

## **Living in non profit housing**

Welcome

Congratulations on your new home. We in the housing association hope that you will be pleased with it. We hope this leaflet will be helpful during the early days. In the leaflet you can find useful information about life in non profit housing and about your rights and duties.

### **1. Living in non profit housing**

Non profit housing is housing for everyone. The tenants who live in the housing estate pay the expenses of the estate. And the tenants jointly decide what is going to take place in the estate. In non profit housing nobody is allowed to make a profit from the letting. The rent has to be fixed so that it covers the expenses connected with the running of the estate. Non profit housing estates are managed by the housing association in co-operation with an estate committee, which is elected by the tenants and are representatives for the tenants. At least once a year there is a tenants' meeting, where all tenants can come and give their opinion or offer suggestions for what needs to be done to the estate or housing area. On many estates the tenants receive an estate newsletter, where they can read about what is happening in the housing area and about decisions made at the tenants' meetings and in the housing association. Non profit housing is houses, terrace-houses, flats, housing for young people and the

#### **1.2. Rights and duties**

The tenancy agreement states your rights and duties. You have to pay rent and bills for electricity, heating etc. on time. All housing associations have house rules that have been agreed by the tenants and which you have to observe (see page xx). To get on well with your neighbours you must take care to observe the common rules and maintain order in the common areas and your own home.

### **2. Service and information**

If you need help or have questions about your new home you can for instance contact:

- the estate administrator
- the estate committee
- the housing association management

#### **2.1. The estate administrator**

The estate administrator has been employed by the housing association to look after the estate. If you have questions or problems with practical matters, do not hesitate to ask the estate administrator. Usually he has regular office hours every day. If serious problems arise outside his office hours - for instance if a water pipe bursts - you shall ring the telephone number you were given when you moved in.

#### **2.2. The estate committee**

The estate committee is elected by the tenants. The members of the estate committee are not salaried, but work on a voluntary basis in order to strengthen social life in the estate and in order to attend to the tenants' interests. You shall go to the estate committee with anything relating to activities in the housing area. That also applies if you have problems with some of your neighbours or relating to

the house rules. Some large housing associations also employ a tenants' advice service.

### **2.3. The housing association management**

Everything relating to payment of rent or for heating, water, electricity etc. is taken care of by the housing association management.

## **3. Moving in**

### **3.1. Deposit**

When you get accommodation you have to pay a deposit. Your deposit is refunded when you move out, after deduction of any outstanding rent, heating contribution etc., as well as your contribution towards the refurbishment of the flat.

You can apply to the local authority for a loan or a loan guarantee towards the deposit. You have to do this when you are offered the flat. You can get help towards the deposit if your income is very low. For detailed information about this, see the BL leaflet 'Lån til indskud'.

### **3.2. Tenancy agreement**

A tenancy agreement is an agreement between the tenants and the housing association. You have to sign a tenancy agreement when you move into a home in non profit housing. The tenancy agreement states your rights and duties as a tenant, and it states obligations and duties which the housing association has. A tenancy agreement is legally binding. The tenant and the housing association must observe the things stated in the agreement.

### **3.3. Refurbishment of the home when moving in**

In non profit housing there are two schemes for refurbishment when taking over accommodation: the A-scheme and the B-scheme.

When you move into your new home it has been refurbished according to the scheme which the housing estate has chosen.

Under the A-scheme the accommodation has been cleaned and refurbished when you move in. Walls and ceilings have usually been freshly wall-papered and painted. The remaining items in the flat have been refurbished as necessary.

Under the B-scheme you take over the accommodation as it was handed over by the previous tenant. In other words, the walls and ceilings have not necessarily been refurbished. The accommodation has a maintenance account. You can use money from this account for refurbishing the accommodation as agreed upon with the housing association.

### **3.4. Inspection of the home when moving in**

When you move into your new home, you and the housing association must examine the accommodation. A report on the inspection of the home is worked out, and the report must be signed by you and the housing association.

If there are defects, broken or missing things in the accommodation, these must be stated in the report.

This ensures that you do not have to pay for the defects when you move out.

### **3.5. Payment of rent**

The law and the tenancy agreement state when you have to pay rent. If your payment is late, you have to pay a fee. If your payment is repeatedly late, you risk being given notice. The housing association explains how rent should be paid. The easiest way to pay rent is to let your bank see to it that rent is paid automatically every month through the bank's BPS-service (banks' payment service).

