



BASTIONEN

EST. 2020



o | BAL  
DER



## More than an apartment

We know that home is more than just an apartment. Home is a feeling. It is something friendly, familiar, and safe. This is where you can put the facade down and relax. To some, it is the armchair, and to others, it is the outdoors. Home is a special place, beyond time and space. Home is the framework of life itself.

Welcome home!



## Welcome to Bastionen

### **Congratulations on your new home**

We are pleased to welcome you to Bastionen. We have worked hard for a long time 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 leaflet 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 will be sent to you by the administrator.

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 Ørestad**

Ørestad offers innovative architecture, magnificent scenery, and international cultural experiences and events. Also, you have access to it all in a very short time. You can be on the motorway in minutes and at the airport in less than 15 minutes. Daily shopping can be done in the immediate area, and if you take the metro, you are at Kongens Nytorv in 12 minutes.



# Contents

Psst... click on a topic, and you will be send directly to the page.

6	Moving in
7	About the apartment
12	About the property
13	Overview map of the property
14	Waste sorting
16	House rules
20	Overview of the area
22	Helpful advice



## Moving in

Our staff will do everything to ensure a simple and affordable 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.

An example could be a window that cannot open or a faucet dripping. Also, there are extensive rules for what a defect is and is not. This will help you to assess.

### The area

If you move in while the construction is in progress, it is to be expected that the surrounding areas are characterized by being a construction site for a while. Noise from the construction site may also occur. We will always do the 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.

### 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 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.

### 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, for example 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 to be considered a defect.

As building materials work differently together, this means that so-called shrinkage cracks may occur where materials change. Shrinkage cracks are quite 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. Usually, shrinkage cracks will be visible at the transition from wall to ceiling or at 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 be able 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. Small 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 lighter 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 useful 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**

All radiators are equipped with a thermostatic valve which can be set to 0, 1, 2, 3, 4, and 5. It is most beneficial, and also most energy-saving that all radiators are turned on, which means that all rooms are heated. The most economical and typical setting for the radiator valves is 3. At this setting, average room temperature is achieved (about 20-22 degrees Celsius). Each number up or down raises or lowers the temperature by about 2 degrees.

Sunlight, people, TV, lights, etc. emit "free heat", which the thermostats automatically take into account. The radiators may appear to be cold at times, but this indicates that the thermostats are working.

### **Underfloor heating**

The control valve for the underfloor heating for the bathroom is inside the room. It regulates the heating of the floor. Therefore, the floor heating does not respond to the room temperature in the bathroom but ensures that the floor is heated to the surface temperature you want. Generally, it is recommended to leave the control valve at 2 or 3.

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 dwelling 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.

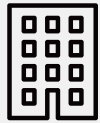
Lowered ceilings are made of plaster, and nothing may be hung from lowered ceilings.

From electrical outlets and lamp outlets wires are routed vertically down to the floor, 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.





# About the property

## Waste

Ordinary household waste must be disposed of in the waste sheds in the courtyard. The waste must be in garbage bags that are tightly closed with solid knots. A shed dedicated to bulky waste is found in the same area in the courtyard. The waste sheds are locked and can be opened with the residents' entry tags.

## Parking

Available parking spaces in the basement may be rented by contacting the administrator. In the basement are both ordinary parking spaces, parking spaces for handicapped, and a number of spaces prepared for electric cars.

Outdoor on-street parking will be reserved for short-term parking.

## Staff

We safeguard our properties and, therefore, have daily staff on the property who are ready to help you, even in emergencies.

