



# BALDER HOUSE RULES

Mutual tolerance and consideration are important qualities for maintaining good neighbourliness and a good atmosphere at the property. There are different perceptions of what constitutes considerate behaviour and how much should be tolerated. Therefore, as an aid to common understanding, these house rules apply to all Balder properties in Denmark.

The house rules ensure a common framework for the property and are a reference work that you can revisit at any time at **[balder.dk/en/my-balder](https://balder.dk/en/my-balder)** to find the current rules of your property.

The house rules are a condition for your lease with Balder. You must therefore comply with the provisions of the house rules, see section 152(2) of the Danish Rent Act. The same applies to your household, any sublessees and anyone visiting you.

If there are any discrepancies between what is stated in your lease agreement and the provisions of the house rules, the terms of the lease agreement prevail.

If you have any questions about the house rules, you are always welcome to contact our customer service.

**Tel: +45 55 55 07 07**

**Mail: [kundeservice@balder.dk](mailto:kundeservice@balder.dk)**

**Yours sincerely  
Balder**

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## 1) GENERAL

### a) Use of the leased premises

- i) The leased premises, common rooms and common areas may only be used in a way that does not disturb other residents.
- ii) You are obliged to maintain and clean the leased premises in accordance with the maintenance instructions prepared for the property, which you can find at **[balder.dk/en/my-balder](https://balder.dk/en/my-balder)**.
- iii) Storage and disposal of flammable items, including fireworks, may only take place in accordance with the rules of the Danish Safety Technology Authority, which can be found at: **[sik.dk/privat/goer-det-sikkert](https://sik.dk/privat/goer-det-sikkert)**.
- iv) If you discover damage to the property's installations inside or outside your home, you must report it to Balder's Customer Service without undue delay.
- v) Your home contents are not covered by the property insurance. It is therefore recommended that you take out home/family insurance.
- vi) Instructions from Balder must be followed at all times.

### b) Access to the property

- i) All access doors to the property, including doors to basements, waste rooms, etc. must be kept closed and locked for security reasons. Similarly, windows in stairways and any common areas may not be left open unattended. If you find an open door or window, please close and lock it.
- ii) Do not let anyone into the stairway that you do not know or expect.

### c) Keys and key fobs

- i) Extra keys/key fobs can be purchased by contacting Balder's Customer Service.
- ii) If you wish to hand over keys/key fobs to a third party, including suppliers/bidders, you do so at your own expense and risk. Remember to take back any keys/key fobs issued by a third party immediately at the end of the collaboration and when moving out.

### d) Escape routes

- i) For safety reasons, all escape routes on the property must be kept clear and clean so that emergency vehicles and personnel can reach them unhindered.
- ii) You are responsible for keeping the stairway area outside your front door free of items. For further information, see section 9 of the Ministry of the Interior and Housing's Executive Order on fire protection of residential buildings built in 1900 and later.
- iii) Balder reserves the right to remove items left behind without further notice and to charge the responsible resident for the cost. The expense is a mandatory payment, see section 182(1)(1) of the Danish Rent Act.

### e) Noise

- i) In blocks of flats it is not uncommon to hear noises from neighbours and stairways. Ordinary everyday sounds must be tolerated. Balder encourages neighbours to get to know each other, as experience shows that this increases understanding, consideration and tolerance for each other.

- ii) Be considerate and avoid noisy behaviour that may disturb neighbours and other residents of the property.
- iii) Parties, events and other noisy activities in the home will take place behind closed doors and windows, and should be announced to neighbours in reasonable time by posting on the stairway bulletin board or other communication platform.
- iv) Sound from radio, TV, computer, music systems, musical instruments, game consoles, etc. must at no time be a significant nuisance to other residents of the property. The sound must be reduced from 22:00.
- v) The use of drills and other noisy tools and noisy work is permitted during the following periods:
  - (1) Monday-Friday: 7:00 - 18:00
  - (2) Saturday and public holidays: 10:00 - 18:00
  - (3) Do not use drills and other noisy tools on Sundays.

See also point 2a for drilling instructions.

- vi) Playing and staying in stairways are not allowed.

