

### **Misuse of the fire alarms and -extinguishers**

Improper use of the fire alarms/extinguishers will result in police notification. When the fire alarm goes off, only members of the staff can shut it off. In the case of misuse, the alarm might not be shut off immediately.

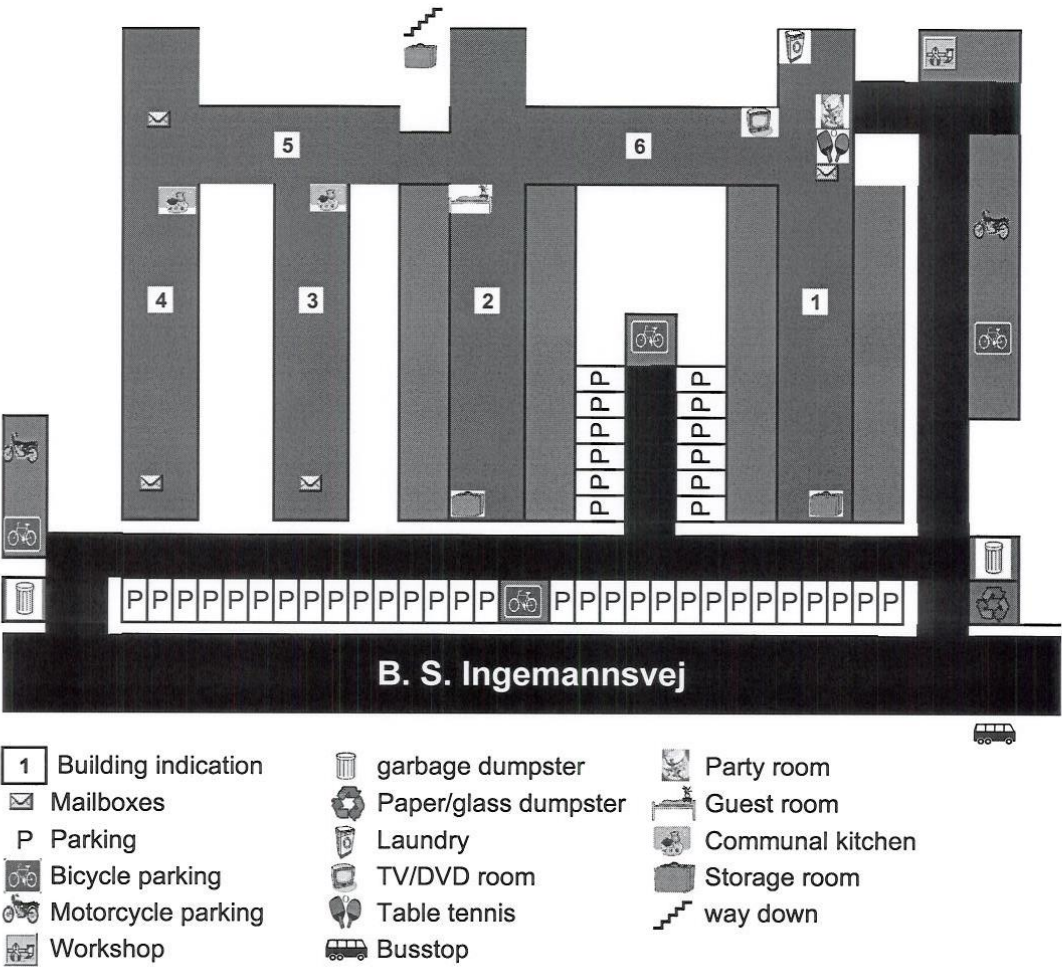
### **Smoke detector**

***Obstructing the smoke detector is prohibited under all circumstances.***

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 the firm 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 of Handels-kollegiet





## Communal facilities

### The laundry

The laundry is situated in the ground floor of building 6. In the laundry room, you will find 3 washing machines, 2 driers. Use your chip to enter the laundry room. Each washing machine has a dosage system installed. The system automatically supplies the machine with detergent and fabric softener. You may therefore **not** use your own detergent.

Please download the app Airwallet. Everything related to laundry – booking washing machine, booking dryer, payment – will go through Airwallet. It is thus important that you download Airwallet and create an account in order to be able to do laundry. You can read more on our website under FAQ <https://studieboligsyd.dk/en/faq/info-regarding-laundry-room/>. Any guidance and rules regarding laundry machines must be followed.

### “Tutten”

”Tutten” is the party room of Handels-kollegiet, which is possible for the tenants to rent. Please contact the chairperson of the tenants’ council for further information on prices, rules and booking.

### Guestroom

In Blok 3 you will find 2 guestrooms to rent for visitors.

