

# strandby høje



## MAINTENANCE INSTRUCTIONS

○ | BAL  
DER

# Contents

Psst... click on the desired topic to go directly to the relevant page

- 2 Welcome to your new home!
- 3 Installing the Mit Balder app
- 4 Walls, ceilings, doors, windows, and balconies
- 5 Floors
- 7 Windows, interior and exterior doors
- 15 Balcony – floor, guardrail, and handrail
- 16 Bathroom and toilet
- 21 Drilling instructions
- 23 Kitchen items and wardrobes
- 27 Kitchen appliances
- 29 Ventilation system incl. cooker hood
- 32 Heat management
- 35 TV and Internet
- 36 Electrical installations and telephone, internet and antenna
- 37 Installations shaft, incl. water and heat meter
- 38 Heating
- 39 Door entry phone
- 41 Smoke detector
- 42 Waste management
- 43 Depot rooms – property office
- 44 Fire
- 46 Parking
- 47 Acute issues
- 47 Contact



## WELCOME TO YOUR NEW HOME!

### When you take over the apartment

We warmly welcome you to your new home at Balder. Welcome to the community and good neighbourliness. Welcome to a home that gives you space to live.

Please note that the apartment has been inspected for visible faults and defects before you move in.

When the property inspector hands over the keys to the apartment, the apartment is inspected, and a move-in inspection report is prepared, listing any cosmetic defects or functional defects that need to be rectified.

Functional deficiencies can be, for example:

- A dripping faucet
- Cold and hot water have been reversed
- Ventilation not working
- Doors cannot close/lock
- Dishwasher, cooker hob or similar not working
- Sockets not working
- Door entry phone not working
- The pipe assembly under the sink is leaking

Functional deficiencies in the apartment are rectified within a short time.

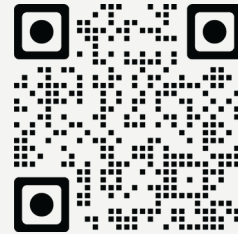
We hope you enjoy your new home. You are always welcome to contact Balder at +45 55 55 07 07, [kundeservice@balder.dk](mailto:kundeservice@balder.dk) or via our app (see info below) for further assistance.

## INSTALLING THE MIT BALDER APP

When you move in with Balder, you will receive a welcome email containing the link you need to use when you log in to the Mit Balder app on your phone for the first time. You can find the app by scanning the QR code below or clicking the link in your welcome document. You can also find the Mit Balder app via the App Store or Google Play.

Once you have installed the app and logged in to Mit Balder, you can find important documents, information about your apartment and answers to maintenance questions. You can also contact your account manager and Balder's customer service and create cases directly in the app. Also, you can engage in communities with your neighbours, book shared facilities and access Balder's resident benefits.

QR code for app download:



# WALLS, CEILINGS, DOORS, WINDOWS, AND BALCONIES

## Colour codes and cleaning of painted surfaces

The walls in the property are generally made of either concrete, aerated concrete or plaster. Ceilings are made of concrete. In some places, there will be joints between concrete and aerated concrete, which can sometimes result in fine cracks. These are not dangerous, but merely cosmetic in nature. They will disappear with regular maintenance painting. Please note that no felt, wallpaper or any other form of finishing has been applied.

The wall piece between the kitchen worktop and the wall cabinets is finished in a higher gloss paint so that the walls are easier to wash.

The walls and ceiling in the bathroom are also finished with a higher gloss paint that is more resistant to water, as the bathroom is typically more humid than the rest of the apartment. The walls here are finished with glass fibre felt.

Please contact your customer manager if you want to make small repairs and need info on colour codes used in your apartment.

If you are moving out and want to do the renovation yourself, you can check our website for information about colour codes: [balder.dk/fracflytning](https://balder.dk/fracflytning)

### Cleaning of painted surfaces

Cleaning of stains and the like is carried out by wiping with a cloth soaked in a mild solution of water and detergent, e.g. Dyrup basic cleaner. We recommend that you do not use abrasive cleaners, scouring pads or other products with an abrasive effect.

Between the woodwork and the wall, a small paintable elastic acrylic joint has been made. A slightly wider white paintable elastic joint is also used between the windows and the wall.

### Cleaning balcony railings

- Brush of loose or excess dirt
- Rinse with plenty of water and keep the surface moisturised. Bird droppings and the like should be "soaked" before cleaning again with a brush and plenty of water. Use soapy water if necessary. Rubbing alcohol or acetone can be used, but be careful not to damage the balcony decking, so apply with a soft cloth



# FLOORS

## Type

Tarkett 3-strip Pure Oak Robust Art. 7870 915.

## Climate conditions

The optimal room temperature for the floor is approx. 20°C.

Note that the floor will always work depending on humidity. Thus, the width of the gaps in the flooring will not always remain the same, and it is to be expected that larger gaps may occur than usual during, for example, the heating season, when the air is typically dry.

## Constructive maintenance

To protect floors, we recommend using felt plugs under chair and table legs and other objects that can scratch or mark the surface. However, be aware that latex-containing pads, backing mats and black rubber wheels may discolour the surface. Office chairs should be equipped with suitable wheels for wooden floors, and it is recommended to use acrylic mats under office chairs. Be aware of flowerpots, vases, and the like placed directly on wooden floors, as any moisture transfer to the floor must be prevented. If you are not quite sure if the bottom is completely sealed, place it on a pedestal to avoid any direct contact with the floor. Loose carpets, mats, etc., should not be placed on the floor until 2-3 weeks after flooring or treatment. Use mats at entrances to prevent dirt etc., on the wooden floor. Stop dirt at the front door with effective door mats. This makes daily cleaning easier and minimises the wear and tear on the floor. Be aware that sand and gravel in particular will wear and damage the floor.

## Daily maintenance/care:

We recommend that you clean your lamella parquet floor regularly with a vacuum cleaner (with the bristles out) or with a broom. Damp cleaning should only be done for stubborn dirt. It is important that the swab/cloth is well wrung out and that there are no puddles of standing water.

- Remove dust, dust balls and loose particles with a broom or a vacuum cleaner with the bristles out.
- Remove stains with a damp cloth
- For regular care and value retention, we recommend Parador care kits with special cleaning and care products.
- If the floor is heavily soiled, wipe it lightly moistened with Parador cleaning products. You should only use the cleaning and care product from the Parador range that is suitable for your lamella parquet floor.



### Stain guide

Always remember to remove stains immediately. The earlier the stain is treated, the easier it is to get rid of. Always wipe with clean water.

Type of stain	Best removed with
Rubber, asphalt, oil, oil colours, shoe polish or tar	Tarkett Stain Remover. Or gently dab with white spirit
Berries, coffee, fruit, juice, tea, wine, beer, chocolate, fat, cream, juice or ice cream	Lukewarm water with a synthetic detergent, such as Tarkett Floor Wash (Green).
Marker pen, crayon, ink or lipstick	Wipe with alcohol
Urine, faeces, vomit or rust	Lukewarm water with a synthetic detergent, such as Tarkett Floor Wash (Green).
Cigarette burns	Gently scrub with a white nylon sponge. Larger burns cannot be removed
Chewing gum or candle wax	Allow the stain to dry. Then gently scrape away the stain.
Blood	Lukewarm water with a synthetic detergent, such as Tarkett Floor Wash (Green).
Grass	Lukewarm water with a synthetic detergent, such as Tarkett Floor Wash (Green). Followed by alcohol
Red wine	Lemon juice diluted with cold water or Tarkett Stain Remover.

### Storage rooms – basements

For the apartments that have a storage room in the basement, a concrete floor has been laid and subsequently dust-bonded.

Cleaning these floors is done as needed, typically by sweeping and vacuuming. Wash with a soft sponge and clean water mixed with ordinary detergent. Remember that if you move, your storage unit must be returned to the next tenant clean and tidy.

## WINDOWS, INTERIOR, AND EXTERIOR DOORS

Your apartment has wood-aluminium windows. This means that white-painted wooden frames are used on the inside and coloured aluminium profiles on the outside. Care and maintenance of this is done in different ways. Between the window and the wall, the interior is sealed with elastic rubber sealant and the exterior is sealed with breathable, elastic sealant tape. The exterior sealing tape is retracted and therefore well protected from the elements and is maintenance-free.

### Maintenance/care of sills, windows, hinges/brackets and screws

#### Exterior aluminium

Aluminium should be cleaned at least every 6 months. Ordinary dirt and grime are removed with neutral cleaners without abrasive properties and solvents. Alternatively, aluminium can be polished with wax (car shampoo). This makes the surface more dirt-repellent and prevents impurities in the joints.

#### Interior wood

The sill is coated with water-based paint or varnish and should be washed regularly. Sealing strips, glass seal tape, and glass seal strips simply need to be kept clean, for example, by wiping with a cloth soaked in clean water, possibly with a mild detergent. Damage to the coating of the frame must be repaired. For repairs or if you want to paint the sill, use water-based, diffusion-based paint – avoid getting paint on the sealing strips, glass seal tape, and glass seal strips.



## Windows side-controlled

The window opens by turning the handle to the horizontal position. Then, the window frame is pushed outwards. A ventilation position is built into the handle; push the window about 1 cm outwards and close the handle again.

### Opening restrictor acts as a child lock/ventilation position

To activate the child lock/opening restrictor, pull the window slightly, then push the fitting up with one finger and the window opens freely. See photos below.



## Maintenance

### Care

Fittings are lubricated with acid-free oil after repeated activation. Using acid-free grease is recommended. As an alternative lubricant for side-steered fittings, white Vaseline can be used. Lubricate as needed, but at a minimum once a year.

