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Apr 2023

Newsletter:



### ▶ Biased media coverage!

Recently, the press and social media have published stories about Plus Bolig. In light of this, the organisation's board has sent an open letter to Nordjyske. You can read excerpts here and the entire letter on plusbolig.dk.

> [Read more page 2](#)



### ▶ Can you get inflation assistance?

You have probably read or heard about inflation assistance for residents who are struggling to get their finances to hang together. A total of DKK 2.4 billion has been earmarked for several hard-hit groups in Denmark. Two groups in particular get help. > [Read more page 4](#)



### ▶ New service agreements

Kim Jørgensen, who is team leader in Team VG, tells us about the new service agreements that operations and the estate boards are going through these months. > [Read more page 3](#)



### ▶ Brief and to the point

▶ Take notice of the opening hours during Easter > [Read more page 5](#)

▶ Check your smoke alarm > [Read more page 4](#)

▶ More green stories > [Read more page 6](#)

▶ Is it necessary to complain? > [Read more page 5](#)

**Lejere i omstridt boligselskab: - Sæt det hele under administration**

Beboere har så dårlige erfaringer med Plus Bolig i Aalborg, at de ser frem til at blive flyttet over i en anden boligorganisation



Commentary by:  
 Finn Pedersen, chairman  
 Dann Karbowskiak, vice chairman  
 Jørgen Behrentz  
 Kamilla Kristensen  
 Carsten Rønfeldt  
 Niels Thomsen  
 Jytte Tofte  
 Kirsten Frederiksen  
 Jonas Amdrup Rasmussen

Residents and members of Plus Bolig's Organisational Board

Since August 2022, 5 estates in Plus Bolig have been managed by an external business manager. The background is that the cooperation between the estate boards in the five housing estates and Plus Bolig's administration as well as the tenant democratic leadership has, for several years, been characterised by mistrust and many disagreements and conflicts.

It is an unfortunate situation. And we hope – not least for the affected residents in the five estates, but also for the vast majority of residents in Plus Bolig's other estates – that the Municipality of Aalborg and the interim business manager will soon succeed in finding new housing associations for the five estates.

## Is it really that bad in Plus Bolig?

Dear everyone in Plus Bolig:

We – as chosen representatives of the residents of Plus Bolig – need to tell you about the circumstances in Plus Bolig. If you only read the one-sided coverage in the press and on various social media platforms, you can get the impression that all residents of Plus Bolig feel badly treated, and that Plus Bolig is a crisis-stricken housing association, in which the management and administration work against the interests of our residents.

That is not a true picture of the circumstances in Plus Bolig, and therefore we have sent a long commentary to Nordjyske, which we hope that they will publish.

Here, you can read an excerpt, and you can find the whole commentary on [Plus Bolig's website](#).

Our points are these:

Unfortunately, we are seeing that representatives from precisely the five estates referred to frequently comment about the circumstances within Plus Bolig. Also about situations in other estates. It is not fair to act as spokespersons in that way for the vast majority of the estates. Not all of Plus Bolig is in crisis, and all parties involved should keep the matters separate.

The organisation Danish Tenants (which acts as the adviser to the five estates) and especially operations chief Jørgen Dyrholm also play an active role in the narrative that things are bad in Plus Bolig. Danish Tenants does not abstain from spreading its (otherwise undocumented) claims that Plus Bolig has problems in several estates. We can only conjecture about the motive.

Most recently, Danish Tenants has, on its own initiative, invited the residents from one of our other estates to a so-called 'tenant democracy evening'. In the invitation handed out door-to-door, it read, among other things, '... the housing association is crisis-stricken ..., ... 5 estates are in all probability leaving Plus Bolig, but

the problems experienced in these estates can be found elsewhere in the housing association ....'

We are astounded that Danish Tenants had not taken the trouble to contact or invite the resident-elected estate board. Nor has Danish Tenants contacted those of us in the organisation's board or, for that matter, the administration. Nevertheless, Danish Tenants finds itself able to explain what problems there are generally in Plus Bolig.

The resident-elected representatives are impugned, and the vast majority of Plus Bolig residents are left with an impression that problems and open disagreements are common in Plus Bolig. That is quite simply untrue.

Plus Bolig's board of representatives is elected by the residents in every individual estate. And the board of representatives has selected the sitting organisational board in a democratic manner.

As resident representatives, we are in a continuous, critical and constructive dialogue with our administration, which works very hard to resolve the problems and errors that arise and cannot be avoided with more than 3600 residences.

