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Feb 2022

Newsletter:



### ▶ New opening and telephone hours

Here you can see the new opening and telephone hours, which are effective as of 1 March for Plus Bolig's customer service and for the local teams. The new hours give our employees more time to prepare and provide direct resident service. And you can book a discussion at a time when you will not be disturbed by phone calls or other tasks. > [Read more page 2](#)



### ▶ New organisation in operations

Beginning 1 March, we go from 4 to 3 teams in operations. This provides larger local teams, more flexibility and thus also better resident service for the same money. Read about the operations and about our shift to a new Facility Management system. > [Read more page 3](#)



### ▶ Have you seen the new Residentweb?

On Thursday, 17 February, we upgraded our Residentweb and thus also MyPage – your personal page and access point for Plus Bolig, where you find relevant information about your particular residence and estate and can make enquiries directly to Plus Bolig. > [Read more page 3](#)



### ▶ Big and small – but good to know

- ▶ Check your insurance – to be on the safe side
- ▶ When you want to rent a garage or carport
- ▶ Purchaser will get better prices for us

## New telephone hours and opening hours at the counter at Plus Bolig

### ► New opening hours as of 1 March



On 1 March 2022, we will change our opening hours (and telephone hours). And though it may immediately look like we are cutting back on time for resident service, the changes will actually help give our employees the opportunity to provide even better and more personal service.

The opening hours, which you can see below, only reflect when you can get in

touch with our employees unannounced. If you have a problem or a challenge which cannot be immediately resolved over the telephone or at the counter, we can now offer you a meeting time during which we actually have time for you (and don't have to answer the phone or mind the counter at the same time).

As we have a lot of extra 'pressure' on customer service in connection with residence turnover, we will have expanded business hours at the first and middle of the month.

#### Opening and telephone hours:

##### Customer service and administration

Telephone:  
Mon-Wed: 9-11, 14-15:30  
Thursday: 9-11 and 14-17  
Friday: 9-11

Personal enquiries:  
Mon., Tues., Fri.: 9-11  
Wednesday: closed  
Thursday: 9-11 and 14-17

##### Extended opening hours on the 1st, 2nd and 15th of the month\*:

Mon-Wed: 9-15  
Thursday: 9-17  
Friday: 9-13

\* or the following weekday

#### Opening and telephone hours:

##### The local team offices

Telephone\*:  
Mon-Wed: 9-11, 14-15:30  
Thursday: 9-11 and 14-17  
Friday: 9-11

\* Phone calls are answered by customer service

Personal enquiries:  
Mon., Wed.: 13-14:30  
Friday: 10-11:30

The new opening hours go into effect on 1 March 2022

### ► New Residentweb gives you better digital service

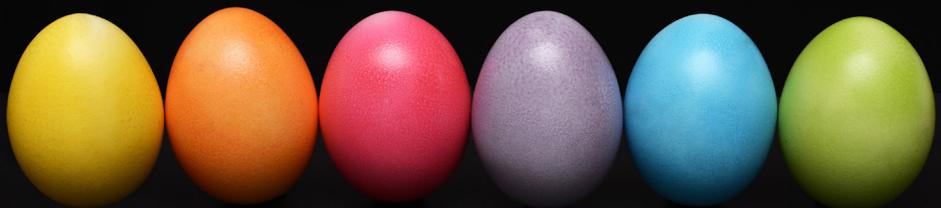


Last Thursday (17 February), Plus Bolig's upgraded Residentweb took off. Thus, MyPage has also gotten a completely new and user-friendly look as well as new functions which make it easier for you to get help and find information about your residence.

If you are already set up on the current MyPage, you will automatically be moved over to the new version.

On > **plusbolig.dk** under the menu item 'I am a resident', we have added a series of guides to help you get started with MyPage:

- > **How to log on for the first time**
- > **How to make an enquiry**
- > **How to check your consents**



### NOTE! Emergency staffing during Easter week

We take a lot of holiday time in the three days up to Easter and in the week after the holidays. So, we hope you understand that response times can be a little longer in connection with Easter week. We wish all a good Easter!

