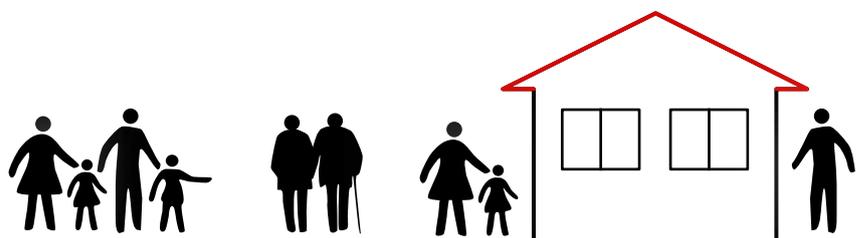


## Preface

The following information is a general set of guidelines. They apply in most housing organizations. Some housing organizations may, however, have other rules than the ones listed here because they may be structured differently. We would therefore like to draw the attention of the housing organizations and the individual residents to this.



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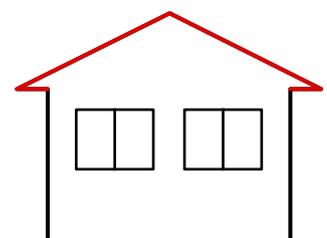
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## Welcome

Congratulations on your new home. We hope that you will be pleased with it, and pleased to live in our housing organization.

In the leaflet you can find useful information about your home, about the housing organization and about life in non-profit housing. You can also find practical information and advice about the rights and duties shared by all residents in non-profit housing.



## 1. Non-profit housing for everyone

Non-profit housing is housing for everyone. All those who live in the same estate pay the expenses of the estate through their Rental payments. And the tenants jointly decide what is going to take place in the estate.

The laws stipulate that in non-profit housing no one is allowed to make a profit from the rental. The rent has to be fixed so that it covers the expenses connected with the running of the estate. Non-profit housing estates are managed by the housing organization in co-operation with an estate committee, which is elected by the tenants and are representatives for the tenants. You can read more about the estate committee and the housing organization in section 2.

At least once a year the estate committee arranges a tenants' meeting, where all tenants can come and voice their opinions or offer suggestions for what needs to be done to the estate. Many estates publish a tenants' newsletter, in which one can read about what is happening in the housing area and about decisions made at the tenants' meetings and in the housing organization.

Non-profit housing includes houses, terraced-houses, apartments, housing for young people and the elderly and senior co-housing schemes. There is both new housing and old housing.

People who already live in a non-profit housing have a better chance of getting another home within the same housing organization. If you want a different dwelling, you have to join the housing organization's waiting list. Families with children have priority for large apartments. You can read more about renting in section 3.

### 1.2 Rights and duties

The rental contract states your rights and duties. You have to pay rent and bills for electricity, heating etc. on time. All housing associations have house rules that have been agreed upon by the tenants and which you have to observe. See section 7.4. To get on well with your neighbors you must take care to observe the common rules and maintain order in the common areas and in your own home.



## **2. Service and information**

If you need help or have questions about your new home you can for instance contact:

- the estate administrator
- the estate committee
- the housing organization management

### **2.1 The estate administrator**

The estate administrator is employed by the housing organization to look after the estate. If you have questions or problems with practical matters, do not hesitate to ask the estate administrator. He usually has regular office hours every day. If serious problems arise outside his office hours - for instance if a water pipe bursts - you must ring the telephone number you were given when you moved in.

### **2.2 The estate committee**

The estate committee is elected by the tenants. The members of the estate committee are not salaried, but work on a voluntary basis in order to strengthen social life in the estate and in order to attend to the tenants' interests. You must contact the estate committee regarding anything relating to activities in the housing area. Some large housing organizations also employ a tenants' advice service.

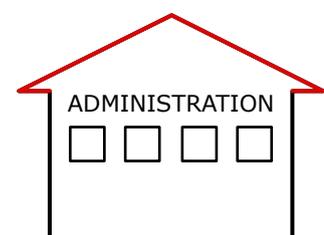
### **2.3 The housing organization management**

Everything relating to payment of rent or heating, water, electricity etc. is taken care of by the housing organization management.

You can also contact the management if you experience problems with some of your neighbors or problems related to the house rules.

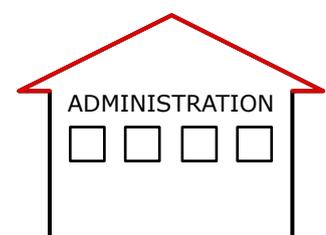
### **2.4 The activities staff, social staff, etc.**

In some housing organizations, persons are employed whose job it is to support the social life or promote the implementation of approved improvements in democratic collaboration with the residents.



Members of the social staff work in estates in which a total plan has been approved. They function as coordinators between the residents, the administration and the professional craftsmen who carry out the approved improvements.

As part of this effort an activity or cultural staff member may be employed to develop and support social activities together with the residents. This can, for example, be activities for children and adolescents for whom participation can be free of charge or very inexpensive.



