

Information Booklet

Damgade-kollegiet



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Damgade 80

6400 Sønderborg

The dormitory is smoke free

Introduction

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

Yours sincerely

StudieBolig Syd

Community expectations

The community

When you become a tenant at Damgade-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 arranges 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 Damgade-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

Table of contents

INTRODUCTION.....	2
COMMUNITY EXPECTATIONS.....	3
THE COMMUNITY	3
EXPECTATIONS	3
TABLE OF CONTENTS.....	4
ADDRESSES AND PHONE NUMBERS.....	6
WHAT YOU OUGHT TO KNOW BEFORE MOVING IN.....	7
DAMAGE AND DEFECTS	7
UPGRADING/CHANGES	7
INSURANCE	7
RENT.....	7
YOUR APARTMENT AND THE FURNITURE AND EQUIPMENT.....	8
WHAT YOU OUGHT TO KNOW DURING YOUR TENANCY.....	8
MEDIA/COMMUNICATION/INFORMATION.....	8
OVERALL INFORMATION CONCERNING THE APARTMENTS.....	9
CLEANING	9
WALL DECORATIONS	9
POWER RELAY, LIGHT BULBS, AND STRIP LIGHTS	9
CABLE TRAYS	9
DOORS	9
LOST KEYS	10
STORAGE LOCKERS	10
THE HATCH TO THE LOFT	10
FREEZER/REFRIGERATOR (DEFROSTING)	10
ELECTRIC- AND RADIATOR METERS	10
RADIATORS	11
VENTILATION	11
WATER CONSUMPTION.....	11
PESTS.....	11
SMOKING.....	11
GARBAGE COLLECTION	11
IN CASE OF FIRE; SAFETY DIRECTIONS, EQUIPMENT ETC.	13
FIRE SAFETY DIRECTIONS IN THE CASE OF FIRE	13
IF THE FIRE ALARM GOES OFF.....	13
ESCAPE ROUTE	13
SMOKE DETECTOR (IN ALL APARTMENTS).....	13
REGULARLY TESTING OF THE FIRE ALARMS.....	13
MISUSE OF THE FIRE ALARMS AND -EXTINGUISHERS	13
FIRE DOORS.....	14
KEY MAP OF DAMGADE-KOLLEGIET	15
COMMUNAL FACILITIES	15
THE LAUNDRY	15
PARTY ROOM	16
GUEST ACCOMMODATION	16
COMMUNAL KITCHEN.....	16
COMMUNAL LIVING ROOM.....	16
TABLE TENNIS.....	16
WORKSHOP.....	FEJL! BOGMÆRKE ER IKKE DEFINERET.
BICYCLES AND SCOOTERS/MOPEDS.....	16
CAR PARKING.....	17
OUTDOOR AREAS.....	17

DAMAGES/DEFECTS TO THE COMMUNAL FACILITIES	17
THE TENANTS' COUNCIL.....	17
WHAT YOU OUGHT TO KNOW BEFORE MOVING OUT.....	17
TERMINATION OF TENANCY LEASE CONTRACT	17
FINISHING, ENDING, OR CHANGING EDUCATION	17
SUBLETTING THE ACCOMMODATION.....	18
SETTLEMENT OF THE HEAT AND POWER CONSUMPTION	18
REFUND OF THE DEPOSIT	18
MAKING THE ACCOMMODATION READY FOR MOVE OUT	18
INSPECTION OF THE APARTMENT.....	18
KEYS AND CHIPS	18
PAINTING THE WALLS	18
THE EXAMINATION PERIOD	19
HEAT METER	19
USER MANUAL	19
ERROR.....	19
HOW THE HEATING METER WORKS:.....	19
PLEASE BE AWARE OF THE FOLLOWING IF THE RADIATOR IS BELOW 30° C:	19
PLEASE BE AWARE OF THE FOLLOWING IF THE RADIATOR IS ABOVE 30° C:.....	20
HEATING IS NOT CLOSED DURING SUMMER	20

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

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)

Emergency line

In case of emergencies outside of work hours:

Emergency line: 72 28 28 19

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 (excl. windows and bowls). 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. Failure to pay the rent will result in the loss of your right of occupation, furthermore, it will result in a fee.

