

Guidance for maintenance rules

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Preface

This guidance is a supplement to the maintenance rules.

In the residency's experience, it may be expensive to default on your tenancy.

This guidance has been prepared as a supplement to the maintenance rules in the hope that it may be helpful in minimising your repair costs when moving out.

Moving in

At the taking over of the tenancy, a move-in inspection will be carried out, and this will be carried out by the manager of the residency and will be sent by email after you have signed the inspection report and after handing out your keys.

Moving out

In connection with moving out, an inspection of the tenancy will be carried out. The inspection will be carried out by the manager of the residency, possibly by a temporary manager. At the termination of the tenancy, the manager will fix a time to be sent by email to the tenant as to when the inspection will be carried out. This inspection is decisive for the extent of work that will possibly have to be carried out. In case the tenancy has not been made ready for inspection at the fixed/arranged time, it is a case of breach, if the manager has not been informed of such delay no later than at 08.00 on the same day.

[Remember to check your spam mail](#)

Breach

Normal wear and tear and age are not considered breach – but in contrast, wrongful use or failure to act may result in breach.

Damage and defects, which may cause further damage to the tenancy/building as for example leaky water and heating pipes, fire damage etc. must immediately be reported to the manager at:

<https://rsk.dk/defect-report/>

See the following paragraph on "Sudden damage".

It is important that e.g. painting, which you yourself carry out, will follow this guidance.

It is also important that you carry out continuous cleaning and maintenance, and clean and maintain when you move out.

This guidance provides a number of instructions in order for you not to end up in a situation in which you will be liable for breach.

This guidance is however not exhaustive – and areas or situations which have not been described may occur.

If in doubt, please ask the manager – and preferably, in writing, so you have the necessary documentation in connection with a possible dispute.

However, common sense is a good guiding principle.

Sudden damage

Rectification of damage outside normal office hours and which demands immediate action may occur by contacting a member of the tenants' council who will then contact the manager.

Damage, which is not sudden (running toilets, dripping taps, defect joints in the bathroom, clogged drains), must be reported to the manager on the next working day at: <https://rsk.dk/defect-report/>

Painting of tenancy

The tenancy is available newly painted and is in a good and reasonable state but not newly repaired.

In case you wish to freshen up the painting on your walls and/or ceilings in the living room/accommodation and corridor during your period of tenancy, you must contact the manager, who will guide you about what is allowed.

Important! You are not allowed to paint your bathroom, since it is of utmost importance that painting in a room with high humidity is carried out by professional people. Wrongful painted paintwork in the bathroom may cause much damage, if humidity has leaked into walls etc.

In case you as a resident have carried out paintwork in the bathroom, you will be liable for any possible damage. Important! Paintings on pipes, switches, air intake, woodwork (foot panels, architraves, door and window frames) will be considered as breach, and any repair will be at your expense when you move out.

Vermin

Vermin include animals and insects, which either destroy buildings etc. or cause major inconvenience. It is important to combat some types of vermin as quickly as possible.

In case you experience rats, mice, bedbugs, long-tailed silverfish or moth, please contact the manager in order to have these removed before they spread.

Ants and silverfish are typically easy to remove yourself by cleaning. In some instances, it is possible to get poison from the manager.

Mould fungus

Mould fungus may occur on moist surfaces, and can be seen as green, black, brown or white spots or stains, which often have a hairy surface. Sometimes mould fungus can be hidden behind constructions, inventory or wallpaper, but can be detected by its mouldy smell.

The reason for the occurrence of mould fungus may be leaks in pipes, roof, frontage, windows and/or joints as well as clogged or defect ventilation system, air extraction, cooker hood and/or ventilation shafts. The most common reason for mould fungus is that you live in a “wrong” way due to bad ventilation, too little heating and dry your clothes indoor without proper ventilation.

If you experience mould fungus, please contact the manager in order for him to estimate the extent and the cause of the mould fungus and what to be done.

Treatment of minor areas with mould fungus can be made by using “Rodalon” or chlorine. You can read more at www.skimmel.dk. The site can also be read in English (and six other languages).

