



OFELIAHAVEN

LEJEBOLIGER I HELSINGØR



o | BAL
DER



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. This is where you can let your guard down and relax. For some it is in the armchair, and for others it is out in nature. Home is a special place, beyond time and space. Home is the framework of life itself.

Welcome home!



Welcome to Ofeliahaven

Congratulations on your new Balder apartment

We are pleased to welcome you to Ofeliahaven. 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 you should be aware of as a tenant.

When you move in, we ask you to read the maintenance instructions, which you can find by scanning the QR code on the back of this folder or via Ofeliahaven.dk/vedligehold. It is

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

About Helsingør

With a home in Ofeliahaven near Helsingør, you move into a beautiful and modern property where the quality of life, nature, and community are of high priority. Ofeliahaven is a cosy, green residential oasis in Helsingør's new attractive district - where you are close to city life, magnificent nature areas, a golf course, and several beautiful beaches.



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Moving in

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

Moving-in inspection

When you move in, you and our staff will inspect your apartment for any defects. Any cosmetic defects are pointed out and registered. Also, you have 14 days from the beginning of the tenancy to claim in writing any hidden errors and defects as well as functional defects. So here we are only referring to things that do not work.

Internet and TV

You conclude your own internet and TV contract with the provider you want. For inspiration, visit tdcnet.dk/fiber/udbydere

The area

If you move in while the construction is in progress, it is expected that the surrounding areas will be 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 a range of practical and technical information about your new home. We hope you find the answer to your question.

Short about defects and 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 **is not** a defect or deficiency:

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

You will of course never be held liable for damage that is clearly not caused by you but is attributable to work carried out in the apartment before you moved in.

NOTE! Defects in appliances, heating, ventilation, etc. should not be added to the list of defects and deficiencies but reported directly to kundeservice@balder.dk.

Doors, windows, and painted woodwork

Resin discharge may occur in woodwork. This is common for painted woodwork. The resin discharge appears because the wood is fresh organic material. Even with the best surface treatment, resin discharge cannot be avoided around the knots in the wood.

Typically, any resin discharge will occur after two to three years. 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 daily maintenance. If a door rattles when closed, the strike plate is adjusted as ordinary maintenance.

Painting work

Malerarbejdet er et håndværk, og skal bedømmes som sådan og må ikke sammenlignes med industrielt fremstillede varer. Malerarbejdet er et håndværk, og skal bedømmes som sådan og må ikke sammenlignes med industrielt fremstillede varer. Overflader skal vurderes i dagslys og mindst på en afstand af en 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.

Building materials work together differently, which means that so-called shrinkage cracks can occur when materials change. Shrinkage cracks are completely natural and of no importance. 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 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.

Wooden floors

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. With normal use of the apartment - i.e. after you move in - there will typically be minor scratches on the floors. Repairing these usage scratches will be covered by your interior maintenance.



Cleaning

When the construction was completed, thorough cleaning of the apartment was carried out, including window cleaning. If construction work is still going on in the area, windows, doors and other materials are likely to get dusty faster than normal.

See the maintenance instructions for cleaning tips.

Ventilation and cooker hood

To ensure a good indoor climate, the authorities require basic ventilation in all apartments. To this apartment, this means that there is constant ventilation in both the kitchen and toilet/bath, as well as a 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 vents must always remain in the same pre-set position.

Heat source/Underfloor heating

The entire apartment is heated by underfloor heating. The thermostats for regulating the underfloor heating are located in each room. Setting the room temperature to be between 20-22 degrees Celsius is recommended.

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.

For example, if the temperature in the rest of the house is 22 degrees and the underfloor heating thermostat in the bathroom is set to 20 degrees, 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 the countertops 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, and ceilings are made of concrete. A powerful impact drill is needed here. Inner walls are made of aerated concrete.

Suspended ceilings are made of plaster. Nothing may be hung from suspended ceilings.