Fittings/aluminium rails should be kept clean and washed in normal detergent with a neutral pH value for optimum performance. It is recommended that the surface be rubbed with a cloth or sponge. Do not use emery cloth, steel wool, soda ash or other cleaning and abrasive products that contain alkalis or acids, only neutral solvents.

Seal strips with talcum powder if they stick.

As shown below, the windows are fitted with sliding rails. Keep the slide rails free of dust and dirt, e.g. with a cloth (2 + 3). The slide rails must be sprayed min. once a year with a Teflon-based lubricant, e.g. Fin Lube or similar (never ordinary lubricating oil).

### Cleaning

When the window opens at 90°, a cleaning slit opens on the "hinge side". The outside of the window can now be cleaned from the inside.

The window is cleaned with mild detergents. Impurities on the glass that cannot be removed by normal cleaning with water, sponge, squeegee, washcloth or ordinary shop cleaners can be removed with very fine industrial wire wool (the kind used for ceramic hobs). Scraping tools, razor blades, scouring powder, wire wool, or similar should not be used as these will scratch the surface of the glass.



## Balcony and terrace doors including French balconies

The terrace door is opened by turning the handle to the horizontal and pushing the door outwards. The door opens up to 90° and is equipped with a lever-operated brake or friction arm. The lever-operated brake can hold the patio door in any open position from approx. 10-85° and is activated by opening the door to the desired position and turning the lever down to vertical. See animation (4) below.



The storm hook is mounted on the wooden frame and fastened in a loop on the window frame.

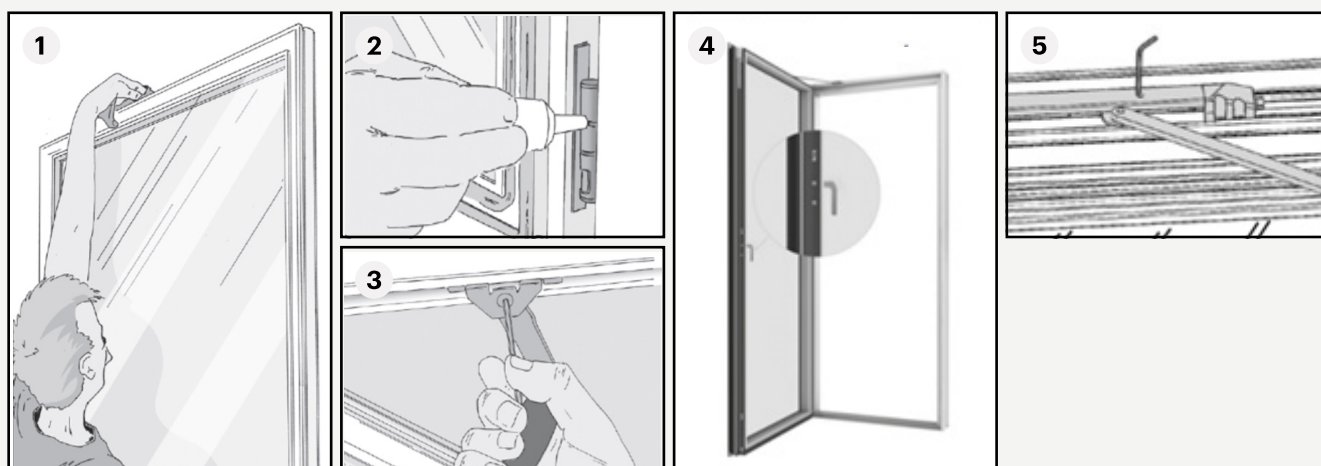
Please note that the brake is designed for winds up to 10 m/s, so it is recommended that the storm hook is used.

There is a ventilation position built into the handle; push the window about 1 cm outwards and close the handle again.

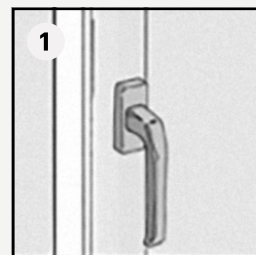
The storm hook is found in the fold – visible when the door is opened.

### Care

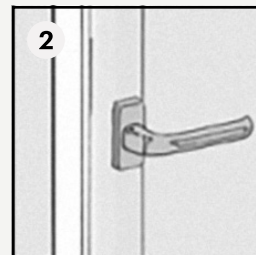
The brake/friction arm's slide rails must be kept free of dust and dirt, e.g. with a cloth (1). Do not grease the rails, as this will only collect more dirt. Oil the hinges with acid-free oil while opening and closing the door to get the oil all the way into the hinges (2). Adjustment. Adjust the lever-operated brake (4) by opening the door fully and checking that the pinol screw is visible in the hole in the cover rail on top of the door. Insert a 2mm Allen key into the socket head cap screw (5) and turn slightly clockwise to tighten the brake – typically 10-20°. The friction brake is located at the top and is adjusted by turning the screw in the bracket with a 4 mm Allen key (3). Some apartments are equipped with a French balcony, which is an inward opening balcony door with an external railing.



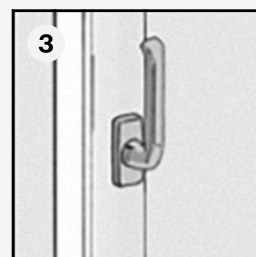
The following describes the function of the inward opening balcony door. The inward opening window is operated accordingly. To fully open a side/bottom-hung door, turn the handle to vertical (3) and pull the door frame inwards – it opens up to approx. 90°. Be careful that the frame doesn't blow open and hit the side frame. Ventilation position: Turn the handle 90° to horizontal (2) and the door frame tilts inwards to form a ventilation gap at the top. To close the door, push the frame against the frame both at the top and at the handle while turning the handle down to vertical (1).



Closed

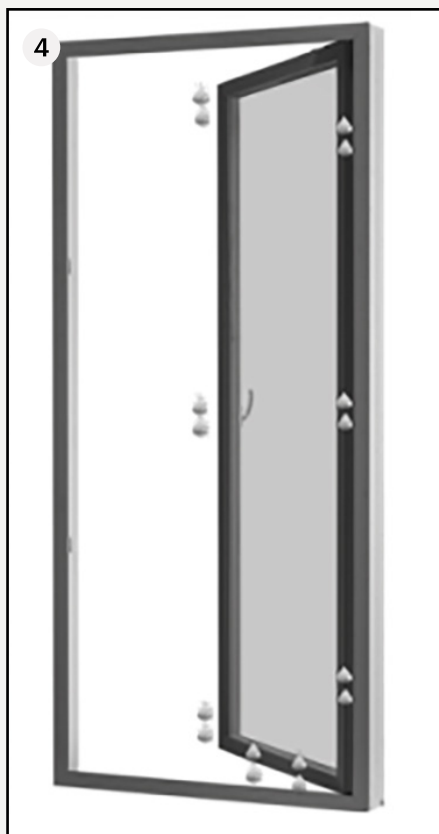


Ventilation position



Open

Checking the closing function: This is how the door should close – otherwise the frame must be adjusted: (4) In the side-hung function, the frame must have simultaneous top and bottom stops on the closing side. (5) In the tilt function, the seal on the frame must first touch the frame in the top right corner opposite the handle.



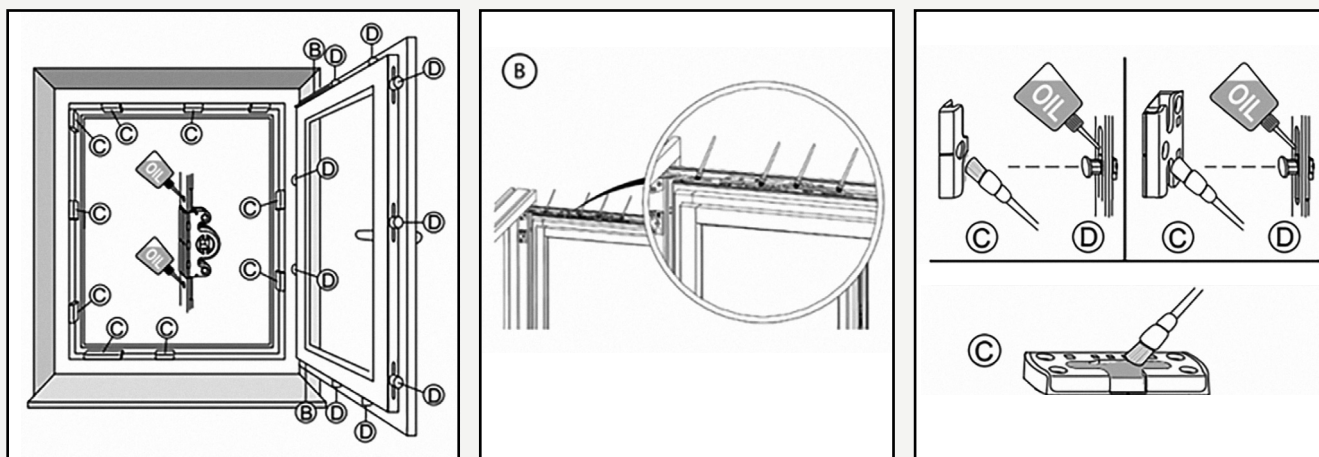
Side hung



Bottom hung

**Care**

We recommend that you lubricate all moving hardware parts on the frame with acid-free oil at least once a year, making sure to move the parts so that the oil penetrates completely (B)+(D). At the same time, all fittings on the frame should be thoroughly cleaned, e.g. swept with a brush and then lubricated with acid-free oil (C). See the illustrations below:



Fittings/aluminium rails should be kept clean and washed in normal dish-washing detergent with a neutral pH value for optimum performance. It is recommended that the surface be rubbed with a cloth or sponge. Do not use emery cloth, wire wool, soda, or other cleaning and abrasive products containing alkalis or acids, but only neutral solvents.

