



KOLLEGIEKONTORET | AARHUS

Maintenance guidelines for Skjoldhøjkollegiet

Indholdsfortegnelse

Introduction	3
Damages	3
Emergencies.....	3
During working hours	3
Outside working hours	3
Painting of ceilings	4
Painting.....	4
Tools and materials.....	4
Ceilings not repviously painted.....	4
Ceilings previously painted.....	4
Pests.....	4
Mold.....	5
Regular cleaning and maintenance	5
Walls and Ceilings.....	5
Flooring.....	5
Bathroom	6
Kitchen.....	7
Doors, windows, mountings, panels, fittings and blinds	9
Heating and Ventilation	9
Electrical appliances	10
Cleaning and repairs when moving out	10
The following text details what the caretaker will inspect. General	11
Bathroom	12
Kitchen.....	13
Kitchen – shared kitchens only.....	14
Bedroom	14

Introduction

These guidelines supplement the maintenance regulations.

Kollegiekontoret has experienced that it can be expensive to fail to maintain your accommodation at the necessary standard.

Therefore, these guidelines have been developed as a supplement to the maintenance regulations, in the hope that they can minimise the amount of money you will need to spend on repair when moving out.

Damages

Ordinary wear and tear does not count as damages. However, misuse or failure to act can result in damages.

You must notify the caretaker immediately if damages or defects which may cause further damage to the room/building occur, e.g. leaking water or heating pipes, fire damage etc.

Please see the following section: Emergencies.

It is important that any painting which you undertake yourself follows the guidelines presented in this document.

It is also important that you perform regular cleaning and maintenance, as well as extra cleaning and repairs when you move out.

This protocol provides a number of guidelines, so that you hopefully avoid a situation in which you are liable for breach of contract.

The guidelines are not exhaustive, and situations which are not specified may occur.

If you are in doubt, please contact the caretaker - preferably in writing so that you have the necessary documentation in the event of any dispute. However, in general, common sense is a good rule of thumb.

Emergencies

During working hours

Contact caretaker Tom K. L. Jensen on the mobile number **21 24 75 50**.

Outside working hours

Use the emergency numbers on the website of the hall of residence.

Non-emergencies (leaking toilets, dripping taps, unsatisfactory grouting in the bathroom) should be reported to the caretaker on the next work day.

Examples of emergencies:

- Acute problem with no heating, which is also affecting other residents' housing.
- Acute problem with no water, which is also affecting other residents' housing.
- Acute problem with no electricity.
- Broken water apparatus which may result in water damage.

Questions regarding tasks upon moving in and out should be directed to the caretaker during office opening hours.

Painting of ceilings

It is allowed to paint ceilings yourself. If you wish to paint the ceilings, please contact the caretaker.

Painting

It is important that you follow the painting instructions and complete the painting professionally. The dormitory has some limitations on the choice of colour, so please check before you begin. Only if the colour is in violation of the dormitory's colour guidelines, is it possible that you may have to repaint the ceiling when moving out. It is the overall impression upon which the decision is. However, painting of pipes, sockets, skirting boards, window and door frames etc. will be unquestionably considered damages, and the resident must pay for repairs upon moving out.

Tools and materials

The caretaker will provide all necessary paint and materials when you paint ceilings at the dormitory's expense. The ceilings are usually painted every five years.

You must pay 50DKK, which goes towards paintbrushes, rollers, plastic covering etc.

In addition, you must pay a deposit of 150DKK when borrowing ladders etc.

Ceilings not repviously painted

- Wash with basic cleaner and rinsed with clean water. Follow the basic cleaner product instructions. Household amonia should not be used. Remeber to use safety glasses. Let the ceiling dry before any new treatment.
- After washing, the ceiling should be primed.
- Be careful that dust does not get painted in.
- When the preparation is complete, paint the ceiling using a water based resin ceiling paint. A water based resin ceiling paint is best for ceilings which are stained by cigarette smoke, ceilings which were treated with distemperead paint, and ceilings with water stains. It can help to insert the stick of a broom into the paint roller. Roll slowly so that the paint drips less. Roll over areas where the paint is still wet. Use a paintbrush in the corners and on decorative edges. Have a cloth on hand to wipe away any drips.