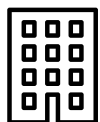
Therefore, no drilling is allowed in the bathroom or hallway ceiling, as these are suspended ceilings.

Wires are routed vertically down to the floor from electrical outlets and lamp outlets, so do not drill here. Water hoses have been routed 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, therefore it is not allowed to drill into the walls. As an alternative hanging option, self-adhesive hooks and picture hangers are available in most DIY stores.

Annual inspection

It has been 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 apartment. 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 waste containers in the two waste sheds.

Parking

Parking is free in the parking lots facing Esrumvej.

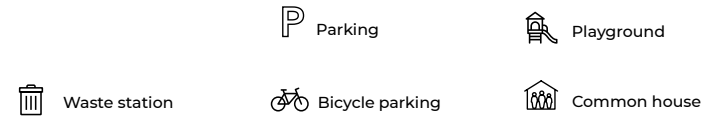
Staff

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.



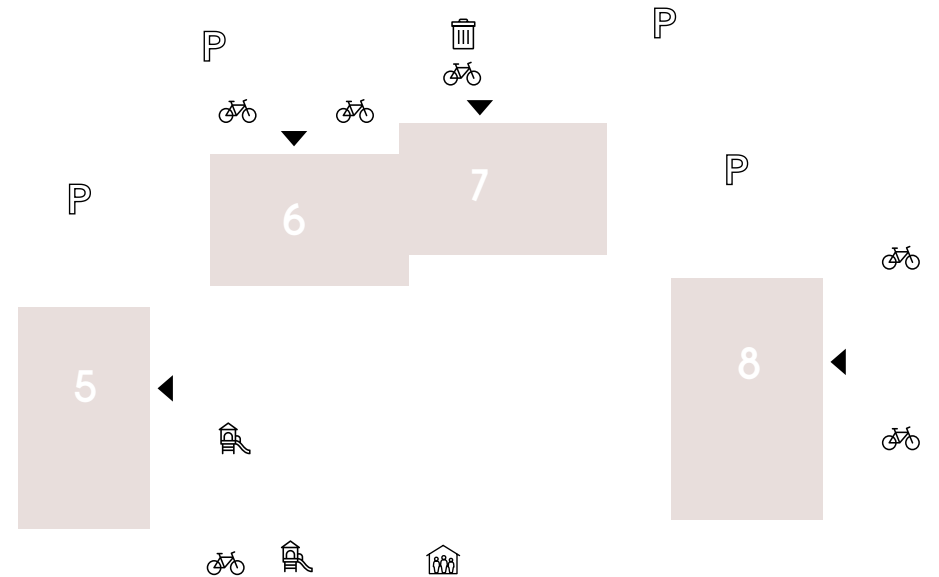
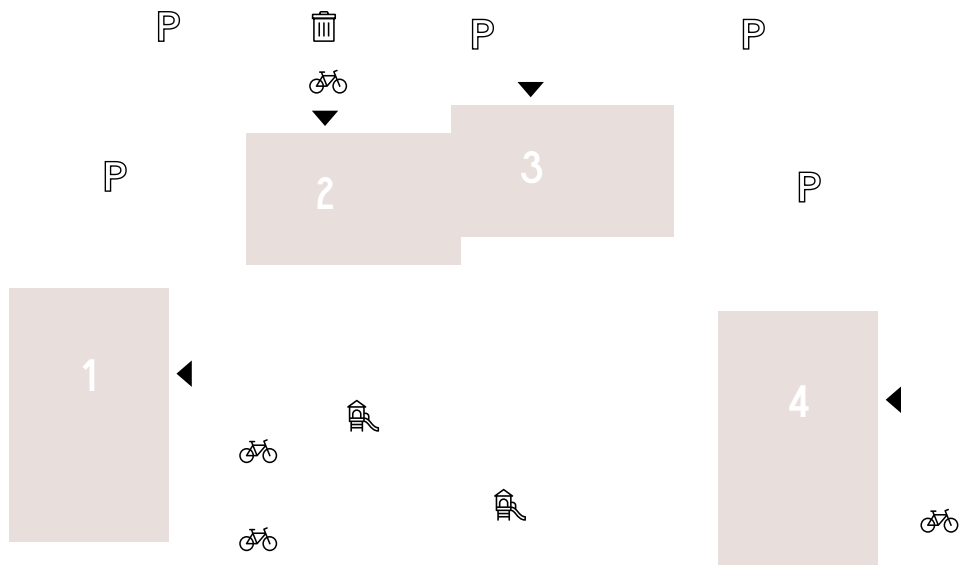