Seal strips with talcum powder if they stick.



## Casement windows and windows with frame extensions

Some of the upper apartments facing south and Hundige Centervej are equipped with special windows due to the requirement to reduce possible road noise – this only in bedrooms. This means that some windows are fitted with frame extensions and others with casement windows.

### Frame extensions

A frame extension is an extra "window" that is mounted on the inside. As the windows are hinged on opposite sides, it is possible to open the outer window on a ventilation slot and the inner window in the same way. This ensures that there is both fresh air in the apartment and that any road noise will be dampened.



### Casement windows

In some apartments, so-called casement windows have been installed. Like the windows with extension frames, these are intended to dampen any traffic noise. The windows function like the extension frames, but with the difference that the lower window at the bottom is top-hung and thus tilted outwards, while the upper window inside is bottom-hung and tilts inwards. The lower frame can be unlocked and locked with a flathead screwdriver.

When both the bottom exterior window and the top interior window are ajar, air can pass from bottom to top, which helps to minimise any traffic noise.



## Interior doors

### Daily maintenance

Use regular detergents, but not alkaline detergents. Do not use agents that can scratch or dissolve the surface. Therefore, avoid solvents, scouring powders, wire wool, etc. Moisten the surface from the bottom up, but clean from top to bottom. Otherwise, there is a risk of streaking. Then wipe off.

- As a rule, cleaning is only required if there has been no damage, or the wear has been abnormal.
- Grease stains, shoe polish and the like are treated with mild detergent directly with a clean, damp cloth. Do not use stronger solvents. Immediately after cleaning, the surface – regardless of the method used – should always be wiped.
- Wood is a living material that is affected and changed by humidity and temperature changes. Make sure you have good heating and ventilation in the room. Remove stains before they can dry into the surface

If necessary, lubricate hinges with acid-free grease. The lock does not normally need to be lubricated.

If the door rattles or can be difficult to close, adjust this in the strike plate. See photo

This is done by tilting the tongue forwards or backwards. A screwdriver is typically used for this.

### Tape, stickers, etc.

If tape and stickers are applied to the surfaces, the warranty on the surface will be void.

### Door grip

Cleaning is done with clean water and mild detergent.

If the door handle becomes loose, tighten the pinol screw. Pinol screws should be retightened at least once a year – see photo above.

### Repair

In case of damage to the front door or interior doors, Swedoor or one of their dealers can be contacted for repair paint. However, please note that the interior doors are so-called channel doors and therefore cannot withstand kicks or blows.

### Locking

In many of the apartments, the doors can be locked (key provided in the door).

Pinol screw



Tilt the tongue forward or backward

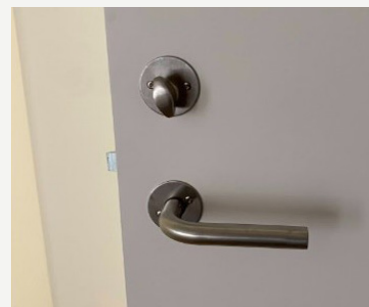




## Main door

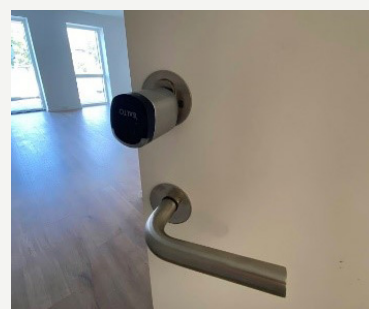
### Interior controls

There is no lock on the inside of the apartment door. This is not necessary as the handle on the outside cannot open the door until it is activated with the key fob. However, there is a knob on the door so that it can be locked. The door can still be opened from the outside with a key fob.



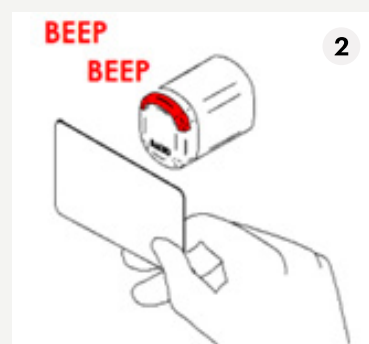
### Exterior operation

The door is fitted with an electronic lock called Salto Neo. The lock is activated with a key fob held on the cylinder. When it turns green, the cylinder rotates, and the door can be opened. When the door is locked, the lock is activated in the same way.



Clean the door handle with clean water and mild detergent.

1. Hold the key fob up to the reader for one second, then the handle is activated and the door can be opened. A low beep will sound
2. If there are 2 beeps after 1 second, the key fob is rejected, and the property office should be contacted.
3. If the Salto lever beeps four times in a row within four seconds, replace the batteries. Contact the property office.



## BALCONY – FLOOR, GUARDRAIL, AND HANDRAIL

### General maintenance

Clean your balcony of dirt at least once a year. Leaves and fallout from trees are removed. Make sure that there are no blocked gaps between the planks or against other building parts.

Sweep the floor with a regular soft broom as needed and wash with a floor cloth. Do not use cleaning agents with alkaline content. If necessary, use the same cleaning agent as for the interior composite flooring.

If environments/areas with organic fouling (green algae and similar) occur, these must be removed with Rodalon or algae remover.

Wipe the handrail and sheet guard with a wrung-out cloth, using clean water.

Do not store items on the balcony as this may cause water build-up. If flower boxes or similar are placed on the balcony floor, they should always be placed on blocks so that water can run off unhindered.

If holes are drilled in the bottom of flower boxes, discolouring of the balcony floor may occur.

### **No road salt or other de-icing agents may be used on the balcony floor.**

The floorboards are made from composite material (recycled plastic) and are therefore resistant to water. When it rains or you accidentally knock over a cup of coffee or something similar, the water will run between boards and onto a slab, from where the water is led out to the edge (the frame around the balcony) and will be drained through the established drainage slits.

Some of the balconies are fitted with glass. The reason for this is that these balconies are designed to provide extra shielding from road noise. The glass will therefore be noise-reducing. The glass is mounted with a slight distance to the steel mesh to allow for cleaning.

Glass is cleaned as regular windows – see the section on this.



## BATHROOM AND TOILET

### **Cleaning the wall and floor tiles**

Daily cleaning is carried out with warm water and mild detergent. Rinse with plenty of water and dry with a dry, lint-free cloth when using detergents. Never use "greasy" cleaners like brown soap or soap shavings. For limescale deposits, use an alkaline cleaning agent.

For limescale deposits, use an alkaline cleaner. To minimise limescale build-up on the tiles, we recommend removing excess water with a squeegee.

Never use wax or other saturated products.

### **Cleaning of shower set**

Do not use abrasive sponges and scouring powders for cleaning. We do not recommend using solvents and acidic cleaners. These cause the surface to become matte.

Only use a little soap and a damp cloth to clean the fixture. Then rinse it off and wipe it dry.

Limescale deposits are removed by using ordinary household vinegar.



### Cleaning the floor drain

Remove the grate. Then pull up the water trap by pulling the flange.

### Water trap

The siphon is designed to minimise odours from the sewer. It can be disassembled for cleaning. Reinstall the water trap with light pressure. Make sure the water trap and the sides are closed tight. It is recommended that the water trap gasket is lubricated with lubricant to ensure airtightness and avoid odours – see photo.



Lift the grate.



A – Grate  
B – Water trap. Lubricate the black membrane with lubricant

### Dryer

The tumble dryer is a condenser tumble dryer with a drawer that must be emptied regularly. For operation, please refer to the user manual you received when you moved in.

### Washing machine

For operation, please refer to the user manual you received when you moved in.



### A – Cleaning of mirror

Daily cleaning is carried out with designated cleaning products for glass. The glass can be cleaned as needed and is resistant to all common glass cleaners.

Note: Use caution when using scraping (scratching) tools. This is NOT recommended.



### B – Cleaning the tabletop

The bathroom counter has a matte ground finish. Frequent use of detergents will eventually cause it to become glossier.

For daily cleaning, scouring agents intended for cleaning should be used, as well as ordinary nylon scouring sponges generally used in households. Do not use the hard side, only the soft side.

**NOTE! – Do not use detergents containing bleach – e.g. chlorine**



### C – Cleaning the faucet

Do not use abrasive sponges and scouring powders for cleaning. Dissolving and acidic detergents containing acetic acid are also not recommended. Clean only using a little soap and a damp cloth. Then rinse it off and wipe it dry. Lime residue can be avoided by wiping the fixture after each use.



### D – Cleaning of cabinets

The daily cleaning is done by wiping with a clean cloth, hard wrung-out in warm water. Wipe with a dry cloth afterwards.

Grease stains that cannot be removed in the above way should be wiped with a cloth, hard wrung out in water, to which a mild dishwashing detergent has been added. Wipe with a dry cloth afterwards.



## Stopcocks (Balofix) for cold and hot water

### E – ALL valves should be exercised at least once a year.

Under the sink are the valves/balofixes. This means that they should be opened and closed a few times to ensure that they work. This is done by turning the taps and then turning them back.

### F – Cleaning the water trap in the cabinet

If needed, the water trap can be cleaned. To do this, first place a bucket or similar under the water trap before disassembling it. Clean the water trap and reinstall it. Make sure that all O-rings are in the correct positions again. Check that the water trap is tight before finalising the work.



Balofix is exercised

## Toilet

### G – Cleaning the flush plate

Do not use abrasive sponges and scouring powders for cleaning. Dissolving and acidic detergents containing acetic acid are also not recommended. Clean only using a little soap and a damp cloth. Then rinse it off and wipe it dry.