Damgade-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 applicable in all commercial banks in Denmark. Please notify the accommodation office immediately, if you do not receive an in a payment slip.

The accounting year of Damgade-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’s notice).

Your apartment and the furniture and equipment

All apartments are unfurnished but equipped with the following:

- Window blinds
- Shower curtain
- Kitchen cabinets/bathroom cupboards
- 1 shelf over the front door
- 5 coat hooks
- 8 suspension hooks
- 1 lamp and 3 base mounted lamps
- 4 hotplates
- 1 oven
- 1 cooker hood
- 1 freezer/refrigerator
- 1 door bell
- Smoke detector

The 1 ½ -room apartments are also equipped with the following:

- Wardrobe
- 1 extra lamp

Special conditions:

- The single-room apartments may only be occupied by **1** tenant
- 1½-room accommodations may only be occupied by max. **2** adults
- It is not permitted to keep domestic animals/small animals
- Smoking is not allowed

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

If you want to read advertisements, please find it in the boxes marked “Reklamer/Adverts”.

Data network:

All apartments are equipped with a socket which makes it possible to plug in and to link up a computer. The data network includes 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

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 and the like to 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 apartment. Use 10A fuses for everything. 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 handed 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.

Storage lockers

Each apartment has a storage locker situated in the basement of building B. The down way to the storage lockers is situated by B1. The apartment number is stated on the door (use the apartment key). Objects lying around outside of the lockers will be removed without prior notice.

The hatch to the loft

Some of the apartments on the 1st floor 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 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 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 1st and ends December 31st. Your consumption will be balanced and settled via the rent during spring. This means your rent will either be higher or lower than normal, depending on whether you have had a higher or lower heat 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 notice 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 August 26, 2021 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

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. Call the fire-fighting service. Dial 112
2. Notify the emergency no.: 72 28 28 19
3. Start putting out the fire if it is possible without taking any safety risk

Powder extinguishers and fire blankets are available in the kitchen by the party room.

A fire cabinet with a fire hose is located in the party room.

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.

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. This include bicycles.

Smoke detector (in all apartments)

Obstructing the smoke detector is prohibited under all circumstances.

The battery needs changing if the detector bleeps. Take out the battery and put it in the office's mailbox with a note stating your name and apartment number. The janitor will then get you a new battery.

It is the tenants' responsibility to ensure that the smoke detector is working properly. We recommend that tenants test it on a regular basis by pushing the test button on the detector.

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.