### **3.6. Electricity, heating and water**

In order to safeguard the environment and in order to save water-resources it has become very expensive to use electricity, heating and water in Denmark. The state charges duties on water and electricity in order to reduce consumption. Therefore many estates in non-profit housing have also taken measures in order to make the tenants save these resources.

All homes have electricity meters and many have heating meters. They measure how much electricity and heating is used in the home. Some estates also have water meters in the homes. They measure how much water is used.

### **3.7. In this way you pay for**

#### **- electricity**

In most places you pay for electricity on account directly to the electricity company. You pay a fixed sum every month or every quarter. How much you have to pay is fixed on the basis of electricity used the previous year. If consumption or prices increase, the sum paid on account may be raised at a month's notice.

Once a year electricity consumption is settled. The electricity meters in the home are read so you can see how much electricity has been used.

The electricity company sends a card in the post. You have to fill it in and return it to the electricity company. It is important that it is returned. If it is not, the electricity company will estimate how much electricity you have used. Or the housing association will arrange for the electricity meters to be read. If you have used less electricity than you have paid for, you will get money back. If you have used more, you have to pay extra.

#### **- heating**

In most places you pay for heating on account. You pay a fixed sum every month. How much you have to pay is fixed on the basis of heating used the previous year. If consumption or prices increase, the sum paid on account may be raised at a month's notice.

Normally the estate administrator reads the heating meter in the home once a year. An account of consumption of heating in your flat is sent to you, and money is paid back or you have to pay extra in relation to the sum paid on account.

#### **- water**

**If the individual home does not have water meter, consumption of water is included in the rent.**

If the individual home has a water meter this is read once a year. How much you have to pay is fixed on the basis of the quantity of water used the previous year. Consumption of water is paid on account. You pay a fixed sum every month or every quarter. If consumption or prices increase, the sum paid on account may be raised at a month's notice.

## **4. Housing subsidy**

Housing subsidy is a financial contribution towards your rent. You can receive housing subsidy if your rent is high compared to your income. Housing subsidy is paid by the local authority. Once a year the subsidy you get is adjusted.

If you are an old-age pensioner housing subsidy is called rent allowance. For all others it is called rent rebate. The rules for rent allowance and rent rebate are different.

### **4.1. Who is eligible?**

Not everyone is eligible for housing subsidy. How much you can get depends among other things on the household income and how much rent you have to pay. And how large your family is compared to the size of the home.

### **4.2. How to get housing subsidy**

You do not get housing subsidy automatically. You must use a special application form which you can get from the housing association or the local authority. You have to apply as soon as you have signed the tenancy agreement. The sooner you apply, the sooner you can receive housing subsidy. You have to apply for housing subsidy again, if you move to another home.

### **4.3. Payment of housing subsidy**

When you live in non profit housing the housing subsidy is often paid directly to the housing association and the rent you have to pay is reduced by a sum corresponding to the subsidy.

### **4.4. Change of income**

If you receive housing subsidy you have to inform the local authority's housing subsidy office if your income increases or decreases, if your family becomes larger or smaller, or if your rent is raised or reduced. The local authority is not informed automatically. If you have received too much housing subsidy over a period, you have to repay it.

## **5. Insurance**

It makes sense to take out a householder's comprehensive insurance. You will be indemnified against the loss of clothes, furniture and other contents, if they are stolen or burnt. You have to report theft to the police and the insurance company.

### **5.1. Excess**

When an insurance policy contains an excess clause, you have to pay part of the claim yourself.

### **5.2. Liability insurance**

The householder's comprehensive insurance is also a liability insurance. The insurance company pays if you are held responsible for damage to other people or their property.

### **5.3. Cost**

The cost of a householder's comprehensive insurance depends, among other things, on where in the

country you live and what assets you want insured.

## **6. Tenants' democracy**

Legislation for non profit housing rules that tenants have the majority on the board of the housing association, and that all non profit estates have the right to elect an estate committee, which shall attend to the interests of the tenants in the estate where it is elected. The board of the housing association must attend to the interests of the entire housing association.

The estate committee is elected by the tenants on a tenants' meeting to which all tenants have been invited. In some estates it is difficult to elect an estate committee. The board of the housing association must then take care of the estate until an estate committee has been elected.

