

Welcome home to Elsehus





More than a house

We know that a home is far more than a house. It is a feeling; a feeling of security and a sense of belonging. This is where you can relax. For some, this is to sit and relax on the couch, while for others, this might be out in nature. Home is a special place outside of time and space. Home is the framework of life itself.

Welcome home!



Welcome to Elsehus

About Elsehus

We are pleased to welcome you to Elsehus. This leaflet describes some of the most important points that you, as a resident, need to be aware of.

In addition, you can find information on maintaining the property on our website under www.balder.dk/en/maintenance.

About the area – Ørestad

Ørestad offers innovative architecture, magnificent scenery and international cultural experiences and events. What's more, you have access to it all very quickly. You will reach the highway in a matter of minutes and can arrive at the airport in less than a quarter of an hour. The daily shopping can be done in the immediate area – and, if you take the subway, you are at Kongens Nytorv in just 12 minutes.



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Moving in

Our staff will do what they can to ensure that you have an easy and pleasant move-in.

Settlement inspection

In connection with your move-in, you will be reviewing the home together with our staff for any errors, despite all homes being carefully reviewed beforehand. Any faults and deficiencies are noted and recorded. In addition, you have 14 days from the beginning of the tenancy to make a written report of any deficiencies you find, such as a window that cannot open or a tap dripping.

In addition, there are extensive rules for what a defect is and is not. This will help you to assess whether what you find should be reported as a defect.

Errors and deficiencies are assessed from approx. 1-2 metres distance in normal daylight. Often, an error or defect will be recorded if it changes the condition. For example, if there are many deep notches in the floor of the hallway after pebbles or the use of stiletto heels, this will be recorded as a failure and defect. A single notch must be considered ordinary wear and tear.



About the accommodation

Here you will find some practical and technical information about your new home.

Exterior doors and windows

Creaking noises when closing interior doors are not a shortcoming, as lubrication is included in the maintenance. Doors that fold in the closed position are finally adjusted as normal maintenance.

Painting work

Since painting work is a craft, it must be judged accordingly and not compared with manufactured goods. Surfaces must be considered in daylight from a minimum distance of one metre.

If there are variations in the painted surfaces, for example around electrical contacts, in the transitions between walls, on panels and doors, etc., or if there is some lint from paint rollers, these will not be considered as deficiencies.

Hardwood floors

As wood is a living material, the wood floor will typically expand in summer and contract in winter, depending on the relative humidity of the home. It is quite natural that gaps may occur between the floorboards; it is just an indication that the wood is working. Also, wooden floors can give up to approx. 4 mm in height depending on how heavy furniture is placed on the floor.

An assessment of floor surfaces is done from normal eye level. On varnished floors, there may be minor differences in gloss or smoothness, depending on how the wood is cut. Small scratches and the like, which can only be ascertained by looking down and looking closely, are not evaluated as errors. In general use of the dwelling, i.e., after moving in, there will always be minor scratches in the floors, where any repair will be covered by the tenant's internal maintenance.

Extractor / Hood

In order to ensure a good indoor climate, the authorities require basic exhaust ventilation in all homes. This means, for this accommodation, that there is constant extraction, as well as a supply of outdoor air, in both the kitchen and toilet / bathroom, and through the floor grilles under the radiators or valves on the walls. You can find more information about the effects of the cooker hoods at www.balder.dk/en/maintenance.

Heat source

All radiators have a thermostatic valve which can be set to 0, 1, 2, 3, 4 and 5. It is most advantageous, and will save more energy, if all radiators are switched on, i.e., that all rooms are heated. The most economical and normal setting for the radiator valves is 3. At this level, ordinary room temperature is obtained.

"Free heat" comes from sunlight, human body heat, TV, light bulbs, etc., which thermostats automatically take in. The radiators may, in some cases, be cold, simply because the thermostats are working properly.

Floor heating

The control valve for underfloor heating in the bathroom is located inside the room. It regulates the heating of the floor itself. Therefore, the floor heating does not react to the room temperature in the bathroom, but ensures that the floor is heated to the surface temperature you want. It is usually recommended to leave the control valve at 2-3.

Note: It may take several hours before the heat feels activated after turning on the control valve. This is due to pipes that are embedded in a thick concrete slab, which must first be heated before the floor warms up. If the temperature in the rest of the home is 22 degrees and the floor heating thermostat in the bathroom is set to 20 degrees (3), it cannot turn on. Therefore, you cannot expect the heat to be constantly turned on in the bathroom; it is demand-driven for the sake of efficient energy consumption.

Hanging on walls in and around the bathroom

It is not recommended that you drill into the walls adjacent to the bath or in the bathroom itself. If you still want to drill in these walls, please follow the instructions on page 16 of the maintenance instructions.

Electricity supply registration

When you move into the apartment, the power is already turned on, which means it is ready for you to stay the first night. We can help you with electricity registration during the initial inspection; alternatively, you must make sure to register with your chosen electricity supplier within 8 days.