Continuous cleaning and maintenance

Of course, you decide the standard of the cleaning in your tenancy. However, it is a requirement that you take part in the joint cleaning of the common areas. If you do not take part in the joint cleaning of the kitchen when it is your turn, a cleaning company will be ordered and the bill will be divided among the users of the joint kitchen. Lack of cleaning in your tenancy is not regarded as breach, but if lack of cleaning and maintenance result in damage or deterioration, it is a question of breach.

Walls and ceilings

Walls and ceilings do not normally require continuous cleaning but if necessary, they can be washed down with water with a detergent or basic cleaner added, which must then be dried up with a firmly wrung cloth. Be careful not to rub too hard since this may cause holes in the painting.

Limit any possible borings of holes in walls and ceilings.

Floors

In general:

Remember to vacuum before washing floors.

Chalk can be removed with vinegar or citric acid. Wash with pure water afterwards.

Terrazzo floors

The floors must be washed with water with soap flakes added.

Do not use synthetic detergents or strong acid.

Chalk can be removed by rubbing with a lime-dissolving detergent powder or vinegar on a cloth. Wash with pure water afterwards.

Repair of damaged terrazzo floors must be carried out by professional people.

Wooden floors and doorsteps

Wooden floors only tolerate water to a limited extent.

The floors must be washed with water with soap flakes added with a firmly wrung cloth, and the floors must be dried with a dry cloth afterwards.

Do not use synthetic detergents.

Do not use polish, since polished floors cannot be lacquered at a later stage without prior floor sanding. The floors must not be lye-treated or painted.

Never use wax, polish, scoring powder or steel wool.

In case of sanding, we refer to professional people.

The tenant has a duty to inform the caretaker if the floor needs a new layer of lacquering due to normal wear and tear. Lack of lacquering may result in breach.

In order to protect your floors the best way possible, it is recommended that you place a wiping mat for your shoes on the inside of the entrance door. Place felt pads on your chair legs, use wheels with a rubber surface on office chairs, and use a plate on the floor. In this way, you protect the floor against scratches.

Spirit or benzene can be used to remove stains due to asphalt, coloured chalk, lipstick, oil, shoe polish, pens, soot or nail lacquer. Dry with a dry cloth afterwards.

Bathroom

Mounting and fixing

Do not use nails or screws in tiles and inventory.

Do not mount supplementary inventory – only what is regarded as standard inventory is allowed in the tenancy.

Wash basin and toilet

The material of the sink and the toilet is porcelain.

The daily cleaning of the sink must be carried out by using a universal detergent – and perhaps spirit in order to dry it.

The toilet must be cleaned using a toilet-cleaning product and a toilet brush.

Sometimes it is necessary to remove chalk or rust stains. Never use acid or scoring powder, but a pumice stone can be used. If this does not solve the problem, it is allowed to use a lime-dissolving product or vinegar. Please be careful and it is necessary to rinse thoroughly with water afterwards.

The toilet must be cleaned with a floating toilet cleanser with lime-dissolving ingredients, however never use toilet cleanser on the toilet seat or assembly.

Mixer taps

Mixer taps and drains are normally chromium-plated and must not be operated by wrong tools. In case the mixer tap or the water tap drip or run a little, or in case minor malfunction is detected, you must report this to the manager at: <https://rsk.dk/defect-report/>

Daily cleaning must be carried out using a universal detergent and must be dried with spirit. In case the air blender/water jet or the hand shower of the mixer tap has been furred up, cleaning can be carried out by soaking with a li-dissolving detergent, e.g. vinegar or citric acid.

Floor and walls in the shower cabinet

The floor and the walls in the shower cabinet are typically covered by tiles and terrazzo floor. Use a scraper with white rubber after each shower and clean on a regular basis with a detergent with lime-dissolving ingredients.

Steel wool, scoring powder etc. are not allowed since this may scratch the surface.

Vinegar or citric acid can be used to remove chalk stains. Wash with pure water afterwards.

Drain bowls

Drains must be cleaned in order to avoid odour problems and clogging. Clogged drains may however cause water damage with the downstairs tenant. In case the drain installation is defect, the manager must be contacted immediately.

Doors, windows, frames, panels, mountings

Wood, which has been painted, lacquered or oiled, must be cleaned with water with a universal detergent or dishwasher soap added. Brown soap and scouring powder are not allowed.

Pure water must then be used and afterwards the wood must be dried with a firmly wrung cloth.