### 3. Housing association letting regulations

The principle regulations regarding the letting of housing association accommodation are listed below. Please note that Danish law allows for a housing association, in co-operation with the municipality, to draw up its own regulations on a range of areas customised to the specific housing association and municipality in question. The individual housing association can provide information as to, **whether or not, any such customised regulations have been adopted by any of its departments.**

#### 3.1 Waiting list procedures

One must be at least 15 years of age in order to be registered on a waiting list for housing association accommodation.

All housing associations must maintain two waiting lists: **a standard/external waiting list and an internal waiting list.**

Payment of an initial sign-up fee is required in connection with registration on a waiting list. This is followed by an annual fee, payable for as long as the applicant wishes to remain on the list.

##### The standard waiting list

This waiting list is open to all individuals who do not already reside in housing owned by the housing association. This standard waiting list may also be called an external waiting list. This list gives precedence based on how long a person has been registered on the list.

##### The internal waiting list

Individuals already residing in one of the housing association's properties but looking to move to another house or flat can register on another waiting list. This is called the internal waiting list. Those on this list will be offered alternative accommodation based on the length of time they have been registered on the list.

When an individual wishes to be considered for accommodation, he or she must notify the **housing association** of this fact, after which he/she will be registered on the list as actively seeking accommodation.

As a rule, it is the date on which a person originally registered on a waiting list that will be used in determining how long he/she has waited to be allocated housing.

When an individual signs a lease agreement with the association, he/she will usually be deleted from the list and all accumulated seniority will be annulled.

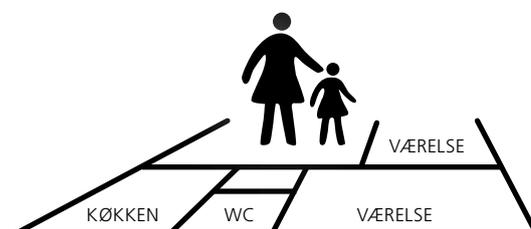
The housing association may, however, have approved rules allowing individuals who are given accommodation to maintain their level of seniority on the waiting list. In such cases, the tenant must pay an annual continuance fee in order to maintain his/her place on the list.

#### 3.2 Fees

The fee for remaining registered on a waiting list is approx. DKK 100 per year. The exact amount is set by the individual housing association within the limits defined by legislation.

##### Registration fee

A housing association will charge a once-off registration fee upon registration on the waiting list.



### Continuance fee

As long as an individual is registered on an association's standard waiting list or its internal waiting list, he/she must pay an annual continuance fee. In the case of non-payment, the association will issue one payment reminder; if this is not paid, the individual will be automatically deleted from the waiting list.

### 3.3 Priority status

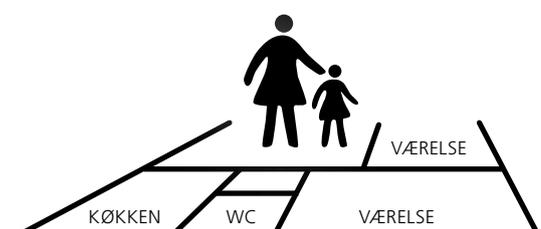
Certain individuals have priority status which allows them to move automatically to the **top of the waiting list** irrespective of how long they have been waiting for accommodation. This priority status only applies to certain types of accommodation.

In principle, this means that accommodation may be first offered and rented to individuals who have only been on the waiting list for a short space of time. The housing association, in co-operation with the municipality, may **have agreed** on a practice that gives individuals with a child priority rights to three- or four-room accommodation. Where this does not apply, individuals without children will also have the right to be considered for three- or four-room accommodation.

The housing association may also have agreed on a practice that allows a tenant who is moving out to purchase a housing-guarantee certificate. This certificate entitles the holder to priority access to accommodation in the same housing association within a three-year period after he or she has moved out.

Single applicants are entitled to two-room accommodation.

Senor Citizens and individuals with a disability are given first priority for family accommodation that has been equipped specifically to meet the needs of these individuals.



## 4. Moving in

### 4.1 Deposit

When you get a residence you have to pay a deposit. The deposit is refunded when you move out, after deduction of any outstanding rent, heating contribution etc., as well as your contribution towards the refurbishment of the apartment.

You can apply to the municipality for a loan or a loan guarantee towards the deposit. You have to do this when you are offered the apartment. You can get help towards the deposit if your income is very low. For detailed information about this, see the BL leaflet 'Lån til indskud' (available only in Danish). You can also contact the municipality for information on your possibilities for getting a loan towards the deposit.

### 4.2 Rental contract

A rental contract is an agreement between the tenants and the housing organization. You sign a rental contract when you move into a home in non-profit housing. The rental contract states your rights and duties as a tenant, and it states the obligations and duties which the housing organization has. A rental contract is legally binding. The tenant and the housing organization must observe the agreements stated in the contract.