### H – Cleaning the toilet seat

Warm water with mild soap is used for both the seat and brackets/hinges. Rinse with clean water and dry with a tea towel. Toilet cleaner must not be used on the toilet seat and fittings/hinges. When cleaning the toilet with special cleaning products, you should leave the lid and seat up so that these do not come into contact with the detergent. Never use chlorine, as it can discolour the material.

### I – Cleaning the toilet bowl

Daily cleaning with a toilet brush or a damp cloth with an acidic cleaning agent with a pH between 1 and 4. Especially clean the back of the bowl. Here, excess water from the flushing trench is emptied, and a limescale deposit may build over time.

### J – Cleaning the spare paper holder and toilet paper holder

Cleaning the spare paper holder and toilet paper holder

Daily cleaning is carried out using a soft cloth. Clean only using a little soap and a damp cloth. Then rinse it off and wipe it dry. Do not use abrasive sponges and scouring powders for cleaning. Dissolving and acidic detergents containing acetic acid are also not recommended. These cause damage to the surface which becomes matte and scratched.





## Spot cleaning and replacement

All bathrooms are fitted with lighting in the form of LED spotlights. Clean using a soft cloth. If necessary, use a little soap and a damp cloth. Remove the soap using clean water and wipe the spot dry. Do not use abrasive sponges and scouring powders for cleaning.

Some of the apartments also have LED spotlights in the entrance hall. These are cleaned in the same way as in the bathrooms.

If a spotlight with a light source that is possible to replace yourself goes out, it must be replaced by the tenant. If the light source cannot be replaced, contact the property office.



In the bathroom, a GU10 5.5W spot of this type is used:

### Lighting:

Recessed spotlights, fa. A.LED, type Evo GU10, colour white, tiltable, item number 871869964750, incl. dimmable LED Spot bulb, GU10 5.5w dim-2700k item number 871869964760

In the entrance hall, a GU10 7.5W LED Ø75 mm, H63 mm is used.

These are available in various supermarkets and DIY stores.

### To replace the spotlights, follow these instructions:

1. Switch off the electrical relay by pressing down the black switch for the electrical group associated with the room
2. Unscrew the glass cover over the spot
3. Remove the spot bulb from the socket/wire the bulb is attached to
4. Install the new spot in the socket
5. Replace the bulb and glass cover in the ceiling mount
6. Switch on the power, relay and switch on the lights

## DRILLING INSTRUCTIONS

### Drilling into walls

When decorating your home, you often need to drill holes into walls and ceilings. The façade walls and walls facing the staircase are all made of iron-reinforced concrete. This means they are very hard and sometimes difficult to drill into. Here you need to use a masonry drill bit. Electricity is embedded in the concrete walls, which can be seen by the fact that there is either a socket/switch located 110 cm above the floor, or a lamp socket located close to the ceiling. When drilling, keep a distance of 15 cm on each side from a vertical line above/below the socket/switch/light socket.

To fix in concrete, use rawplugs that match the size of the screws.

Other walls in the apartments are made of aerated concrete, except for the walls around the bathrooms – see below. As with the concrete walls, electrical pipes are also embedded here. The same distance requirements apply here.

In aerated concrete walls, you can drill with both masonry and wood drills. The walls are very porous, so drill with caution. Rawplugs must also be used, but these are special plasterboard plugs designed for aerated concrete walls.

A – Lamp socket

B – Light switch/socket

C – Cables embedded in the wall



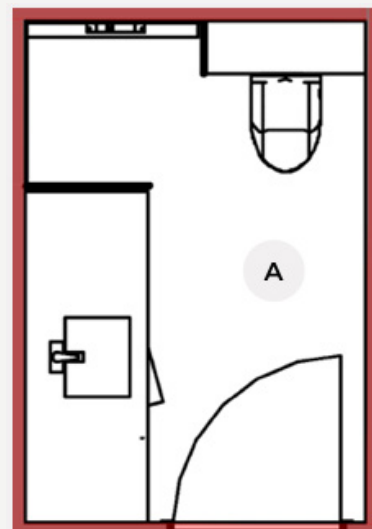
### Drilling instructions for hallways and bathrooms

It is not allowed to drill into the ceiling in the entrance hall and the bathroom, as these are lowered ceilings.

Water supply to mixers is usually through pipes embedded in the wall vertically above/below the mixer. To avoid hitting water pipes and electrical installations, we, therefore, advise against drilling in the ceiling and walls of the bathroom and drilling in the walls around the bathroom. If you also choose to drill in the shower cubicle, this can result in the re-establishment of grout or tiles when you move out. In the figure below, we have used the red walls to illustrate where you should not drill.

If these requests are ignored, the tenant will be held financially liable.

A – The figure is a general drawing of the bathroom in the apartment and the layout of the bathroom is shown as an example. Therefore, the layout can vary from apartment to apartment.



### Hanging in and up against the bathroom

It is not allowed to drill into the walls of the bathroom and the walls facing the bathroom (e.g. from the entrance hall and kitchen).

### Drilling into ceilings

Ceilings are made of concrete and drilling into these is done in the same way as in walls – with a masonry drill. The ground, first and second floors are hollow decks, which means there are channels in the elements. When drilling, water can come from some of these channels. This is not a case of hitting an embedded pipe, but water that has accumulated during the construction phase. If you are unfortunate enough that water comes out, you must immediately put a bucket underneath and contact Balder's customer service or the property's maintenance technician.

In some rooms there will be a lowered part of the ceiling along the wall. Ventilation pipes run here, so do not drill or hang lights here as there is a risk of hitting pipes.

# KITCHEN ITEMS AND WARDROBES

Types may vary from property to property – the description below is generic

## Kitchen

### **Cleaning of cabinet surfaces:**

The daily cleaning is done by wiping with a clean cloth, hard wrung-out in warm water. Wipe with a dry cloth afterwards.

Grease stains that cannot be removed in the above manner should be wiped off with a cloth wrung out in water with a normal soap solution such as soap flakes (not dishwashing detergent). Wipe with a dry cloth afterwards.

### **Daily cleaning of cabinet surfaces and counter:**

Cabinets and fronts must not be exposed to prolonged contact with water and steam. If fronts and cabinet bodies are exposed to water splashes, steam, etc., they must be wiped immediately to avoid moisture damage. Hot steam can damage the counter and adjacent fronts if the dishwasher is opened before it is finished, and the utensils are completely dry.

The daily cleaning of other cabinet doors is carried out by:

- Wiping with a clean microfibre cloth that has been hard wrung out in cold or lukewarm water.
- Then wipe with a dry, soft microfibre cloth/cotton cloth
- Grease stains that cannot be removed in this way should be wiped with a clean microfibre cloth wrung out in water with ordinary dishwashing detergent (max. 1 tsp. per litre of water) and then wiped with a clean microfibre cloth wrung out in cold or lukewarm water
- Finally, wipe with a dry and soft microfibre/cotton cloth.

### **Cleaning the worktop**

The kitchen worktop is made of 10 mm corestone. Corestone is a durable synthetic product and is resistant to common chemicals and disinfectants. Prolonged exposure to aggressive substances can leave marks and should therefore be wiped up immediately and cleaned with soapy water.

Always use a table protector or trivet for hot items. Hot pots, pans, baking trays etc. should not be placed directly on the worktop.

Daily cleaning is carried out with warm clean water and a wrung-out cloth. In case of heavy soiling, it is recommended to use an all-purpose cleaner to clean the worktop (not sulfo). If this does not work, clean thoroughly, for example, using Surface Cleaner.

In the unfortunate event of scratches on the surfaces, remove them with Scotch Brite sponge 7447 or 7448. Avoid working with sharp objects directly on the worktop –always use a chopping board. If larger scratches or stains appear that cannot be removed, contact the property's maintenance technician or Balder's customer service.

Spot/marking	Regular cleaning	Dried-in stains		Difficult stains
	Damp cloth	Warm water and detergent (without abrasives)	Liquid scouring powder (without scouring agent)	Chlorine cleaner, alcohol
<b>Food products</b>				
Tea	•	•	•	
Coffee	•	•	•	
Milk	•	•	•	
Fruit juice	•	•	•	
Curry	•	•	•	
Red wine	•	•	•	
Vinegar	•	•	•	
Lemon juice	•	•	•	
Beetroot	•	•	•	•
<b>Household products</b>				
Oil		•	•	•
Water-based colours	•	•	•	
Colours based on solvents				•
Washable textile colours		•	•	
Washfast textile colours				•
Shoe cream				•
Wax crayons			•	•
Ink from ballpoint pens				•
Lipstick		•	•	•
Nail polish				•

For matt laminates, wiping the worktops with a dry melamine sponge during daily cleaning is recommended.

If you have accidentally spilt an intense colour on your laminate table, such as yellow curry, red wine, coffee, ink or beetroot juice, it's important to remove the stain as quickly as possible. The faster you treat the stain, the more likely you are to remove it completely.

In the case of a single stain, sticker residue or similar, try a little acetone or thinner on a cloth. Allow this to dissolve the stain on the worktop and then wash off thoroughly with clean water.

### Cleaning the kitchen sink

Daily maintenance is simple: Use a regular scouring pad with a little dishwashing detergent if the sink is dirty. Leave hot vinegar 7% in the sink for a few minutes to remove heavy limescale deposits. Rinse with water.

General: It is recommended to wipe the sink after use with a soft cloth or towel to reduce the risk of scratches or similar.

### Cleaning the fixture

Do not use abrasive sponges and scouring powders for cleaning.

Dissolving and acidic detergents containing acetic acid are also not recommended. Clean only the fixture with a little soap and a damp cloth, then rinse and wipe it dry. Lime residue can be avoided by wiping the fixture after each use.

### Cleaning the water lock under the kitchen sink

Place a bucket or similar under the sink trap. Disassemble the water trap by loosening the two diverters. Clean and reinstall the water trap.

