



TriumphByen



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DER



## More than an apartment

We know that a home is more than just an apartment. Home is a feeling. It's something friendly, familiar, and safe. This is where you can let your guard down and relax. For some, it is in the armchair, and for others, it is out in nature. Home is a special place beyond time and space. Home is the framework of life itself.

Welcome home!



# Welcome to TriumphByen

## Congratulations on your new Balder apartment!

We are pleased to welcome you to TriumphByen. We have long worked hard to build an attractive and modern property that will form the framework of your life. Therefore, it is our hope that you will feel at home and that the property and outdoor spaces here at TriumphByen will be pleasant to you and benefit you for many years to come. We will certainly continue to make an effort - for you! This folder briefly describes some of the most important topics you should be aware of as a tenant. When you move in, we ask you to read the maintenance instructions, which you can find by scanning the QR code on the back of this folder or via [triumphusene.dk/vedligehold](http://triumphusene.dk/vedligehold). It is important that the instructions are followed,

among other things, in order to maintain the guarantees on materials. You will also find additional information on the operation and use of, for instance, appliances, heating systems, etc.

## About TriumphByen

With a home in TriumphByen in Espergærde, you move into a beautiful and modern property where the quality of life, nature, and community take pride of place. Espergærde is close to the forest, beach, a charming town life and fantastic cultural experiences. It's close to shopping, public transport, the motorway, and daycare facilities, so logistics are easy, and you can focus on the things that are important to you.



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# Moving in

Our staff will make every effort to ensure a simple and easy move-in. As many people can move in at the same time, we ask for your understanding and patience on the day of moving in, as well as consideration for the other residents.

## Moving-in inspection

When you move in, you and our staff will inspect your apartment for any defects. Any cosmetic defects are pointed out and registered. Also, you have 14 days from the beginning of the tenancy to claim in writing any hidden errors and defects, as well as functional defects. So here we are only referring to things that do not work.

## Internet and TV

It is up to you, as a resident, to decide which TV and Internet provider you want. In the internal technical cabinet of the apartment there is a fibre connection ready for YouSee. Internet and TV contracts are entered into directly with the provider regardless of whether YouSee or another provider is chosen. If you want to use YouSee, you can register at [nybyg.yousee.dk](http://nybyg.yousee.dk). We have also sent separate information about this prior to moving in.

## The area

If you move in while the construction is in progress, it is expected that the surrounding areas will be characterised by being a construction site for a while. Noise from the construction site may also occur. We will do our utmost to ensure that access conditions are as good as possible and, of course, that safe access routes are maintained at all times.

Traffic on construction sites is dangerous and, therefore, not permitted.



# About the apartment

Here you will find a range of practical and technical information about your new home. We hope you find the answer to your question.

## Short about defects and deficiencies

We recommend that you inspect the apartment during days after take-over, preferably before moving your things in.

Examples of defects that can be reported within 14 days of the move-in inspection:

- Doors that bind, cupboard doors that hang or do not close properly
- Loose lists
- Cracked tiles
- Shrinkage cracks (reviewed and repaired at one-year inspection)
- Cracks in joints (reviewed and repaired at one-year inspection)

Examples of what **is not** a defect or deficiency

- Painted-over irregularities and paint transitions.
- Knots, unevenness under the varnish in the floor
- Paint splashes on the floor or other surfaces
- Cosmetic damage to the exterior of the front door/sill

You will, of course, never be held liable for damage that is clearly not caused by you but is attributable to work carried out in the apartment before you moved in.

**NOTE!** Defects with appliances, heating, ventilation, etc., should not be added to the snagging list but should be reported directly to [kundeservice@balder.dk](mailto:kundeservice@balder.dk).

## Doors, windows, and painted woodwork

Resin discharge may occur in woodwork. This is common for painted woodwork. The resin discharge appears because the wood is fresh organic material. Even with the best surface treatment, resin discharge cannot be avoided around the knots in the wood.

Typically, any resin discharge will occur after two to three years. After that, any resin discharge can be treated as a routine maintenance task requiring paint/repair according to the maintenance instructions. This is considered part of your interior maintenance obligation.