At least once a year the tenants must consider the budget of the estate on a meeting in the estate. The estate committee presents the budget for the coming year, and this may lead to potential rise in rent. If improvements of the housing or refurbishment of flats is necessary, the tenants in the estate must have a vote, and the result of the vote will influence the budget of the estate.

On tenants' meetings you can use your vote in decisions about what is going to take place in the estate. Some of the things tenants need to consider is the running and finances of the estate, including:

- what should the communal house be used for?
- opening hours and prices in the communal laundry
- should there be gardens between the blocks of flats?
- how shall the children's playgrounds look?
- is it possible to arrange courses in the local area?
- which television stations should be available through the communal aerial?

These are just a few of the things you can influence if you are active in your estate.

### **6.1. Tenants' activities**

On many estates there are communal activities throughout the year. There are meetings about new things that are planned for the housing. There may be a film club, communal meals, parties, courses and other events. Most estates have rooms which can be used for meetings or which you can rent if you are having a party.

You may have to force yourself to go to tenants' events, if you do not already know some of the people attending. It may cost a very great effort - also for Danes. But once you are there, you will mostly be glad you went, for usually you will be well received. It is also good to know what takes place where you live.

### **6.2. Living with neighbours**

Where people live and move in the same environment, there are rules - written and unwritten. It is possible to learn and relate to the written rules. The unwritten ones are more difficult. If you ask Danes about the unwritten rules, they will often be unable to reply. They know the rules, but they never or only rarely think about them.

Many foreigners find it difficult to make contact with Danes. In many cases that is probably true. However, it does not mean that the Danes do not want to make contact with others. Often it simply takes a little while before you get close to the Danes. And once you have got close to them, you will discover that most of them are warm and hospitable.

The Danes are not so accustomed to dropping in on each others as people are in many other cultures. But although the Danes may seem reserved, most of them are happy to help. That is why you should not hesitate to ask your neighbours if you need help or are in doubt about anything. In most places you can also knock or ring at your neighbour's door and ask if you can borrow flour or sugar if you have run out.

The Danes usually do not pay surprise visits to each other. They agree it in advance. As a new tenant it is a good idea to invite your nearest neighbours round for a cup of coffee. You can get to know them, tell them about yourself, and at the same time get some information about the rules of the area - written as well as unwritten.

### **6.3. House rules**

All estates have house rules. House rules is a set of common rules which the tenants have agreed to ensure that everyone on an estate can get on well with each other. They have also been established to protect the housing and the surrounding areas, and to avoid that the tenants disturb each other with unnecessary noise etc.

#### **Common rules in the home**

- do not use drills after 7 p.m.
- warn your neighbours if you plan to have a party at the weekend
- do not play loud music after 10 p.m.
- if you use a sewing-machine, put it on a mat so that it is less noisy
- do not shout loudly

#### **Outside the home**

- only throw away rubbish in the designated places
- only install parabolic reflectors and other aerials with the permission of the housing association
- look after flowerbeds and plants
- tell your children where they are allowed to play.

### **6.4. Pets**

On some estates the tenants have agreed that people can have a dog or cat.

### **6.5. Balconies**

If you have a balcony, you have to make sure that its drains are clean. If they are congested by leaves or other things, it might cause water damage in other flats. In addition there are often rules that balconies must look nice when people stand outside the estate and look at them.

You can ask the estate administrator about the house rules if you are in doubt about anything. He can always tell you what is allowed and is not allowed.

## **7. In the home**

## **7.1. Maintaining the home while living in it**

It is good for people to live in a place which is in a good state - inside and out. Therefore tenants must do what they can to maintain their homes.

The estate attends to the maintenance and repair of: water and gas taps, window panes, electrical switches, toilets, cisterns, wash basins and bath tubs. This also applies to fridges, cookers, washing machines and similar installations belonging to the flat and owned by the housing association.

But you have to pay yourself if you have not taken proper care of the items belonging to the flat. If you have used the items in a wrong or irresponsible way and they have been damaged, you must pay for having the item replaced or repaired. If you have tried to repair some items in the home, and it has not been done properly, that is in the same way as a craftsman does, it is incorrect maintenance, and then you must also pay for the refurbishment.

If you have brought your own fridge or similar things, you naturally have to attend to and pay for the maintenance yourself.