Ceilings previously painted

- Scrape off any loose sitting paint with a paint scraper.
- Wash with basic cleaner and rinsed with clean water. Follow the basic cleaner product instructions. Household ammonia should not be used. Remember to use safety glasses. Let the ceiling dry before any new treatment.
- When the preparation is complete, paint the ceiling using a water based resin ceiling paint. A water based resin ceiling paint is best for ceilings which are stained by cigarette smoke, ceilings which were treated with distemperead paint, and ceilings with water stains. It can help to insert the stick of a broom into the paint roller. Roll slowly so that the paint drips less. Roll over areas where the paint is still wet. Use a paintbrush in the corners and on decorative edges. Have a cloth on hand to wipe away any drips

Pests

Pests are animals and insects that either destroy buildings and the like or cause great difficulty. Most pests should be controlled as soon as possible.

If you experience rats, mice, bed bugs, long-tailed silverfish or moths, contact the caretaker to stop them from spreading.

You can often get rid of ants and normal silverfish yourself by cleaning. In some cases, the caretaker can provide you with insecticide.

Mold

Mold can occur on free surfaces, and appear as green, black, brown or white spots or stains that often have a hairy surface. It can at times be hidden behind constructions, inventory or wallpaper, and be detected by a moldy smell.

The cause of mold can be due to possible leaks in pipes, roofs, surfaces, windows and/or joints as well as clogged or defect ventilation systems, exhaust devices, range hoods and/or exhaust ducts. But the most common reason for mold is a “wrong” way of living in the form of poor ventilation, too little heating, cooking at full steam, furniture placed against external walls and indoor drying of clothes without proper ventilation.

If you experience mold contact the caretaker so that he or she can see the extend, assess the cause and how to deal with it.

Smaller areas of mold can usually be removed by using Rodalon or Chlorine.

You can read more about mold by visiting <https://www.skimmel.dk/english-engelsk/>.

Regular cleaning and maintenance

It is of course up to you to decide how clean you want to keep your personal living space. However, it is a requirement that you participate in cleaning of shared areas. If you do not participate in shared cleaning, a professional cleaning company will be commissioned at your expense. Uncleanliness in your private living space is not in itself the same as damages, but if the lack of cleaning and maintenance contributes to physical deterioration of the building or objects, it will count as damages.

Walls and Ceilings

These do not usually require regular cleaning and maintenance but may, when necessary, be washed with water mixed with cleaning fluid, and then dried with a damp cloth. Be careful not to rub too hard, as you may leave holes in the paintwork.

Limit the number of holes you drill into the walls and ceiling, as you must pay for these to be filled in when you move out.

Flooring

General Information

Please vacuum before washing the floor.

Laminate flooring

The ordinary cleaning of the laminate flooring is quite simple. It consists of vacuuming and broom-ing as needed. You can at the same time with advantage sweep the floor with a mop or a damp cloth. cloth.

Furthermore, it is important that stains from ballpoint pen, shoe polish, crayon, oil and grease is removed as quickly as possible, so that they do not leave permanent discolorations.

Wash of laminate flooring

The floor should be washed with lukewarm water mixed with a neutral detergent. Mop the floor

once a week with a well-wrung cloth. Furthermore, you can with advantage use a laminate floor care product on a regular basis.

Even though soapy water can remove most filth, some stains may be difficult to remove. For example:

- Stains from foods such as coffee, berries, squash, tea, wine beer or chocolate. These should be removed with lukewarm water mixed with neutral cleaning detergent.
- Stains from rubber, grass, oil, shoe polish or tar. These should be removed alcohol and wiped off with a well-wrung cloth and a thorough drying after that. Candle wax and chewing gum should dry, and then scraped carefully off.

Please note that soft soap, soap flakes, wax, polish or a detergent with an abrasive must not be used.

Care and maintenance of laminate flooring

A laminate flooring doesn't need much care, but there are a few things you can do to protect it. For example, it is a good idea to install felt dabs on the bottoms of all your furniture. You can get the felt pads at the caretaker's office. Furthermore, you can use a doormat to prevent the risk of soiling and scratching from grains of sand. In that way you can avoid scratches and marks on the laminate floor.