Creaking noises when closing interior doors are not a defect, as lubrication is part of the daily maintenance. If a door rattles when closed, the strike plate is adjusted as ordinary maintenance.

## Painting work

Painting is a craft and must be judged as such and not compared to industrially manufactured goods. Surfaces must be assessed in daylight and at least at a distance of one meter.

If there are variations in the painted surfaces, such as around electrical outlets, in the transitions between walls, on panels and doors, etc., or if there is some lint from paint rollers, this is not considered a defect.

Building materials work together differently, which means that so-called shrinkage cracks can occur when materials change. Shrinkage cracks are completely natural and of no importance. Shrinkage cracks are small vertical or horizontal cracks in the surfaces of the paint and will typically occur within the first year due to drying out. Usually, shrinkage cracks will be visible at the transition from wall to ceiling or at the wall-to-wall transitions, where, for example, one wall is of concrete and the other of plaster.

At joints in plasterboard walls and plasterboard ceilings, it is common – depending on the light – to sense where the joints are. When assessing walls and ceilings, they must be assessed in daylight at a minimum distance of one meter. Under normal conditions, the joints will be mostly invisible.

## Floors

Composite flooring is a temperature-sensitive material and it contracts in winter depending on the relative humidity in the property. It is natural for gaps to appear between the floorboards, as this is simply an expression of the material working. Likewise, the composite floor can give up to approx. 4 mm in height, depending on how heavy the furniture is placed on the floor.

Floor surfaces are to be assessed from an average eye level. On lacquered floors, the gloss may vary slightly, just as the smoothness of the floor depends on how the wood has been cut. Minor scratches and the like, which can only be found by bending down and looking closely, cannot be considered defects. With normal use of the apartment - i.e. after you move in - there will typically be minor scratches on the floors. Repairing these usage scratches will be covered by your interior maintenance obligation.



### **Cleaning**

In connection with the completion of the construction, a thorough cleaning of the property including cleaning the windows will be carried out. If construction work is still going on in the area, windows, doors, and other materials are likely to get dusty faster than normal.

See the maintenance instructions for cleaning tips.

### **Ventilation and cooker hood**

To ensure a good indoor climate, the public authorities require basic ventilation in all apartments. For your apartment, this means, among other things, constant ventilation in both the kitchen and the toilet/bathroom, as well as the supply of tempered fresh air in all living areas. It is natural that when air is ventilated by blowing in and exhausting, particles settle around the vent. It is part of the general cleaning and maintenance that these must be wiped clean about once every month.

NOTE! Be careful not to adjust the vents as they have been pre-set. The vents must always remain in the same pre-set position.

### **Heat source/Underfloor heating**

The entire apartment is heated by underfloor heating. Thermostats to adjust the underfloor heating can be set in each room. It is recommended to set the room temperature to between 19-22 degrees Celsius.

Note: It may take hours before the underfloor heating can be felt after changing the setting, as the pipes are embedded in a thick concrete slab, which must first be heated before the heat can be felt. For example, if the temperature in the rest of the apartment is 22 degrees and the underfloor heating thermostat in the bathroom is set to 20 degrees Celsius, it will not turn on.

Therefore, you cannot expect the underfloor heating system to always be warm. It is driven by demand in consideration of energy consumption.

### **Countertops**

Daily hot water cleaning using a neutral detergent is sufficient to keep the countertops neat. Be careful if using very acidic as well as very alkaline products.

Failure or improper maintenance may lead to any complaints not being accepted by the supplier. Please refer to the maintenance instructions.

### **Mounting in general**

Exterior walls, load-bearing walls, walls shared with neighbouring apartments and entrances, and ceilings are made of concrete. A powerful impact drill is needed here. The inner walls are made of aerated concrete. Suspended ceilings are made of plaster. Hanging items from either the suspended ceilings or the sound-absorbing wood concrete ceilings is not allowed. Therefore, no drilling is allowed in the bathroom ceiling, as these are suspended ceilings.

