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Committee of Representatives Meeting

Updates from Chairperson Ebbe Dalsgaard

"We will always associate 2020 with COVID-19: the virus that impacted the whole world and infected the global community with uncertainty. Denmark was no exception, neither were Plus Bolig's residents and staff, nor the businesses and authorities that provide services and operational security to our entire system.

It's hard not being able to cultivate relationships with our neighbours and communities, and having to limit contact with our close family and friends. As in other areas of society, Plus Bolig's employees have also experienced a dif-

ferent type of workday, characterised by home offices and virtual meetings, and while we have adapted to these continuous changes, not being able to hold department meetings or meetings of the chairperson has been challenging.

The restrictions have also excluded normal use of our common areas and changed many work processes. However, we greatly appreciate that almost all our residents and staff have been positive and accommodating while we have all adjusted to the new circumstances.

We are still in operation, and currently working with the budgets, accounts, and overall plans for Rishøjsvej, Peter Bruuns Vej, and more, as well as Scheelsmindevej/Vegavej. We are also in the process of developing other new overall plans and construction projects, and these are just some of the larger projects we are working on.

Plus Bolig is entering a climate partnership

Plus Bolig is entering a climate partnership with Aalborg Municipality and Aalborg Forsyning in order to reduce the housing association's greenhouse gas emissions. This is happening as part of a greater effort for sustainable housing in the future.

We are aiming to take the lead when it comes to initiatives that will contribute to making Plus Bolig a greener housing association. This is something that more and more of our residents want us to incorporate into our everyday operations. Our younger residents in particular are challenging us and voicing their concerns when it comes to climate change initiatives.

Plus Bolig's organisational board will contribute to launching initiatives that can transform the daily operations of each department.

We already have many ideas and suggestions, including:

- › Establishing parking spaces with charging stations for electric cars
- › Reducing energy consumption
- › Improving energy management

- › Improving ventilation
- › Ensuring that heating installations are in the proper condition
- › Focusing on alternative forms of energy
- › Encouraging biodiversity and more nature in green areas
- › Systematising our recycling efforts
- › Focusing on sustainability when considering decisions that concern changes to accommodation and the surrounding areas

Our new climate partnership has laid the foundations – but it is the ideas and debates from the coming department meetings that shall pave the way and inform our decisions on how to reduce our collective CO2 emissions. In our opinion, our biggest challenge is working out how to take a good idea and turn it into a decision that can be implemented in accordance with our strategy.

Support measures for the lonely and vulnerable

At Plus Bolig, we have residents who are vulnerable in various ways or feel lonely. We want to do everything in our power to support and help these residents.

The organisational board has established a workgroup that is now outlining a project that puts more of a focus on our lonely and vulnerable residents. The goal is that this project can pave the way for new initiatives – either within individual departments or as part of a collaboration between the departments.

Tenants' democracy, cancelled meetings and new dates

Plus Bolig's organisational board aims to achieve an open and continuous dialogue within the tenants' democracy. Due to corona restrictions, both the meetings of the chairpersons and the meetings of the organisational board concerning the construction committee and construction funding have been cancelled.

We have determined the following dates for the meetings of the chairpersons in 2021, and will send out convening notices at the appropriate time:

- › 22 April 2021
- › 25 November 2021

Finally, I would like to wish everyone a merry Christmas! I hope that we can all look forward to a return to more normal conditions in the new year."

Updates from the Administration

Corona Restrictions

Communal areas and rooms remain closed

The authorities have extended the current restrictions until and including 28 February 2021. This means that communal areas and rooms will remain closed for the same period.

Is any work to be done in your apartment?

Until further notice, we will only be able to fix urgent problems that cannot wait. Any other issues will be addressed later.

- › 'Urgent' refers to problems that render the leasehold uninhabitable. For example, burst water pipes, no heating, windows that cannot be shut, blocked drains, etc.
- › If the property service engineer visits your leasehold, they must be left alone in the area where the work is to be performed. Residents can stay in the leased property but should not enter that particular area while work is underway.
- › The property service engineer will use personal protective equipment (face mask or visor) when working in a leasehold.

If you are sick with a cold, the flu, etc., we ask that you inform us so that we can take the necessary precautions.

Recycling and sustainability

Occasionally, residents will leave furniture and personal belongings behind when they move out. To avoid throwing quality items away, we have arranged for the cleaning company to remove furniture, such as tables, chairs, sofas, etc., for recycling. Personal belongings shall not be removed; they shall be destroyed.