### 4.3 Refurbishment of the home when moving in

In non-profit housing there are two schemes for refurbishment: the A-scheme and the B-scheme.

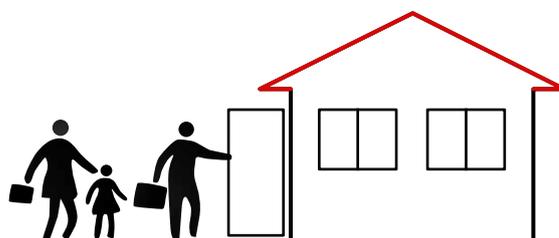
When you move into your new home it has been refurbished according to the scheme which the housing estate has chosen.

Under the A-scheme the residence has been cleaned and refurbished when you move in. Walls and ceilings will usually have been freshly wallpapered and painted and the residence has been cleaned. The remaining items in the apartment have been refurbished as necessary.

Under the B-scheme you take over the residence as it was handed over by the previous tenant. In other words, the walls and ceilings have not necessarily been refurbished. The residence has a maintenance account. You can use money from this account for refurbishing the residence as agreed upon with the housing organization.

### 4.4 Inspection of the home when moving in

When you move into your new home, you and the housing organization must examine the residence. A report on the inspection of the home is



worked out, and the report must be signed by you and the housing organization.

If there are defects, broken or missing things in the residence, these must be stated in the report. This ensures that you do not have to pay for the defects when you move out.

#### **4.5 Payment of rent**

The law and the tenancy contract state when you have to pay rent. If your payment is late, you have to pay a fee. If payment is not made immediately upon receiving a reminder, you risk being given notice and may have to move at short notice. The housing organization explains how rent should be paid. The easiest way to pay rent is to let your bank see to it that rent is paid automatically every month through the bank's BPS-service (banks' payment service).

#### **4.6 Electricity, heating and water**

In order to safeguard the environment and in order to save water-resources it has become very expensive to use electricity, heating and water in Denmark. The state charges duties on water and electricity in order to reduce consumption. Therefore many estates in non-profit housing have also taken measures to urge the tenants to save these resources.

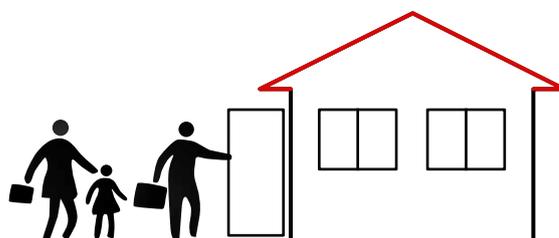
All homes have electricity meters and heating meters. They measure how much electricity and heating is used in the home. Some estates also have water meters in the homes. They measure how much water is used.

#### **4.7 Paying for - electricity**

In most places you pay for electricity on account directly to the electricity company. You pay a fixed sum every month or every quarter. How much you have to pay is fixed on the basis of electricity used the previous year. If consumption or prices increase, the sum paid on account may be raised at a month's notice.

Electricity consumption is settled once a year. The electricity meters in the home are read in order to see how much electricity has been used.

The electricity company sends a card in the mail which you have to fill out and return to the electricity company. It is important that it is returned. If the card is not returned, the electricity company will estimate how much electricity you have used, or the housing organization will arrange for the electricity meters to be read. If you have used less electricity than you have paid for, you will get money back. If you have used more, you will have to pay extra.



### **- heating**

In most places you pay for heating on account. You pay a fixed sum every month. How much you have to pay is fixed on the basis of heating used the previous year. If consumption or prices increase, the sum paid on account may be raised at a month's notice.

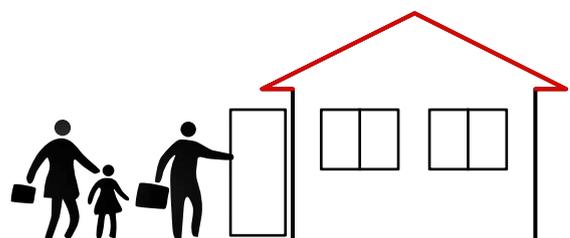
Normally a meter service firm reads the heating meter in the home once a year. An account of consumption of heating in your apartment is sent to you, and money is paid back or you have to pay extra in relation to the sum paid on account.

### **- water**

If there is no water meter in the individual home, consumption of water is included in the rent.

If the individual home has a water meter this is read once a year. How much you have to pay is determined on the basis of the quantity of water used the previous year.

Consumption of water is paid on account. You pay a fixed sum every month or every quarter. If consumption or prices increase, the sum paid on account may be raised at a month's notice.



## 5. Rent subsidy

Rent subsidy (also called housing benefit/housing allowance) – is a social security benefit intended to reduce housing costs. You are eligible for this type of subsidy if your rent is high in relation to your income.

For pensioners, rent subsidy is called rent allowance or housing allowance (DK: *boligyldelse*). For all others it is called housing benefit (DK: *boligsikring*).

