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# Guidelines and useful tips for estate 66

## Larsen Waterfront



**HIMMERLAND**  
BOLIGFORENING

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# Welcome to your new residence



Himmerland Housing Association congratulates you on your new residence. We hope you will enjoy living in estate 66, Larsen Waterfront.

When moving in, a lot of questions may arise, which is why we have created this leaflet with general information concerning your new residence as well as some useful tips.

Furthermore, remember to read the tenancy contact, the house rules and the maintenance regulations thoroughly.

## **REMEMBER:**

**As a new tenant, you have to pick your own supplier of electricity prior to moving in.** If you do not pick a supplier, there will not be any electricity available in the residence.

If you have further questions or are in doubt, please contact the estate's caretaker.

Best regards  
**Himmerland**

## Keys

You have received two set of identical key that can be used the following places:

- The main door to your residence
- To your mailbox

Extras can be ordered by contacting Himmerland Service, which is located at Rendsburggade 10D, 9000 Aalborg (the office next to the mailboxes)

## Mailboxes

The mailboxes for the tenants in Rendsburggade 20 are placed in the stairwell by the restaurant. Mailboxes for the tenants in Rendsburggade 28, the board of Larsen Waterfront and Himmerland Service are placed in the laundry room.

It is only Himmerland Service, which are allowed to place names on the mailboxes.

## Communal laundry

There is a communal laundry room for all tenants in the estate and it is located on the ground floor of the middle building furthest to the east.

You have to use your key fob to pay for washing and drying. There are specific instructions for usage of the laundry.

The washing machines in the laundry room automatically distribute laundry detergent and therefore you cannot use your own detergent or fabric softener.

If you have any questions please contact Himmerland Service Nyhavn, Rendsburggade 10D, 9000 Aalborg.

## Drilling in the walls and ceiling

All exterior walls, the ceiling and the walls facing your neighbours are made out of concrete. These are extremely hard, and one must utilise an impact drill to drill holes. You can borrow one for free from Himmerland Service Nyhavn, Rendsburggade 10D, 9000 Aalborg

INFO :

**IT IS PROHIBITED TO DRILL OR PLACE SOMETHING IN THE JOINT BETWEEN THE CONCRETE IN THE CEILING, TO DRILL RIGHT ABOVE/UNDER A SWITCH OR IN THE BATHROOM WALL.**

The bathroom walls are very thin. There is a risk that you will drill all the way through and break one or several tiles loose.

## Electricity meter/current consumption

There is an electricity meter for your residence, usually this is placed outside your residence but in some residences, it is placed in the hall of the residence. When it is placed outside it is in a grey plastic box, which can be opened by carefully lifting the top part of the lid. Inside the box is

the electricity meter, this measures the electricity you use in your residence.

Besides the electricity you use in your own residence you also pay for part of the electricity used in the communal areas. This includes lighting of the balcony halls, lighting of the stairs and the usage for common electrical equipment which is used to control the entire building.

**From 1st April 2016 you have to choose your own electricity provider.**

If you are a new tenant who hasn't chosen an electricity provider there will be no electricity in your residence when you move in.

**As a new tenant – remember to find an electricity provider before you move in.**

Previously, one had a utility company which provided electricity to anyone who had not made an active choice of electricity provider. This obligation ended on 1st April 2016.

*Find an electricity provider on [www.elpris.dk](http://www.elpris.dk)*



## Main entrance

### Opening the door

Once you arrive at your main entrance, insert the key and turn. Press the handle and the door is open. To unlock the door from inside, turn the turnbuckle by one rotation. Hereafter the door is open.



### Locking the door

Locking the door is a little different. If you want to lock the door from the outside insert the key. Pull the handle up so that it is lifted approximately 30 degrees. Turn the key one full rotation and the door is now locked. It will not be possible to pull down the handle now.

