

## *Dear tenant in Østerfælled*

In this document, you can read about, what to do, if you experience troubles with your apartment and need help – or if you have questions about living in a rented home.

The local Union of Tenants in Østerfælled Beboerrepræsentation is affiliated with the Union of Tenants in Copenhagen (the LLO). You are paying a small amount for this/our collective membership every month through your personal Østerfælled-house rent. So: as long as you live and pay rent here at Østerfælled = you are a full member at LLO, and we are from our voluntarily based tenant union (aka Østerfælled Beboerrepræsentation) also able to help and support you.

This means, that you have access to free counseling and legal assistance, regarding your tenancy, if you have problems with your apartment or if you experience troubles with our landlord, Balder Ejendomme A/S. Most problems can be solved by contacting Balder Ejendomme, but if you are not satisfied, you can acquire help from the LLO – for instance in these cases:

### **Maintenance**

Do you have problems with maintenance, inside or outside the apartment, and nothing happens if you contact Balder? – then contact the LLO and talk to an advisor, who can tell you, what to do.

### **Excessive heating expenses**

If you receive claims for heating, which you think are excessive: Check with the LLO, if you can do something about it.

### **Size of the rent**

For many tenants in Østerfælled the rent is not regulated. If you want to be sure, that your rent is OK, check with the LLO.

### **Moving out**

Contact the LLO, if you are worried about the expenses, you can book (post-corona) an advisor from the LLO, who can tell you what to do, in order to return the apartment without expenses. This is the only service from the LLO, which is not for free. But as you are covered by Østerfælleds membership of the LLO you have a discount. Call the LLO for more information.

**NB:** Please know that you have the right to have a representative (like a witness) with you for the 'Flyttesyn' / 'The Moving Out Inspection', and that you for free (without any costs at all) can have an official tenant representative with you on the day for this. Just write us an e-mail: [br@kaserne.dk](mailto:br@kaserne.dk) in good time with all the information such as date and time etc. Then we will try our best to see if one of us have the time to be your tenant representative on the day. We can also assist you with establishing the further contact to the tenants' lawyers at LLO if needed.

### **Are you being expelled from your apartment**

This being a very serious situation, you should get in touch with the LLO immediately for legal assistance.

### **Other questions about your tenancy**

The LLO-hotline for questions is open Monday through Thursday from 10 am to 4 pm. Call 33 11 30 75. They speak English!. You can also send an email to [info@lloh.dk](mailto:info@lloh.dk)  
In order to achieve help, you must state the membership number in the LLO. Visit our homepage at [www.kaserne.dk](http://www.kaserne.dk) to find it (or here it is: **110883 – BR Østerfælled**).

### **Finally a warning**

Numerous online companies offer help regarding size of the rent, moving out etc. These companies charge excessive fees for the same service, that you get for free at the LLO.

*Best regards*

*The union of tenants in Østerfælled Beboerrepræsentation*

**PS: it is a good help for our work in helping you, if you cc us at [br@kaserne.dk](mailto:br@kaserne.dk) when you have any form of contact with our present owner / pt. Balder ([kundeservice@balder.dk](mailto:kundeservice@balder.dk)).**

**When you cc us at [br@kaserne.dk](mailto:br@kaserne.dk), we take GDPR very seriously, therefore we will of course never refer to any of your e-mails etc. without asking for your permission first.**