Different rules apply to the two types of subsidy.

### 5.1 Who is eligible?

Not everyone is eligible for rent subsidy. The amount you qualify for depends on your household income level and the amount you have to pay in rent. The size of your family in relation to the size of your residence will also be taken into consideration.

### 5.2 How do you apply for rent subsidy?

You can apply for rent subsidy at the following website [www.borger.dk/boligstoette](http://www.borger.dk/boligstoette). If you require help with your application, please telephone *Udbetaling Danmark* on 7012 8063. You are eligible to apply for rent subsidy as soon as you have signed a rental contract.

The sooner you apply for rent subsidy the sooner you can receive it. You must submit a new application every time you change address.

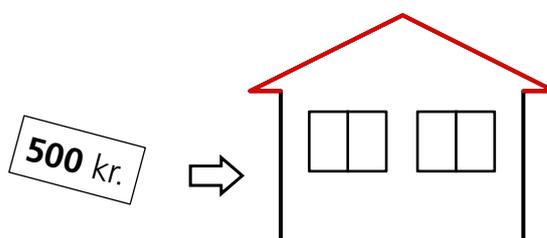
### 5.3 Payment of rent subsidy

If you live in local authority housing, your subsidy will usually be paid directly to the housing association and automatically deducted from the monthly rental cost of your accommodation. Rental subsidies are regulated on a yearly basis.

### 5.4 Change in income

**If you receive rent subsidy and your income increases or decreases, you must notify the municipal rent-subsidy office (boligstøttekontoret) of this fact.** You must also do so in the event of changes in the size of your family.

The municipality is not automatically informed of such changes. If your rent subsidy has been set too high over a period of time, you will be required to pay back the extra amount you have received.



## **6. Insurance**

It is important to take out a householder's comprehensive insurance. You will be indemnified against the loss of clothing, furniture and other contents, if they are stolen or burnt. You have to report theft to the police and to the insurance company.

### **6.1 Deductible**

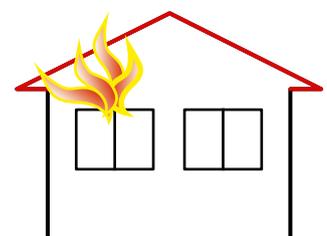
When an insurance policy contains a deductible clause, you have to pay part of the claim yourself.

### **6.2 Liability insurance**

The householder's comprehensive insurance is also liability insurance. The insurance company pays if you are held responsible for damage to other people or to their property.

### **6.3 Cost**

The cost of a householder's comprehensive insurance depends, among other things, on where in the country you live and what assets you want insured.



## 7. Tenants' democracy

Legislation for non-profit housing rules that tenants have the majority on the board of the housing organization, and that all non profit estates have the right to elect an estate committee, which shall attend to the interests of the tenants in the estate where it is elected. The board of the housing organization must attend to the interests of the entire housing organization. The estate committee is elected by the tenants at a tenants' meeting to which all tenants are invited. In some estates it is difficult to elect an estate committee. The board of the housing organization must then take care of the estate until an estate committee has been elected.

### 7.1 The resident's meeting

At least once a year the tenants must consider the budget of the estate at a meeting in the estate. The estate committee presents the budget for the coming year, and this may lead to a potential rise in rent. If improvements of the housing or refurbishment of apartments is necessary, the tenants in the estate must have a vote, and the result of the vote will influence the budget of the estate.

At tenants' meetings you can use your vote in decisions about what is going to take place in the estate.

Some of the things tenants need to consider are the running and finances of the estate, including:

- what should the communal house be used for?
- opening hours and prices in the communal laundry.
- should there be gardens between the blocks of apartments?
- how should the children's playgrounds look?
- is it possible to arrange courses in the local area?
- which television stations should be available through the communal aerial?

These are just a few of the things you can influence if you are active in your estate.

### 7.2 Tenants' activities

On many estates there are communal activities throughout the year. There are meetings about new things that are planned for the estate. There may



be a film club, communal meals, parties, courses and other events. Most estates have rooms which can be used for meetings or which you can rent if you are having a party.

You may have to force yourself to go to tenants' events, if you do not already know some of the people attending. This is also true for Danes. But once you are there, you will mostly be glad you went, for usually you will be well received. It is also good to know what is taking place where you are living.

### **7.3 Living with neighbors**

Where people live and move in the same environment, there are rules - written and unwritten. It is possible to learn and relate to the written rules. The unwritten ones are more difficult. If you ask Danes about the unwritten rules, they will often be unable to reply. They know the rules, but they never, or only rarely, think about them.

Many foreigners find that it is difficult to make contact with Danes. In many cases that is probably true. However, it does not mean that the Danes do not want to make contact with others. Often it simply takes a little while before you get close to the Danes. And once you have gotten close to them, you will discover that most of them are warm and hospitable.