Diesel tractor replaced with an electric vehicle

As part of our climate partnership with Aalborg Municipality, we are switching to a greener transport. We have replaced a decommissioned diesel tractor with a new, specially designed, electric box truck, which is fitted with integrated lights and cabin heating. The vehicle is more functional and environmentally friendly, as well as cheaper to purchase and operate.



Adaptations in everyday life

More working hours are being spent on managing the corona situation, and the rules and restrictions change frequently. This means that the common areas will remain closed for the time being. We are aware that many residents will be disappointed by this decision, but we are unfortunately unable to open these areas in a way that fulfils all the requirements set by the authorities.

Many residents are struggling in this corona period. We are working closely with Aalborg Municipality to help as many residents as possible, and our Residents' Advisor, Ali Hassan, is on hand to give advice and assistance.

Work at our construction sites has also been challenged by corona and the subsequent lockdown of seven municipalities, which has just been lifted. Many of our collaboration partners and their staff come from the seven reopened municipalities as well as other municipalities. Getting started has been challenging, and we have handled each matter individually.

At the office, we experienced an increase in the number of telephone calls. We believe this is because residents have complied with our request that they avoid visiting our offices in person. After we had released information on the issues we are able to fix and how, we saw a decrease in the number of calls.

Month	Number of calls
May	2178
June	2527
July	2430
August	2621
September	2624
October	2612
November	2119

Our post is going digital

From 2021, we will be sending information digitally, as part of our efforts to streamline our operations. We have already sent out notice of this in a special **newsletter**.

Not only does this mean you will receive up-to-date information faster, but it enables us to reduce our environmental impact and save time and money.

In the future, you will receive information via:

- › E-mail
- › www.plusbolig.dk
- › <https://minside.plusbolig.dk>
- › SMS

To do this, it is important that you register as a user on our website under "Min Side" (My Profile) and submit your e-mail address and telephone number.

Please see next page for instructions on how to register:



1 Go to our website, www.plusbolig.dk

2 Click on **"Min Side"** (My Profile)

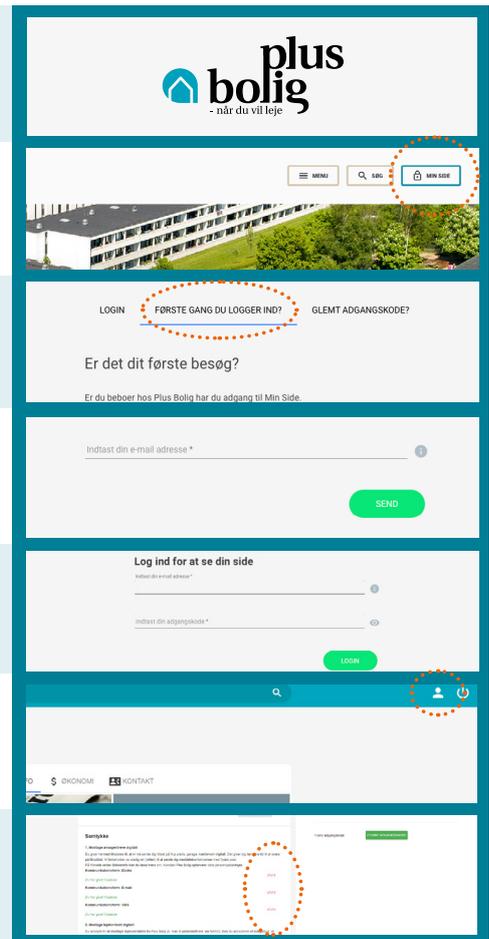
3 The first time you log in: click on the window **"First time you log in?"**. Enter your e-mail address (be aware that you can only register one e-mail address per household)

4 If your e-mail address is already registered in our system, you will receive an e-mail confirmation within a few minutes. If your e-mail address has not been registered for your leasehold, you will receive an e-mail confirmation the next working day.

5 Log in to your profile

6 You need to consent to how Plus Bolig may contact you. Click on **"profile"** in the top right-hand corner.

7 Approve or reject the points you want to consent to. If consent is not given to point 3, you will be unable to receive digital post.



Extended hours of operation

Move-in periods put a lot of pressure on our operations and inspection team. Therefore, we have extended our office hours of the four teams on the following days:

In the future, you will receive information via:

- › On the 1st and 15th of every month, we will be open from noon till 2 pm for handing over keys.
- › If the 1st or the 15th falls on a Saturday, a separate agreement will be made between the individual tenant and the operations team.
- › If the 1st or the 15th falls on a Sunday, the keys will be handed over on the Monday.