On estates with the A-scheme you are yourself responsible for maintaining walls, ceilings and floors, while you live in the home.

On estates with the B-scheme the housing association is responsible for the maintenance. You can get money towards maintenance if there is any money in the maintenance account of your home.

## **7.2. The kitchen hardware**

When you move into a new home, you need to get familiar with its kitchen hardware. You need to know how to use and maintain it. If you use the hardware correctly, it can last for many years. At the same time you can save energy and get lower electricity bills.

### **7.3. Fridge**

The fridge temperature should be +5 degrees Celsius. You can check the temperature with a thermometer. You must ensure that the moulding on the fridge door is undamaged and fits tightly. Ice on the walls of the fridge and dust at the back of it will increase the electricity consumption. If you have a freezer, it is a good idea to de-frost frozen food in the fridge. That reduces the electricity consumption.

### **7.4. Freezer**

The freezer temperature should be -18 degrees Celsius. An empty freezer uses just as much electricity as a full one. The door or lid must fit tightly and the freezer must be kept clean just like the fridge. You can save electricity by placing the freezer in a cold part of your home. There shall be air circulation around both a fridge and a freezer.

### **7.5. Cooker and hotplates**

A hotplate should be turned to maximum until the food boils. Then it shall be turned down as much as possible before the food goes off the boil. Pots and saucepans must have a completely flat bottom, otherwise they may use up to 50% more electricity. The saucepans must fit the hotplate. You waste a lot of heat if you put a small saucepan on a large hotplate. The lids must fit pots and saucepans tightly - cooking without a lid uses three times as much electricity. You can utilize the after-heat by turning off the hotplate five minutes before the dish is ready. You must never cook directly on the hotplate. That ruins the cooker.

## **7.6. Oven**

You can utilize the pre-heat by waiting until the dish is placed in the oven before you turn it on. And you utilize the after-heat by turning off the oven 10-15 minutes before the dish is ready. It is expensive to use the oven grill. The oven shall be cleaned every time it has been used.

## **7.7. Rangehood**

A rangehood ensures that cooking fumes are sucked out of the kitchen. You shall only turn it to maximum, if you are cooking on all the hotplates. When you use the rangehood, you shall not open windows at the same time. Once a month you need to clean the grease-filter in the rangehood. If the filter is blocked the rangehood will not work so well.

## **7.8. Parabolic reflectors and aerials**

You have a right to install a parabolic reflector on your home. But it must be agreed in advance with the housing association. The housing association must point out a place for the parabolic reflector, so that it does not cause inconvenience for the other tenants or the estate.

If it is possible to watch the television-stations by using the aerials of the estate, the housing association can refuse to give permission for installing a parabolic reflector.

If several tenants wish to watch the same tv-stations, the tenants can establish a communal aerial-system. The housing association can demand that the tenants form an aerial corporation. The members of the aerial corporation must elect an committee and set up bye-laws, which must be sent to the housing association.

If you set up a parabolic reflector on the house the housing association can demand that you pay a deposit. The deposit must be used for potential restoration of the place where the parabolic reflector was set up, when it is taken down again.

## **7.9. Electrical installations**

Electricity should be treated with care - carelessness can endanger lives. There are rules for what is and is not allowed with electricity.

### **This is allowed:**

- putting up lamps
- changing switches if they are broken
- changing fuses

### **This is not allowed:**

- working with electricity without switching off the mains
- repairing wires with cello-tape
- installing sockets where there were none before

- re-using fuses

- leaving wires lying on the floor where people walk.

You may wear holes in them and that can cause a short-circuit. Wires must be fixed to the skirting board or the wall with special wire-holders or perhaps hidden behind the furniture.

### **7.10. Electricity and children**

Sockets are dangerous to small children. They can get an electric shock if they stick things into the socket. It is a good idea to buy safety plugs, which you can plug into sockets that are not used.

### **7.11. Short-circuits**

In all homes there is a fault-detecting relay to prevent short-circuits. If there is a fault in the electrical system, the relay will cut out and switch off all electricity in the home. You should test whether the relay is working at least once a year. If you are not familiar with the relay, the estate administrator can show you how it works.

### **7.12. Saving resources for the benefit of the environment**

The largest item on the energy bill is heating the home. Another large item is the electricity consumption. By being careful, you can greatly reduce your energy consumption, so that you get smaller electricity and heating bills.