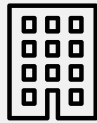


Wires are routed vertically down to the floor from electrical outlets and lamp outlets, so do not drill here. Water hoses have been routed in the walls from the outlet and down; therefore, do not drill here.

The walls in the bathroom are made of reinforced concrete and are only 6 cm thick. There are water pipes and electrical installations in the walls. Therefore, it is **not** allowed to drill into the walls. As an alternative hanging option, self-adhesive hooks and picture hangers are available in most DIY stores.

### Annual inspection

It has been agreed with the contractor that one and five years after the property is handed over, an inspection of the construction will be carried out. The purpose is to ascertain whether any defects or deficiencies that the contractor is obliged to rectify have been found in the intervening period. In this connection, you may be contacted by us to arrange access to the apartment. You will be notified well in advance if your apartment is part of these inspections.



# About the property

### Waste

All waste must be sorted and disposed of in the underground waste containers distributed around the property. Sorting must at all times follow the municipality's instructions.

### Parking









It is possible to park in the designated parking spaces. At present, all off-road parking is free - it is possible to purchase a parking permit for one of the two underground car parks in the area by contacting Balder.

### Staff

We safeguard our properties and, therefore, have employees on the property, as needed, who are ready to assist you. In emergencies, see the back for useful telephone numbers and opening hours.



# Overview map

-  Green courtyard room
-  Community house
-  Bicycle parking
-  Playground
-  Waste station
-  Parking
-  Grilling area
-  Property office





## Sorting your waste

On this page, you can get an overview of waste sorting. Learn what types of waste your waste should be sorted into and what you can put in the containers.

### Why is waste sorting important?

It is important that you sort your waste because it consists of different materials. When you sort your waste, the materials can be recycled to make new products.

When the waste is mixed together, it is incinerated, and valuable materials go up in smoke.



### PLASTIC

#### Recycled in new products

Plastic packaging from food, cans from beverages and detergents, bubble wrap, plastic wrapping from cut flowers, candy bags, etc. The plastic shall be free from food and drip-free.



### GLASS

#### Recycled or remelted

Wine and liquor bottles, food glassware, drinking glasses, glass vases, etc. Food glass should be empty, but preferably with lids. Crystal glass contains lead and should be taken to the recycling centre.



### CARDBOARD AND PAPER

#### Recycled in new products

Newspapers, advertisements, books, etc. Cardboard packing, corrugated cardboard, carton, etc. Cardboard must be clean and folded. Used pizza boxes must be sorted as residual waste.



### METAL

#### Recycled in new products

Rinsed cans, cans without deposit marks, cookware, foil trays, tools, nails and screws, pots and pans, etc.



### BULKY WASTE

#### Wood and metal are recycled, the rest becomes heat

Furniture, mattresses, carpets, window panes, wood, soil, stones, gravel, sanitary equipment, roof tiles, bricks, roof tiles, concrete, etc., must all be taken to the recycling centre.



### RESIDUAL WASTE

#### Becomes electricity and heat

Greasy cardboard and paper, nappies, sanitary towels, cotton buds, polystyrene, vacuum cleaner bags, cigarette butts, etc. All residual waste must be properly packaged in bags.



### FOOD WASTE

#### Becomes biogas, fertiliser, and electricity

Raw and prepared food, nuts and shells, coffee grounds and filters, used kitchen towels, cut flowers, etc. Always tie a knot on your bio bag.



# House rules

## 1. General rules

- a. Noisy work in the residential area – for instance, using a drill – is not permitted after 20:00 and not before 8:00 on weekdays and before 10:00 on weekends and holidays.
- b. Parties, music, and other noisy activities in the residential area must occur behind closed doors and windows. Furthermore, neighbours should be taken into account to a great extent – by posting a notice on the stairwell. Please refer to the rules of the police.
- c. All doors to and from the residential area must be kept locked at all times.
- d. Parking on the property may only take place in parking spaces, within marked parking bays.
- e. Bicycles must be parked in the bicycle racks. They must not interfere with the use of the property, for instance, access to waste rooms, mailboxes, etc.
- f. You are not allowed to smoke cannabis or consume intoxicating substances anywhere on the property, whether in common areas, on your own balcony/terrace, or in the apartment.
- g. In the internal installations shaft of the apartment, there is a prepared connection to YouSee. Internet and TV are contracted directly with the provider, regardless of whether YouSee or another provider is chosen.