The Danes are not as accustomed to dropping in on each other as people are in many other cultures. But although the Danes may seem reserved, most of them are happy to help. That is why you should not hesitate to ask your neighbors if you need help or are in doubt about anything. In most places you can also knock or ring at your neighbor's door and ask if you can borrow flour or sugar if you have run out.

The Danes usually do not pay surprise visits to each other. They agree on it in advance. As a new tenant it is a good idea to invite your nearest neighbors in for a cup of coffee. You can get to know them, tell them about yourself, and at the same time get some information about the rules of the area - written as well as unwritten.

### **7.4 House rules**

All estates have house rules. House rules are common rules to which the tenants have agreed in order to protect the housing and the surrounding



areas, and to avoid having tenants disturb each other with unnecessary noise etc.

### **Common rules in the home**

- do not use power drills after 7 p.m.
- warn your neighbors if you plan to have a party on the weekend
- do not play loud music after 10 p.m.
- if you use a sewing-machine, put it on a mat so that it is less noisy

### **Common rules outside the home**

- dispose of rubbish only in the designated places
- install parabolic reflectors and other aerials only with the permission of the housing organization. See also sec.8.9
- look after flowerbeds and plants

## **7.5 Pets**

On some estates the tenants have agreed that people can have a dog or cat.

## **7.6 Balconies**

If you have a balcony, you have to make sure that its drains are clean. If they are congested by leaves or other things, this might cause water damage in other apartments. In addition there are often rules stating that balconies must look nice when people stand outside the estate and look at them.

You can ask the estate administrator about the house rules if you are in doubt about anything. He can always tell you what is allowed and what is not allowed.



## **8. In the home**

### **8.1 Maintaining the home while living in it**

It is good for people to live in a place which is in a good state - inside and out. Therefore tenants must do what they can to maintain their homes.

The estate attends to the maintenance and repair of: water and gas taps, window panes, electrical switches, toilets, cisterns, wash basins and bathtubs. This also applies to refrigerators, stoves, washing machines and similar installations belonging to the apartment and owned by the estate. In some housing organizations it is up to the tenants themselves to maintain locks and keys – in others this is done by the estate.

On estates with the A-scheme you yourself are responsible for maintaining walls, ceilings and floors, while you live in the home.

On estates with the B-scheme the estate is responsible for the maintenance. You can get money towards maintenance if there is any money in the maintenance account of your home.

### **8.2 Poor maintenance**

If you have not taken proper care of the items belonging to the apartment you will have to pay for them.

If you have used the items in a wrong or irresponsible way and they have been damaged, you must pay for having the item replaced or repaired.

If you have tried to repair some items in the home, and it has not been done properly, that is, in the same way that a professional does it, it is incorrect maintenance, and then you must also pay for the refurbishment.

If you have brought your own refrigerator or similar things, you have to attend to and pay for the maintenance of these things yourself.

### **8.3 The kitchen hardware**

When you move into a new home, you need to get familiar with its kitchen hardware. You need to know how to use and maintain it. If you use the hardware correctly, it can last for many years. At the same time you can save energy and get lower electricity bills.



You are permitted to have, for example, a washing machine or dryer installed in the apartment, unless the building's electrical and drainage systems have insufficient capacity. This is your "right to installation".

You must notify the housing organization before you begin an installation to ensure that installation is done correctly.

Whatever you have installed is your property and must be removed when you move out of the apartment.

### **8.4 Refrigerator**

The refrigerator temperature should be +5°C. You can check the temperature with a thermometer. You must ensure that the molding on the fridge door is undamaged and fits tightly. Ice on the walls of the refrigerator and dust at the back of it will increase electricity consumption. If you have a freezer, it is a good idea to de-frost frozen food in the refrigerator. That reduces electricity consumption.

### **8.5 Freezer**

The freezer temperature should be -18°C. An empty freezer uses just as much electricity as a full one. The door or lid must fit tightly and the freezer must be kept clean just like the refrigerator. You can save electricity by placing the freezer in a cold part of your home. There should be air circulation around both a refrigerator and a freezer.

### **8.6 Cooker and hotplates**

A hotplate should be turned on to maximum until the food boils. Then it should be turned down as much as possible but left high enough to maintain a steady **boil**. Pots and saucepans must have a completely flat bottom otherwise they may use up to 50% more electricity. The saucepans must fit the hotplate. You waste a lot of heat if you put a small saucepan on a large hotplate. The lids must fit pots and saucepans tightly - cooking without a lid uses three times as much electricity. You can utilize the after-heat by turning off the hotplate five minutes before the dish is ready. You must never cook directly on the hotplate. That ruins the stove.

### **8.7 The oven**

You can utilize the pre-heat by waiting until the dish is placed in the oven before you turn it on. And you utilize the after-heat by turning off the oven



10-15 minutes before the dish is ready. It is expensive to use the oven grill. The oven should be cleaned every time it has been used.