#### **f) Smoking**

- i) Smoking is not permitted in the property's indoor common areas, including stairways, common areas, greenhouses, basements, etc.
- ii) Smoking in your own home is permitted. Please be aware that smoking can lead to extraordinarily high costs for renovation of the leased premises on vacation.
- iii) Smoking on your own terrace/balcony should be done with consideration for neighbours. Ashtrays should be kept covered to prevent debris from blowing away.

#### **g) Drugs and alcohol**

- i) The use of hashish and other euphorants is under no circumstances permitted anywhere on the property, including in your own home.
- ii) If you notice the presence or use of intoxicants in the property, we encourage you to report it to the police.

## **2) THE FLAT**

#### **a) Drilling instructions**

- i) Due to the risk of water damage, do not drill, screw or hammer nails into bathroom ceilings and walls.
- ii) In general, in other rooms, always check before drilling into walls or ceilings that there are no wires, pipes or cables. Holes in walls and ceilings must be repaired on vacation.
- iii) It is not permitted to make holes in fixtures, including countertops, doors, cabinet surfaces, panels, window sills and frames, as well as acoustic panels, grout, tiles and clinkers.

## **b) Smoke alarm**

- i) During the rental period, the tenant is responsible for maintaining and cleaning the smoke alarm, if one is present in the rental unit.  
If the smoke alarm emits a warning sound (typically a beep every minute), it means the backup battery is low and needs to be replaced.  
Each quarter, the tenant must test the smoke alarm by pressing the test button.  
Once a year, the tenant must vacuum the smoke alarm and check the function of the backup battery by disconnecting the main power supply.  
The landlord will replace the smoke alarm if both the test button and the backup battery test fail to work.

## **c) Technical cabinet**

- i) The home is equipped with one or more technical cabinets, where you will find piping and consumption meters, among other things. To prevent damage to the installations, it is not permitted to use technical cabinets to store items.
- ii) Provided that space is available, it is permitted to install a router in the technical cabinet.
- iii) Technical cabinets must be freely accessible for visits by craftsmen or for other inspections at the request of Balder.

## **d) Internet & TV**

- i) The flat is equipped with cable or fiber connection. You sign an internet and TV contract directly with the provider of your choice.

## **e) Indoor climate - mould and pests**

- i) For your own health and the health of the property, we encourage you to maintain a healthy indoor climate in the flat. Therefore, keep your home clean and ventilate the room daily.
- ii) The occurrence of mould and the like must be counteracted with daily ventilation with draught (the Danish Environmental Protection Agency recommends ventilation for a minimum of 2 x 5 minutes daily).
- iii) Use a cooker hood when cooking and keep a reasonable temperature in all rooms.
- iv) Do not dry clothes inside the home without using a tumble dryer.
- v) Do not cover ventilation outlets.
- vi) If your home has its own ventilation system, you must change the system's filters annually. Filters are delivered by Balder to your mailbox.
- vii) If you notice any signs of mould or pests, please contact Balder's Customer Service immediately by phone +45 55 55 07 07 or email [kundeservice@balder.dk](mailto:kundeservice@balder.dk).

## **3) STORAGE SPACE OUTSIDE THE HOME**

- i) Storage rooms outside the home may not be left to anyone outside your own household.
- ii) The storage room may only be used for general storage for the household.
- iii) Stored items should not be a nuisance to others and must not be left outside your own storage room.

- iv) Storage of fireworks and flammable liquids is not permitted.
- v) Storage of food, including animal feed, is not permitted.
- vi) Any installations in the storage room, including sprinklers, handles, valves, inspection hatches, etc. must be accessible to the extent necessary. If there are cable trays in the room, do not place effects on them.
- vii) Balder cannot be held liable for any loss or damage to items stored in the storage unit.

