

LYNG HAVEN





More than an apartment

We know that a home is more than just an apartment. Home is a feeling.

It's something friendly, familiar, and safe.

Home is where you can let your guards down and relax. For some, that is in the armchair, and for others, out in nature.

A home is a special place outside of time and space.

Home is the framework for life itself.

Welcome home!



Welcome to Lynghaven

Congratulations on your new home

We are pleased to welcome you to Lynghaven. We have long worked hard to build an attractive and modern property that will form the framework of your life. Hopefully, the property and the courtyard will be of great pleasure and benefit for many years to come.

This folder briefly describes some of the most important topics that you, as a tenant, must be aware of.

When you move in, we ask you to read the maintenance instructions, which you can find by scanning the code on the back or on www.lynghaven.dk/vedligehold.

It is important that the instructions are followed, among other things, to maintain the guarantees on materials. You will also be able to find additional information on the operation and use of, for instance, home appliances, heating systems, etc.

About NærHeden

NærHeden offers a vibrant neighbourhood and a wealth of urban renewal in the coming years! Not far from Lynghaven, you will find everything from scenic nature to shopping and culture in a very short distance. And Copenhagen is just a 20-minute train ride away.



Moving in

Our staff will do everything to ensure a simple and easy move-in. As several may move in at the same time, we ask for understanding and patience on the day of moving in, as well as consideration for the other tenants.

Moving in inspection

When you move in, you will be inspecting the apartment together with our staff for any errors, even though all the apartments have been carefully reviewed beforehand. Any cosmetic defects and deficiencies are noted and registered. Also, you have 14 days from the beginning of the tenancy to claim any written functional defects. In other words, it is all about things that do not work.

Internet and TV

It is up to you, as a resident, to decide which provider of TV and internet you want. In the technical installations shaft of the apartment there is a prepared fibre connection to Yousee. Agreement on internet and TV is concluded directly with the provider regardless of whether Yousee or another provider is chosen. If you wish to use Yousee, you can register at nybyg.yousee.dk. We have also sent you separate information about this prior to the move-in.

The area

If you move in while the construction is in progress, it is to be expected that the surrounding areas are characterised by being a construction site for a while. Noise from the construction site may also occur. We will always do our utmost to ensure that access conditions are as good as possible and, of course, safe and secure.

Traffic on construction sites is dangerous and, therefore, not permitted.



About the apartment

Here you will find some practical and technical information about your new home. We hope you find the answer to your question.

Briefly about defects or deficiencies

We recommend that you inspect the apartment during days after take-over, preferably before moving your things in.

Examples of defects that can be reported within 14 days of the move-in inspection:

- Doors that bind, cupboard doors that hang or do not close properly
- Loose lists
- Cracked tiles
- Shrinkage cracks (reviewed and repaired at one-year inspection)
- Cracks in joints (reviewed and repaired at one-year inspection)

Examples of what **are not** defects or deficiencies

- Painted-over irregularities and paint transitions.
- Knots, unevenness in the floor under the lacquer.
- Paint splashes on the floor or other surfaces
- Cosmetic damage to the outside of the front door /sill.

Conditions that clearly cannot be imposed by the tenant but can be attributed to the work carried out in the apartment before the tenant moved in will never be imposed tenant to repair.

NOTE! Defects in appliances, heating, ventilation, etc., should not be listed on the list of defects or deficiencies but reported directly tokundeservice@balder.dk.

Doors, windows, and painted woodwork

So-called resin discharge may often occur on woodwork. This is common for painted woodwork. The resin discharge occurs because wood is a living material. Even with the best surface treatment, resin discharge cannot be avoided around the knots in the wood.

Only after two to three years will any resin discharge be visible. After that, any resin discharge can be treated as a routine maintenance task requiring paint/repair according to the maintenance instructions. This is considered part of the tenant's interior maintenance obligation.

Creaking noises when closing interior doors are not a defect as lubrication is part of the maintenance. If a door rattles when closed, the strike plate is adjusted as ordinary maintenance.

Painting work

Since painting work is a craft, it must be assessed as such and not compared to manufactured goods. Surfaces must be assessed in daylight and at least at a distance of one meter.

If there are variations in the painted surfaces, such as around electrical outlets, in the transitions between walls, on panels and doors, etc., or if there is some lint from paint rollers, this is not considered a defect.

Shrinkage cracks are natural. Shrinkage cracks are small vertical or horizontal cracks in the surfaces of the paint and will typically occur within the first year due to drying out. As building materials work differently together, this means that so-called shrinkage cracks may occur where materials change. Usually, shrinkage cracks will be visible at the transition from wall to ceiling or at the wall-to-wall transitions, where, for example, one wall is of concrete and the other of plaster.