Linoleum flooring

Linoleum is an organic material which is best maintained by regularly washing the surface with water and soap flakes. After, the floor should be dried using a damp cloth without soap. Some cleaning agents can be used both for cleaning and as a conditioning treatment in one. These substances should not be washed off but dried with a damp cloth.

Linoleum does not tolerate strong cleaning agents such as soda, ammonia, liquid cleaning soap, or washing up liquid. If the floor is very dirty, it may be necessary to scour with a basic cleaner. After, the floor should be given a protective treatment using conditioning soap flakes and emulsion wax before regular cleaning is undertaken again.

Repair of damaged linoleum flooring may only be undertaken by professionals.

Tiled mosaic and terrazzo flooring

These flooring types should be washed with water mixed with soap flakes.

Synthetic cleaning agents or strong acids must not be used.

Chalk should be removed by scrubbing the floor with descaling cleaning powder or vinegar on a cloth. This should be rinsed off with clean water.

Repair of damaged tiled mosaic and terrazzo flooring may only be undertaken by professionals.

Carpets and Rugs

Carpet cleaner can be borrowed from the caretaker's office during opening hours.

Carpet stains can be removed by using a cleaning agent without bleach.

Candle wax can be removed using a coffee filter and an iron. The iron must not be hotter than 40°C, as this will ruin the carpet. Therefore, use the iron with caution.

Never use chlorine or washing up liquid as it will remove the carpet's colour.

Bathroom

Mountings and fixtures

It is not allowed to nail or screw anything into the tiles, walls or fixtures.

It is not allowed to install extra fixtures which are not standard for the residence.

Sink and toilet

Both the sink and toilet are made out of porcelain.

Regular cleaning of the sink should be done with a universal cleaning agent, which can be wiped off using rubbing alcohol.

The toilet should be cleaned with toilet cleaner and a toilet brush.

It may occasionally be necessary to remove chalk and rust stains. These must never be removed using acid or scouring powder. Instead, a cleaning sponge should be used. If the cleaning sponge is not enough, you can use a descaling cleaning agent or vinegar. Caution should be exercised, and careful rinsing off of the cleaning agents is necessary.

The toilet can be cleaned with liquid toilet cleaner which includes a descaler, but never use this to clean the toilet seat or taps.

Shower mixer taps

Shower mixer taps and drains are usually chrome plated and will be damaged by incorrect tool use. If the shower mixer tap or sink tap is dripping or running when the tap is off, or is otherwise malfunctioning, contact the caretaker.

Regular cleaning can be done using a universal cleaning agent, which is wiped off with rubbing alcohol. If the shower's aerator or shower head is blocked with chalk, you can clean it by soaking it in a descaling agent such as vinegar or citric acid.

Flooring and walls in shower cabin

The floor and walls in a shower cabin are covered with tiles or treated with paint.

Wipe the floor and walls of water with a rubber squeegee after each shower, and clean regularly with a cleaning agent with added descaler.

Steel wool, scouring power and similar products must not be used, as they may scratch the surfaces.

To remove chalk stains, you can use vinegar or citric acid. Wipe it off with clean water.

The floor is made of terrazzo, which should be washed with water mixed with soap flakes. Synthetic cleaning agents or strong acids must not be used.

Chalk can be removed by scrubbing it with a descaling cleaning powder or vinegar on a cloth. Wash this off with clean water.

Repair of damaged tiled mosaic and terrazzo flooring may only be undertaken by professionals.

Shower curtain

You must mount a shower curtain so that the bathroom door does not become damaged.

If the door gets wet during showering, it should be dried afterwards. It is considered damages if the door deteriorates due to lack of drying.

Drain cover and drain

The drain should be cleaned regularly in order to avoid unpleasant smells and blockages. A blocked drain can result in water damage to the apartment/room below. If the drain is broken, contact the caretaker immediately

Kitchen

Mountings and fixtures

You may not nail or screw anything into the tiles, cabinets or panels.

Hot plates

Hot plates should be cleaned with a damp cloth.

If more thorough cleaning is necessary, you can use a dry cleaning sponge. Metal brushes and metal

sponges should never be used.

For ceramic hot plates, you can supplement this with a cleaning agent designed for ceramic hotplates, and/or a scraping knife designed for ceramic hotplates.

Oven

After each time the oven is used, it should be aired out by leaving the oven door open or ajar for a while. Wipe the oven with a piece of kitchen roll while the oven is still warm. The oven should be washed as necessary with soap or washing up liquid.