## Greenhouse

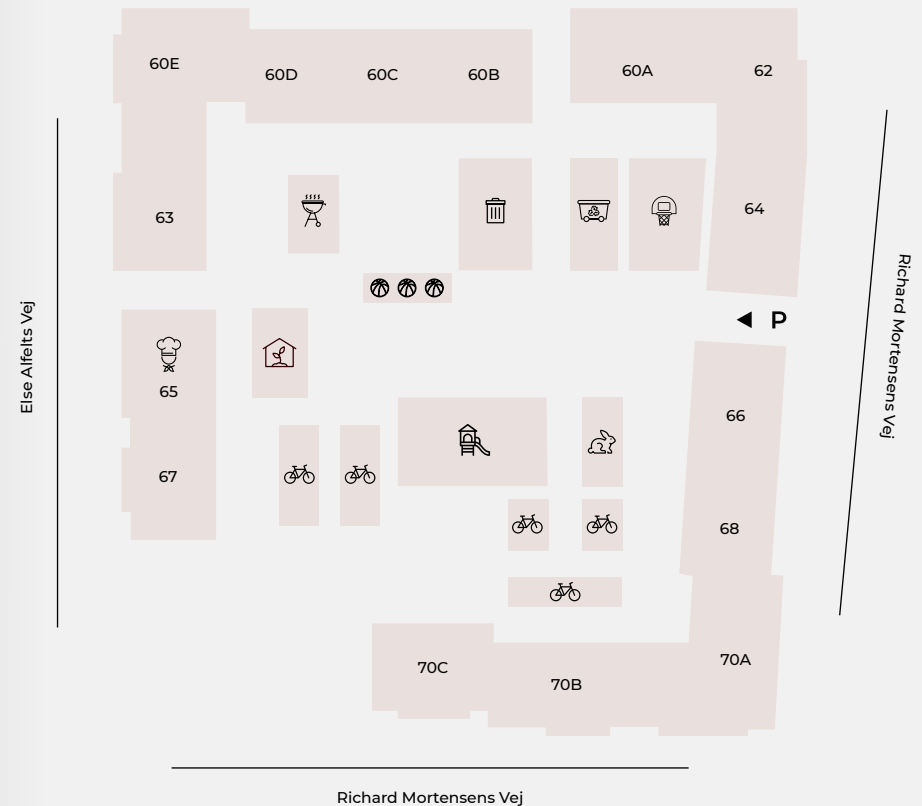
Is reserved for the bakery's guests during business hours. However, the greenhouse can also be used by residents of Bastionen.

## Rabbit cages

The courtyard holds three rabbit cages that can be reserved. Contact the administrator for more information.



# Overview Map



- P** Parking garage
- Bulky waste
- Play area
- Petanque court
- Bicycle parking
- Greenhouse
- Rabbit cages
- Area for grilling out
- Waste station
- Bakery
- Basketball court

## 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.



### 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.



### 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.



### CARDBOARD

**Recycled in new products**

Cardboard packaging, corrugated cardboard, carton, etc. Cardboard must be clean and folded. Used pizza cardboard boxes and drink cartons must be sorted as remaining waste.



### PAPER

**Reused 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.



### REMAINING WASTE

**Turns into electricity and heat**

Greasy cardboard and paper, diapers, sanitary napkins, swabs, Styrofoam, vacuum cleaner bags, cigarette butts, etc.

All remaining waste must be properly packaged in bags.



### ELECTRONICS

**Most can be recycled, the rest specially treated**

Mobile phones, chargers, electric toothbrushes, electronic toys, irons, small kitchen appliances, etc.

Electronics waste is everything with a battery or a cord.



### METAL

**Reused in new products**

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

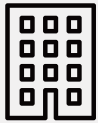


### HAZARDOUS WASTE

**Will be processed in a controlled environment**

Chemicals and poisons, low energy bulbs, fluorescent lamps, paints, batteries, accumulators, spray cans, 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 wall by the mailboxes. On weekends, at 23:00, the music and noisy activities must be turned down. No loud music or noisy behaviour should occur after 21.00 on weekdays. Also, 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. Except for the rented parking spaces in the basement provided a rental agreement with Balder has been agreed to.
- e. Bicycles must be parked in the bicycle racks. They must not interfere with the use of the property, for instance, access to waste sheds, mailboxes, etc.
- f. Illegal sublease of the rented property, including agreements through Airbnb, may result in the termination of the tenancy.

## 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 within the tenant area
- d. Owners of large aquariums are required to take out insurance for any water damage.

