Alssund-kollegiet

Information Booklet



Alssund-kollegiet
Nørre Havnegade 40
6400 Sønderborg

The dormitory is smoke free

INTRODUCTION

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

Yours sincerely

STUDIEBOLIG SYD

COMMUNITY EXPECTATIONS

The community

When you become a tenant at Alssund-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.

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 party and guestroom, playground 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 Alssund-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

StudieBolig Syd - The office

The accommodations are administrated by StudieBolig Syd (the accommodation office)
Skovvej 20, 6400 Sønderborg (at Ungdoms-kollegiet)

Phone no.: 74 42 48 49
E-mail: mail@sbsyd.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)

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 your apartment or the furniture and equipment require an upgrading, please contact the-janitor or 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.

Alssund-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.

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 BS, 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 Alssundkollegiet 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

Furniture and equipment:

The apartments are furnished with the following:

- Complete new kitchen incl. 4 hotplates and 1 oven
- Freezer/Refrigerator
- Cooker hood
- Window blinds
- Shower curtain
- Floor heating in the bathroom
- Wardrobe
- 1 Bathroom cabinet
- 1 Mirror
- 2 Racks
- 1 lamp in the entre and base mounted lamps in the bathroom. LED lighting underneath the kitchen cabinets.
- Smoke detector
- Central ventilation

Special conditions

- The single-room apartments may only be occupied by **one** tenant.
- 1 ½- and 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.
- It is not permitted to smoke.
- Deposit box in the basement for each accommodation on 1 m3.
- Indoor parking for bicycles.

WHAT YOU OUGHT TO KNOW DURING YOUR TENANCY

Media / communication / information

Mail boxes and notice boards

Mail boxes (key has to be used)

Please turn in any incorrect delivered mail to the office.

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

Chip for all main doors.

You have received key chips (2 pcs.)

For unlocking the doors, please hold the chip close to the panel and use the door opener to open the door. (Same chip has to be used for the laundry room.)

Storage locker

Each apartment has a storage locker situated in the basement of each building. The apartment number is indicated on the locker door. Objects placed outside of the lockers will be removed without prior notice.

Power relay, light bulbs, and strip lights

The fuse box is situated in the hall of each apartment.

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.

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.

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

The kitchens in the single-room apartments

The hotplates are thermostatically controlled and if superheated, they will automatically turn off. After a little while, the little red button must be pushed in, after which, it will work again. If you use the power switch above the kitchen worktop, the plug has to be a tree-point plug with earth-wire. (Two normal points and one flat).

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.

Electric- and radiator meters

Every apartment is 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. 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

A meter has been installed on all radiators. The meter enumerates the heat units used. The meter is automatically reset at the beginning of a new accounting year. When you push the button on the meter, you can read last years heat consumption for the radiator in question, in the display.

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

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.

In the old single-room apartments, the thermostat is placed next to the balcony door. Please be aware, that if the door is left open for a longer period of time, the thermostat will turn up the heat. The thermostat is frost-proof, so the pipes will not break, if the water should freeze to ice.

To economize heating, the temperature is turned down automatically during the night, as a person needs less heat while sleeping.

The electric meter.

The electric meter indicates the total consumption from the time the meter was installed. To see the consumption for a given period, you have to withdraw the numbers from the last reading.

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 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

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 and on the terrace at the 4th floor.

Garbage collection

Garbage collection is a large item of expenditure (and increasing) in the accounts of Sønderskov-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 on the right by the main entrance.
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 / Matresses / 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.
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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.: 30 63 49 05
4. Start putting out the fire if it possible without taking any safety risk.

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

If the fire alarm sounds

If the fire alarm sounds (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 10:00am and 12:00am

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 stair-ways, as these are used as escape routes.

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.

Misuse of the fire alarms and -extinguishers

Improper use of the fire alarms/extinguishers will result in police notification.

When the fire alarm goes of, only members of the staff can shut it off. In the case of misuse, the alarm might not be shut off immediately.

Smoke detector (in all apartments)

Obstructing the smoke detector is prohibited under all circumstances.

COMMUNAL FACILITIES

The laundry

The laundry is situated in the ground floor in the block 'Nørrehavnegade'. In the laundry you will find 4 washing machines and 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.

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 rooms

It is possible to rent a guest room with own bathroom. There are one pull out couch for 2 persons. It has access to kitchen. Please contact StudieBolig Syd in order to rent a guest room.

Bicycles and mopeds

Please place bicycles in the bicycle racks, the bicycle storage sheds on the parking ground or in the bicycle storage room in the basement. Use the chip to open the bicycle sheds and the basement. Bicycles placed anywhere else than the above mentioned, or bicycles found to be defective, will be removed without responsibility.

Once a year, we will facilitate a removal of all bicycles that are defect or miss an owner. More information about the removal will be sent out in time for you to react.

Outdoor areas

There is an enclosed garden in the center of it all. It is equipped with and outdoor kitchen, barbecuing facilities and seating and lounge areas. A real treat.

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 Alssund-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.

You can read the regulations of the tenants´ council on the accommodation office homepage.

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

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 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 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 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.

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 transfered to the tenant, 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).

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.

MAKING THE ACCOMMODATION READY FOR MOVE OUT

Inspection of the apartment

Before the inspection, the accommodation must be cleared and cleaned. It is the tenant’s responsibility to clean the accommodation. If the accommodation is not cleaned at the time of the inspection, the cost of getting the accommodation 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 or 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, as regards 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 las 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.

Howe 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. The 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 censor, 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.