

## **PROCEDURE FOR RESIDENT REQUESTS**

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### **Common requests**

Common requests covers inquires, proposals, complains etc., which mean requests that are not urgent matters in connection to the maintenance of Drejøgården.

Common requests must be directed to the Owners Association Board of Drejøgården and only through the Board's email address: [bestyrelsen@drejoegaarden.dk](mailto:bestyrelsen@drejoegaarden.dk) or in the form of a letter to the office mailbox. If You choose to send a letter, please typewrite or write in block capitals because of readability.

The Board will answer your request after the following board meeting. Board meetings are held every 1-2 months, for which reason some response time must be anticipated.

NB. Noteboards both in the building and at Drejøgården's website are not communicative platforms to the Board, which means that these requests might not be replied.

### **Urgent requests**

Urgent requests cover cases that cannot wait for the Board to decide on and must therefore be directed to the janitors either through email [kontoret@drejoegaarden.dk](mailto:kontoret@drejoegaarden.dk). or Phone 25 14 07 19 or in the form of a letter to the office mailbox.

Urgent requests can be: hand out of parking licenses, information of damages to the building which do not need immediate attention e.g. broken locks, service of lift and other services (for that, read 'Emergency Requests').

### **Emergency requests**

Emergency requests cover cases that need immediate action because it can lead to personal injuries, damage to apartments or the building and it is therefore not possible to wait for the Board or janitor to respond. Emergency requests can be fire or burglary, should something like this happen public authority needs to be contacted at phone no. 112.

Emergency requests can also cover water damage/water emission, that can not be stopped temporarily and therefore causes a potential damage to the apartments. Should this happen outside the janitors' opening hours (weekdays at 8 – 14), please contact Belfor on phone 70 44 47 87.

NB. The expenses from plumbing or other workmen called by residents, is only covered by the Board/Drejøgården if the damage originate from the building that is not considered a part of the individual apartments. This could be from risers, water pipes/drains, flooding in the basement etc. Installations in the apartment is the owner's own responsibility – likewise if it causes damage to other apartments. For further information please read the regulations.

In case You are in doubt of the level of urgency, you can try to contact board members privately.

If it seems that there will be an insurance case, then you should contact your own insurance company.

## **Economical requests**

Requests concerning common expenses, subordinated loan, water and heating accounts must be directed to the administrator of Drejøgaarden, Hupfeld & Hove <https://drejoegaarden.probo.dk/partner-about>.

## **Requests about TV, internet or phone**

Requests concerning TV, for example problems with channels, choice of TV deals/packages, questions for charge, must be directed to the company the individual resident has chosen as TV provider.

Requests concerning the internet or telephony such as speed, charge, out of operations etc. must be directed directly to Dansk Kabel TV at phone no. 69 12 12 12 or via <http://dansk kabeltv.dk>.