## 2. Pets

- a. Dog walking is not permitted on the property. The owner must remove any dog/cat waste. Dogs must be kept on a leash on the property.
- b. Keeping pets requires permission from the landlord/administrator. Pets must not be a significant nuisance to other tenants. Only one pet can be allowed. Pets include dogs and cats. Pets, such as snakes and other reptiles, may only be kept if they are

adequately enclosed and will not be intimidating to neighbours. The landlord's discretion regarding the above is final.

Also, please refer to the police rules in this area.

c. Pets must be kept on the tenant's area.

d. Owners of aquariums are obliged to keep insurance for any water damage.

### 3. Waste

a. Waste may only be disposed of in the property's waste bins, environmental stations or buried environmental stations and only in sealed plastic bags. Other waste is sorted according to the municipality's instructions.

b. The landlord reserves the right to pass on the costs of waste sorting, which should have been carried out by the tenant, as well as the collection of any waste left elsewhere on the common areas of the property to those who may violate the above-mentioned orders.

c. Cardboard is folded and placed in the containers for cardboard at the waste stations.

### 4. Terraces and balconies

a. It is only permitted to use a gas or electric grill on terraces, and the grill must be placed on a non-flammable surface and placed furthest away from the building's facade. Also, the use of grills, etc., must comply with current legislation and the greatest care concerning fire hazard, sooting, and nuisance of neighbours.

b. Fireworks may not be used on or from balconies/terraces under any circumstances because of the fire hazard.

c. No rail planters may be installed hanging over the balconies.

d. Awnings and similar coverings must be kept in neutral colours and may not be installed without the prior written permission of the landlord.

e. Fences may be erected on terraces at a maximum height of 150 cm and must be kept in neutral colours (black, sand, grey, or neutral wood). Fences shall be removable and shall not be attached to the ground, tiles, or existing fences. Fences/shielding may not be erected without the landlord's permission.

f. It is prohibited to paint, oil or similar surfaces without the landlord's permission. The landlord may have these cleaned at the expense of the tenant.

g. No hot tubs, jacuzzis, swimming pools, or similar may be placed in the area due to the risk of water damage. Objects placed may weigh up to 200 kg/m<sup>2</sup> at most.

h. All objects placed on the terrace must be secured so that there is no risk of damage to neighbouring apartments in the event of gusts of wind. The tortfeasor bears all costs for repairing damages

i. Waste, cigarette butts, drinks, etc. may not be thrown over the balconies. No spitting is allowed, either. If smoking on the balconies, please be considerate of residents who may be bothered by this.

j. It is the responsibility of residents with balconies or terraces to keep them clean and tidy at all times. Balconies and terraces may not be used to store waste of any kind. Planting on balconies and terraces should be kept in a way that does not disturb your neighbours. This also applies to watering. Instructions from the landlord must be followed at all times.

### 5. Facades etc.

a. No antennas of any kind, including satellite dishes, may be mounted on the building, terraces, balconies, etc.

b. Mounting of any kind on exterior vertical surfaces is prohibited.

### 6. Corridors, staircases, etc.

a. Stairs, corridors, etc., must be kept tidy.

b. Due to fire safety considerations, no effects of any kind may be stored in the corridors - including bicycles, baby prams, drying racks, shoe racks, waste, boxes, and furniture. It is only allowed to have a doormat outside the door of the apartment. We also refer to section 9 of the Ordinance on Fire Protection of Residential Buildings Built in 1900 and Later.

c. Postings may be posted only on the bulletin board provided for that purpose.

d. Advertisements of any kind may not be posted on the property.

e. Smoking is not allowed in the indoor common areas of the property.

f. If extra keys/keyfobs for the front door are required for use by delivery services, for instance, årstiderne.com, this must be approved by the landlord.

g. Play and noisy activity in corridor areas may not be a nuisance to others. Any damage caused by play or the like must be paid by the tortfeasor.