### **8.8 The range hood**

A range hood ensures that steam and cooking fumes are sucked out of the kitchen. You should only turn it on to maximum, if you are cooking on all the hotplates. When you use the range hood, you should not open windows at the same time. Once a month you need to clean the grease-filter in the range hood. If the filter is blocked the range hood will not work so well.

### **8.9 Parabolic reflectors and aerials**

You have a right to install a parabolic reflector at your home, but this must be agreed upon in advance with the housing organization. The housing organization must designate a place for the parabolic reflector, so that it does not cause inconvenience for the other tenants or for the estate.

If it is possible to watch the television stations by using the aerials of the estate, the housing organization can refuse to give permission for installing a parabolic reflector.

If several tenants wish to watch the same TV stations, the tenants can establish a communal aerial-system. The housing organization can demand that the tenants form an aerial association. The members of the aerial association must elect a committee and set up by-laws, a copy of which must be sent to the housing organization.

If you set up a parabolic reflector on the house the landlord can demand that you pay a deposit. The deposit will be used for potential restoration of the place where the parabolic reflector was set up, when it is taken down again.

### **8.10 Electrical installations**

Electricity should be treated with care - carelessness can endanger lives. There are rules for what is and is not allowed with electricity.

#### **The following is allowed:**

- putting up lamps
- changing switches if they are broken
- changing fuses

#### **The following is not allowed:**

- working with electricity without switching off the mains
- repairing wires with cello-tape



- installing sockets where there were none before
- re-using fuses
- leaving wires lying on the floor where people walk. This may wear holes in the insulation and cause a short-circuit.

Wires must be fixed to the skirting board or the wall with special wire-holders or perhaps hidden behind the furniture.

### **8.11 Electricity and children**

Sockets are dangerous to small children. They can get an electric shock if they stick things into a socket. It is a good idea to buy safety plugs, which you can plug into sockets that are not used.

### **8.12 Short-circuits**

In all homes there is a fault-detecting relay to prevent short-circuits. If there is a fault in the electrical system, the relay will cut out and switch off all electricity in the home. You should test whether the relay is working at least once a year. If you are not familiar with the relay, the estate administrator can show you how it works.

### **8.13 Saving resources for the benefit of the environment**

The largest item on the energy bill is heating the home. Another large item is electricity consumption. By being careful, you can greatly reduce your energy consumption, so that you get smaller electricity and heating bills.

At the same time you can help protect the environment. The less electricity and heating we use, the less fuel is needed. That benefits the environment. Saving is not the same as completely doing without.

Water does not just quench our thirst. In the home we use water for many purposes. We often use far too much water. Without water - no life. And there is not an unlimited supply of water! In many places water is a scarce and precious commodity. Large sums of money are used for cleaning used waste water. And through the rent or through a water fee you pay for both consumption of water and for drainage.

### **8.14 How to save on electricity and heating**

It is a matter of getting as much as possible out of the energy:

- turn off the heating while airing the home



- do not place heavy furniture in front of radiators or hang curtains covering them
- switch off the light in the rooms where there is nobody
- do not leave the hot water running without using it
- fill the washing machine with clothes and do not just wash a single item.

Most washing machines use the same amount of electricity and water whether they are washing a few or a lot of clothes. It is therefore a good idea to fill the washing machine.

## **8.15 How to save water**

### **In the kitchen**

- do not peel vegetables under running water
- do not cover the vegetables completely with water while they are cooking
- do not boil more water than you need for tea or coffee
- wash up in a bowl - not under running water.

### **In the bathroom**

- take showers instead of baths
- turn off the water while shampooing your hair and while brushing your teeth.
- make sure that toilet and taps are not running.

## **8.16 Airing out**

In Denmark many homes are tightly insulated because of the cold winter climate. In a well-insulated house you avoid wasting heat, but if you do not open the windows, you also avoid fresh air. And fresh air is essential for your health. That is why it is important that you air your home frequently. Do not air out for hours on end. Open windows and doors for 5-10 minutes and create a draught through the rooms. Do so once or twice a day. You should air the bathroom and kitchen after use, and in the morning, when leaving the bedroom. Remember to turn down the heating while you are doing this.

## **Moisture**

A family of 4-5 people produces about 15 liters of moisture every day. Partly from the family itself (from exhalation and sweat), partly from the kitchen and bathroom when the family cook and take showers. This moisture must be let out of the home again. It can only get out if you air out.



## **Damp spots and germs**

If you do not air your home, you risk getting damp spots, which are expensive to repair. Germs thrive in damp spots. But human beings do not! Humidity and germs produce an unhealthy atmosphere in the home and people may become ill. They may develop allergies and breathing problems.

## **And here is what you can do yourself**

You can reduce humidity by putting lids on the pots and saucepans and using a range hood when cooking. Furthermore you should not dry clothes in your home. If you have air gratings it is important that they are open and clean, otherwise they do not work. If the window panes are steaming up this is a sign that there is too much humidity in the home, and then you need to air your home.