## New organisation and new IT system will make operations more effective

### ► New, flatter structure in operations



As you (perhaps) have already read in our information letter from January, starting 1 March, we are reorganising operations so that, from now on, there will be three local teams instead of the previous four (Farsø excluded).

By reorganising operations, we can plan our work so that you as a resident experience getting the best resident service, that our employees have a safe and meaningful working day, and, not least, that we can get better service without increasing rents.

Plus Bolig – like all other social housing associations – is obligated to make our operations and administration more effective. Therefore, we continuously examine our organisation and processes. To be ready for the new organisation, our team leaders have been to leadership training and are now equipped to take on greater responsibilities.

With larger and stronger staffing in the individual teams, there is also greater flexibility, and the team will be less vulnerable in connection with holidays, illnesses and other absences.

We thus have a flatter and more effective structure in which most decisions will be made closer to the residents and out in the estates.

Starting 1 March, you can see the updated make-up of the three new teams – MV, SØ and VG – on > [plusbolig.dk](https://plusbolig.dk), where you will also find contact information for the individual teams.

At that time, you will also find the information on MyPage, which you can easily access from your telephone or PC (read more page 2).

### ► New IT system optimises maintenance and operations

Operation and maintenance of Plus Bolig's buildings requires planning to ensure that tasks are carried out in due time and within the budget. At the same time, we must plan for the ad hoc tasks that come from residents in everyday life.

To ensure the best starting point for this planning, we have entered into an agreement with the company NTI, which provides a so-called Facility Management system that helps to manage and create

an overview of the operational tasks. The system is less expensive to operate than our current one, and we get the opportunity to draw out statistics so that we can always see whether the residents are getting the most for their rent.

The new IT system is a part of the 'tool kit' in project Plus Bolig 2.0, which deals with increasing resident and employee satisfaction.

### If you're unlucky – when the team office is closed

We cannot avoid the possibility that emergency problems may arise in the individual residence or estate. If that happens on a weekday, you should, of course, contact your local team office.

Outside of the team's opening hours, you can contact our partner SSG on the emergency hotline, tel. no. 44 54 37 53. But remember: It costs the estate money every time emergency tasks are carried out. Therefore, we, in cooperation with the individual estate boards, have defined what are considered as 'emergency tasks', and which SSG should come out for (e.g., lack of water, electricity or heat in the residence or in connection with vandalism or break-ins).

You can find your local team on > [plusbolig.dk](https://plusbolig.dk) or on > [MyPage](#) (MinSide)

## Notes and other useful news

### ► Check your insurance – to be on the safe side



When you live in a social housing association such as Plus Bolig, then your estate has insurance that covers damage to the buildings. That is, the building itself and fixed inventory.

The insurance has an excess (deductible) of 10,000 DKK. In return, the estate then pays a less expensive premium. Therefore: Help to take care of our shared facility (it is ultimately the residents who jointly pay for minor damages).

Your household goods – all that you have brought to the residence – you must insure yourself via regular insurance covering household contents.

We urge you to check or sign up for insurance so that you don't have to worry about damage or break-ins.

### ► When you want to rent a garage or carport



In many housing estates, it is possible to rent a garage or carport. However, there is often a waiting list. If you want to be signed up for a garage or carport, you must contact Plus Bolig's customer service.

The framework for the rental – that is, the contract and notice of termination – is established by Plus Bolig's management. But it is the individual estate meetings that set the local guidelines for the rental (for example, special rules for use).

The extent of the rental is set in consultation with Plus Bolig and is approved by the estate meeting, as the income is included in the estate's total budget (garages and carports are regarded as common facilities of an estate in the same way as the common rooms are).

You can read the general guidelines for rental of garages and carports in our fact sheet (in Danish only), which you can find on [plusbolig.dk](https://plusbolig.dk)

### ► Purchaser will get better purchasing agreements for us

When Plus Bolig buys things – for example, materials for the administration or operations – it is an advantage that we can do it on behalf of others and thus get better prices.

But, to create even better purchasing agreements, and thus contribute to lower rental prices, we have employed a professional purchaser, starting 1 March.

Our new colleague's name is Keld Wintner Nielsen. He is 56 years old and has worked with the many facets of purchasing for several years and comes from a position as purchasing manager at Tibnor most recently.