## 7. Storage room

- a. Fireworks and other dangerous and flammable items may not be stored in the basement storage rooms.
- b. The hallway area of the basement may not be used for storage. Any item left in the corridor area is considered incorrectly placed waste and will be removed without notice at the owner's expense if the owner can be identified.
- c. The sprinklers in the basement rooms must be kept clear if there are any in the room.
- d. Installations that can be adjusted (handles, valves, inspection clamps etc.) in the basement room must be accessible.
- e. The landlord is not responsible for any loss of or damage to items stored in the storage rooms.

## 8. General

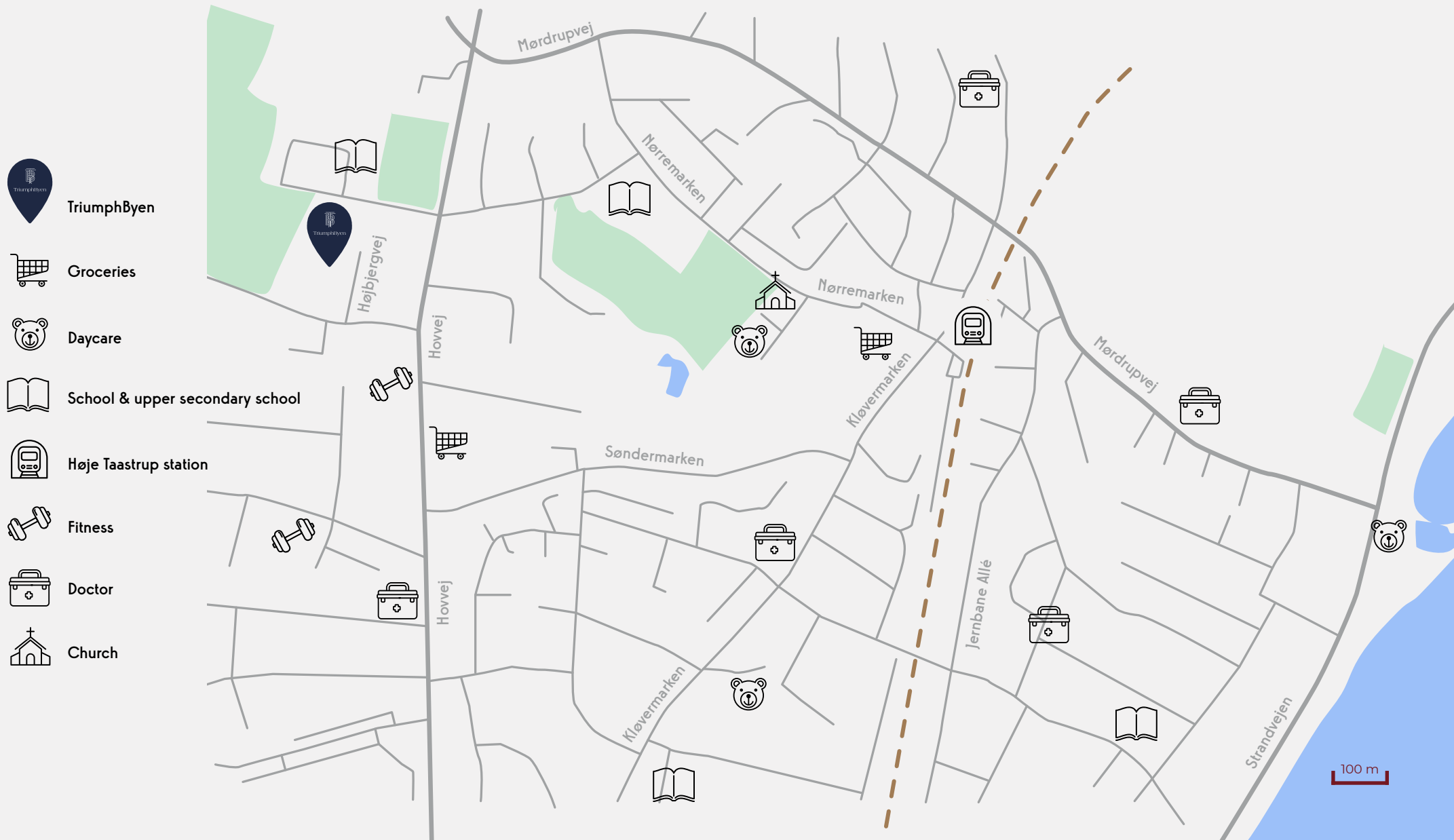
- a. The residents are obliged in all respects to use the rented and common areas in a manner that is not a nuisance to other residents. The tenants are obliged to immediately notify the caretaker, administrator or landlord if damage to installations, wiring, etc., occurs. We encourage everyone to talk to each other in a friendly and welcoming way.