Old stains can be removed with soft scouring powder.

If the stains are very difficult to remove, you can use an oven cleaning agent/stainless steel sponge (see guidelines on cleaning the oven).

Oven trays and racks can be cleaned with normal washing up liquid. Scouring power must not be used.

Fridge-freezer

The fridge should be cleaned using normal washing up liquid. Do not use other cleaning agents, as these can scratch the fridge. Plastic elements do not tolerate boiling water (max. temp. 85°C), nor should they be put in the dishwasher.

The compressor and condenser found on the back side of the fridge should be dusted regularly. It is easiest to do this with a vacuum cleaner.

If the fridge is not used for an extended period of time, we recommend that you empty it and unplug it from the power source. The fridge door should be left completely open when not in use, for ventilation.

Surfaces

The surfaces are usually made of laminate or melamine, which are durable and easy to clean.

It is usually sufficient to wash them with a damp cloth and dry them afterwards.

Stains which cannot be removed with clean water can usually be removed with washing up liquid and warm water. This should then be rinsed off with cold water and dried.

Scouring powder must not be used.

Warm pots must not be placed directly on the surfaces.

You may not cut or chop food directly on the kitchen surfaces.

Steel sink

The steel sink should be cleaned using washing up liquid. Particularly thorough cleaning and polishing can be done using a descaling agent. Rubbing alcohol and liquid scouring agents can also be used.

Drawers, cupboards, etc.

Drawers, cupboards etc. are usually made of laminate or melamine, which are durable and easy to clean.

It is usually sufficient to wash them with a damp cloth and dry them afterwards.

Stains which cannot be removed with clean water can usually be removed with washing up liquid and warm water. Rinse with clean water and dry with a cloth.

Scouring powder must not be used.

Doors, windows, mountings, panels, fittings and blinds.

Wood

Wood that is painted, lacquered or varnished should be cleaned with water mixed with universal cleaning agent or washing up liquid. Rinse this off with clean water, and wipe with a damp cloth. Liquid cleaning soap or scouring powder must not be used.

Fittings and locks

Fittings and locks must not be overloaded or subjected to incorrect use. Their surfaces must not be treated. If fittings or locks start to jam, please contact the caretaker.

Heating and Ventilation

Heating

The building is heated by radiators. To make regulation of the temperature as simple as possible, either a normal or thermostat valve is installed in your residence. The radiator should only feel warm on the top half for cooling purposes. The residence ought never to be warmer than 21° C.

Radiators can be cleaned by using a vacuum cleaner with a special attachment, and rinsed using water mixed with washing up liquid or a basic cleaning agent. Rinse with clean water and wipe with a damp cloth.

Liquid cleaning soap and other strong cleaning agents must not be used. Repairs and painting may only be undertaken by professionals.

Ventilation

In residences where ventilation from the bathroom and kitchen is assisted by a ventilator, this will be in operation 24 hours a day. The valves are regulated so that they extract a consistent amount of air. The ventilation system contributes to the maintenance of a good indoor climate for the benefit of residents. To maintain a good indoor climate, the valves must not be adjusted. The valves are located on the wall or ceiling. The valves must never be blocked with a cloth etc.

If the valves are adjusted by a resident, the entire ventilation system will need to be re-regulated. This will occur at the expense of the resident.

The valves should be cleaned with a sponge, including the inside of the valves and around the valve stem in the middle. If necessary, you can use a cotton bud to remove dust from the small parts of the stem. Dry with a clean cloth.

Grease filters on ventilation hoods should be left to soak in water for a few hours or overnight.

Avoiding moisture damage

When you use the shower, ensure that fresh air can enter the bathroom. Open the doors to the other rooms in the apartment, so that moisture can travel faster out through the ventilator.

When making food, it is a good idea to open the windows at the opposite end of the apartment slightly, and to use a lid on cooking pots. After cooking, it is a good idea to air out the apartment completely for 5-10 minutes.

The apartment should be aired out a few times a day, by opening all the windows for 5 minutes.

The first sign of high humidity is condensation on the windows, followed by mould and mildew on the window sills, and dark stains in bathroom and kitchen ceiling corners. The higher the humidity, the more dust mites and mould thrive, which can lead to allergic reactions.