## 3. Waste

- a. Waste may only be disposed of in the environmental stations in the courtyard. Waste must also be disposed of in sealed plastic bags.
- b. The landlord reserves the opportunity to pass on the waste removal costs in the common areas of the property to those who may violate the order above.
- c. Cardboard must be folded and placed in the containers for cardboard in the waste sheds in the courtyard.
- d. Large objects such as furniture, television, etc., must be taken to the nearest recycling station by the owner.

## 4. Terraces, balconies, etc.

- a. Grilling on balconies or terraces is permitted. However, only using gas.
- 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/m<sup>2</sup> 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. If smoking on the balconies, please pay attention to the residents who may be bothered by this. Talk nicely to each other.

## 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. Suspension 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 on 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. No storage is permitted in the corridors in the basement. Any items stored in the corridors will be removed at the expense of the owners upon a warning.
- c. Installations with adjustability (grips, valves, inspection hatches, etc. in the basement area) must be kept accessible.
- d. The landlord is not liable for any loss or damage to objects stored in the storage rooms.

## 8. Outdoor areas

- a. Do not plant in the beds, hedges, or by the walls of the property.
- b. An outdoor basketball court has been established on the property. It may be used during the period from 10:00 to 22:00.
- c. The greenhouse belonging to the baker is used for their outdoor dining. Residents may use it during the baker's opening hours; however, the baker has preferential rights. The greenhouse may not be used for parties.