Overview map



Esrumvej

Esrumvej



Moselundsvej

Moselundsvej

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.



PLASTIC

Recycled in new products

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



GLASS

Recycled or remelted

Wine and liquor bottles, food glassware, drinking glasses, glass vases, etc. Food glass should be empty, but preferably with lids. Crystal glass contains lead and should be taken to the recycling centre.



CARDBOARD AND PAPER

Recycled in new products

Newspapers, Advertising, Books etc. Cardboard packaging, corrugated board, cardboard, etc. Cardboard must be clean and folded. Used pizza boxes must be sorted as residual waste.



METAL

Recycled in new products

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



BULKY WASTE

Wood and metal are recycled, the rest becomes heat

Furniture, mattresses, carpets, window panes, wood, soil, stones, gravel, sanitary equipment, roof tiles, bricks, roof tiles, concrete, etc. must all be taken to the recycling centre.



RESIDUAL WASTE

Becomes electricity and heat

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



BIO WASTE

Becomes biogas, fertiliser, and electricity

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



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, and other noisy activities in the residential area must occur 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 rooms, mailboxes, etc.
- f. You are not allowed to smoke cannabis or consume intoxicating substances anywhere on the property, whether in common areas, on your own balcony/terrace, or in the apartment.
- g. In the internal installation shaft of the apartment, there is a prepared connection to TDC. Internet, TV and necessary equipment are contracted directly with the provider, regardless of whether TDC or another supplier is chosen.

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 the landlord/administrator. Pets should not be a nuisance to the other tenants. Only one pet can be allowed. Pets include dogs and cats. Pets, such as snakes and other reptiles, may only be kept if they are adequately enclosed and will not be intimidating to neighbours. 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 aquariums are obliged to keep insurance for any water damage.

3. Waste

- a. Waste may only be disposed of in the property's waste bins in the sheds by the parking area - and only in sealed plastic bags. Other waste is sorted and disposed of according to the municipality's instructions.
- b. The landlord reserves the right to pass on the costs of waste sorting, which should have been carried out by the tenant, as well as the collection of any waste left elsewhere on the common areas of the property to those who may violate the above-mentioned orders.
- c. Cardboard is folded and placed in the containers for cardboard at the waste stations.
- d. Large items such as furniture, televisions, etc. must be taken to the nearest recycling centre by your own means.

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 be used on or from balconies/terraces under any circumstances because of the fire hazard.
- c. No rail planters may be installed hanging over the balconies.
- d. No planting is allowed in the beds/hedges or up the walls of the property.
- e. Awnings and similar coverings may not be mounted without the prior written consent of the landlord and must be kept in neutral colours.
- f. Fences/shielding may not be erected without the landlord's permission. Only wire fences with a maximum height of 120 cm may be authorised. Fences shall be removable and shall not be attached to the ground, tiles, or existing fences.
- g. It is prohibited to paint, oil or similar surfaces without the landlord's permission. The landlord may have these cleaned at the expense of the tenant.
- h. No hot tubs, jacuzzis, swimming pools or similar may be placed in the area due to the risk of water damage. Objects placed may weigh up to 200 kg/m² at most.