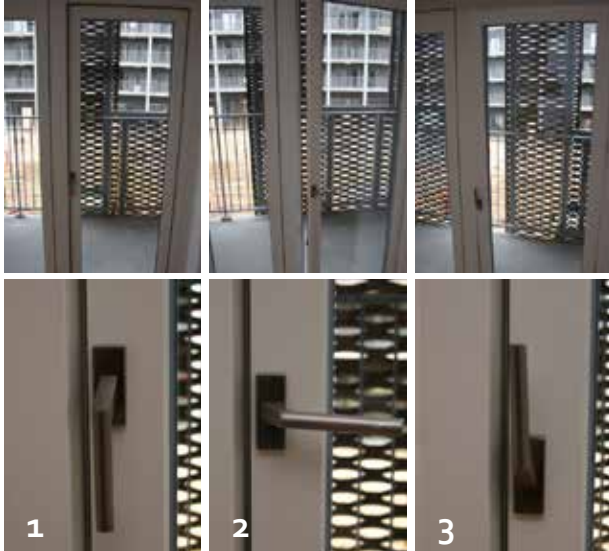




If you want to lock the door from the inside. Pull the handle up so that it is lifted approximately 30 degrees. Turn the turnbuckle one full rotation and the door is now locked. It will not be possible to pull down the handle now.

### Window by the access balconies

The windows next to the main entrance have three functions. Locked, completely open and pivot.



1. When the handle is facing down the window is locked.
2. When the handle is in a 90 degree position the window can be opened as a door.
3. When the handle is facing up the window can be pivoted.

### Windows

Windows which are not facing the access balconies are pivot windows. This means they can rotate so that they can be cleaned on the outside.

In front of the window a steel rod has been mounted. It is not allowed to remove this rod. It is mounted for your safety.



A window is opened by turning the handle up. Then push out the window until it reaches the child safety lock.



The window can also be put on a ventilation setting so only a small gap is open. This can be achieved by pulling the handle all the way down, however, the window cannot be completely closed when doing so. The window will lock where it is placed, about 2-3 cm open.

There are two different child safety locks in the estate.



### Cleaning the windows

When you clean the outside of the windows you have to do the following:

Open the window until you hit the child safety lock.

Pushing the little safety tab to one side loosens the child safety lock.

The flat rod can now be lifted from the round steel rod in the middle. The child safety lock is now deactivated.



On the other child safety lock you have to press on the surface, which is facing towards the window.



Hold the pressure on the bracket until the window is free from the child safety lock.

The window can now be pushed out. When the window is all the way out you will be able to reach the top. Grab a hold of the top and push it towards the floor. The window will now swing all the way around



Swing the window all the way around until it clicks with the "holding bracket".

When you are done washing the outside of the window you have to loosen the "holding bracket".



The window swings around by pushing the top back up. **BE CAREFUL NOT TO LET THE CHILD SAFETY LOCK HIT THE WINDOW!**

The child safety lock has to be put back in place once the window has swung all the way back.

Place the flat rod on the round metal rod. Push the safety tab back in place. The child safety lock is now active.

**THE CHILD SAFETY LOCK ALWAYS HAS TO BE ATTACHED CORRECTLY. IT CAN ONLY BE DEATTACHED WHEN THE WINDOW IS BEING CLEANED.**

## Cleaning windows and doors

Windows and doors must be cleaned regularly. Please use regular water and detergent to clean these. Use a soft cloth to wash the windows. If you possess a squeegee, you can use this to scrape the water/soap of the glass. Otherwise, use a cotton – or fibre cloth to dry the windows with.

If you think the door or windows are difficult to open/close, please contact the caretaker before you accidentally break something. The door must be pulled slightly towards you, before it can be locked. This is normal.

## Fuses and HPFI circuit breaker

There are installed fuses and a HPFI circuit breaker on the electricity installation for your own safety.

Inside the cabinet there is a HPFI circuit breaker, and to see if it works, please press the white "testing button".



Then the circuit breaker deflects and all electricity to the residence disappears. Thereafter, press the grey button all the way up. Afterwards, the electricity should be on again.

There are also fuses, which are divided into power, lighting and stove. The fuses are automatic, meaning if they deflect, they can be pushed up again.