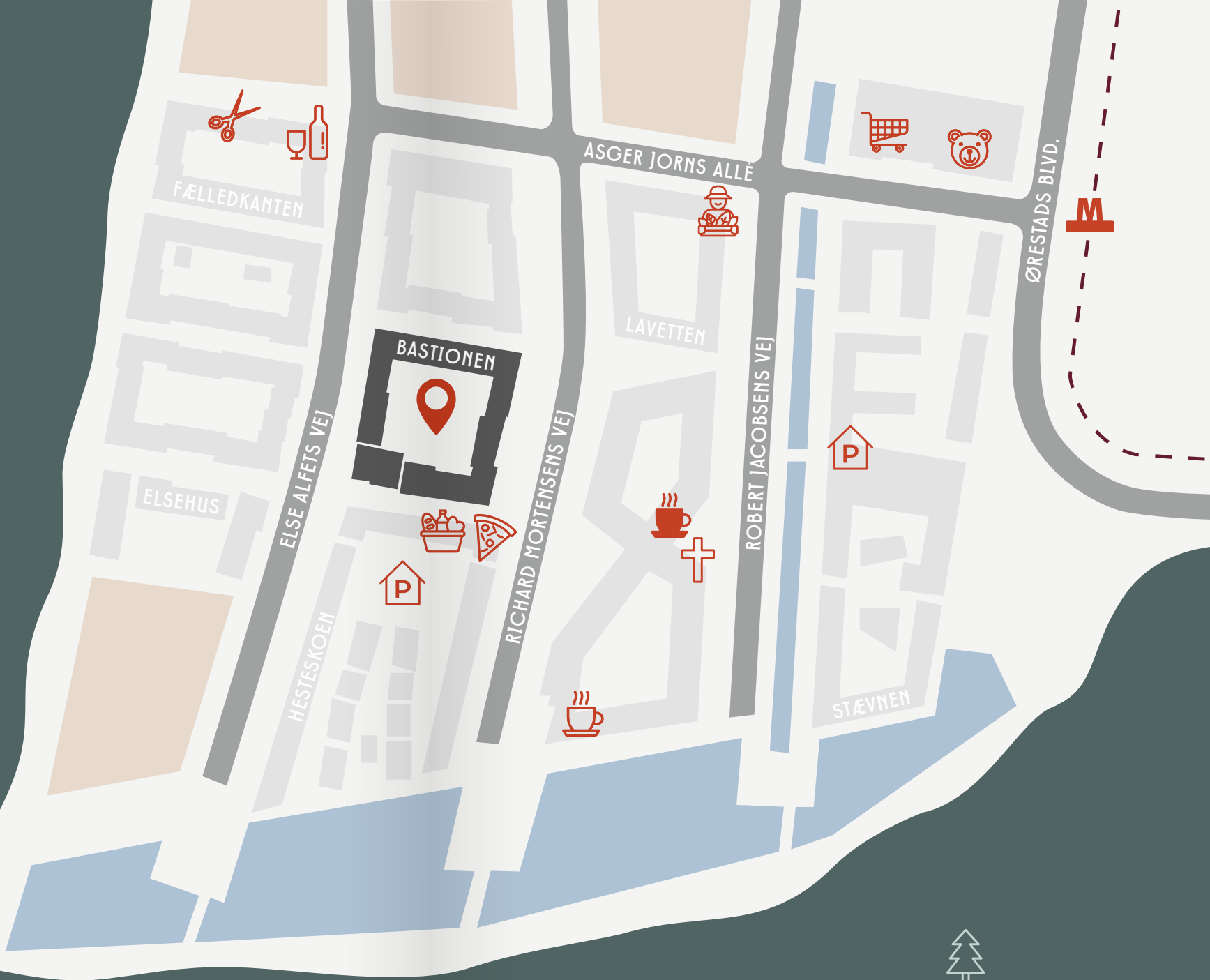
## 9. Rabbit cages

- a. Three rabbit cages are available for rent in the courtyard. Please contact the administrator at [kundeservice@balder.dk](mailto:kundeservice@balder.dk) if interested.

## 10. Generelt

- a. Residents 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 administrator of any damage to installations, wiring, and the like.

-  Rema 1000
-  Dinos Playland
-  Urban Farm Shop
-  Thorsteinsson's
-  Hair Salon Beyoutiful
-  Ørestad Minimarket
-  Roman Pizza
-  Roots Cafe
-  Church
-  Parking garage
-  Cafe 8 Tallet

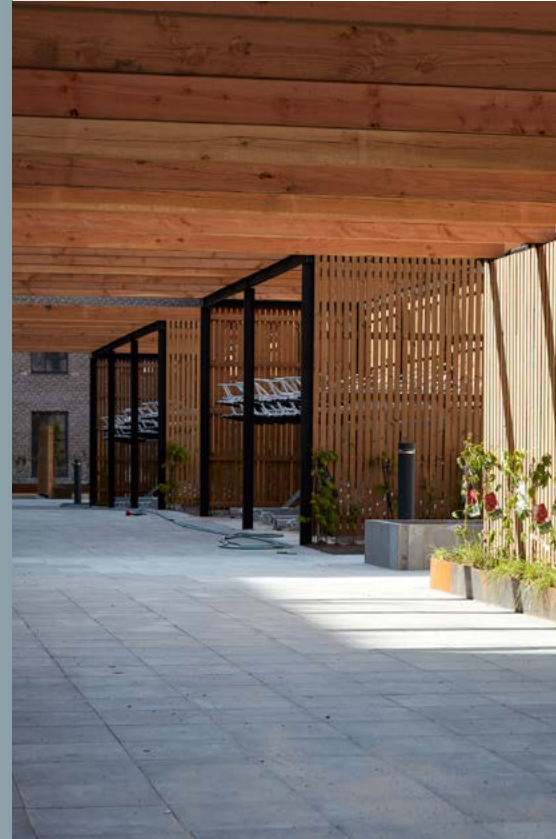




## Helpful advice

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

- 1 If drilling holes is required in the ceiling, 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 drain grate in the shower floor must be cleaned regularly from hair, etc.
- 5 To achieve optimum suction capacity from the cooker hood in the kitchen, the filter cartridge must be cleaned regularly (can be washed in a dishwasher).
- 6 Please 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.



# Acute problems

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

## Acute problems are defined as

- Water damage caused by, for instance, the dishwasher, leaking water pipe or radiator, etc.
- Penetrating external water, 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

## 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 55 55 07 07

### Renting

+ 45 55 5507 07

udlejning@balder.dk

### Maintenance instructions

If you should lose the maintenance instructions, you can always contact customer service in order to receive the instructions again.