Make sure that all O-rings are in the correct positions again. General photo, may differ from apartment to apartment.

ALL valves should be exercised at least once a year.

We recommend opening and closing a few times to ensure functionality.

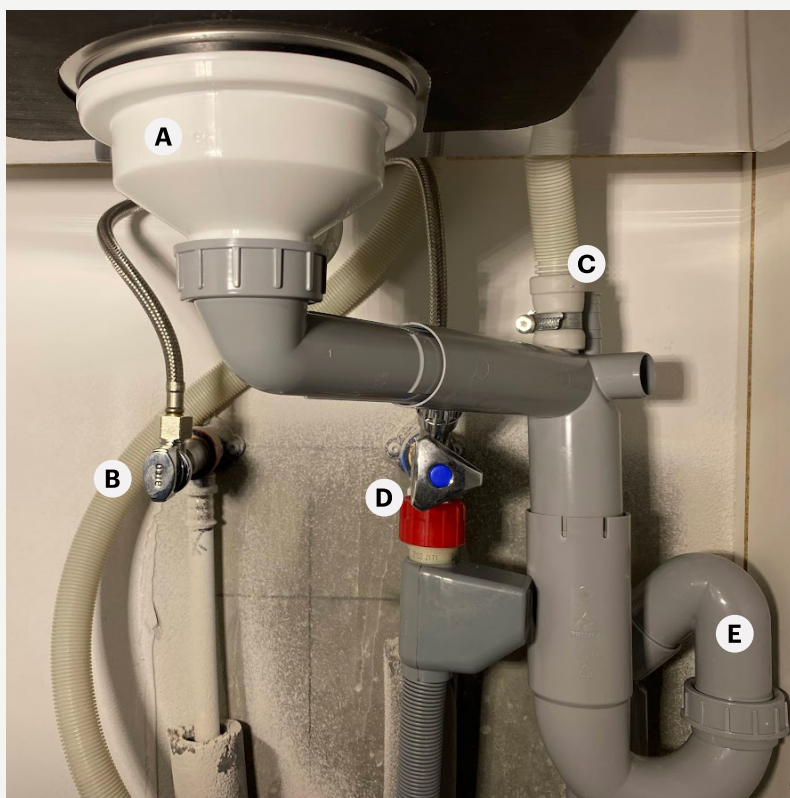
A – Drain

B – Hot water valve/balofix

C – Dishwasher drain

D – Cold water valve/balofix. Note there are 2 valves

E – Water trap





### Adjustment of hinges

The following applies to all cabinets, wardrobe doors and shaft doors:

- A – Carefully remove the cover and/or door damper
- B – Adjust the hinge using the marked screws.

### Kitchen type

Front:

- Vision 16 mm – Laminate, white

Handle:

- Wall units and wardrobes: Push-to-open (handleless)
- Base cabinets: handles

### Transformer

Lights are fitted under the upper wall cabinets. These are LED spots that are wired to a transformer (converts high voltage to low voltage). The transformer for LED spots is located in the hood cabinet. To access transformers located in the cooker hood cabinet, you need to remove the back plate, which can be carefully clicked off without the use of tools.



## Wardrobes

### Cleaning of cabinet surfaces

The daily cleaning is done by wiping with a clean cloth, hard wrung-out in warm water. Wipe with a dry cloth afterwards.

Grease stains that cannot be removed in the above manner should be wiped off with a cloth wrung out in water with a normal soap solution such as soap flakes (not dishwashing detergent). Wipe with a dry cloth afterwards.

## KITCHEN APPLIANCES

### Cleaning the dishwasher

To clean the front and panel of the dishwasher, use the same method when cleaning kitchen cabinets.

For internal cleaning of the dishwasher, use cleaning products that are especially suitable for the dishwasher. Always follow the instructions in the instruction manual from the manufacturer.

### Control panel

Read the user manual for further information, which you receive when you move in.

### Cleaning the hob

We recommend that you clean the hob after cooking. Do not clean the hob until it has cooled down sufficiently. Only use cleaning agents suitable for cooking hobs. Always follow the instructions in the instruction manual from the manufacturer.

The hob is an induction hob, which means you need pots designed for induction.

### Control panel for the hob

Read the instructions for use for more information.

### Cleaning the oven

Clean the oven using hot water with dish detergent added inside and out. Always follow the instructions in the instruction manual from the manufacturer.

### Control panel

Read the instructions for use for more information.

Please note that there is a child lock on the oven doors. This is switched on or off by turning the "wheel" in the centre.



### **Cleaning of refrigerator and freezer**

For light cleaning of the refrigerator, use a pH-neutral washing-up liquid in lukewarm water. Dishwashing water must not enter the lighting or through the drain hole and into the evaporation area. Always follow the instructions in the instruction manual from the manufacturer.

### **Refrigerator and freezer control panel**

If you want to regulate the temperature, please read the user manual for more information. You regulate the temperature by turning the wheel. When you switch off the fridge by turning to the black dot, you also switch off the freezer.

A grate is fitted in the plinth under the freezer. The top of the same cabinet is open at the rear edge or has a grate in the front. This helps to ensure sufficient ventilation so the fridge can function/"breathe".

The empty space above the refrigerator must not be filled with objects as the refrigerator must be able to ventilate.



## VENTILATION SYSTEM INCL. COOKER HOOD

### Avoid damage from moisture

A good indoor climate requires good ventilation and that you air out so much that no condensation appears on the windows. If you notice moisture damage, please contact the property's maintenance technician. Moisture damage is most easily remedied if immediate action is taken. The apartments have balanced ventilation, which means that air is blown into the living areas and extracted again from the cooker hood and bathrooms. Each apartment has its own ventilation system (decentralised ventilation), which can be found in each apartment – typically located in the installations shaft in the storage room.

Moisture damage is avoided by e.g:

- cooking using the cooker hood or open windows
- showering with the door open
- wiping the bathroom dry after use
- maintaining a room temperature between 18-22 degrees
- airing out the bedroom every morning
- creating a draught twice every day for 5-10 minutes.

### Cleaning and adjusting the exhaust vent:

Dust is removed by using a vacuum cleaner and a damp cloth.

**NOTE:** Do not adjust the exhaust vent as it has been pre-set. The vent must always remain in the same pre-set position. Adjusting it will have consequences for the apartment and the other apartments connected to and supplied by the ventilation system.

**NOTE:** The supply air vents must not be adjusted as they have been pre-set and must therefore remain in this position. The supply air vents are located in the living areas, and you may find that they can sometimes produce black circles on the ceiling around the vents. These are easily removed with a damp cloth.



### Cooker hood

The control panel is used to turn on the cooker hood. After 60 minutes, the suction switches off automatically. Even when the cooker hood is not on, there will be a slight suction in the default ventilation setting. The system's function is to maintain a healthy and good indoor climate in the apartment, preventing house dust mites from thriving, and at the same time, protecting the apartment from moisture damage.

The cooker hood has been professionally mounted and adjusted for normal operation.

As the apartment has balanced extraction, this means that when the cooker hood is switched on, the supply air will be turned up so that there is always a balance between extraction and supply air.

### Control panel

The cooker hood is activated by pressing the right button. You will hear a damper open and the hood will extract more intensively. There is only one speed, which means the hood is either on or off. When the hood is running, the button lights up green.

Press the left button to switch on the light in the hood – a light will glow red.

When you switch on the cooker hood, remember to pull it out as well, as there are two filters on the underside that catch grease, etc. These must be cleaned regularly – see more below. The image shows the underside of the cooker hood where a filter has been removed.

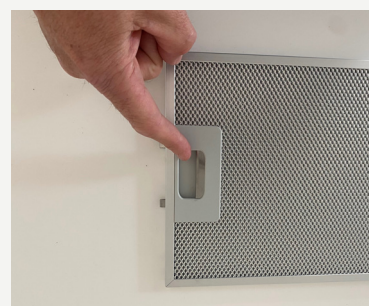
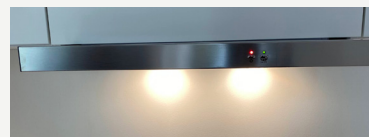
### Cleaning

The grease filter should be cleaned at least every 2 months.

The filter is removed by pressing the button indicated. Press the buttons horizontally towards the centre and the filter is released. Reinstall the filter by pushing the pallets at one end against two slots in the side. The button is pressed and released when the filter is in place.

Then clean the filter in the dishwasher. The above is done as needed, but we recommend that cleaning takes place at least every two months.

The inside of the hood must be cleaned at least twice a year.



### **Ventilation system**

The apartments have shared ventilation systems located in technical cabinets. The system is factory set and cannot be changed by the resident. In the event of a failure, contact the service technician.

The system works by extracting air from the bathroom and kitchen while blowing fresh air into the living areas. This is done via the valves located in the wall/ceiling/floor. The system has a built-in heat exchanger that ensures that the heat in the air that is blown out is reused to heat the air that is sucked in.

It is a legal requirement that the system runs 24 hours a day, so it must not be switched off.

Built into the system is a fire damper, whose function is to shut down the pipes in the event of a fire in the property. This means that a smoke detector is built into the system. The system will continuously perform a self-check and in case of defects, an alarm will be triggered.

There is also a requirement for an annual functional test, which requires you to test its function once a year. This is done manually by the dif technicians and when these inspections happen, you will be notified.



## HEAT MANAGEMENT

The property is heated with district heating. This means that the buildings are equipped with a central heating system in the basement, from where the heat is distributed to the four buildings. The apartments (including bathrooms) are heated with underfloor heating, which means that there are underfloor heating pipes embedded in the floor.

