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### ► The estate meetings are held with satisfactory results

All of the housing estates have now held their normal estate meetings. The annual 'general assembly', in which the residents meet up and make decisions about the estate's progress. And it was generally a good experience to take part in. [► Read more page 2](#)



### ► The chairman's meeting establishes new ties

Last year, the chairmen of Plus Bolig's estates were gathered for a 'chairman's meeting'. The meeting is both a good occasion to update all of the estate boards on current topics and to establish ties and share experiences among the estates. [► Read more page 5](#)



### ► Code of conduct will help everyone

The organisational board has prepared a code of conduct for residents and employees of Plus Bolig. With a code of conduct, we set some clear outlines for how we create a safe and good place to live and work. [► Read more page 2](#)



### ► Brief and to the point

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### ► Tenant democracy lives on

49 estate meetings were held during August and September with large attendance.

Many proposals were made – more than 100, in fact.

The budgets and thus also the planned maintenance projects were (except in two estates\*) approved at all of the meetings, and Plus Bolig's operations are now in full swing prioritising the many tasks that have to be resolved during the year.

*\*In the estates 1013 Mariendal and 1063 Clementsvej, the budgets were not approved. They were therefore sent for administrative approval by the Supervisory Board in the Municipality of Aalborg, which subsequently has approved Plus Bolig's proposals for budgets in both estates.*

## The estate meetings mark our 'new year'

All of the housing estates have now held their normal estate meetings. The annual 'general assembly', in which the residents meet up and make decisions about the estate's progress.

At several meetings, new members were elected to individual estate boards, and they will now get to work as ambassadors for all residents.

For by far the most, the estate meetings were a good experience.

Here, you meet with neighbours and Plus Bolig's employees and have a good chat about the course of the year. Including the things you don't necessarily agree on. We live closely – and we need to talk to each other. Even when it is difficult.

At almost all of the meetings, there was a really good tone. Even concerning the 'difficult' topics. There were also many proposals from residents which were adopted and which must now be turned into reality.

In many ways, the estate meetings were a wonderful demonstration of the positive

partnerships that are established and exist between and within our housing complexes.

Unfortunately, there were also a few estates in which the tone was not good. Where it was not 'the ball' but the man who got tackled. In one particular estate, the meeting was actually concluded early due to out-of-bounds behaviour by a resident who made harsh and insulting remarks directed at neighbours.

When we live as we do – in social housing – we HAVE to accept differences and disagreements. And we must respect each other's attitudes. Obviously, within the frameworks and rules set by the estate meeting, Plus Bolig and the prevailing statutes.

In the estate concerned, the unfortunate episode was actually turned into something constructive, when the tenant concerned met with representatives from Plus Bolig and the affected neighbours after the estate meeting. Ultimately, the disagreements were not that big – and, in reality, were based more on ignorance and a lack of dialogue.

## New code of conduct – will help all of us

### ► It's about trust and respect



The organisational board has prepared a new code of conduct: We must show respect for each other.

As a current apropos in connection with the estate meetings, our organisational board has drawn up a code of conduct for Plus Bolig.

With a code of conduct, we set some clear outlines for how we create a safe and good place to live and work. And how we individually must and can contribute.

Among other things, it states:

*We want to promote mutual trust and respect among people, regardless of age, gender, sexuality, ethnicity, religion, etc. It is completely OK, and to be expected, that we do not agree on everything – but showing respect for the opinion and attitude of others helps to broaden the perspective of everyone and thus, likely, provide a better basis for decision-making for all/the majority.*

With the code of conduct, some obligations follow when we meet – residents and residents as well as employees and residents. And along with the obligations thus come certain limits which must not be violated, and by which, if such violations should occur and are in the extreme, it can mean that you cannot live or work at Plus Bolig.

From now on, we will use all good occasions to share and disseminate the messages from the code of conduct.

You can get it from the administration and find it on [plusbolig.dk](https://plusbolig.dk)

## Welcome to the new members of the estate boards

### ► Help for the estate boards



The newly elected estate board members were – in keeping with tradition – invited to a start-up meeting and briefing at Plus Bolig. A good occasion to introduce everyone to the work tasks and the role the estate board has.

13 newly elected board members took part, and they asked lots of questions.

It was yet another good evening, during which we were also able to discuss how Plus Bolig can best support tenant democracy.

During the evening, we went through the estate board's annual cycle and the tools Plus Bolig has prepared to make the work of the estate boards easier.

On [plusbolig.dk](https://plusbolig.dk), there is material which can be of help to the estate boards. This will be continuously expanded.

## Are you considering whether to set up electric charging stations?

### ► Good advice for those of you who want to set up electric charging stations in the estate



Electric vehicles are becoming more and more popular – also among residents of Plus Bolig.

maintenance and placement of charging stations is compiled.

Set-up of electric charging stations was also a topic discussed at many of the annual estate meetings.

And, as help for the estate boards, and the residents who want to look into the possibilities of establishing charging points in the estate, Plus Bolig has also prepared a simple folder which provides an overview of the things that must be considered.

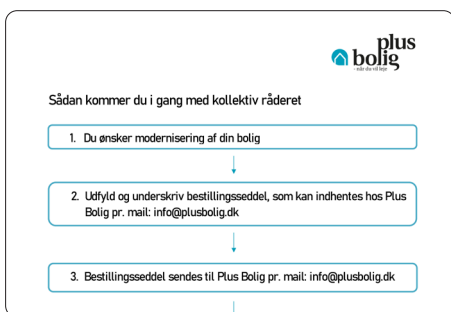
But the process is going fast, and it can be difficult to find the absolutely right solution in each individual estate.