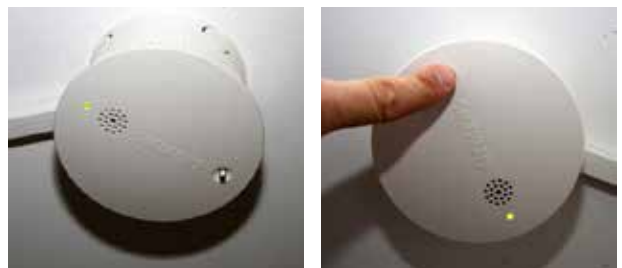


The fuses can be declutched e.g. if you want to suspend a lamp. Press the fuse down and the electricity is off on the specific group.



## Smoke alarm

In your residence, a smoke alarm is installed. It is decided by law that a smoke alarm has to be present in every residence. The smoke alarm is placed on the ceiling in the



kitchen. There is a green light that always glows, which is normal.

This means it is receiving 220 V and is ready. There is a testing button on the opposite side. Push it and the alarm should start after a few seconds.

Test the alarm regularly and at least twice a year.

There is a backup battery in the alarm. If the alarm occasionally goes off it means the battery is nearly dead. Please contact the caretaker to receive a new battery. The alarm only goes off in your residence so no one else is being notified that your alarm has gone off.

## Heating

There are two ways in which you can receive heating in your residence – radiators and coil heating in the floor in the bathroom.

On the radiator, there is a thermostatic valve. Rotate it to between 2 and 3. Leave it there for a while and regulate it afterwards, depending whether it is too hot/cold. Turn it by small notches until you find the temperature that suits you.



The thermostatic valve regulated itself if the temperature is changed. Therefore, if you air the residence for a while, please turn off the radiator.

If the sun faces the windows, the thermostat shuts down automatically, avoiding the residence being too warm.

The floor heating can be regulated on a valve placed in the bathroom. It is placed next to the toilet.



The procedure concerning the heating in the bathroom floor is similar with the radiator. Turn the valve to e.g. two. Leave it for a while and regulate afterwards, thereby making sure you will find the temperature that suits you.

Remember, you pay for your heating, so please act thoughtfully.

## Installations cabinet

There is an installation cabinet in your residence. It is prohibited to store any items in this cabinet. It must always be accessible.



To access the cabinet push lightly on the door so that it pops open. To close the door push the door back again.



Inside the cabinet, there are different installations: ventilation, control panels, switchboard for hot/cold water, a gauge for heating and water, socket outlets for Wi-Fi, two electrical outlets and a socket for Stofanet.



Some residences in the house have two installation cabinets.

The one furthest to the left can never be blocked. It contains the above mentioned.

Himmerland requires access to the cabinet on the right once a year for testing of the sprinkler.

It is acceptable to put a removable piece of furniture, for example a bookcase, in front of the cabinet on the right. It is not allowed to mount a piece of furniture in front of the cabinet.

The installation inside the cabinet is strictly for the sprinkling installation and nothing that you as a tenant should touch.





## Outlets

There are 2 outlets. One outlet must always be used for the ventilation system. The ventilation system plug always has to be plugged in and the outlet always has to be on. The other outlet can be used for whatever need the tenant has.



## Calorimeter

The calorimeter measures the consumption of heating. It is measured by the supplier.



## Water flowmeter

The water flowmeter measures the consumption of water. It is also measured by the supplier.

## TV

Stofa and TDC have put cables in the residence, if you want to use these please first contact them.

## Ventilation

There is a ventilation system in the residence. The system can only be operated from your residence. The system has heat recuperation. It works in the way that it absorbs used, hot air out of the residence. Thereafter, it blows fresh, heated air back inside the residence. The fresh air is heated by transferring the heat from the used air into the fresh air entering the residence. It is only the heat that is transferred not the used air.

## THE VENTILATION SYSTEM MAY NOT BE TURNED OFF.

As a minimum, it may run on the lowest setting. Your residence is compact. If you turn off the ventilation system problems may occur and worst-case scenario mould fungus can develop.



On the control panel, there is an on/off switch. This must always be turned on.

On the display a green light can be seen, this means that the filter is okay. If the light switches between green and red it means that the filters need to be changed. Please contact Himmerland Service for replacement of filters.

**It's not allowed to change the filters yourself.**



## Bathroom

The toilet is installed with a two way flush system. Use the larger button, if you require larger amounts of water to flush the toilet. Use the smaller button, and a smaller amount of water is used.