A room thermostat is installed in each room. On the thermostat's display, you can always see a guideline room temperature, the humidity in the home and the desired room temperature. Set the desired temperature by turning the wheel and then pressing the wheel. The display will show the current temperature and humidity at all times. The room temperature should be set to around 20-22 degrees.

You'll find that once you've got the thermostats set as desired, it will be years before you touch them again. The thermostats have sensors in each room. Sensors close to doors are not completely accurate, as they also measure some of the neighbouring room's temperature. Therefore, you should feel your way to the temperature you feel comfortable with and only use the temperatures shown as a guideline.

### Thermostats – room sensors

The thermostats are battery-operated and have a life expectancy of approximately one year. The control box is connected to the thermostats. They use two AA batteries. Below you can see how to open to replace the batteries and how to close again. Behind the battery is a number written in marker. The number refers to a number found at the top of the valves in the installations shaft.



### Control box – heating

Overall, the underfloor heating is controlled by the apartment's temperature and by a control box located in the installations shaft. The control box will automatically turn the heat up and down depending on the weather, amount of sunlight, etc. There is no need to switch off the control box in the summer as the underfloor heating switches off automatically.

- Green light in the control box means the circuit is active and hot water is flowing through the underfloor heating circuit
- Green flashing light means there is no connection to the thermostat, typically because the battery has run out
- A red light indicates a defect, in which case the property's service technician must be contacted
- No light means no activity, so no heat is requested



In the installations shaft you can see the valves that are controlled by the control box. Characterised as small "white elf hats". See photo.

When the control box asks a valve to open the heat to that circuit, the top of the valve will be blue.

When the control box indicates that no more heat should be circulated, the valve closes and the blue top lowers.

(see also photo where some valves are blue, and others have no colour)

### Temperature control on room thermostat

The temperature is easily adjusted by turning the "wheel". The desired temperature is shown on the display. Press the wheel once and the desired temperature is now selected. The display shows the measured temperature. If you turn one "click" to either side, the temperature you have selected will be displayed



### Battery replacement

The symbol indicates a low battery voltage, so do the following:

1. Pull the knob and remove it
2. Press the post with a flat screwdriver. Tilt up from below to press a post down to tilt the footplate up
3. Remove the device from the mounting base
4. Remove the battery and insert two new AA batteries. When there is contact, the display works again
5. Reassemble on the base by hooking on at the top and click

### Reaction time

When changing the temperature setting, it will take a few hours before you notice a difference in the temperature of the room. Heating with underfloor heating is different from what you know from a radiator system, where you can immediately feel the temperature change on the radiators.

Under no circumstances should the setting of the valves in the shaft/technical cabinet be changed, as the entire system is regulated and controlled from a common heating centre.

Note: Changing the settings in the technical cabinet can disrupt the balance of the entire system, with the consequence that the heating in other apartments stops working.

The apartment you've moved into is insulated to modern standards, which means that heat consumption is not high, but it also means that the apartments are very airtight. Therefore, it's not uncommon for your apartment to feel very hot in the summer. It doesn't take many hours of sunshine to heat your apartment – even in winter.

Therefore, the heat in the buildings will automatically shut down in late spring and open again in early autumn. The timing varies depending on the weather, as the heating system in the centre building is controlled by an outdoor sensor.

### Moisture alarms

At the bottom of every apartment shaft and under the kitchen sink, you'll find a moisture detector. The moisture detector is there to detect any damage to pipe assembly or pipe bursts. If the moisture detector sounds an alarm, contact your service technician immediately.

The moisture alarm has a 9V battery and when the battery is running low, a small beep will sound at regular intervals. Then it's time to replace the battery. To do this, pick up the can and open it by turning the top part (turn anti-clockwise). Replace the battery and reposition the moisture alarm.



## TV AND INTERNET

An electrical switchboard is located in the technical cabinet (more on this below).

A fibre switch is installed at the switchboard in the apartment.

When you choose your ISP, a router that connects to the fibre switch will be sent to you. Many choose to use the router to generate a wireless network, but it is also possible to set up a local network via the sockets in the apartment. In the photo to the right, you can see the control panel and below it a double socket. Under the socket is a small box that the router can be paired with to connect to switches in the living room and bedroom. They are marked with green and pink colour respectively.



These are also the same switches you use to connect your TV box. If you have chosen a TV signal provider, a box will be sent to you. This means that there is no standard aerial cable/copper cable – also known as coax cable – in the apartment.

### Internet/TV/Telephony

When you move into your new home, Balder has made sure that you have the greatest possible freedom of choice between internet providers. This is accomplished by an open fibre connection from TDC NET in your home.

The fibre connection enables you to choose freely between many different providers on TDC NET's fibre. Therefore, you can order exactly the internet or TV subscription that suits you.

### When can you choose your provider and subscriptions?

First, your new address must be registered with the providers. This is usually just before you move in. As it's up to the providers to ensure this, we can't give you an exact date. But on our website, you can keep an eye on when your new address is ready with each provider.

You can choose from these providers that TDC NET cooperates with:

## Vælg den udbyder, der passer dig

Med en fibertilslutning fra TDC NET kan du frit vælge den udbyder, du ønsker abonnement hos. Alle udbydere af internet, tv og telefoni kan vælge at levere løsninger på vores fibernet til dig. Det er der allerede mange, der gør. Se listen af udbydere herunder.



Your chosen provider will help you get started with your internet and/or TV subscription.

# ELECTRICAL INSTALLATIONS AND TELEPHONE, INTERNET AND ANTENNA

## RCD system and control panel

An electrical switchboard is located in each apartment. The photo shows a typical picture of a switchboard with a built-in HPFI system and circuit breakers. The RCD switch automatically switches off all electricity in the apartment in the event of an electrical fault. If the RCD turns off the electricity, the electricity can be turned back on by pushing the switch up. The test button (T) on the RCD switch should, at a minimum, be activated once a year to make sure it works properly. If the RCD does not switch off, an electrician must be called immediately.

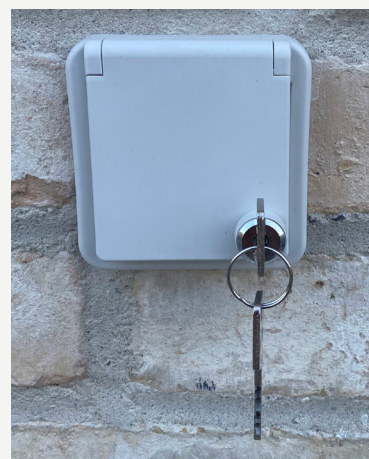


On the fuse box, it is possible to switch off groups of the electrical supply in the apartment. The number of groups varies from apartment to apartment and depends on how many groups have been established. Above each group is a label indicating which areas the group comprises. To turn off one or more groups, press the switch of each group down, and to turn them on again, press them up.

Since these are circuit breakers, this means that the fuse will automatically switch off in the event of an overload. In this case, the button tilts downwards. Once the overload is removed, switch the fuses back on. If switching on the individual group does not help, contact your service technician.

## External sockets

All apartments have external power sockets. This applies to the balconies, but also to the ground floor apartments. The power socket on the ground floor can be locked – a key is provided.



## Electricity meter

In the basement of each building, the respective electricity meters are located. The door to the switchboard room is locked with a Salto lock and can be accessed by Balder staff.

The reading of the meters is done automatically by the respective electricity providers.





## INSTALLATIONS SHAFT, INCL. WATER AND HEAT METER

There are two installations shafts in each apartment. Shaft 1 contains ventilation, waste pipes and heating (in some apartments also the switchboard). Shaft 2 typically contains water and waste pipes.

Access to the shafts varies depending on the type of apartment. Some of the shafts are located in the bedrooms, and to minimise noise pollution, a sound-absorbing door is installed that opens with a special key.

### Hot water for consumption

A – Meter for reading the consumption of hot water for consumption.

B – Stop valves for hot water shut-off.

### Cold water for consumption

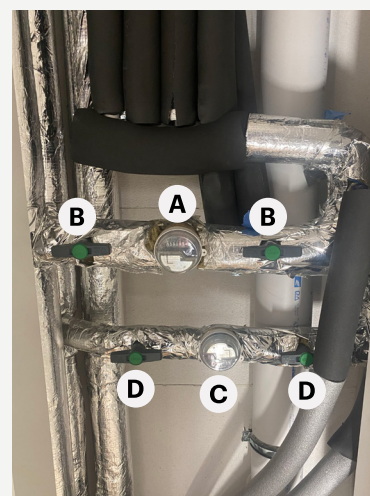
C – Meter for reading the consumption of cold water for consumption.

D – Stop valves for cold water shut-off.

The water meters are read remotely once a year, and the reading will form the basis for your annual water and heating bill, for which you pay on account. When the water and heating bills are ready, you will be told whether you have used more or less than the amount you pay on account each month. If you've used less than what you paid for, you'll get a refund.

### All valves should be exercised at least once a year.

You do this by opening and closing (turning the black taps) a few times to guarantee their functionality. After exercise, the taps should be parallel to the pipes.





## HEATING

The apartments are heated with district heating. This means that the buildings are supplied with district heating, which is located in the heating centre in the building. From here, the heat is distributed to each apartment. In each apartment, a so-called shunt is installed – an installation that controls the heating individually in each apartment.

Accidents can happen, which means you may find yourself in a situation where you have to switch off the heating. Therefore, in each apartment shaft, there is a tap that can switch off the heat (in the picture called Stophane Varme and has a red handle mounted on the flow) and there is also a valve mounted on the return pipe (in the picture called Indreguleringsventil), which is operated by turning it like a wheel.

The stopcock valve must always be fully open, which means that the handle must be parallel to the pipes, if this is not the case it will mean reduced heat in the apartment.