The room is furnished with a table, a chair, a closet, two beds, duvets and pillows. Guests must **always** bring their own bedding. If a sleeping bag is used, guests must use bed sheets as a minimum. The room has a separate bathroom. The room must be cleaned before departure and left in the same condition as they were upon arrival.

To rent a guest room, please contact StudieBolig Syd.

### Table tennis

A table tennis table is placed in the hallway of the ground floor of building 6. Tenants must bring their own bats and balls.

### Fitness room

A fitness room is situated in the basement beneath “Tutten”.

### Workshop

A workshop is situated in the basement of building 6 – below “Tutten”.

### Bicycles and scooters/mopeds

Bicycles must be placed in the bicycle racks or sheds. Use your chip or key to enter the bicycle sheds. Scooters/mopeds must be parked in the parking area. Scooters/mopeds are **NOT** allowed inside the bicycle sheds (unless it is an open shed with just a roof and no walls).

Bicycles and scooters/mopeds that are placed elsewhere than the above-mentioned places or are defective will be removed without further warning. Besides the removal of bicycles and scooters/mopeds parked at places not allowed, we will once a year facilitate a 'clean up' of all bicycles and scooters/mopeds – which are parked in the assigned sheds or racks – that are defect or miss an owner. More information about the removal will be sent out in time for you to react!

### **Car parking**

Parking is only permitted in the marked parking booths between building 1 and 2. Access ramps to the pavement and the yellow marked kerbstones must be kept clear at all times.

### **Outdoor areas**

Picnic tables and barbeques are placed around the area.

### **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.

### **Communal kitchens**

A communal kitchen (for the apartments without separate kitchen) is situated on each floor of building 3 and 4. The door to the kitchen and the kitchen cabinets can only be opened with the keys of the respective floor. The cleaning of the kitchens and the furniture and equipment in the kitchens, as well as emptying the trash bins, lies with the tenants. Be considerate to your fellow tenants and clean the kitchen and leave it for the other tenants as you would like to enter the kitchen yourself.

Each kitchen is equipped with the following:

- Communal cabinets (for the storage of communal equipment, if any, purchased by the tenants of the respective floor, e.g., pots and pans, cutlery, plates, etc.)
- **Kitchen cabinets (block 3)** (there is 1 lockable kitchen cabinet for each tenant on the floor (the apartment number is indicated on the door of the cabinet))
- 2 Cooking ranges (must be whipped and cleaned after use. Do not use any objects which might scratch or otherwise damage the cooking range)

### **Joint activities**

Each floor might have different joint activities such as cooking club, newspaper subscription, TV, etc.

## **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 Handels-kollegiet is run. The council also has a say in social and cultural activities. The tenants' council also ensures that the house regulations are followed, and solves practical problems at Handels-kollegiet.

On the notice board, or on the homepage of Handels-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 Handels-kollegiet. See the homepage of Handels-kollegiet or the notice board for more information on the different committees. You can read the regulations of the tenants' council on the accommodation office's homepage.

## **What you ought to know before moving out**

### **Termination of tenancy contract**

Termination must be made online at <https://studieboligsyd.dk/en/> - with minimum 6 weeks notice to the 1<sup>st</sup> in a month or 8 weeks of notice to the 15<sup>th</sup> in a month. Shortly 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 no later than 14 days before the date of re-letting.

### **Finishing, ending, or changing education**

Tenants must notify the accommodation office immediately, when finishing or beginning a new education as well as if ending education before scheduled. The accommodation must be vacated 3 months after finishing or ending the education, at the latest. The accommodation office regularly check tenants' educational circumstances.

### **Subletting the accommodation**

Only with a prior obtained permission in written form from the accommodation office, are tenants permitted to sublet out the accommodation.

### **Settlement of the heat and power consumption**

When terminating your accommodation, the heat and power consumption will be calculated and either deducted or added to the deposit and transferred to your bank account approx. 6 weeks 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).

### **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 transferred to the tenant, approx. 6 weeks after the date of release of the accommodation.

Remember to inform the accommodation office of your new address. We also remind you to notify the mail services and the “folkeregister” when you move.

## **Making the accommodation ready for move out**

### **Inspection of the apartment**

Before the inspection, the apartment must be cleared and cleaned. It is the tenants' 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 and chips**

All keys and chips 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 and chips in due time to StudieBolig Syd. Locks will be changed at your expenses if you do not hand in keys and chips when you vacate the accommodation. Handing in keys and chips 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 job must be made by a professional painting company. For further information, please contact him.

## **The examination period**

During periods of exams, please make sure to show extra consideration for your neighbours, regarding 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.