Fittings and locks

Fittings and locks must not be overloaded or exposed to wrongful use.

Surface treatment is not allowed.

In case fittings or locks begin to jam, please contact the manager at: <https://rsk.dk/defect-report/>

Heating and ventilation

Heating of the tenancy is done by radiators. In order to make the regulation of the heating as simple as possible, thermostatic valves have been installed. The radiator should only be warm at the upper part of the radiator due to the cooling. You should never heat to more than 21 C in your tenancy. Click sounds from pipes and radiator may be experienced, this is because the heating system is of an old age, and it is thus difficult to prevent this.

Cleaning can be carried out by vacuuming with a special nozzle and washed with water with a normal dishwasher soap or detergent added. Do not use brown soap or similar strong detergents. Pure water must then be used and afterwards the wood must be dried with a firmly wrung cloth.

All repair and painting of radiators must be carried out by professional people.

Mechanical air extraction

The bathroom is connected to a joint air extraction system, which runs day and night. The valves have been set so that a constant volume of air is being extracted. The ventilation helps sustaining a healthy indoor climate to the benefit of the tenants. In order to preserve a healthy indoor climate, the valves must not be adjusted. The valves are placed on the wall. The valve must never be blocked by cloth etc.

In case the settings of the valve are adjusted, this will imply a new adjustment of the entire ventilation system, and this cost will be imposed on the tenant.

The valves must be cleaned with a soft sponge, including at the inside and around the middle cone. You can perhaps use a cotton stick etc. to remove the dirt from the narrow part of the cone. Dry with a clean cloth afterwards.

Avoid damage due to humidity

When using the bathroom, please make sure that fresh air is allowed in the room. Open the door to the other room of the tenancy. In this way, humidity can be quickly transported through the ventilation system.

In general, you must ventilate your room several times a day by opening the windows for approx. 5 minutes.

The first signs of a too high level of humidity is the occurrence of condensed water on windows and then mould on the frames, dark spots in the corners at the ceiling in the bathroom. The higher level of humidity, the better environment for house dust mites and mould fungus, which may cause allergic reactions.

Please contact the manager in case of humidity problems. It is easier to solve these problems, if immediate action is made. In case the tenant does nothing, the residency will experience additional heating costs since humid air is difficult to heat. At the same time, several building parts may be undermined by humidity. The tenants are liable for any damage that arises due to wrongful use and lack of ventilation etc.

Electrical installations

Light sources:

Replacement of light sources in fixed installations is made at the expense of the tenant.

Fuse and relay board – HPFI relay and fuses:

In case of power failure, you must go to kitchen B, which is in the middle of the hall, and check whether the HPFI relay has been disconnected or whether you see defective fuses.

Fuses of each type can be found above the relay, and please notice that any replacement is done with the same size of fuse as the one already in the relay.

Remember to disconnect the HPFI relay before replacing any fuse.

We have several tenancies that have automatic fuses for each relay. Automatic fuses function in the same way as the HPFI relay. Automatic fuses can be turned on and off as needed – and should not be replaced. In case the HPFI relay or the fuses keep on disconnecting, then you must disconnect the connection to your TV, computer and other appliances, since one of them may be defective and this may cause the HPFI relay or fuses to disconnect.

In case you cannot find out the cause for the power failure, please contact the manager.

It is strictly forbidden to repair or alter the electrical installations.

Defective electrical installations:

It may be tempting to fix minor and apparent uncomplicated repair and amendments in the electrical system, but we strongly advise against this! Likewise important is that all current-carrying parts – both fixed installations and switches, extension cords, iron and iron cords and similar – are without breakages and are in order.

It is illegal to interfere in the fixed installation without being authorized, and statistics show many frightening reasons for this, of which we must mention that over half of all damage caused by fire are due to electricity. Therefore, we emphasise that all intervention in the fixed electrical installations must be made by an authorized electrician and the defective parts, which have been installed by the tenants, must be replaced immediately!

NB! In case the electrician finds out that the defects are due to installed parts made by the tenants, e.g. lamps, vacuum cleaner, fridges etc., the tenant must pay all costs to the electrician.

Cleaning and repair when moving out

When moving out from your tenancy, the manager will carry out a moving-out inspection in order to state whether the tenancy is ready for a new tenant. This is the answer as to why the moving-out inspection is very thorough, since new tenants do not want to move into a defective or dirty tenancy.