## 4) WASTE

### a) General waste

- i) Waste must be sorted according to the municipality's instructions and as indicated on the waste containers.
- ii) Waste must be disposed of directly in the waste containers/shafts belonging to the property. At no time may waste be placed anywhere else, including in common areas, stairways, storage rooms or next to waste containers/shafts.
- iii) Residual and bio-waste must be disposed of in securely closed waste bags.
- iv) Cardboard should be folded or torn into smaller pieces before being placed in the cardboard containers.
- v) To protect against pests, waste containers must always be able to close completely and may not be overfilled. In the event of a shortage of space, it is your responsibility to dispose of your waste or store it in your home until there is space in the property's waste containers.
- vi) If there are multiple waste stations/containers on the property, all are free to use. If the nearest option is full, please use others if possible.
- vii) Balder reserves the right to charge any additional costs for failure to sort waste or collect waste left in common areas. The expense is charged to the responsible resident and is a mandatory payment, see section 182(1)(1) of the Danish Rent Act.

### b) Bulky waste

- i) If bulky waste facilities are attaching to the property, these must be used in accordance with signs or instructions on Balder.dk.
- ii) If there are no bulky waste facilities attaching to the property, you must dispose of your bulky waste at the municipality's recycling center.
- iii) It is not permitted to leave bulky waste in the property's common areas or in waste rooms for general waste.
- iv) Balder reserves the right to charge any additional costs for the disposal of bulky waste left in common areas. The expense is charged to the responsible resident and is a mandatory payment, see section 182(1)(1) of the Danish Rent Act.

## 5) TERRACES, BALCONIES, HOME GARDENS

### a) Maintenance and use

- i) You must ensure that your terrace/balcony/garden appears clean and tidy at all times.
- ii) Section 11 of your lease agreement states whether you are responsible for the maintenance of the terrace/balcony.
- iii) Only the products specified by Balder may be used for painting, oiling and the like. If the specified products are not used, Balder reserves the right to carry out cleaning at your expense.
- iv) Garbage, deposit bottles, food, pet food, etc. may not be stored on the terrace/balcony/garden.
- v) It is not permitted to feed wild birds, squirrels, foxes, etc. on the property.
- vi) Do not spit or throw anything over the terrace/balcony edge or hedge, including cigarette butts, drinks, waste, etc.
- vii) For safety reasons, fireworks may not be used on or from the terrace/balcony/garden.
- viii) For safety reasons, flower boxes may not hang over the edge of the balcony.
- ix) You may only plant in your own purchased planters/pots.
- x) Own vegetation must be maintained in a way that does not cause a nuisance to neighbours or property staff. Nor must watering be a nuisance to others.
- xi) Furniture, parasols and other items must be secured in such a way that they cannot cause damage to neighbours and surroundings during gusts of wind. The cost of any damage will be borne by the responsible resident.
- xii) Due to the risk of damage, do not install hot tubs, jacuzzis, swimming pools, sandpits or similar.
- xiii) Terrace/balcony must be loaded with a maximum of 200 kg/m<sup>2</sup> all inclusive.

### b) Grill

- i) To avoid strong smoke formation, it is only permitted to use gas or electric grills.
- ii) The grill must be placed on a non-flammable surface.
- iii) The grill should be placed as far away from the building's facade as possible and may not cause a fire hazard or soot build-up.
- iv) The use of grills and the like may only be used under constant supervision and with the greatest possible consideration for neighbours and in compliance with applicable legislation.

### c) Facades

- i) It is not permitted to drill, drive nails or otherwise cause damage to the facade of the property.

### d) Fencing and screening

- i) Fences/fencing may only be established after prior written permission from Balder.
- ii) Fences/fencing may only be erected in accordance with instructions from Balder.
- iii) Fences/fencing must be kept in materials and colours approved by Balder.
- iv) Screens on balconies may be no higher than the height of the balcony railing.

- v) Fences/fencing on terraces must be removable and may not be attached to land, tiles or fencing belonging to the property.

## 6) COMMON AREAS

### a) Stairways

- i) Postings may only be made on the notice board in the stairway.
- ii) Stairways are escape routes. Stairways should therefore always be kept tidy.
- iii) It is permitted to have a doormat in front of your own front door. All other items, including shoes, prams, scooters, etc. must be stored in your home or storage unit. For further information, please refer to the Ministry of the Interior and Housing's Executive Order on fire protection of residential buildings built in 1900 and later.
- iv) Balder reserves the right to remove items left in the stairway without notice and charge the responsible resident for the cost. The expense is a mandatory payment, see section 182(1)(1) of the Danish Rent Act.