## 9. Home improvement (Right of disposal)

All residents have a right to improve their home indoors after informing the housing organization. You can get a refund of documented expenses for improvement if you move out before the amount is written off. An improvement to the home need not be restored when moving out. If changes are made that do not increase the value of the property, the housing organization can demand restoration of the property when you move out.

Your right of disposal thus enables you, for example, to install a new kitchen that you pay for yourself. If you move out before 20 years have passed – if the depreciation period is 20 years – you will get some of your expenses refunded.

It is also possible to make improvements or changes outside of the home. But here it is the estate meeting that decides what is permitted in the estate. It is also the estate meeting that decides whether restoration is required.

If changes or improvements require special maintenance expenses, the rent may be raised to cover such expenses.

More information on rules and possibilities can be found in BL's leaflet "Råderetten" (available only in Danish)



## 10. The housing area

### 10.1 Washing and drying clothes

Most housing organizations have laundries with washing machines and tumble dryers. If there is a communal laundry, there are rules for when you may use it. And there are rules for where and when you may dry clothes. Children must not be left alone in the laundry - the machines can be dangerous for children.

### 10.2 Washing machine and tumble dryer

It is important that the machines are full and do not wash or dry half empty. The washing machine: if the clothes are not very dirty, you can skip the pre-wash. The washing machine washes best and most cleanly when the filter has been cleaned.

The tumble dryer: if the fluff filter is not cleaned every time the machine has been used, it will not dry well.

### 10.3 Refuse collection

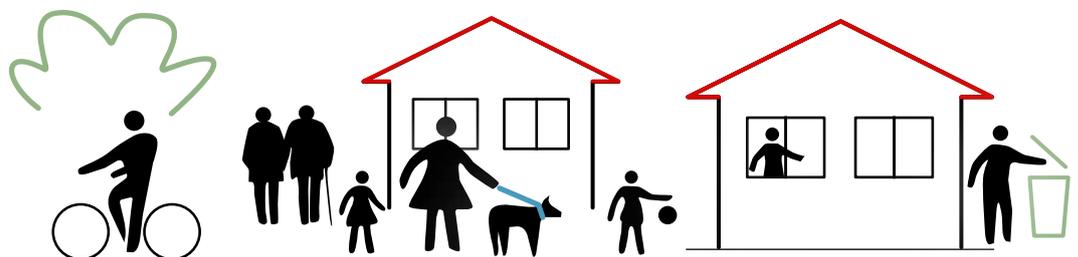
It is possible to hand in paper and glass for recycling in all municipalities. When we recycle we save the world's resources. And we avoid polluting nature with refuse. When you move into a new home, it is important to find out what the rules are for refuse and where you must hand in the different types of waste.

#### Household refuse

If you live in an apartment building with several stories, there is usually a rubbish chute. Household rubbish that is to be burned should be thrown down the rubbish chute. All refuse must be in bags. You must not throw embers down the chute. The refuse ends up in a refuse room. You must not put any other refuse here. If you live in a house, a semi-detached or terraced house, there will usually be one or several refuse dumpsters.

#### Large refuse

Large refuse, such as furniture, empty cardboard boxes or pieces of cardboard must be placed in special refuse dumpsters. If there are no dumpsters or containers for large refuse, you can ask the estate administrator how to get rid of it.



## **Dangerous refuse**

Left over paint, turpentine, gasoline and other dangerous substances must be taken to the shop where they were bought or to the municipality dumps, which send the refuse for recycling or destruction. Several municipalities have set up local recycling centers where you can get rid of dangerous refuse. You can hand in paint, turpentine and chemical substances and also oil and fluorescent tubes. Medicine which is out of date or which you no longer need must be returned to the pharmacy.

## **Batteries**

Batteries are dangerous if they are thrown away in the open or if they end up at the refuse disposal plant. Batteries contain mercury and lead which can be recycled. Therefore you should return batteries to the shops which sell them or put them in special small plastic boxes for batteries.

## **10.4 Recycling**

### **Paper**

Newspapers, circulars and other paper can be recycled. New paper can be made from the old. That is why most estates have dumpsters where you should dump your old newspapers, circulars and other paper.

### **Bottles**

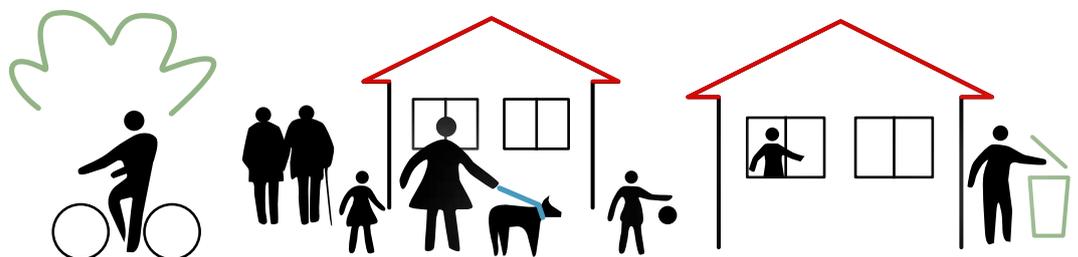
Glass can also be recycled. That is why we should dump the glass and bottles on which we do not pay a deposit - in glass dumpsters. Some bottles are marked with a recycling sign. That means you have paid a recycling deposit and can get the money refunded when the bottle is returned.

