



KOLLEGIEKONTORET | AARHUS

# **Maintenance guidelines for Vilhelm Kiers Kollegium**

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## **Introduction**

These guidelines supplement the maintenance regulations.

It is the Kolligiekontor's experience that it can be expensive to fail to maintain your accommodation to 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 also important that you perform regular cleaning and maintenance, as well as cleaning and repairs when you move out.

This protocol provides a number of guidelines, so that you hopefully avoid a situation where 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**

Assistance with damages requiring immediate response, outside of normal working hours, can be sought by using the "emergency list" found on the residence's website and / or on the residence's information boards.

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

## **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.

### 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.

### Terrazzo flooring

This flooring type 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 terrazzo flooring may only be undertaken by professionals.

### Carpets and Rugs

Carpet cleaner can be rented from most decorating shops.

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, vinyl 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 the shower cabin are usually 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 terrazzo flooring may only be undertaken by professionals.

### Shower curtain

The shower curtain should be pulled across when showering. 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.

The shower curtain can be washed in a washing machine at 40°C. If the shower curtain becomes yellow and covered in chalk, it should be put in a bucket of water mixed with descaling agent, and rinsed in cold water. Repeat the treatment 3-6 times as necessary.

### 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.

Some ovens have a self-cleaning function, which can be used after normal cleaning as described above. Remember to remove oven trays and racks before using the self-cleaning function.

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

## Fridge

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.

## 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 cold 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.

### Plastic and aluminium

These materials should be cleaned with water, mixed with a little cleaning agent or washing up liquid if necessary.

Cleaning products which contain abrasive materials, including all kinds of polish, or wax, must not be used.

Solvents must not be used, as they can damage the surfaces.

Water mixed with rubbing alcohol can be used with caution.

Rinse with clean water and wipe with a damp cloth.

### 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.

### Mechanical ventilation

All bathrooms are connected to a shared ventilation system which is 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.

### 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 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 are provided by the housing department. 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.

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, key fobs and laundry cards

Keys, key fobs and, where relevant, laundry cards 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 in working order.

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 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 furnishings 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, will 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.

### Curtains

Curtains should be newly washed, and be intact and functioning.

### Radiators

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

### TV and internet

Any loose equipment for the TV and internet should be handed in.

### Storage room

The storage room should be emptied.

### Post box

The post box should be emptied, and key(s) should be handed in.

The post box should be cleaned, and any stickers should be removed carefully so that the post box is not scratched.

## **Bathroom**

### Walls

The walls (tiled/painted) should be cleaned, removing chalk and dirt.

There must not be any holes in the walls.

Any painting 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 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.

N.B.: The housing office has glass, and sink and toilet insurance.

### Taps

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

Aerators 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.

### Furniture and 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

The shower curtain must be newly washed and clean.

## **Kitchen**

### Fridge

The fridge must be cleaned on all internal and external surfaces.

### Kitchen fixtures

Your personal kitchen cupboard must be cleaned on the inside and outside.

## **Bedroom**

### Walls

The walls should be cleaned, removing dirt.

There must not be any holes in the walls.

### Flooring

The floor (carpets and rugs) should be cleaned, removing dirt including paint, hair, stains, wax, and burns.

### Ceiling

The ceiling should be cleaned, removing dirt.

There must not be any holes in the ceiling.

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