At joints in plasterboard walls and plasterboard ceilings, it is common – depending on the light – to sense where the joints are. When assessing walls and ceilings, they must be assessed in daylight at a minimum distance of one meter. Under normal conditions, the joints will be mostly invisible.

Wood flooring

As wood is a living material, the wooden floor will typically expand in the summer and contract in the winter, depending on the relative humidity of the apartment. It is natural if gaps occur between the floorboards, as this is merely an indication that the wood is working. Also, the wooden floors' height can change up to about 4 mm depending on the weight of the furniture placed on the floor.

Floor surfaces are to be assessed from an average eye level. On lacquered floors, the gloss may vary slightly, just as the smoothness of the floor depends on how the wood is cut. Minor scratches and the like, which can only be found by bending down and looking closely, cannot be considered defects. Due to the general use of the apartment – after moving in – there will always be minor scratches in the floors, where any repair is considered part of the tenant's interior maintenance obligation.

Cleaning

When the construction was completed, a light cleaning was carried out to clean up after the craftsmen. Therefore, it is recommended that you perform a final cleaning before moving in. If construction work is ongoing in the area, it must be expected that windows, doors, and other materials will become dusty faster than usual.

For helpful advice on cleaning in general, please refer to the maintenance instructions.

Ventilation and cooker hood

To ensure a good indoor climate, the authorities require basic ventilation in all accommodations. To this apartment, this means that there is constant ventilation in both the kitchen and toilet/bath, as well as the supply of fresh temperate air. It is natural that when air is ventilated by blowing and exhausting, particles settle around the vent. It is part of the general cleaning and maintenance that these must be wiped clean about once every month.

NOTE! Be careful not to adjust the vents as they have been pre-set. The vent must always remain in the same pre-set position. Changing it will have consequences for the apartment and the other apartments.

Heating source/Underfloor heating

The entire apartment is heated by underfloor heating. Thermostats to adjust the underfloor heating are finely tuned in each room. It is recommended to set the room temperature to between 20-22 degrees Celsius.

Note: It may take hours before the underfloor heating can be felt after changing the setting, as the pipes are embedded in a thick concrete slab, which must first be heated before the heat can be felt. If the temperature in the rest of the apartment is 22 degrees Celsius and the floor heating thermostat in the bathroom is set to 20 degrees (3), it will not turn on. Therefore, you cannot expect that there is always heat in the floor heating system in the bathroom. It is driven by demand in consideration of energy consumption.

Countertops

Daily hot water cleaning using a neutral detergent is sufficient to keep it neat. Be careful if using very acidic as well as very alkaline products.

Failure or improper maintenance may lead to any complaints not being accepted by the supplier. Please refer to the maintenance instructions.

Mounting in general

Exterior walls, load-bearing walls, walls shared with neighbouring apartments and entrances as well as ceilings are made of concrete. A powerful impact drill is needed here. Inner walls are made of aerated concrete.

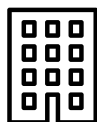
Lowered ceilings are made of plaster, and nothing may be hung from lowered ceilings.

Wires are routed vertically down to the floor from electrical outlets and lamp outlets, so do not drill here. On walls where there are water outlets, water hoses have been led in the walls from the outlet and down; therefore, do not drill here. The walls in the bathroom are made of reinforced concrete and are only 6 cm thick. There are water pipes and electrical installations in the walls, so drilling in those walls is not recommended.

Do not drill the ceiling in the bathroom.

Annual inspection

It is agreed with the contractor that one and five years after the property is handed over, an inspection of the construction will be carried out. The purpose is to ascertain whether any defects or deficiencies that the contractor is obliged to rectify have been found in the intervening period. In this connection, you may be contacted by us to arrange access to the tenancy. You will be notified well in advance if your apartment is part of these inspections.



About the property

Waste

Ordinary household waste must be disposed of in the buried waste stations in the terrain.

Parking

Parking spaces are in the terrain or the parking garage, which is adjacent to Lynghaven. It is free to park here, and the parking can be used by anyone.


Staff


We safeguard our properties and, therefore, have employees on the property, as needed, who are ready to assist you. In emergencies, see the back for useful telephone numbers and opening hours.