At the same time you can help protect the environment. The less electricity and heating we use, the less fuel is needed. That benefits the environment. Saving is not the same as completely doing without.

Water does not just quench our thirst. In the home we use water for many purposes. We often use far too much water. Without water - no life. And there is not an unlimited supply of water! In many places water is a scarce and precious commodity. Large sums of money are used for cleaning the used waste water. And through the rent you pay money both for consumption of water and for drainage.

### **7.13. How to save electricity and energy**

It is a matter of getting as much as possible out of the energy:

- turn off the heating while airing the home

- do not place heavy furniture in front of radiators or hang curtains covering them
- switch off the light in the rooms where there is nobody

- do not leave the hot water running without using it

- fill the washing machine with clothes and do not just wash a single item.

Most washing machines use the same amount of electricity and water whether they are washing a few or a lot of clothes.

### **7.14. How to save water**

#### **In the kitchen**

- do not peel vegetables under running water
- do not cover the vegetables completely with water while they are cooking
- do not boil more water than you need for tea or coffee
- wash up in a bowl - not under running water.

### **In the bathroom**

- have showers instead of baths
- turn off the water while shampooing your hair and while brushing your teeth.
- make sure that toilet and taps are not running.

## **7.15. Fresh air**

In Denmark many homes are tightly insulated because of the cold winter climate. In a well-insulated house you avoid wasting heat, but if you do not open the windows, you also avoid fresh air. And fresh air is essential for your health. That is why it is important that you air your home frequently. It should not be for hours on end. Open windows and doors for 5-10 minutes and create a draught through the rooms. Do so once or twice a day. You should air the bathroom and kitchen after use. Remember to turn down the heating while you are doing this.

### **Moisture**

A family of 4-5 people produce about 15 litres of moisture every day. Partly from the family itself (from exhalation and sweat), partly from the kitchen and bathroom when the family cook and have showers. This moisture must be let out of the home again. It can only get out if you open the windows.

### **Damp spots and germs**

If you do not air your home, you risk getting damp spots, which are expensive to repair. Germs thrive in damp spots. But human beings do not! Humidity and germs produce an unhealthy air in the home and people may become ill. They may develop allergies and breathing problems.

### **And this is what you can do yourself**

You can reduce humidity by putting lids on the pots and saucepans and using a rangehood when cooking. You can also reduce humidity by airing the room after you have had your shower and when you leave the bedroom in the morning. Furthermore you should not dry clothes in your home. If you have air gratings it is important that they are open and clean, otherwise they do not work. If the window panes are steaming up this is a sign that there is too much humidity in the home, and then you need to air your home.

## **8. The housing area**

### **8.1. Washing and drying clothes**

Most housing associations have laundries with washing machines and tumble dryers. If there is a

communal laundry, there are rules for when you may use it. And there are rules for where and when you may dry clothes. Children must not be left alone in the laundry - the machines can be dangerous for children.

## **8.2. Washing machine and tumble dryer**

It is important that the machines are full and do not wash or dry half empty. The washing machine: if the clothes are not very dirty, you can skip the pre-wash. The washing machine washes best and most clean when the filter has been cleaned. The tumble dryer: if the fluff filter is not cleaned every time the machine has been used, it will not dry well.

## **8.3. Refuse collection**

**It is possible to hand in paper and glass for recycling in all local authorities.** In the coming years we will be legally obliged to sort our refuse so that we can recycle everything that is recyclable. When we recycle we save the world's resources. And we avoid polluting nature with refuse. When you move into a new home, it is important to find out what the rules are for refuse and where you must hand in the different types of waste.

### **Household refuse**

If you live in a block of flats with several storeys, there is usually a rubbish chute. You shall throw the household refuse for burning down the rubbish chute. All refuse must be in bags. You must not throw embers down the chute. The refuse ends up in a refuse room. You must not put any other refuse here. If you live in a house, a semi-detached or terrace house, there will usually be one or several refuse containers.

### **Large refuse**

Large refuse, such as furniture, empty cardboard boxes or pieces of cardboard must be placed in special refuse skips. If there are no skips or containers for large refuse, you can ask the estate administrator about how to get rid of it.