- i. All objects placed on the terrace must be secured so that there is no risk of damage to neighbouring apartments in the event of gusts of wind. The tortfeasor bears all costs for repairing damages
- j. Waste, cigarette butts, drinks, etc. may not be thrown over the balconies. No spitting is allowed either. If smoking on the balconies, please be considerate of residents who may be bothered by this.
- k. It is the responsibility of residents with balconies or terraces to keep them clean and tidy at all times. Balconies and terraces may not be used to store waste of any kind. Planting on balconies and terraces should be kept in a way that does not disturb your neighbours. This also applies to watering. Instructions from the landlord must be followed at all times.

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, baby prams, drying racks, shoe racks, waste, boxes, and furniture. It is only allowed to have a doormat outside the door of the apartment. We also refer to section 9 of the Ordinance on Fire Protection of Residential Buildings Built in 1900 and Later.
- c. Postings may only be made on the notice board provided for this purpose in the entrance area.
- d. Advertisements of any kind may not be posted on the property.
- e. Smoking is not allowed in the indoor common areas of the property.
- f. If extra keys for the front door are required for delivery services, the landlord must approve this.
- g. Play and noisy activity in corridor areas may not be a nuisance to others. Any damage caused by play or the like must be paid by the tortfeasor.

7. Storage rooms

- a. Fireworks and other dangerous and flammable items may not be stored in the basement storage rooms.
- a. The hallway area of the basement may not be used for storage. Any items left in the corridor area are considered as incorrectly placed waste and will be removed without notice at the owner's expense if the owner can be identified.
- b. The sprinklers in the basement rooms must be kept clear if there are any in the room.
- c. Installations that can be adjusted (handles, valves, inspection clamps etc.) in the basement room must be accessible.
- d. The landlord is not responsible for any loss or damage to items stored in the storage rooms.

8. General

The residents are obliged in all respects to use the rented and common areas in a manner that is not a nuisance to other residents. The tenants are obliged to immediately notify the caretaker, administrator or landlord if damage to installations, wiring, etc. occurs. We encourage everyone to talk to each other in a friendly and welcoming way.