Overview Map

 Waste station

 Bulky waste

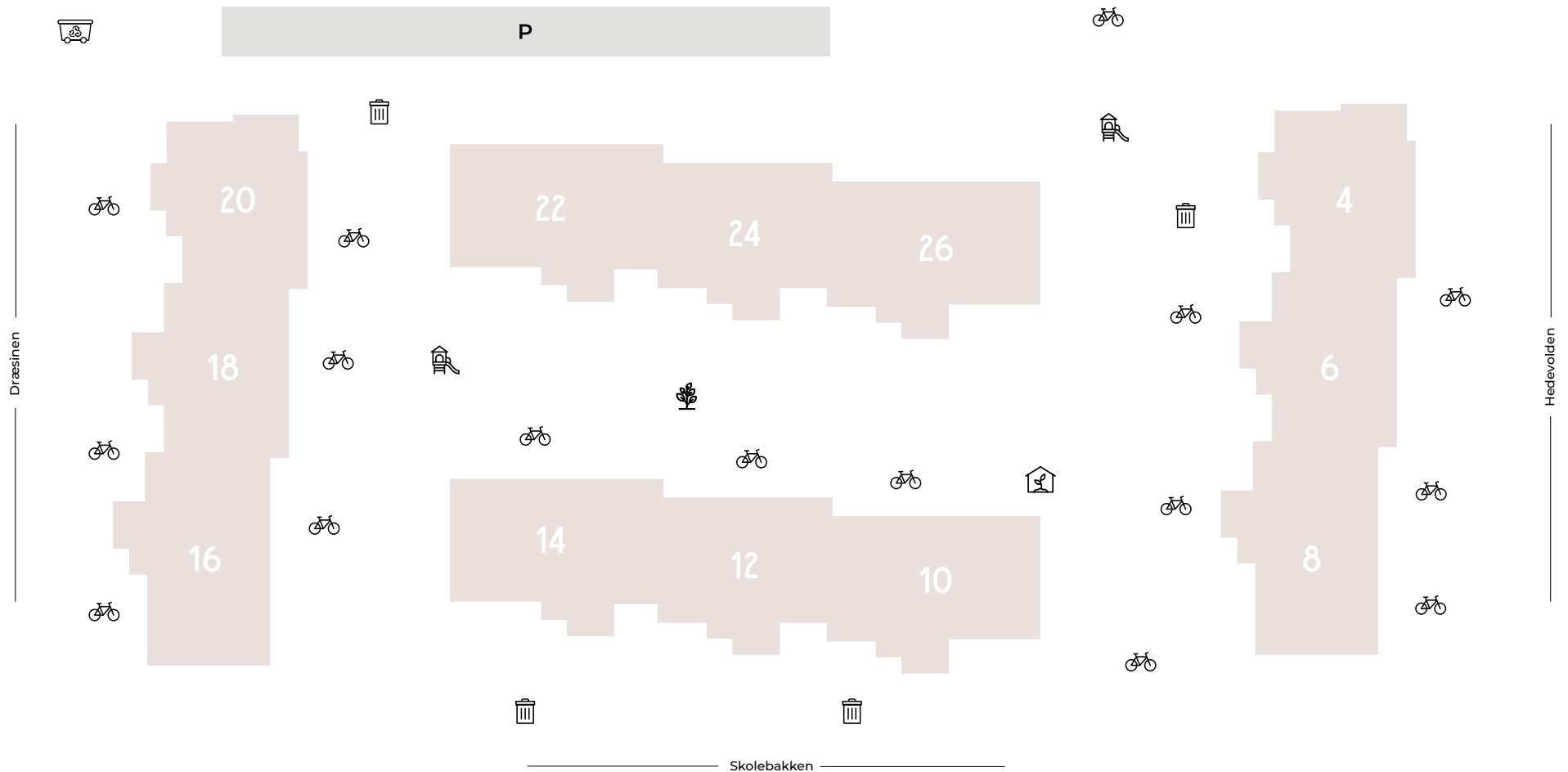
 Orangery

 Playground

 Bicycle parking

P Parking

 Greenhouse/Raised beds



Sorting your waste

On this page, you can get an overview of waste sorting. Learn what types of waste your waste should be sorted into and what you can put in the containers.

Why is waste sorting important?

It is important that you sort your waste because it is made up of different materials. When you sort your waste, the materials can be recycled to make new products. When the waste is mixed together, it is taken to be incinerated, and valuable materials will go up in smoke.



BIOWASTE

Becomes biogas, fertilizer, and electricity

Raw and prepared foods, nuts and shells, coffee grounds and filters, used kitchen towel, cut flowers, etc. Always tie a knot to your bio bag.



CARDBOARD

Recycled in new products

Cardboard packing, corrugated cardboard, carton, etc. Cardboard must be clean and folded. Used pizza cardboard boxes and drink cartons are residual waste.