Improvements to the website

We are in the middle of improving our website, including "Min Side" (My Profile), to be more user-friendly and interactive. This involves:

- › Integrating Plus Bolig's design colours
- › Improving the structure
- › Creating a more welcoming environment
- › Making it simple and easy to find documents

Our digital supplier, Bleau, has struggled to provide this upgrade in autumn 2020. Therefore, the upgrade is due to take place in the first quarter of 2021. The new design will be presented at a meeting of the chairpersons before summer.

Staff

- › **Jan Yde Larsen** has entered the role of account manager, and will oversee rentals, rehousing and resident consultancy services.
- › **Nanett Simone Alstrup Nielsen** has entered the role of technical assistant in the civil engineering department.



Jan Yde Larsen and Nanett Simone Alstrup Nielsen



› **Thorkild Baisgaard** joined the civil engineering department on 1 December 2020.



› **Mette Fals Jørgensen** joined the finance department on 1 December 2020.



Updates from the Departments

Construction

› *Department 1057, Scheelsmindevej/Vegavej*
After a difficult start, including a change of consultant, construction is finally underway. In cases of renovations that involve the Danish National Building Foundation, we

will produce a video that shows the “before and after” of the project. You can watch the video here:

<https://vimeo.com/477118759/b357eee45c>

- › *Department 1047, Peter Bruuns Vej, Carl Rothes Vej and C. P. Holbølls Plads*

Construction is well underway and progressing according to plan, even if at a slower pace due to corona and the lockdown of seven municipalities in North Denmark.



- › *Department 1030, Tove Ditlevsens Vej*
Following a change of consultant, we have entered into a dialogue with the Danish National Building Foundation regarding a change of the façade that was initially chosen. We are therefore working on a new budget. As a result, there will be a need for a new department meeting due to rehousing and possible rent increases.

- › *Department 1025, Rishøjsvej*
The department has voted “yes” to the project. We are expecting a new approval of the A scheme from Aalborg City Council, which will be presented at the upcoming municipal council meeting.

Approved budgets

The department meetings have been cancelled due to corona. To support the continued operation in the housing associations, the authorities have adopted a set of rules that allow the organisational board to approve all budgets. Budgets may only increase by a maximum of two per cent. We have maintained good dialogue with the department boards on the budget’s contents and reached a common understanding of the relationship between expenditure and revenue.

New laundries at Ananasvej/Løvstikkevej, department 1060

The residents at Ananasvej/Løvstikkevej has received a new laundry, which opened for use in September. Chairperson Tove Kvisselgaard is extremely satisfied.

"It is a good concept. Nortec has delivered and installed our machines. They paid for the installation, and they will continue to pay for maintenance of the machines. The only thing we must pay for is the power consumption.

The price for washing and drying has not changed, and we have expanded our laundry capacity with two large machines, which can each wash eight kilos.

Our laundries are open 24/7, and you can go straight in and do your washing. If you want to be sure that there are machines available before you go, you can reserve a machine via a corresponding app, which can be downloaded.

The machines wash nicely, our whole laundry system works very well, and we are very satisfied."



Fibre connection supplier

Eniig Fiber and Stofa have become part of Nordlys. Therefore, in the future, all residents must choose their own suppliers from the providers that are available on the market. This means that the customer relationship exists directly between the individual resident and their chosen provider.

This freedom of choice is offered because of requirements from the Danish Competition and Consumer Authority.

Committee of Representatives Meeting, 10 December 2020

Due to the corona situation, the Committee of Representatives meeting was held at Vejgaardhallen, with the necessary precautions taken to ensure compliance with all restrictions.

38 of the 73 committee members attended the meeting. On the day itself, there were three cancellations for reasons including the new restrictions.

The council received five proposals, four of which were withdrawn on the day of the meeting.

One proposal was to change our policy for calculating construction fees to an hourly based model, which is considered to more accurately reflect the real cost of the services. This proposal was adopted, and the organisational board is working to incorporate this change and formulate a new policy as quickly as possible.

Merry Christmas

Corona has made this year a different one. Social distancing measures have meant that there has been much less contact with the residents and among colleagues than there would usually be. Where in-person meetings were once a valued and permanent part of our workday, they have now been greatly reduced.

Both residents and staff have demonstrated great flexibility, patience, and community spirit whenever we have introduced new corona adjustments. We would like to thank you all for this.

We wish you all a very merry Christmas.

Mette Bach Kjær and Ebbe Dalsgaard