You can expect the property to be equipped with an internet connection, for which you choose your own internet supplier. YouSee is commonly used as a supplier by tenants, but other solutions are also possible. Some providers offer fibre and others do not. Talk to your chosen supplier about the options. You will find the connection either at the TV socket in the living room or in the bathroom closet.

Home Appliances – Maintenance vs. cleanliness

The home appliances belong to the landlord, so the landlord is responsible for maintenance. This means that, if a machine provided breaks down, or part of the machine fails due to wear and tear, the landlord will pay for a repair or replacement. If the problem is caused by defective cleaning (e.g., build-up of limescale) or by negligence, the expense will fall to the tenant.

Restoration

When you take over your new lease, it has been through the procedure of deep cleaning and refurbishment. This includes walls and ceiling and woodwork freshly painted, as well as floors sanded and newly varnished.

According to §11 in your lease contract, your apartment must be handed back the way you received it; that is, deep cleaned, newly painted and with sanded and varnished floors. We have created an economic guideline for this. You can find a calculation for such renovation on our website: www.balder.dk/en/vacating.



About the property

House rules

Always remember to be considerate to your neighbours by adhering to the house rules. Here are a few points that can help you to adjust easily to the rules of the property:

- Keep cigarette butts within your own apartment.
- Avoid using excessive water for watering plants and cleaning balconies.
- Keep your windows and doors closed when playing loud music.
- Don't allow your dogs to defecate in the yard areas – and always clean up after them, wherever it may be!

Parking

It is possible to rent parking spaces in the nearby parking garages. For more information, go to parkincph.dk or contact 'By & Havn'.

Renovation

In order not to block the waste shaft, it should be used according to the instructions. Always use a 15-litre bag that can be closed. Avoid using the shaft for items that are meant to be disposed of in other containers, such as cardboard, plastic, glass, etc.

Staff

We value our properties, so we have staff on the properties daily who are ready to help you, especially when urgent matters occur. In case you need help, please call our Customer Service at telephone +45 88 13 61 51.

Common Rooms

At the property, you will find a common room you can rent if, for example, you would like to host an event. For more information please contact Balder Customer Service or your property manager.

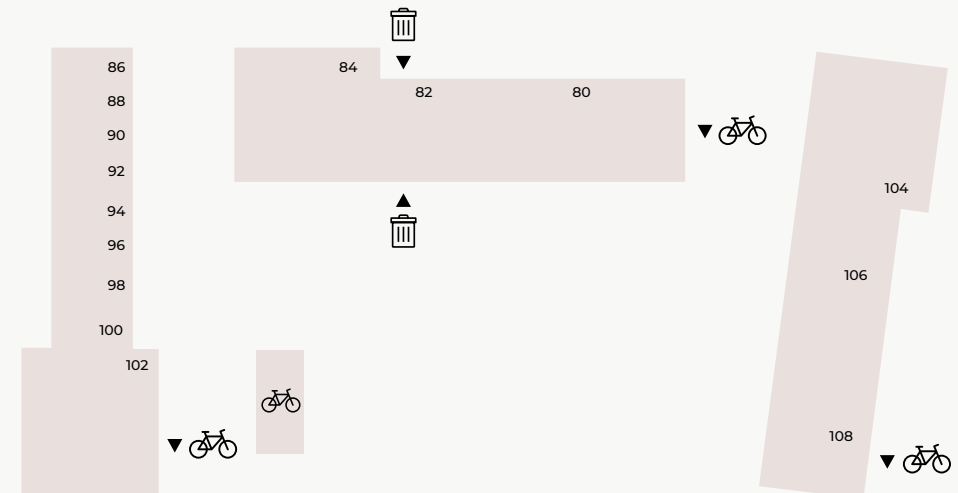
Rooftop

On your property, you will find a shared roof terrace, with a beautiful view of the Kalvebod community. Here you can enjoy a cup of coffee, have a dinner or something quite third. Keep in mind that the roof terrace is common, so you should be considerate toward your neighbours by cleaning up after yourself, not playing music and ending your gatherings by 11 pm.



Overview of the property

Here is an overview of the property and where you will find bicycle parking and waste sorting.



Waste sorting

On this page, you can get an overview of waste sorting. Learn what type of waste you should sort, 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 will be recycled to make new products. When the waste is mixed together, it will be sent for incineration, 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 close your bio bag.



PLASTIC

Recycled in new products

Plastic packaging from food, 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 jars, drinking glasses and glass vases, etc. Food jars 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 non-recyclable 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 placed separately. Soil, stone and gravel, sanitary ware, roof panels, bricks, roof tiles, concrete etc. must be taken to the recycling station.



REMAINING WASTE

(Non-recyclable)

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. Electronic waste is anything with a battery or a power cord.



METAL

Reused in new products

Rinsed 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.