### **Dangerous refuse**

Left over paint, turpentine, petrol and other dangerous substances must be taken to the shop where it was bought or to the local authority dumps, which sends the refuse for recycling or destruction. Several local authorities have set up local recycling centres where you can get rid of dangerous refuse. You can hand in paint, turpentine and chemical substances and also oil and fluorescent tubes. Medicine which is out of date or which you no longer need must be returned to the pharmacy.

### **Batteries**

Batteries are dangerous if they are thrown away in the open or if they end up at the refuse disposal plant. Batteries contain mercury and lead which can be recycled. Therefore you shall return batteries to the shops which sell them or put them in special small plastic bags for batteries.

## **8.4. Recycling**

### **Paper**

Newspapers, circulars and other paper can be recycled. New paper can be made from the old. That is why most estates have skips where you shall dump your old newspapers, circulars and other paper.

### **Bottles**

Glass can also be recycled. That is why we shall dump the glass and bottles on which we do not pay a deposit - in glass skips. Some bottles are marked with a recycling sign. That means you have paid a

recycling deposit and can get the money back when the bottle is returned. Remember that a refuse skip or container must not be over-filled. If it is over-filled the refuse collectors will not empty it.

### **Compost**

Every day we throw out kitchen refuse. This is full of nutrients and energy, which can be recycled. Some local authorities have begun recycling food scraps and kitchen refuse - either for animal fodder or compost/fertilizer.

You can get information about the rules for refuse and recycling in your estate from the housing association's management office or from the estate administrator.

## **9. Moving out**

### **9.1. Giving notice**

There are rules for terminating a tenancy. Three months before you want to move out, you have to give notice to the first of a month. This is the most common rule for giving notice. It applies unless something else is stated in the tenancy agreement. The notice must be given in writing. It must be sent to the housing association.

### **9.2. You can move sooner**

You can move before the three months are up. If you want to do so, the housing association must try to let the accommodation as soon as possible. But the tenant has to pay rent for the three months of notice, if the housing association cannot get another tenant sooner.

### **9.3. Handing over the home when moving out**

You must tidy and clean your home when you move out. The items which were there when you moved in, must also be there when you move out. Keys must be handed in when you move out.

### **9.4. Removal inspection**

When you move there has to be a removal inspection. The housing association must make an inspection of the flat together with the tenant. The housing association sends the tenant a letter giving the time of the removal inspection. At the removal inspection the housing association finds out what needs to be refurbished. They also have to find out if the tenant is to pay because he/she has not treated the contents properly.

At the latest 14 days after the removal inspection, the housing association sends a removal inspection report about the things that have to be repaired, how much the tenant has to pay, and how much the housing association has to pay. When you move, you therefore must remember to give the housing association your new address.

If the estate has the A-scheme, the removal inspection report also states how much you have to pay to have walls and ceilings wall-papered and painted. And if the flat has been cleaned, the report also states how much that costs. The bill for having the accommodation cleaned and painted or wall-papered is pro rata reduced according to how long you have lived in your accommodation. If you have lived in the flat for 10 years, you do not pay for an ordinary refurbishment. If you have lived in the flat for 5 years, you pay one half of the expenses for ordinary refurbishment. If there are things in the home which have not been treated properly, you must always pay for having these things replaced or repaired.

If the estate has the B-scheme, you normally do not have to pay to have walls and ceilings wall-

papered and painted. But you must always pay for refurbishment if you have not treated the flat properly, this is called incorrect maintenance.

When the flat has been refurbished, you will get a final statement of how much you have to pay. That is set off against the deposit, which you paid when you moved in.

### **9.5. Settlement of deposit**

When you move from a home in non profit housing, you have to settle the deposit. If you had the money for the deposit yourself when you moved in, you simply settle with the housing association.

### **9.6. Loan**

If the money for the deposit was a loan from the local authority or a bank loan guaranteed by the local authority, the part of the deposit which is returned to you must be used to repay the loan. When you have done so, you will normally still owe some money which you have to pay to the local authority or the bank.

The local authority can refuse to give you a loan towards a new home, if the old loan still has not been repaid.

## **10. Tenants' complaint boards**

There are tenants' complaint boards in all local authorities. You can complain to the tenants' complaint boards if you disagree with your housing association, or the housing association disagrees with the tenant. It is not possible to file complaints about all sorts of problems, but it is possible to file complaints about breaking the house rules, the standard of the home when moving in, payment of heating and water, etc. The price for filing complaints to the tenants' complaint board is 107, - kr. This price follows the price index.

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