It is not fair that our employees are blamed of not working for us residents. They work within the framework that the laws and those of us in the tenant democracy have set up. Plus Bolig is a non-profit social housing association. There is no one profiting from our rent.

The narrative being spread by representatives from the five estates, aided by Danish Tenants, that there is an unhealthy culture in Plus Bolig is not correct. We follow the rules of tenant democracy.

If you want tenant democracy, then you must also accept that you are not always right. And the truth is that large majorities in the board of representatives have, on several occasions, supported the organisation's board and the management in the decisions that have been made.

► Field excursion

# It's now that we examine the estate's maintenance needs



Springtime also means that the estate boards go on so-called 'field excursions' together with employees from operations and Plus Bolig's building technology department.

inspection reports prepared by external construction experts. And according to priority, condition and finances, the tasks are planned for implementation in the coming years.

'Field excursion' covers a review of the entire estate – so not only the green areas, but also the buildings. It's on the field excursions that the estate board – on behalf of all residents – can point out things in need of maintenance and make requests for future improvements and maintenance tasks.

A portion of your rent goes to the estate's savings. And it's precisely these savings that are used on planned maintenance tasks. In this way, you avoid big fluctuations in rent in the years when there are major maintenance tasks. You can compare it somewhat with a private budget account.

After the field excursion, Plus Bolig updates the estate's Operations and Maintenance Plan (the O&M plan). In addition to input from the field excursion, Plus Bolig's building technology department includes

In 2023 alone, 954 tasks are planned in all of Plus Bolig's estates – tasks that will be resolved and paid for with the estates' savings.

► Expectation alignment

# Service agreements help to align expectations of the level of service in the estates



It's the residents of the estate who, at the estate meeting, approve the operating budget and thus also the 'level of service' in the estate.

– It gives us a good opportunity to talk about how we work, and we get some good input from the residents. For good reasons, we don't know about all of our tasks in advance. When does it snow? How stormy is it? Are there problems with a sink? But with the new service agreement – which actually is an overview of the hours we have allotted for various tasks – we can align expectations about our efforts with the estate board.

In practice, this means the number of hours the property employees have for tasks in the estate.

– Our hope is that, in this way, the estate boards get even better insight into what it is we go and do, says Kim Jørgensen.

The budget is based on numbers from past experience – but, now, our operations teams have created an overview including the expected tasks and time consumption so that the estates can get a detailed picture of how the operations are prioritised.

In all of the estates – where it's Plus Bolig's employees who are responsible for the operations – the estate board will be invited to meet with the operations team (if this has not already happened).

The estate boards cannot decide how the work is planned in the operations. But, through the dialogue and with the starting point in the new service agreement, it is now possible to align expectations about which tasks will be resolved.

Kim Jørgensen, who is team leader in Team VG, says that the estate boards welcome the new tool for the most part:



► The prices rise



## Inflation assistance on the way

You have probably read or heard about inflation assistance for residents who are struggling to get their finances to hang together. A total of DKK 2.4 billion has been earmarked for several hard-hit groups in Denmark. Two groups in particular get help: Help for vulnerable families with children. The inflation assistance is paid out as an extraordinary and tax-free amount to all families with children in the cash assistance system and families with children in which at least one of the parents is in a resource development course or job clarification course and receives resource development course benefits.

The inflation assistance depends upon the number of children and is scaled down for each additional child. Families with one child receive DKK 7,500, families with two children receive DKK 3,750 for the second child, and families with three children receive DKK 2,250 for the third child.

The money is paid out in two instalments and

is not offset against other public benefits. The first half of the amount will be paid out in June 2023 at the latest and the second half will be paid out in early August 2023. Extra tax-free senior citizen's check. If you are an old-age pensioner, and if you are entitled to receive a senior citizen check in 2023, you get an extra, tax-free, lump sum payment of DKK 5,000. All who have been paid the senior citizen check for 2023 will receive the DKK 5,000 tax-free, regardless of whether the size of the senior citizen check has been reduced as a result of income, or because they receive a fractional pension. The amount is expected to be paid out in mid-May 2023.

In addition to the assistance schemes mentioned above, funds are also earmarked for, among other things:

- residents with high medicine expenses
- State Educational Grant scheme disability allowance recipients
- financial counselling
- housing social efforts

► Safety



## Do you remember to test your smoke-alarm?

All newer Plus Bolig rental properties have installed smoke alarms. If your residence is older, we encourage you to install an alarm. It's inexpensive, and it's easy to install.

### Test your smoke alarm once a year

You should test your smoke alarms when you have been away from home for an extended period. The batteries may be used up without you having heard the warning sound that tells you the batteries will soon run out of power.