Remember that establishment of charging stations MUST be approved at an estate meeting.

Therefore, the organisational board has drawn up a policy and guidelines for electric charging stations. Here, information about establishment, rules, financing,

You can get the folder and guidelines by contacting Plus Bolig.

## The right of disposal – how is it now?



The right of disposal provides you various possibilities for improving and making changes in your residence.

Be aware that the principal rule is that all right of disposal tasks must be approved by Plus Bolig. So, you must, under all circumstances, contact the administration before you start.

But the rules can be quite difficult to understand. Therefore, we have expanded our description of the right of disposal on [plusbolig.dk](https://plusbolig.dk)

In the future, we will prepare and share more information about the right of disposal's many possibilities (and rules).

Here, you find a simple explanation of what you must do if you wish to make changes in your residence.



## Closer to 'exit' agreement with the 'the 5'

### ► Transfer agreements

Plus Bolig continues to manage the five housing estates which last year – after a long-standing disagreement – expressed their wish to leave the organisation. The board of representatives exceptionally gave its approval (after many unsuccessful attempts to create a shared understanding) that the five estates can leave Plus Bolig – provided that a transfer agreement can be entered into that the vast majority of Plus Bolig estates can also accept. Throughout the summer and into the fall, the content of the final transfer agreements was discussed between Plus Bolig

and the interested housing associations that would like to take charge of the estates. And there's much to suggest that a solution is drawing nearer. At least for four out of the five estates.

The Supervisory Board for Social Housing in the Municipality of Aalborg had appointed an external business manager for the five estates during a transitional phase. That work is now concluded. And it is now up to Plus Bolig and the housing associations involved to work out a solution for the estates.

## Cooperation with Himmerland Boligforening

### ► External help for project management



With the prospect that we will have slightly fewer estates in Plus Bolig, the administration has not refilled vacant positions 1:1 over the past half year. Unfortunately, our building technology department has particularly been affected by departures. And that has had an impact on our ongoing renovation projects.

entered into an agreement with Himmerland Boligforening's building technology department to be responsible for project management of the unified plan in estate 1025 Riishøjvej. There, the residents are waiting impatiently for the workmen to move in and for the renovation to begin.

To avoid further delays, we have therefore

## Whistleblower system in Plus Bolig

### ► For residents and employees

From the beginning of next year, it will be a requirement that social housing associations offer residents and employees an opportunity to report concerns about irregularities or illegal acts regarding the housing organisation's activities, employees, management, contractors and the like.

In Plus Bolig, we have therefore set up a whistleblower system, which is already active now. There is a link to the system on [plusbolig.dk](https://plusbolig.dk)

A whistleblower system is not a (new) complaint procedure. If you want to complain about Plus Bolig or other residents, you must use the ordinary complaint procedure you find on [plusbolig.dk](https://plusbolig.dk)

The system may not be used for making deliberately false accusations against per-

sons, and deliberately untruthful information may not be reported.

The matters which may be reported can be divided into three categories:

1. Serious violations of law (e.g. violation of statutory confidentiality, misuse of financial resources, theft, fraud, embezzlement, swindling and bribery, etc. as well as serious breaches of work safety).
2. Other serious matters (e.g. discrimination, violence or harassment of a crude or repetitive nature).
3. Violations of a number of Danish regulations and EU regulations.

The whistleblower system was set up in cooperation with The National Building Fund, and all of the reports will be handled with strict confidentiality.

## Chairman's meeting establishes ties between the estates and Plus Bolig

*There were nearly 40 participants in the chairman's meeting last week.*



### ► Informal meeting

Twice each year, the estate board chairmen (+ possibly an additional representative from each estate board) meet for an informal 'chairman's meeting'.

Last week, the meeting was held at Plus Bolig's administration facility, and, in the course of a few hours, the participants became more knowledgeable about rental rules, the estates' allocations for maintenance and Plus Bolig's new code of conduct.

These might sound like heavy topics, but the informal form of the meeting provided room for questions and dialogue. The idea is precisely to create a forum in which experiences can be shared, and in which current topics are discussed. And the participants responded with many good and constructive contributions.

The starting point was and is otherwise good. By getting 'extra eyes' on the maintenance plans, the basis for preparing the estates' maintenance plans and thus budgets will be better. But it has turned out that the external examination reports are difficult to compare with the housing associations' own plans. Therefore, work has begun at the national level so that the next round of examinations (a few years from now) can be of greater help to the housing organisations.

But it's clear that the extra focus on the maintenance plans (and thus the estates' savings) has come to stay. And the challenge Plus Bolig and the estates must solve together is, on one hand, to live up to the requirements demanded by the maintenance plans and, at the same time, maintain attractive rents.



*Birgitte Ljørring from Plus Bolig's administration spoke about the (complicated) rental rules that apply to social housing.*

*– It was good to hear what the rules are like. In that way, we can put a stop to the misunderstandings at home in the estates, said one person in the room.*

### Focus on maintenance plans

Throughout recent years, all social housing organisations have been visited by external consultants who have examined the obligatory maintenance plans in each individual estate. The task has proven to be much bigger at the national level than The National Building Fund had expected.

Under the topic of 'other business', the participants were encouraged to come with stories from out in the estates (among other things, for this newsletter). In this way, we can spread the good ideas and activities found in all corners of Plus Bolig. Of course, this challenge also applies to everyone else ...



*Representatives from Plus Bolig's youth residences were also present for the chairman's meeting.*

*And, even though it can be difficult to recruit volunteers among the young tenants, there was harmonious agreement that there is a good atmosphere and that there are many good initiatives out in the estates.*