The moving-out inspection is further used to establish whether there are defects for which you are to pay the repair costs.

In the following, you can see a number of areas covered by an inspection from the caretaker.

In general

Room keys, mailbox keys, Salto key fob and wash key fob that have been handed out must be returned.

In case of lack of keys, the cylinder must be replaced.

Entrance door/front door

Entrance door/front door must be cleaned and be able to function properly (close properly, cylinder is in function etc.)

Interior doors

Interior doors must be able to function properly (close properly, key for the lock etc.)

Minor scratches etc. will be accepted.

Holes in walls and ceiling

Raw plugs must be hammered into the hole; it is not allowed to have visible raw plugs.

The holes must be closed by professional people in connection with moving out, since a wrongful/defective execution is typically more expensive than getting the holes closed.

Ventilation nozzles and valves for fresh air

Ventilation nozzles and valves for fresh air must be cleaned, intact and be able to function properly.

Installations

All installations (fixed lamps) must be able to function without damage.

Switches and other electrical installations must be clean, intact and free of painting.

Woodwork

Woodwork (foot panels/architraves) must be cleaned and free of dust.

Inventory

Only inventory, which is standard for the type of tenancy, is allowed. This means that lamps, shelves and hooks that are not standard equipment must be removed at the expense of the tenant including repair of damage/holes in walls.

The standard inventory must not have defects on the doors etc.

Cloakroom

Cloakrooms must be cleaned on the outside and on the inside – including at the top and any possible drawers.

Windows

Handles/hooks etc. on windows must be intact.

Window polish must be carried out on the inside of the window.

Lamella curtains and roller blinds

Lamella curtains and roller blinds must not be damaged or be defective, and they must be cleaned for dirt and dust.

Radiators

Radiators and valves must be cleaned for dirt and dust – including between the wall and the radiator.

Mailbox

The mailbox must be emptied and key(s) must be returned.

The mailbox must be cleaned and any stickers must have been removed carefully – in order not to scratch the mailbox.

Entrance

The walls must be free of dirt and dust, the hat shelf and closet must likewise be free of dirt and dust.

The floor (wood) must be cleaned for dirt etc. – including hair and stains. Fire/welding damage are not accepted.

Foot panels must likewise be cleaned.

In case damage/breach has occurred or inventory has been put up, the tenant moving out must cover the repair costs.

Bathroom

Walls:

The walls (tiles) must be cleaned for chalk and dirt.

Holes in the tiles are not accepted.

Do not paint yourself; painting must be carried out by professional people.

Floor

The floor (terrazzo) must be cleaned for chalk and dirt.

The floor must not be with holes or other damage.

Ceiling

The ceiling must be cleaned for dirt.

You are allowed to paint yourself, but the work must be carried out as correctly as if it were an artisan's work.

Sanitation:

Sanitation (sink and toilet) must be cleaned for chalk and dirt. The cleaning also comprises underneath the sink and the water trap underneath the sink.

The toilet seat must be cleaned and fixed and without damage.

The sanitation must be without damage.

Assembly

Assembly (shower and sink assembly) must be cleaned for chalk – including underneath.

Water jet/strainer and showerhead must be free of chalk so that the water can run smoothly.

Mirror

The mirror must be cleaned for chalk and dirt.

Mirror shelf

The mirror shelf must be cleaned for chalk and dirt.

Floor grate and outlet

The floor grate must be cleaned for chalk and dirt. In case the floor grate is loose, the outlet must be cleaned for hair etc.

Inventory

Only inventory, which is standard for the type of tenancy, is allowed.

This means that lamps, shelves and hooks that are not standard equipment must be removed at the expense of the tenant including repair of damage/holes in walls.

All standard equipment must be cleaned, intact and function properly.

In case damage/breach has occurred or inventory has been put up, the tenant moving out must cover the repair costs.

Room

Walls:

The walls must be cleaned for chalk and dirt.

Floor

The floor (wood) must be cleaned for dirt etc. – including hair, stains and stearin. Fire/welding damage are not accepted.

Wooden floors whose surface (lacquer) does not appear intact must be repaired at the expense of the tenant moving out.

Minor scratches on the floor are accepted.

Ceiling

The ceiling must be cleaned for dirt.