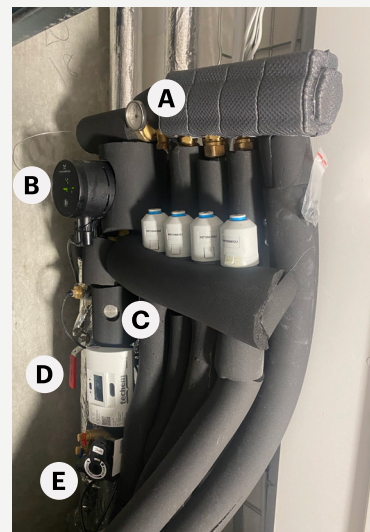
The balancing valve and stopcock should be exercised once a year by opening and closing the heating a few times.

A Techem heat meter is mounted on the pipes. This is read together with you, when you move in . Subsequent readings are taken electronically by remote reading.

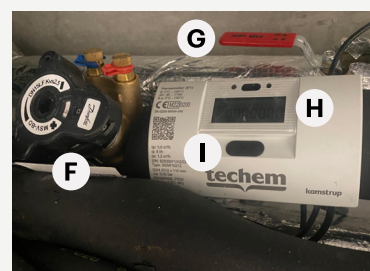
A pump is also installed in the shaft to ensure that the heat is circulated through the underfloor heating pipes. You can read the temperature of the hot water being circulated through the pipes at any time – it can be read on the small analogue thermometer. If it falls off, it can be pushed back into place.

### Heat meter

To take a reading, press the black button. A number appears on the display, which is an indication of how much heat has been used. Consumption is stated in kWh.



A – Thermometer  
B – Pump  
C – Heat meter  
D – Stopcock heat  
E – Regulating valve



F – Regulating valve  
G – Stopcock  
H – Display  
I – Button

## DOOR ENTRY PHONE

### Call system at the front door

A door station is located by the front door (see photo), and this is where guests to the apartments typically go. There is no doorbell in the apartment because the door phone needs to be connected to your smartphone. This means that when the doorbell rings, you will be notified via your phone, and you will be able to see the guest via your phone. It's also possible for you to see the guest even if you're not at home. This makes it possible to let the guest into the corridor, regardless of whether you are present in the building or not.

The door station is an electronic system – a so-called IT telephone system – which means that you need a smartphone to hear the doorbell ring and let people in.

To connect your phone to the door entry phone, do the following:

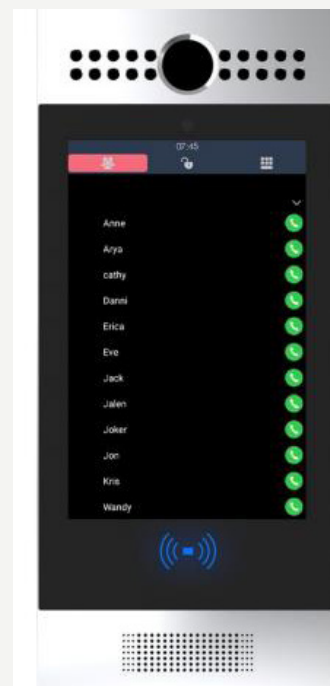
You can either open the door by answering incoming calls on your smartphone or by using an app that must be installed on your phone. The app is called INTEGRA VoIP, and once installed and connected, you can both let guests in and use a video function so you can see who's calling.

Scan the QR code below (one for Google Play, the other for AppStore) and download the app.

When a call is made from the outside panel, the video image is immediately displayed on the monitor, and the call tone sounds 4 times. The name of the door panel from which the visitor is dialling is displayed at the bottom of the screen.

There are now a few options:

- Start a conversation with the visitor: Press the green handset symbol to start the communication. You can talk to the visitor hands-free.
- Opening the door (without starting the communication): The system allows opening multiple doors. When there is one entrance door, press the door opener button once and the door will unlock
- Interrupting the ringtone during a call (mute): If you press the speaker symbol during the call, the ringtone will stop



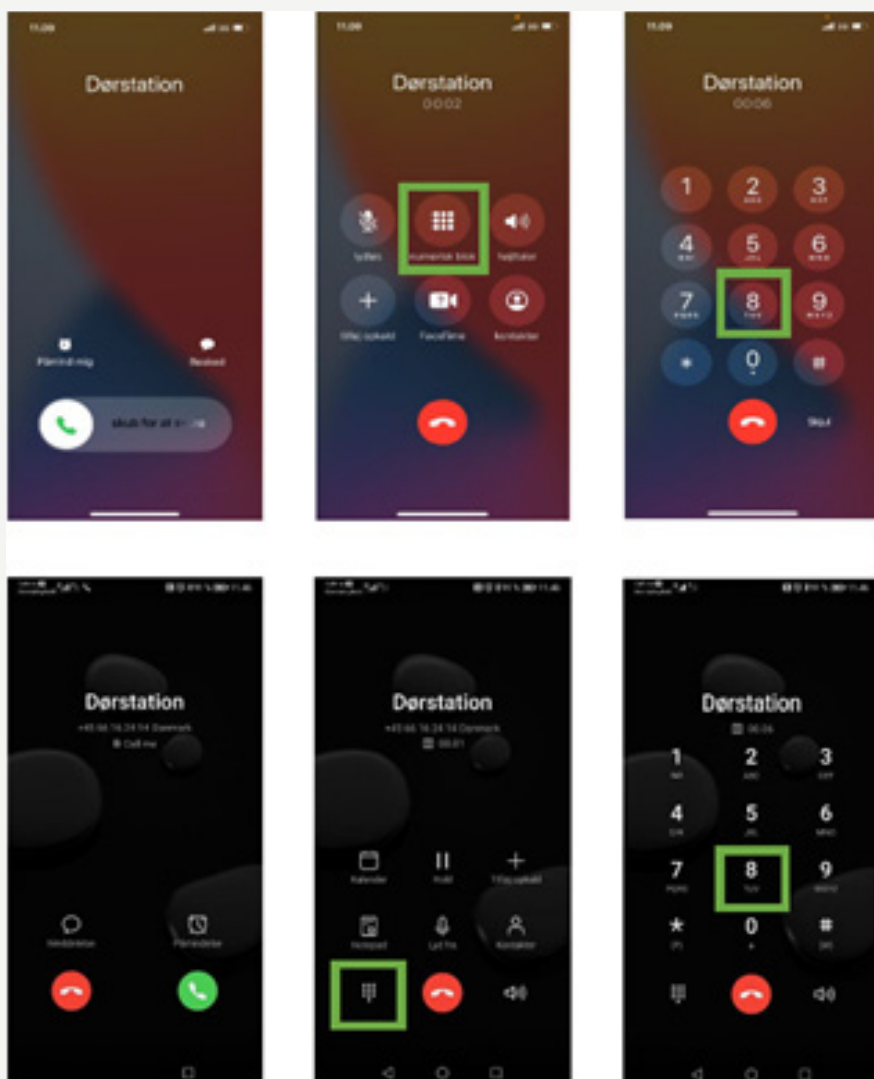
It doesn't matter if you have a smartphone or a normal phone, as your door phone can dial you like a normal call.

Here is a description of what to do when your door entry phone calls your phone:

### Calling on the phone

- Receive and answer calls on your phone – just like a regular phone call. It may look a little different depending on which phone you own. See photos.
- When you receive a call, answer the call and press the 8-key on the numeric keypad.
- To end the call, hang up again – just like ending a phone call. The illustrations below apply to iPhone phones or Android phones.

The apartment is called by pressing the button/screen in the middle to activate it. Then you can scroll up/down with your finger for the desired apartment number. When the desired choice is pressed, the apartment is called. On contact with the apartment, speak clearly into the speaker.



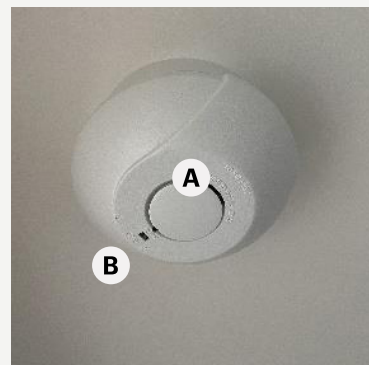
# SMOKE DETECTOR

## Smoke alarm

The smoke detector is connected to the apartment's power supply. In case of power failure, a battery is installed in the smoke detector. When it's time to change the battery (9V), the alarm will beep.

If the smoke alarm is activated by mistake, press the test button.

On the upper floors, smoke alarms are placed very high and are difficult to access. These apartments receive separate information about the maintenance of their smoke alarms.



A – Test button  
B – Display for voltage supply 230 V



Unmount the smoke detector by turning it counterclockwise.



Then unplug the smoke alarm and take it down. Open the battery cover and replace the battery. Once the battery has been replaced, reinstall the cover, turn the alarm around and test if the alarm also works on battery power alone. Then plug it in and twist the smoke alarm into place. Other fire alarm installations in the building are maintained by operational staff.



## WASTE MANAGEMENT

In each apartment, there is a drawer under the kitchen sink with a total of three buckets. Two of the buckets can be further divided, making a total of five buckets. It is therefore up to the individual resident to choose the appropriate waste sorting options. Please also refer to the sorting instructions from KLAR forsyning Greve Municipality.

Upon moving in, each apartment is given waste bags and a leaflet about waste management in Greve Municipality, which is handled by KLAR forsyning. You will also receive a red container for hazardous waste.