Remember that a refuse dumpster or container must not be over-filled. If it is over-filled the refuse collectors will not empty it.

### **Compost**

Every day we throw out kitchen refuse. This is full of nutrients and energy, which can be recycled. Some municipalities have begun recycling food scraps and kitchen refuse - either for animal fodder or compost/fertilizer.

You can get information about the rules for refuse and recycling in your estate from the housing organization's management office or from the estate administrator.



## **11. Moving out**

### **11.1 Giving notice**

There are rules for terminating a tenancy. Three months before you want to move out, you have to give notice to the first of a month. This is the most common rule for giving notice. It applies unless something else is stated in the rental contract. The notice must be given in writing. It must be sent to the housing organization.

### **11.2 You can move sooner**

You can move before the three months are up. If you want to do so, the housing organization must try to rent the residence out as soon as possible. But if the housing organization cannot get another tenant sooner you have to pay rent for the three months of notice.

### **11.3 Handing over the home when moving out**

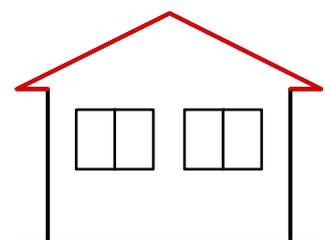
You must tidy and clean your home when you move out. The items which were there when you moved in must also be there when you move out. Keys must be handed in when you move out.

### **11.4 Removal inspection**

When you move there has to be a removal inspection. The housing organization must make an inspection of the apartment together with the tenant. The housing organization sends the tenant a letter giving the time of the removal inspection. At the removal inspection the housing organization finds out what needs to be refurbished. They also have to find out how much the tenant is to pay and how much the estate is to pay.

14 days after the removal inspection, at the latest, the housing organization sends a removal inspection report about the things that have to be repaired and approximately how much it will cost. The final bill must not exceed this amount by more than 10%. When you move, you therefore must remember to give the housing organization your new address.

If the estate has the A-scheme, the removal inspection report also states how much you have to pay to have walls and ceilings wallpapered and painted. And if the apartment has been cleaned, the report also states how much that has cost. The bill for having the residence cleaned and painted or wallpapered is pro rata reduced according to how long you have lived in your home. If you have lived in the apartment for 10 years, you do not pay



for an ordinary refurbishment. If you have lived there for 5 years, you pay one half of the expenses for ordinary refurbishment. If there are things in the home which have not been treated properly, you must pay for having these things replaced or repaired.

If the estate has the B-scheme, you normally do not have to pay to have walls and ceilings wallpapered and painted. But you must always pay for refurbishment if you have not treated the apartment properly, this is called incorrect maintenance.

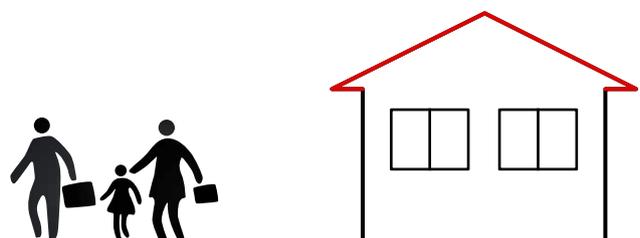
When the flat has been refurbished, you will get a final statement of how much you have to pay. That is set off against the deposit, which you paid when you moved in.

### **11.5 Settlement of deposit**

When you move from a home in non-profit housing, you have to settle the deposit. If you had the money for the deposit yourself when you moved in, you simply settle with the housing organization.

If the money for the deposit was a loan from the municipality or a bank loan guaranteed by the municipality, the part of the deposit which is returned to you must be used to repay the loan. When you have done so, you will normally still owe some money which you have to pay to the municipality or the bank.

The municipality can refuse to give you a loan towards a new home, if the old loan has not been paid back yet.



## 12. Tenants' complaint boards

There are tenants' complaint boards in all municipalities. You can complain to the tenants' complaint boards if you disagree with your housing organization, or the housing organization disagrees with the tenant. However, it is a good idea to begin by trying to solve the problem in cooperation with the housing organization, before contacting the tenants' complaint board.

It is not possible to file complaints about every kind of problem, but it is possible to file complaints about breaking the house rules, the standard of the home when moving in, payment of heating and water, etc. The price for filing complaints to the tenants' complaint board is kr.128,-(in 2009). This price is adjusted according to the price index.

Regulations pertaining to the above can be found in BL's leaflet "Råderetten" (available only in Danish).