RESIDUAL WASTE

Becomes electricity and heating

Greasy cardboard and paper, diapers, sanitary napkins, swabs, Styrofoam, vacuum cleaner bags, cigarette butts, etc. All residual waste must be properly packaged in bags.



PLASTIC

Recycled in new products

Plastic packaging from food, beverages from drinks and detergents, bubble wrap, plastic wrap from cut flowers, candy bags, etc. The plastic must be free of food and drip-free.



PAPER

Recycled in new products

Newspapers, magazines, advertisements, envelopes, books, and drawing paper, etc. Clips and tape may stay on.



BULKY WASTE

Wood and metal are recycled, the rest becomes heat

Furniture, mattresses, carpets, window glass, etc. Wood must be set separately. *Soil, stone and gravel, sanitary ware, roof panels, bricks, roof tiles, concrete etc. must be taken to the recycling station.



GLASS

Recycled or melted down

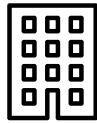
Wine and liquor bottles, food glasses, drinking glasses and glass vases, etc. Food glass must be empty, but the lid may stay on. Crystal glass contains lead and must, therefore, be taken to the recycling station.



METAL

Recycled in new products

Rinsed cans, cans without deposit marks, cookware, foil trays, tools, nails and screws, pots, and pans, etc.



House rules

1. General rules

- a. Noisy work in the residential area – for instance using a drill – is not permitted after 20:00 and not before 8:00 on weekdays and before 10:00 on weekends and holidays.
- b. Parties, music games, and noisy other activities in the residential area must take place behind closed doors and windows. Furthermore, neighbours should be taken into account to a great extent – by posting a notice on the stairwell. Please refer to the rules of the police.
- c. All doors to and from the residential area must be kept locked at all times.
- d. Parking is not allowed on the property.
- e. Bicycles must be parked in the bicycle racks. They must not interfere with the use of the property, for instance, access to waste stations, mailboxes, etc.

2. Pets

- a. Dog walking is not permitted on the property. The owner must remove any dog/cat waste. Dogs must be kept on a leash on the property.
- b. Keeping pets requires permission from landlord/administrator. Pets should not be a nuisance to the other tenants. Only one pet can be allowed. Pets include dog, cat, fish, rabbit, guinea pig. Rabbits and guinea pigs should be kept in cages, not free-range. Pets, such as birds, snakes, and other reptiles, may only be kept if they are adequately enclosed and will not be intimidating to neighbours should the animals escape. Aviaries may not be set up on balconies and terraces. Muscular dog or fighting dog breeds are prohibited. The landlord's discretion regarding the above is final. Also, please refer to the police rules in this area.
- c. Pets must be kept on the tenant's area.
- d. Owners of large aquariums are obliged to keep insurance for any water damage.

3. Waste

- a. Two buried waste stations are located by the parking lots. Household waste may only be disposed of in the buried waste stations and only in closed plastic bags. Other waste is sorted according to the municipality's instructions.
- b. Landlord reserves the right to forward the costs of waste sorting, which should have been carried out by the tenant, as well as the collection of waste left elsewhere in the common areas of the property to those who may violate the above order.
- c. Cardboard is folded and placed in the cardboard containers by the waste stations.
- d. Bulky waste is placed according to the overview map, page 13. Larger furniture can be placed here for disposal. Sacks with less waste do not belong here but must be sorted at source.

4. Terraces, balconies, etc.

- a. It is only permitted to use a gas or electric grill on balconies / terraces and the grill must be placed on a non-flammable surface and placed furthest away from the building's facade. Also, the use of grills, etc. must comply with current legislation and the greatest care concerning fire hazard, sooting and nuisance of neighbours.
- b. Fireworks may not under any circumstances be used on or off the terraces as such use poses a fire hazard.
- c. Do not mount rail planters hanging over the balconies.
- d. Awnings and similar coverings must be kept in neutral colours and may not be installed without the prior written permission of the landlord.
- e. It is prohibited to paint, oil or similar all surfaces without the landlord's permission. The landlord may require this cleared at the expense of the tenant.
- f. Installation of a whirlpool, jacuzzi, swimming pool, or the like is not permitted because of the risk of water damage. Only objects with a maximum weight of 200 kg/m² at most may be installed.
- g. All object placed on the terrace must be fixed so that there is no risk of damage in the event of gusts, including damage to the neighbouring apartments. The tortfeasor bears all costs for repairing damages
- h. Waste, cigarette butts, leftover drinks, etc., may not be thrown over the balconies, and no spitting is allowed.