### b) Courtyards/roof terraces/community houses

- i) Staying in common areas must be done with consideration for others present.
- ii) Cycling is not allowed in common areas.
- iii) The stay should not be a nuisance to neighbouring homes, and it must be quiet after 22:00.
- iv) On-site signage must be respected.
- v) After your stay, the site must be left clean and tidy - as you wish to find it.
- vi) Do not leave waste behind.
- vii) Do not urinate on plants and beds.
- viii) In courtyards, grilling is only permitted at any permanently established grilling stations.
- ix) Only gas or electric grills are permitted on the roof terrace.
- x) Do not use electrical outlets for fan heaters, tools or similar.
- xi) Common houses and the like may not be left unlocked.
- xii) Grilling is not allowed in common houses.
- xiii) It is not permitted to feed wild birds, squirrels, foxes or similar.

### c) Other common areas

- i) It is not permitted to store effects in common areas, including attics and basements, unless they have been designed for this purpose by Balder.
- ii) Balder reserves the right to remove items left in common areas without notice and charge the responsible resident for the cost. The expense is a mandatory payment, see section 182(1)(1) of the Danish Rent Act.



## 7) ANIMALS

### a) Pets and aquarium

- i) It is allowed to have an aquarium or pets, such as a dog, cat or rabbit, with the prior written permission from Balder.
- ii) Pets should not be a significant nuisance to the other residents of the property.
- iii) Cages should not be placed in outdoor areas, including terraces/balconies or gardens.
- iv) Waste from cages and litter trays should not be flushed down the toilet but should be disposed of as residual waste.
- v) Pets must be kept on a leash in common areas and any droppings must be picked up immediately by the pet's handler.
- vi) Pets are not allowed on the property's playgrounds, in common houses or on roof terraces, if any.
- vii) Snakes, amphibians and other reptiles may only be kept in the home provided that they are securely enclosed and do not intimidate other residents. Balder's assessment in this regard is final.
- viii) Please also refer to the terms of the livestock permit.

### b) Small animals

- i) It is allowed to keep small animals such as birds, guinea pigs and hamsters to a limited extent without written permission.
- ii) Small animals should not be a nuisance to other residents of the property.
- iii) Small animals must be kept in a secure enclosure in the home.
- iv) Waste from cages should not be flushed down the toilet but should be disposed of as residual waste.

## 8) PARKING

### a) Motor parking

- i) The property's parking areas may only be used for motorized vehicles with license plates.
- ii) Parking must be in accordance with the parking agreement and/or signage in the area.
- iii) Parking is only allowed within marked parking spaces.
- iv) Storage of caravans, trailers, boats and the like is not permitted in the property's parking areas.

### b) Bicycle parking

- i) Bicycle parking areas may only be used for parking bicycles.
- ii) Bicycles must be parked in bicycle racks or bicycle rooms, if available on the property.
- iii) Bicycles should not be a nuisance or obstruct access to the property, waste rooms, electrical cabinets, mailboxes and the like.
- iv) Bicycles that are not properly parked may be removed without notice and handed over to the police.

## 9) CONTRAVENTION OF THE HOUSE RULES

- i) If you, your household or persons you have given access to the property contravene one or more provisions of the house rules, Balder may issue a verbal or written order, which you are obliged to comply with.
- ii) Repeated contravention of one or more provisions of the house rules may result in termination of the lease, see section 171(6) of the Danish Rent Act or termination of the lease, see section 182 of the Danish Rent Act.

## 10) CHANGES TO THE HOUSE RULES

- i) Balder may, if necessary, change the house rules without notice.
- ii) The amended house rules are valid from the time they are sent from Balder. The house rules will then be included as a condition of the lease.
- iii) The house rules in force from time to time are available at:  
**[balder.dk/en/my-balder.dk](https://balder.dk/en/my-balder.dk)**

**These house rules are dated 01.05.2025**