The waste is carried down to the waste transfer stations located at ground level, see the drawing below. There are a total of six different throws, which are categorised as follows:

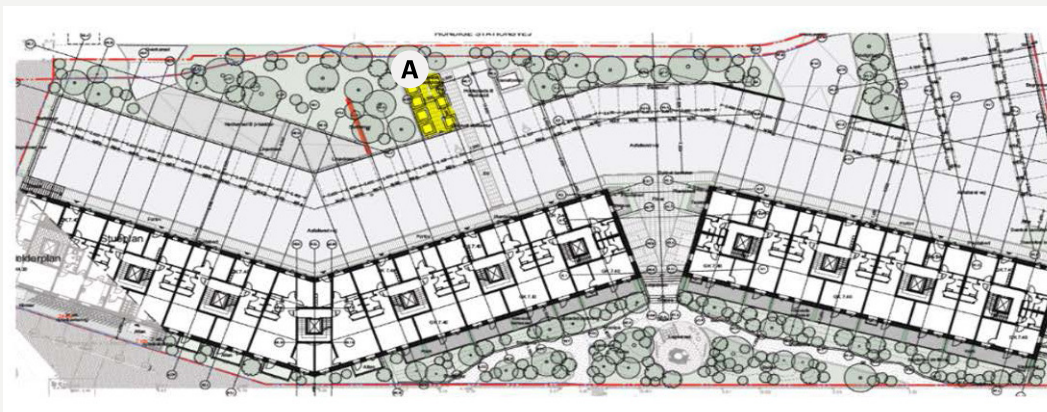
- 1: Residual waste
- 2: Food/bio-waste
- 3: Pap
- 4: Glass
- 5: Plastic, metal and milk cartons
- 6: Paper and newspapers/advertising

Waste is disposed of according to drawings, waste is sorted according to markings on waste containers.

A – Waste bins



KLAR forsyning uses an app with information about waste that you can download to your phone. The app is called Perfect Waste, and it shows when emptying takes place. Use the QR code below to download:



## STORAGE ROOM – PROPERTY OFFICE

### Storage room

Storage rooms are located in the basements. Storage rooms in basements are numbered for the individual apartments.

The storage rooms in the basement are heated and ventilated. The same key is used as for the apartment. We recommend that storage of moisture-sensitive materials is not placed directly on the floor, but on a shelf or something that raises the materials above the floor.

The basement storage rooms are separated by a grid wall at the bottom of the room. The grids mustn't be covered, as it must be ensured at all times that air can circulate freely between rooms for ventilation and in case of fire.

### Property office

Balder's property office is located on the other side of Hundige Station next to the bus terminal. See the map below. The address is Hundige Stationsvej 22C, 2670 Greve. To get to the office from Frydenhøj Allé, go to Hundige Station and take the stairs down on the west side of the station.

### How do you get in touch with Balder?

Our customer service team is happy to handle all enquiries and distribute them to the property's maintenance technician, your account manager or a craftsman, depending on the case. You can always write or call us at [kundeservice@balder.dk](mailto:kundeservice@balder.dk) or tel. +45 55 55 07 07.





# FIRE

## Storage of hazardous liquids etc.

It is permitted to store chemical and flammable liquids for domestic use – typically household spirits, cleaning petrol, acetone, etc. Do not store larger quantities.

Also, bottled gas (typically camping equipment or barbecue equipment), fireworks, etc. may not be stored. It is not permitted to store gas in either your storage room in your apartment or in your basement.

## Escape routes and general house rules

The staircase and entrance to the stairwell is an escape route. Therefore, no flammable materials should be stored on the staircase, while the staircase should be kept clear to allow free passage at all times.

The fire route indicated in the drawing below must be cleared and parking is prohibited.

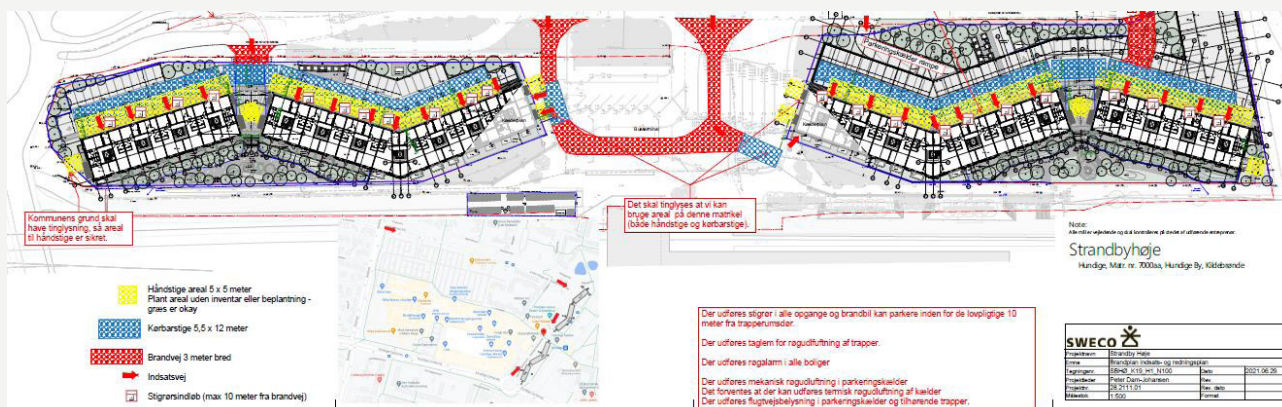
Self-closing doors must not be held in the open position with wedges, hooks, hasps or similar.

Installations shafts may not be used for storage of equipment, goods or similar.

In the event of a fire, rescue can be by ladder. Therefore, the yellow areas indicated in the drawing below must be kept free of fixed objects at all times. Therefore, bicycle parking in front of each entrance door will typically be in loose bike racks.

## Evacuation

In the event of an evacuation of the properties – typically in the event of a fire – everyone must gather on the ground by the waste containers. This applies to all residents and any guests, so that a headcount can be kept.



### Operation and maintenance of fire safety measures

- Smoke dampers in the flats must be tested once a year – you will receive a notification
- The smoke flap, which is located at the top of each staircase, should be function tested once a year. The property's maintenance technician will do this. The smoke flap is operated via a switch at the entrance. This is not a call-function for the fire brigade
- Smoke alarms in the apartments must be tested twice a year. Replace the battery as needed
- Fire risers on stairs are inspected every year and tested every 10 years. When this happens, you will be notified.

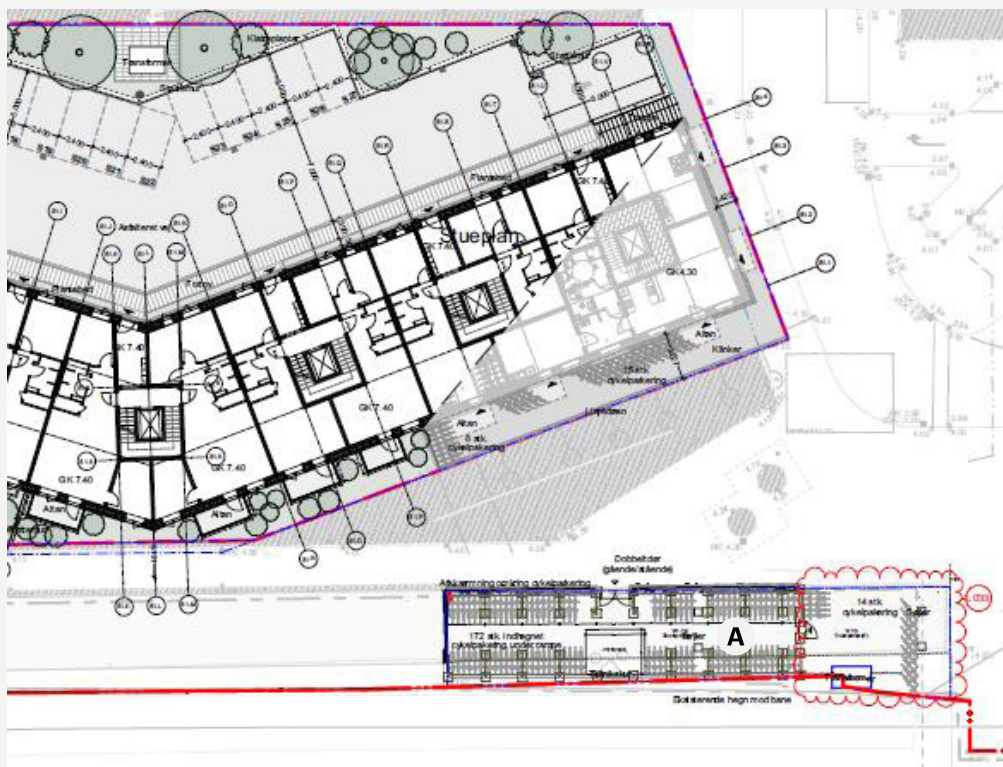


## PARKING

The two apartment blocks to the south have 28 parking spaces, including 4 parking spaces for disabled people. The remaining parking spaces, including disabled parking, are all located by the blocks to the north, on the basement car park deck and in the basement car park. The parking spaces are signposted and Balder Danmark must be contacted.

Also, 233 bicycle parking spaces have been established in the basement under the buildings to the south, 94 bicycle parking spaces in the buildings to the north and 172 bicycle parking spaces under the ramp to the station bridge.

A – Bicycle parking under ramp





## ACUTE ISSUES

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 water from the outside, e.g. torrential rain, 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 order and/or person trapped
- Access door lock does not work
- Gross vandalism

### Be aware

In emergency situations, Balder covers the cost of the wright/craftman.

In the case of damage covered by the lessee's external maintenance obligation, Balder defrays the expense if the damage is regarded as an emergency.

In the case of damage covered by the resident's maintenance obligation, the resident will defray the cost to Balder.

## CONTACT BALDER ADMINISTRATION

### Customer service

+45 55 55 07 07

kundeservice@balder.dk

### Rental

+45 55 55 07 07

udlejning@balder.dk