## 9. Specific conditions for this property

- a. Large items, such as furniture, televisions, etc., must be taken to the nearest recycling centre by your own means.
- b. Storage of flammable substances and flammable liquids A maximum of 5 kilos of NEM fireworks may be stored in the apartment during the period from 15 December to 31 December. The NEM weight must be specified on the fireworks. Fireworks should be stored in a dry place and kept away from electrical appliances and heat sources. It must be stored out of the reach of children, the protective cap must not be removed from the spout, and the fireworks must not be unpacked. Packaging containing flammable liquids shall not be stored on the property or its common areas, including on the property's escape routes.
- c. Use of open fires and grills, etc. A gas grill may be connected to a gas cylinder of maximum 11 kg. Do not leave the grill until it is switched off.
- d. Keeping escape routes and emergency routes clear The escape routes must be kept clear at all times.

# Overview of the local area

(Selected facilities)





## Helpful advice

In addition to the maintenance instructions provided, the following is some helpful advice and information that will be beneficial for the future use of your apartment

- 1 If drilling holes in the ceiling are required, a bucket should be ready, as there may be water in the ceiling (even though the concrete elements have been drying during the construction period).
- 2 Wooden floors shrink (gaps occur between the boards) if the indoor air becomes too dry. Therefore, it is recommended to maintain a uniform temperature in the apartment of about 20 degrees Celsius and relative humidity of 35-65%.
- 3 Do not insert nails/screws or drill into the walls in a vertical line above/below electrical, antenna, and telephone outlets, as there is a high risk of hitting a cable in the wall.
- 4 The water trap in the drain grate in the shower floor must be cleaned regularly from hair, etc.
- 5 The filter cartridge must be cleaned regularly to achieve optimum suction capacity from the cooker hood in the kitchen (can be washed in a dishwasher).
- 6 Do not open the dishwasher until the drying process has been completed, and do not open the washer while it is running.
- 7 When opening the balcony door, make sure you activate the door brake by turning the handle down. In stormy weather, do not leave the door open, as the wind can override the brake.



# Acute problems

In case of an acute problem on the property or in your apartment outside normal working hours, you can call Balder Akut **phone +45 70 20 00 92**

## Acute problems are defined as

- Water damage caused by, e.g. dishwasher, leaking water pipe or radiator etc.
- Penetrating water from the outside, e.g. torrential rain, etc.
- Lack of heat throughout the apartment
- Power failure throughout the apartment
- No hot water or water at all in the apartment.
- Elevator out of order and/or person trapped
- Access door lock does not work
- Gross vandalism

## Be aware...

As craftsman hours are expensive outside normal working hours, it is important that the craftsmen are called upon only in case of ACUTE issues. Otherwise, their work will be at YOUR expense. In the event of damage covered by Balder's external maintenance obligation, Balder will pay the expense in cases where the damage is considered acute. In the event of damage covered by the tenant's maintenance obligation, the tenant will bear the expense.

## Contact Balder

### Customer service

+45 55 55 07 07

kundeservice@balder.dk

### Renting

+45 55 55 07 07

udlejning@balder.dk

### Maintenance instructions

You will find the maintenance instructions by scanning this QR code.



@BalderLejeboliger



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Balder Danmark a/s