This is how you test your smoke alarm. The smoke alarm is equipped with a test button. When you press the button, you will hear a 'beep' if there is power in the batteries.

### Clean your smoke alarm

It's not only dead batteries that can prevent the alarm from working as intended. Remove dust on and around the smoke alarm with a vacuum cleaner, and clean the smoke alarm with a soft, wrung-out cloth.

► Topping out ceremony

## Orangery on the way at Riishøjsvej



On 2 March, the craftsmen, residents, representatives from Plus Bolig and deputy mayor Helle Frederiksen were able to celebrate that the construction of the estate's new orangery is going according to plan.

Helle Frederiksen and Jørgen Behrentz (the estate's chairman) cut the ribbon together – so that the many guests could take a closer look at the new venue. In keeping with tradition, there were, of course, sausages and refreshments for all who attended.





## Stormy weather and emergency help

When the storm Otto passed through, Belfor (previously the SSG Group) received lots of incident reports about toppled fences and flying garden furniture.

But even though we collaborate with Belfor on emergency help – these kinds of incidents are not covered by the arrangement.

Emergency incidents that you can contact Belfor about – outside the Operations Team's working hours – are:

- No water, electricity or heat in the residence
- Vandalism and break-ins through terrace doors, windows and doors
- Clogged toilet
- Major water damage as a result of pipe ruptures or cloudbursts
- Problems with outside door locks, so that you can't come in
- No water, electricity or heat in common rooms for a resident arrangement

### ► Good neighbourliness



## Is it necessary to complain?

We are many people living close together, and it's almost inevitable that you will overstep the boundaries of others. So all of us must show consideration for each other and respect our differences.

Unfortunately, there are some who immediately contact Plus Bolig when they perceive that a neighbour is behaving inappropriately.

It's always a good idea – before you complain – to seek other ways to resolve the conflict or problems.

It all begins when we greet each other on the stairs or in the car park. The better you know your neighbours, the easier it is to go to them if they, for example, make

too much noise or do things that bother you. We have compiled good pieces of advice to prevent conflicts with neighbours.

> [Check them here.](#)

If you don't see another possibility and need to make a complaint, remember that it must be submitted via MyPage, and you MUST use the complaint form you find there.

You cannot complain via telephone, at the team office or at the front desk of the administration's office.

> [See our complaint guidance here.](#)



### Remember! Emergency staffing during Easter

We hold lots of holiday in the three days leading up to Easter and in the week after the public holidays. Therefore, we hope you understand that there can be slightly longer response times in connection with the Easter week. We wish everyone a Happy Easter!

► Newly renovated residences



► Open House in snowy weather

A real spring event was planned when we invited everyone to an Open House on 9 March at our newly renovated estate 1047: Peter Bruuns Vej / Carl Rothes Vej / C. P. Holbølls Plads.

But the weather gods didn't look at the calendar, so snow fell over the entire city. And that, of course, affected the attendance somewhat. Nevertheless, those who braved the weather expressed great enthusiasm for the attractive residences.

Now, we're closely following the rentals during the coming weeks and, if necessary, will issue an invitation to yet another Open House later in the year. At that time, we'll be sure that it will not snow, and the estate's newly landscaped outdoor areas will also begin to turn green.

> You can see a presentation of the newly renovated residences [here](#).

► Sustainable operation

**Our 'green ministers' are the residents' green contacts**

If you want to hear more about how your estate can speed up on green transition, increased biodiversity and more environmentally considerate care of the green areas, then get a hold of your estate board or contact the 'green ministers':

Team SØ:  
Kim Steen Larsen

Team MV:  
Lars H. Jensen

Team VG:  
Michael Knudsen

## Green transition in full swing

Work is being done at full tilt all around Plus Bolig's estates to contribute to green transition. Like everyone else, our residents will now sort their own waste into several elements. But our operations teams also have a focus on the handling of waste in order to avoid too many heavy transports out of the estates. For example, by letting green waste 'decay' naturally in shelter belts and thus form new green oases for insects.



### Biodiversity is spreading around in Plus Bolig

Now, when spring is knocking at the door – go on a visit to our estates at Sonjavej (est. 31), which has started a project with raised plant bed boxes, or at Visionsvej (est. 23), Beatesmindevej/Hellevangen (est. 45), Vegavej/Scheelsmindevej (est. 57) or Løvtikkevej/Ananasvej (est. 60), all of which are experimenting with wild

plant beds, small beds and other initiatives to promote biodiversity. Our 'green ministers' are happy to show you around – and you can get inspiration for starting experiments at your own estate.