Rema 1000



Dino's Playland



Urban Farm Shop



Thorsteinsson's



Hair Salon Beyoutiful



Ørestad Minimarket



Roman Pizza



Roots Cafe



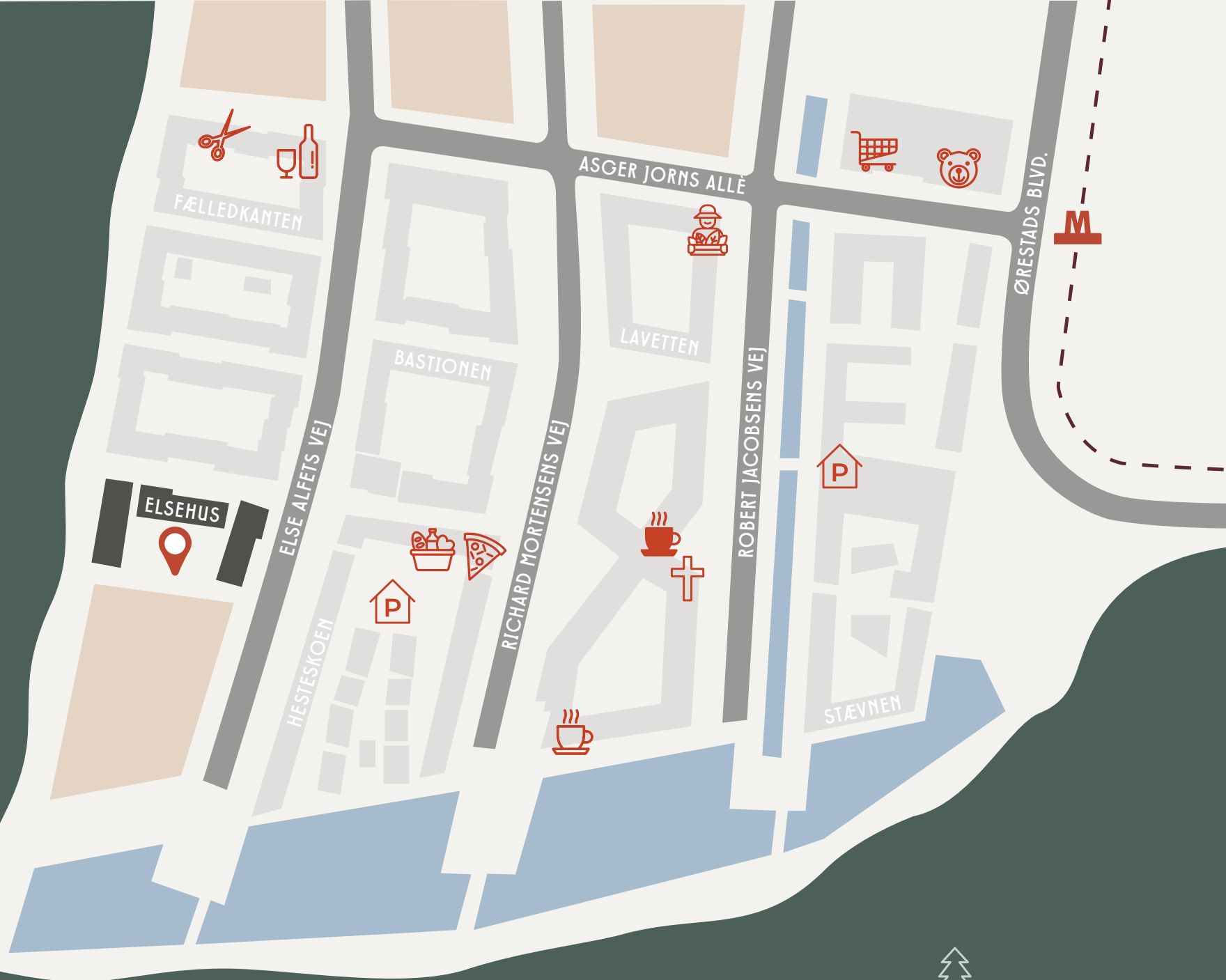
Church



Parking garage



Cafe 8 Tallet



Amager Fælled



Good advice

In addition to the maintenance instructions on www.balder.dk/elsehus/vedligeholdelsesvejledning, here is some useful advice and information that will be beneficial for your future use of your apartment:

- 1 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%.
- 2 Do not insert nails/screws or drill into the walls in a vertical line above/below electrical, antenna, or telephone outlets, as there is a high risk of hitting a cable in the wall.
- 3 The water trap in the drain grate in the shower floor must be cleaned regularly to remove hair, etc.
- 4 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).
- 5 Please do not open the dishwasher until the drying process has been completed, and do not open the washer while it is running.

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, for instance, by the dishwasher, a leaking water pipe or radiator, etc.
- Water coming in from outside, for example during heavy rain, etc.
- Lack of heat throughout the apartment
- Power failure throughout the apartment
- No hot water or no water at all in the apartment.
- Elevator out of service and/or person trapped
- The lock of the front door does not work

Be aware...

Since craftsmen's services are expensive outside regular working hours, it is important that the craftsmen are called upon only in case of URGENT matters. 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 repairs are considered urgent.

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

kundeservice@balder.dk

Renting

+ 45 55 55 07 07

udlejning@balder.dk

Operation

At <https://www.balder.dk/en/operational-status> you can check if a possible operational problem on your property has already been reported.