Never turn the heating up to the maximum, do not dry clothes inside, do not lay mattresses directly on the floor, and do not place cupboards or other large furniture right up against an outer wall – air must be able to circulate behind furniture, else mould may develop.

Contact the caretaker if problems with moisture occur. It is easiest to solve if action is taken quickly. If residents do not take action, it will result in higher heating bills since moist air is more difficult to warm. It may also result in parts of the building degrading due to moisture. Residents are liable for damages caused by misuse and insufficient airing out etc.

Electrical appliances

Lights

Replacement energy saving light bulbs for use in fixed lighting fixtures in shared areas and residence are provided. Bulbs and neon tubes can be collected from the caretaker during opening hours.

Breaker box- residual current circuit breaker and fuses

In the event of a power cut, check whether the residual current circuit breaker has tripped, and whether a fuse has blown.

Remember to always keep a spare fuse of each kind, and be aware that fuses should be replaced with the same colour fuse of that you are replacing.

When changing a fuse, remember to turn off the residual current circuit breaker.

If the residual current circuit breaker continues to trip or fuses continue to blow, you should disconnect your tv, computer and other electrical equipment, as these connections may be causing the residual current circuit breaker and fuses to trip or blow. You can collect new fuses from the caretaker

If you cannot discover the reason for the power cut, contact the caretaker.

Under no circumstances should tenants repair or alter electrical appliances themselves.

The residual current circuit breaker should be tested once a year.

Broken electrical appliances

It can be tempting to undertake small and seemingly easy repairs to electrical appliances, but we cannot warn strongly enough against doing so! Just as important is to ensure that all live elements of an appliance – including the fixed appliance, plugs, extension cords, and cords such as vacuum cleaner and iron cords – are unbroken and working.

It is illegal to interfere with a fixed appliance without permission. Injury statistics give many good reasons for this, including that over half of all burn injuries occur as a result of electrical accidents. We therefore stress that any work on a fixed electrical appliance must be undertaken by authorised professionals only, and that defective appliances owned/installed by tenants should be replaced immediately. **IMPORTANT!** If the professional finds that an electrical fault has been caused by an appliance owned by the tenant, e.g. lamps, vacuum cleaners etc., the tenant must pay for all associated costs.

Cleaning and repairs when moving out

In connection with your moving out, the caretaker will complete an inspection so that it can be established whether the residence is in an acceptable condition for a new tenant. For this reason, the inspection will be very thorough, since new tenants do not want to move into flawed or dirty accommodation.

The inspection is also used as an opportunity to determine whether there are any damages for which the current tenant must pay.

The following text details what the caretaker will inspect.

General

Keys and fobs

Keys, key fobs and, where relevant, laundry fobs must be returned.

If the keys are not returned, the lock will be changed at the current tenant's expense.

Outer doors/entrance doors

Outer doors/entrance doors should be in working order (close properly, functioning lock etc.). Small scratches etc. will be accepted.

Inner doors

Inner doors should be cleaned and in working order (close properly, functioning lock etc.). Small scratches etc. will be accepted.

Holes in walls and ceilings

These must be repaired/closed.

This should be undertaken by a professional, as incorrect execution typically results in further expensive repairs.

Air vents and valves

These should be cleaned, intact, and functioning.

Appliances

All appliances (permanent lamps) should work, and be undamaged.

Plugs and other electrical appliances should be intact and unpainted.

Wood

Wood (skirting boards and door frames) should be cleaned and free from wall paint.

Furniture and fixtures

Only furniture and fixtures listed on the furniture document may be left in the residence.

Only furniture and that are standard for the particular housing type may be left in the residence.

This means that any raised sleeping area, shelves, cupboards and hooks, that are not standard for the housing type, must be removed at the tenant's expense, including any repair of holes in the walls.

Standard furniture and fixtures must not be damaged.

Wardrobes

The inside, outside, and tops of wardrobes must be cleaned, as well as any drawers

Windows

Handles/latches on windows must be intact.

Windows should be cleaned on the inside and outside.

N.B.: In some cases, it may be unsafe to clean the outside of windows, due to lack of access or poor design. In these cases, tenants are exempt from cleaning the outside of windows.