9. Specific conditions for the property

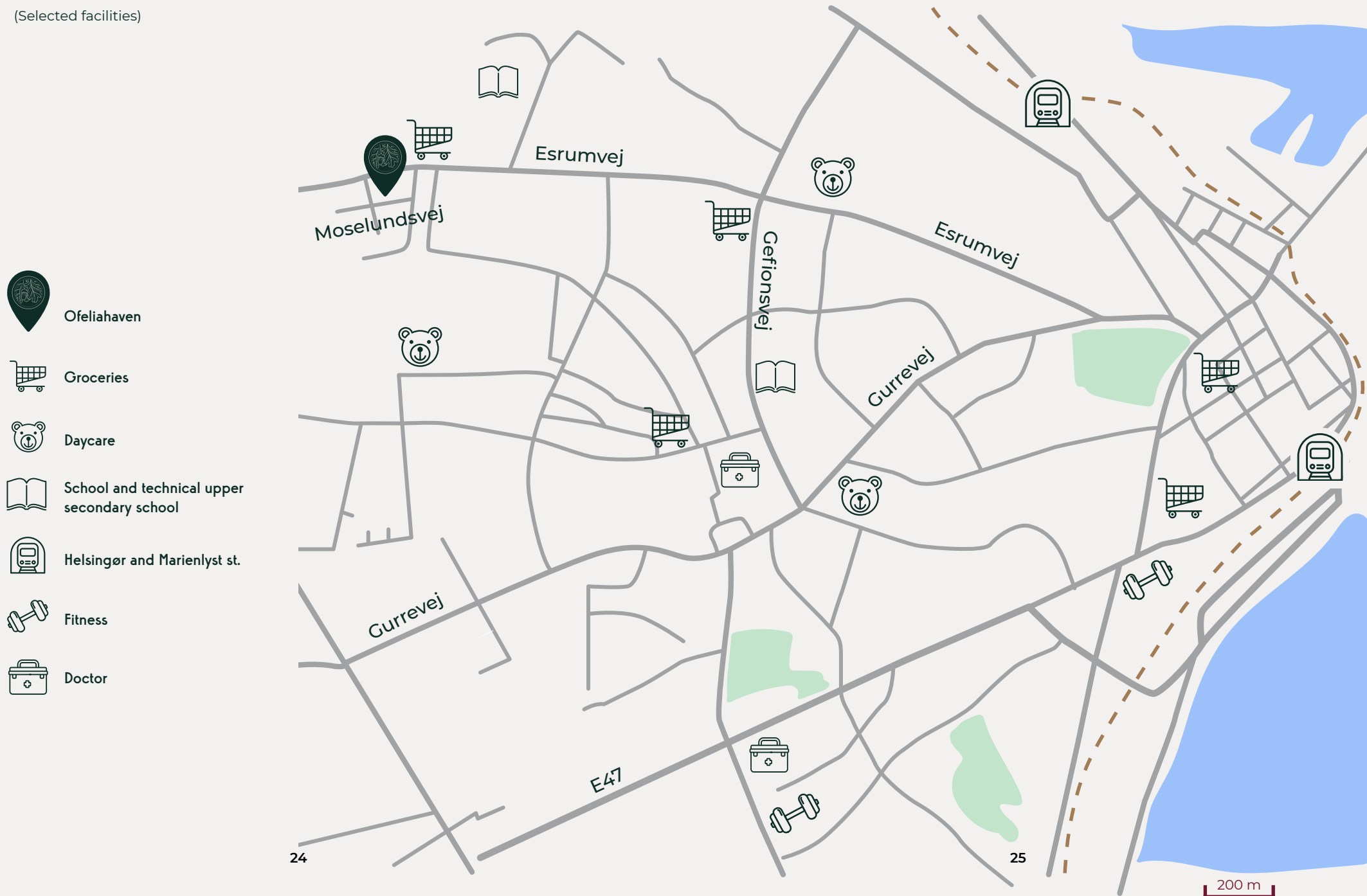
- a. Storage of flammable substances and flammable liquids.
A maximum of 5 kilos of NEM fireworks may be stored in the apartment during the period from 15 December to 31 December. The NEM weight must be specified on the fireworks. Fireworks should be stored in a dry place and kept away from electrical appliances and heat sources. It must be stored out of the reach of children, the protective cap must not be removed from the spout, and the fireworks must not be unpacked. Packaging containing flammable liquids shall not be stored on the property or its common areas, including on the property's escape routes.
- b. Use of open fires and grills, etc.
A gas grill may be connected to a gas cylinder of maximum 11 kg. Do not leave the grill until it is switched off.
- c. Clearance of escape and emergency routes Fire escape routes must be kept clear at all times.
- d. The social greenhouse

The following regulations apply in the greenhouse:

- After their stay in the greenhouse, users have to clean up after themselves.
- Smoking is not allowed in the greenhouse.
- Grilling-out is not allowed in the greenhouse.
- Pets are not allowed in the greenhouse.
- Waste must be disposed of in the waste bins.
- No music may be played in or near the greenhouse.
- All tenants are responsible for the behaviour of their guests.
- There is no toilet installed in the greenhouse. Please refer to the residents' own toilets.
- It is not allowed to pee in beds, etc.
- The residents are obliged in all respects to use the greenhouse in a manner that does not disturb other residents.

Overview of local area

(Selected facilities)





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 are 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.



Acute problems

In case of acute problems on the property or in your apartment outside regular working hours, you can call Balder acute 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 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
- The lock to the entrance door to the stairway is 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 55 55 07 07

kundeservice@balder.dk

Renting

+45 55 55 07 07

udlejning@balder.dk

Maintenance instructions

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