The shower is supplied with a thermostatic battery. The water temperature can therefore be installed to your demand. The showerhead is created so that lime scale on the showerhead can be removed by running your finger over the holes where the water is coming out.

The showerhead can be adjusted to different heights and positions. The button on the side must be pressed and thereafter turned. Adjust it and tighten it.





## How to keep the bathroom clean

The entire bathroom is kept clean with regular water and detergent. You can use cotton – or fibre cloths.

It is recommended that you dry the walls and floor each time you have taken a shower, as it minimises the amount of lime scale in the shower.

Apply a glass cleaning agent to the mirror and glass, and use a lavatory brush and regular detergent/toilet cleaner for cleaning the toilet bowl.

The shower mixer, sliding rod, sink mixer and foot valve in the sink must be decalcify regularly. This is to avoid calcification on tiles and armature. Apply decalcification agent for the purpose of removing lime scale.

The floor grate is cleaned habitually for hair and soap residue.



If you are away from the residence for a longer period, the drain trap will possibly dry out, and the scent of lime scale may appear in the bathroom. Obviate this by pouring water in the drain. See picture 1.

## Lights in the ceiling

If the lights in the ceiling break please contact Himmerland Service Nyhavn, Rendsburggade 10D, 9000 Aalborg to get it replaced.



## Kitchen

The extractor hood contains a carbon filter, which absorbs the smell from your cooking. It is therefore important to have the ventilation system activated in order for this to happen.

The extractor hood has filters underneath, which can be dismantled by pressing the grey dimples. They can both be dismantled. Eventually, the filters get greasy and

must be cleaned. They can be placed in the sink or in a kettle with hot water and detergent. Let it soak before cleaning it with a brush. After they have been cleaned and dried, they are installed once again. Once the filters are dismantled, there is also access to the light bulbs if they need to be replaced. For replacement please contact Himmerland Service Nyhavn.



The stove is a ceramic hob, and it will become hot on the surface of the hob. To remove burned food remnants, use a scraper suitable for ceramic hobs. Apply the cleaning agent prescribed by the manufacturer of the ceramic hob.

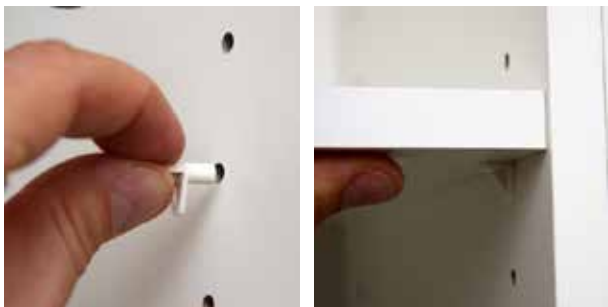
The kitchen sink is supplied with a sieve / plug. Press it down and it works as a plug. Pull it up and it works as a sieve. It can be removed entirely and emptied for refuse.



The faucet in the kitchen is installed with a sieve that 'catches' impurities in the water. This must be cleaned from time to time. Screw it off and wash it clean.



The shelves in the cabinet can be removed upon demand. There are some small clamps, which are placed in the holes on the side of the cabinet. All four clamps must be placed in the same height, allowing the tenant to place the shelf.



Oven plates are placed in the drawer underneath the oven once they have cooled down.



The desktop, cabinets and wall tiles may be cleaned with a cotton – or fiber cloth, wrenched with slightly hot water and detergent.

The kitchen sink may need specific detergents such as “rens let”, if contaminations may occur in the sink.

### Ventilation of the residence

The ventilation lets out air from the bathroom and blows it into the residence.

Black circles around the ventilation may appear, however, this is normal. To remove these, please use a vacuum cleaner. Do not use a soft cloth, as it can impact the other part of the wall.



### Gate telephone

An entry telephone is installed in the residence. It functions both as an entry telephone and as a doorbell for your residence.



By pushing the bell button the sound can be turned off and the button will light red.

### TV and internet

Internet is included in the rent. You can plug your internet cable directly into the plug and then you are connected to the internet via the forskernet. The forskernet is active in all residencies. Please note: the plug which is blocked is not active. Therefore, you can only use the one plug. You will need to arrange for a WIFI router yourself. If you have any issues with the internet, please contact Himmerland Service.