5. Facades, etc.

- a. No antennas of any kind, including satellite dishes may be mounted on the building, terraces, balconies, etc., may be installed.
- b. Mounting of any kind on exterior vertical surfaces is prohibited.

6. Corridors, staircases, etc.

- a. Stairs, corridors, etc., must be kept tidy.
- b. Due to fire safety considerations, no effects of any kind may be stored in the corridors – including bicycles, prams, pushchairs, drying racks, shoe racks, garbage, boxes, and furniture.
- c. Advertising ads may not be posted on the walls.
- d. No smoking is allowed in the common areas of the property.
- e. If extra keys for the front door are required for use by delivery services, this must be approved by the landlord.
- f. Play and noisy activity in walking areas should not be a nuisance to others. Any damage caused by play or the like must be repaid by the tortfeasor.

7. Storage rooms

- a. Do not store fireworks and other dangerous effects in basement storage rooms.
- b. The hallway area of the basement may not be used for storage. Any item left in the corridor area is considered as incorrectly placed waste and will be removed without notice at the owners' expense, if these can be identified
- c. The sprinklers in the basement rooms must be kept clear.

8. The orangery

- a. The common orangery in the courtyard can be reserved by Balder's residents.
- b. The following regulations apply in the greenhouse:
 - After using the orangery, clean up and keep it tidy
 - No smoking is allowed in the orangery
 - Pets are not allowed in the orangery

- Waste must be thrown in the bins.
- No loud music may be played in or near the orangery.
- All tenants are responsible for the behaviour of their guests.
- There is no toilet installed in the orangery. Therefore, the tenants' own toilets must be used. Peeing in the beds etc., is not permitted.
- In every respect, the tenants are obliged to use the orangery in a way that is of no nuisance to the other residents.










9. In general

- a. The tenants are obliged in every respect to use the rented, common rooms, and common areas in a way that is not a nuisance to the other residents. Tenants are obliged to immediately notify the caretaker, administrator or landlord of any damage to installations, wiring, and the like.



Area overview

(Selected facilities)

-  Lynghaven
-  Groceries
-  Day care centre
-  Future school
-  Hedehusene St.
-  Culture park
-  Town garden
-  Fitness
-  Doctor



100 meter



Helpful advice

In addition to the maintenance instructions provided, the following are some helpful advice and information that will be beneficial for the future use of your apartment:

- 1 If drilling holes in the ceiling is required, a bucket should be ready, as there may be water in the ceiling (even though the concrete elements have been drying during the construction period).
- 2 Wooden floors shrink (gaps occur between the boards) if the indoor air becomes too dry. Therefore, it is recommended to maintain a uniform temperature in the apartment of about 20 degrees Celsius and relative humidity of 35-65%.
- 3 Do not insert nails/screws or drill into the walls in a vertical line above/below electrical, antenna, and telephone outlets, as there is a high risk of hitting a cable in the wall.
- 4 The water trap in the drain grate in the shower floor must be cleaned regularly from hair, etc.
- 5 The filter cartridge must be cleaned regularly to achieve optimum suction capacity from the cooker hood in the kitchen (can be washed in a dishwasher).
- 6 Do not open the dishwasher until the drying process has been completed, and do not open the washer while it is running.
- 7 When opening the balcony door, make sure you activate the door brake by turning the handle down. In stormy weather, do not leave the door open as the wind can override the brake.



Urgent matters

In case of urgent matters on the property or in your apartment outside regular working hours, you can call Balder Akut at **+45 70 20 00 92**.

Urgent matters are defined as

- Water damage caused by, for instance, the dishwasher, leaking water pipe or radiator, etc.
- Penetrating water from the outside, for example, during downpours, etc.
- Lack of heat throughout the apartment
- Power failure throughout the apartment
- No hot water or water at all in the apartment.
- Elevator out of service and/or person trapped
- Lock to the entry door not working
- Gross vandalism

Be aware...

Since craftsman hours are expensive outside regular working hours, it is important that the craftsmen are called upon only in case of ACUTE issues. Otherwise, their work will be at YOUR expense. In the event of damage covered by Balder's external maintenance obligation, Balder will pay the expense in cases where the damage is considered acute.

In the event of damage covered by the tenant's maintenance obligation, the tenant will bear the expense.

Contact Balder

Customer service

+45 88 13 61 51

Mon.-Thurs. 08:00-16:00 and Fri 08:00-15:30

kundeservice@balder.dk

Renting

+45 80 10 11 51

Mon.-Thurs. 08:00-17:00 and Fri 08:00-16:00

udlejning@balder.dk

Maintenance instructions

You can find the maintenance instructions by scanning this QR code.