Curtains

Curtains should be clean, intact and functioning.

Radiators

Radiators, ventilators, and the space between the radiator and the wall should be dusted.

Storage room

The storage room should be emptied and cleaned.

Balconies

Balconies should be cleaned, including the removal of moss.

Bathroom

Walls

The walls should be cleaned, removing chalk and dirt.

There must not be any holes in the walls.

Any painting or repairs must be undertaken by professionals.

Any broken tiles must be repaired.

Flooring

The floor (terrazzo) should be cleaned, removing chalk and dirt.

There must not be any holes in the floor.

Ceiling

The ceiling should be dusted.

There must not be any holes in the ceiling.

Any painting or repairs must be undertaken by professionals.

Sink and toilet

The sink and toilet should be cleaned, removing chalk and dirt. The underside of the sink and the pipes under the sink should also be cleaned.

The toilet seat should be secured and undamaged.

The sink and toilet must both be undamaged.

Taps

Taps (shower head and hand basin tap) should be cleaned, removing chalk. The undersides should also be cleaned.

Aerator/strainer and the shower head should be free from chalk, so that the water flows evenly.

Mirror

The mirror should be cleaned, removing chalk and dirt.

Drain cover and drain

The drain cover should be cleaned, removing chalk and dirt. If the drain cover is not secured, the drain should also be cleaned.

Fixtures

Only furnishings which are standard for the particular housing type may be left in the residence.

This means that any shelves, cupboards, hooks, and shower curtains including rails, that are not standard for the housing type, will be removed at the tenant's expense, including any repairs of holes in the walls.

Standard fixtures must be cleaned, intact and functioning.

Shower curtain (only in residence with a shared bathroom)

The shower curtain must be newly washed and clean.

Two person apartments only

If there are any damages or extra furnishings, the tenant who is moving out must cover the cost of repairs.

Kitchen

Walls

The walls (including tiles and wall panels) should be cleaned, removing dirt.

There must not be any holes in the walls.

Any damaged tiles must be repaired.

Flooring

The floor (linoleum/carpets) should be cleaned, removing dirt, paint, stains and burn/ash damage.

Damaged carpets will be replaced.

Ceiling

The ceiling should be cleaned, removing dirt.

There must not be any holes in the ceiling.

Kitchen appliances

Kitchen appliances (fridge/freezer/stove/oven/extractor hood) must be in working order.

Kitchen appliances must be cleaned, removing dirt on all internal and external surfaces.

The freezer must be defrosted and cleaned.

Cleaning the extractor hood also includes cleaning the filter.

Cleaning the oven also includes cleaning oven trays, grill trays and the oven drawer.

All oven trays and grill trays must be accounted for.

Hot plates should be cleaned.

You must also clean behind the oven and fridge/freezer, except if it is a built-in fridge/freezer.

Taps and sink

The taps and sink should be cleaned, removing chalk. The undersides should also be cleaned.

Aerators should be free from chalk, so that the water flows evenly.

The plug must be left in the sink.

Kitchen furnishings

Cupboards and drawers should be cleaned on both the inside and outside.

The rubbish bag holder must be cleaned and present.

Surfaces should be intact and the laminate should be undamaged (no cuts, scratches or burns).

Surface joinings must be secured.

Only furnishings standard for the particular housing type may be left in the residence.

This means that any shelves, cupboards, or hooks, that are not standard for the housing type, will be removed at the tenant's expense, including any repairs of holes in the walls.

Two person apartments only

If there are any damages or extra furnishings left in the residence, the tenant who is moving out must cover the cost of repairs. This is not the case if the person moving out has a signed declaration from the remaining tenant stating that they will cover any repair costs.

Kitchen – shared kitchens only

Kitchen appliances

Kitchen appliances (fridge and freezer) must be cleaned, removing dirt on all internal and external surfaces.

Kitchen furnishings

Your personal cupboard must be cleaned, inside and out.

Bedroom

Walls

The walls should be cleaned, removing dirt.
There may not be any holes in the walls.

Flooring

The floor (carpet/felt/linoleum) should be cleaned, removing dirt including paint, hair, stains and wax. The floor must be free from burns.
Damaged rugs will be replaced.

Ceiling

The ceiling should be cleaned, removing dirt.
There may not be any holes in the ceiling.