It is also possible to use the plugs from Stofa and TDC in the residence.

You have to contact Stofa and TDC to make a contract. It is your responsibility to terminate this contract when you move out.

It is possible to get additional aerial plugs in the residence. If you want this, please contact Himmerland Service. The installation is paid for by the tenant.



## Floors and doorstops

There is installed a doorstop by the entrance and in the bathroom. It is important that these are always installed correctly. Otherwise, it may damage the floor. Please contact the caretaker, if you cannot install/mount these correctly/fasten them.



The floor is polished wooden floor, which requires that you tend to it on occasion, if you want to have it for a longer period of time. If you have furniture that is placed directly on the floor, please use 'felt pads' under the furniture's legs. Thereby, you will avoid scratching the floor.

Please use a mat at the main door, thereby avoiding sand and dirt to enter the residence. Place your shoes on a water proof mat or shelf so wet shoes etc. do not damage the floor.

## Maintenance of the floor

The floor must be vacuumed on a regular basis; given the small size of the residence dirt will gather quickly. Please vacuum often. Also, wash the floor occasionally.



Use a detergent suitable for the floors and a wrenched cloth to clean it. The cloth cannot be soaking in water, as too much water can damage the floor.

Open the windows after you have washed the floor. In that way, the water from the floor's surface will evaporate quicker.

## Key fob

All residences receive two key fobs.



The key fob is utilised to enter the building, the laundry room and as a payment to do the laundry.



## Venetian blinds

All residences have venetian blinds on the windows facing the inlet. The venetian blinds may not be dismantled.

So forth the tenant wants venetian blinds on the window facing the access balcony, this must be delivered, installed and paid for by the tenant themselves.

Additionally, please clean them on a regular basis. Vacuum them with a soft nozzle or wash them in hot water with a wrenched cloth.



The venetian blinds stay in the residence, when the tenant moves out. Therefore, treat them properly.

## Access balconies

The access balcony must at all time be kept clean and orderly.

The balconies are exist ways and object are therefore not allowed on them. Furthermore, bicycles may also not be placed on the balconies.



A mat in front of the main entrance is not allowed. They have to be placed inside the residence so that cleaning and snow removal can take place without having to remove 254 mats. (We refer to the estate's house rules).

## Sprinklers

In the tallest building sprinklers have been installed in each residence. This is for the safety of everyone in the building.



Under no circumstances may the tenants touch the sprinklers. The ampoules may not be heated in any way.

A sprinkler that leaks water can have damaging consequences for all tenants in the residence as it can cause water damage and additional disturbances. Therefore, be aware when being near the red ampoules.

Using the residence in a normal manner you will not come in contact with the ampoules so please do not worry.

## Elevator

The elevator is a fireman elevator and may not be blocked.

Likewise, it may not be held open for a longer period, as this will set off the alarm, which will alert the fire department about a possible malfunction. The emergency call-out is an expenditure that the tenant, who blocked the elevator, is going to pay.

The elevator has to be able to function. Furniture, boxes etc. must not be placed in the opening, making it impossible for the elevator doors to close.

If a tenant stands in the opening, the elevator functions as any other elevator, meaning that the doors does not close before the tenant moves.

## Damages that occur outside ordinary business hours

An urgent damage is e.g.:

- > Intruding water or a leaking water pipe
- > Damages caused by vandalism or burglary
- > Damages caused by fire, or damages caused on the soot in either the residence, staircase, basement or the communal laundry.
- > Damages on electrical installations or after a power failure
- > No heat in the estate or residence
- > The smell of gas in the estate

Call phone no. 22 28 20 24

## Himmerland Service Nyhavn



Servicekoordinator  
Annette Linde Jensen



Caretaker  
Magnus H. Borregaard

## Contact information

Himmerland Service Nyhavn  
Rendsburggade 22  
9000 Aalborg

Telephone 98 12 35 35  
E-mail: [nyhavn@abhim.dk](mailto:nyhavn@abhim.dk)

## Opening hours

The office is open for personal and phone enquiries between:

Mon, Tues, Wed and Friday at 9.00 - 14.00  
Thursday at 12.00 - 17.00



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