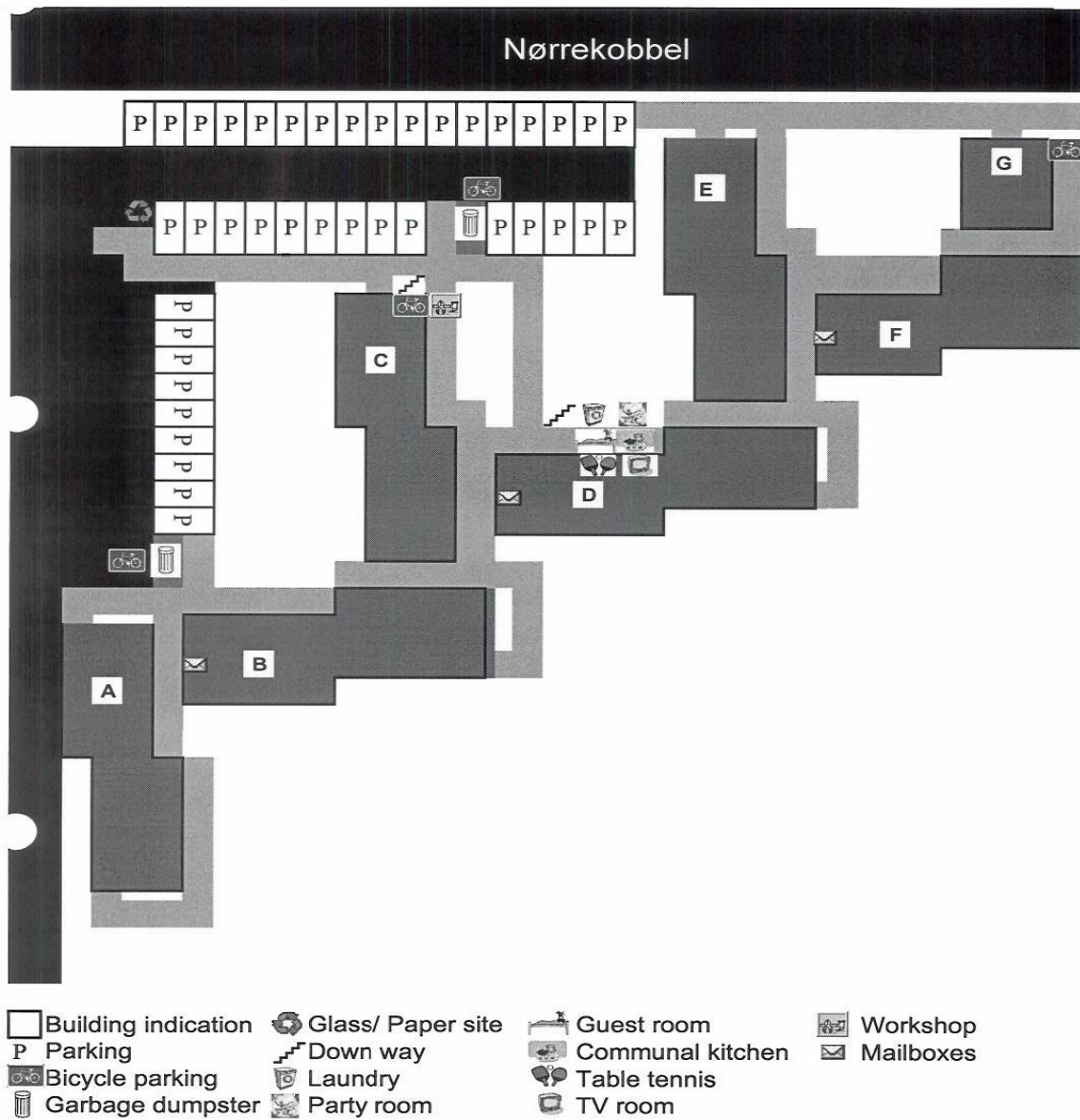
Misuse of the fire alarms and -extinguishers

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.

Fire doors

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

Key map of Damgade-kollegiet



Communal facilities

The laundry

The laundry room is located in building D. In the laundry room you will find 2 washing machines and 1 drier. In the adjoining drying room are an iron and ironing board. 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.

Party Room

It is possible for the tenants to rent the party room. Please contact the chairperson of the tenants' council for further information on prices, rules and booking.

Guest Accommodation

The guest accommodation is situated in the basement of building D. Guest of tenants may lease the room. In the room are two sofa beds and access to bathroom and kitchen. Please contact StudieBolig Syd if you want to rent a guest room.

Communal kitchen

The communal kitchen is situated in the basement of building D. The kitchen may be used when renting the party room, or when groups of tenants cook together or other social events. 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 next to the communal kitchen in the basement of building D. All tenants may use the living room for social purposes.

Table Tennis

It is possible to play table tennis in the party room. Please contact a member of the tenants' council for further information.

Bicycles and scooters/mopeds

Bicycles must be placed in the bicycle racks or sheds or in the basements. Use your chip or key to enter the bicycle sheds or the basements.

Scooters/mopeds must be parked in the parking area. Scooters/mopeds are **NOT** allowed inside the basements or 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 behind building C and in the parking grounds facing “Stenager”. Access ramps to the pavement must be kept clear at all times.

Outdoor areas

Green areas with picnic tables and a grill.

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 Damgade-kollegiet is run. 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 Damgade-kollegiet.

The tenants’ council has appointed various committees to take care of the different tasks at Damgade-kollegiet. See the homepage of Damgade-kollegiet for more information on the different committees or the homepage <https://studieboligsyd.dk/en/>.

What you ought to know before moving out

Termination of tenancy lease contract

Termination must be made online at <https://studieboligsyd.dk/en/> - with minimum 6 weeks notice to the 1st in a month or 8 weeks of notice to the 15th 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 7 workdays 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 or lend 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 your janitor.

The examination period

During periods of exams, please make sure to show extra consideration for your neighbors, regarding all kind of noise. However, you need to respect your neighbors 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 30° 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.