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## The committee of representatives meeting at Plus Bolig is postponed

The Committee of Representatives meeting at Plus Bolig is postponed until 20 August 2020.

The registration deadline was 8 June 2020. On the day, exactly 50 members of the committee of representatives were registered, precisely enough for us to comply with the ban on gatherings. We have received many registrations after the registration deadline. This means that we are unable to comply with the ban on gatherings and the requirements of the authorities, which is why we have postponed the meeting.

We have worked hard to plan, measure and arrange the room so that we were able to meet the requirements from

the authorities. Everything was organised and planned, unfortunately in vain.

We will send a new meeting notification.



## The department meetings are cancelled

The organisational board has cancelled all department meetings. The reason is that we do not want to take a risk in relation to the ban on gatherings and the applicable social distancing requirements.

Everyone can attend department meetings and simply turn up on the day. This makes it a practically impossible task to manage in terms of space requirements, catering, etc. At the same time, some departments will have to book external premises, which will incur additional costs for the department.

In relation to the coming year's budgets, a dialogue is underway with the department committees. We work together to draw up budgets, and we expect to stay within them at a maximum increase of 2%. Administration will contact all department committees and agree on practical matters in relation to the budget.

For the elected representatives, this means that they hold their positions until the next ordinary department committee meeting.

If there are departments that need a department meeting regarding comprehensive plans or other issues that cannot wait, please contact administration.

The organisational board is authorised to cancel the department meetings, see below:

### Legal basis for cancellation - published by BL:

**Statutory Instrument** on the departure from housing regulations as a result of COVID-19.

The Ministry of Transport and Housing and BL have called for the cancellation and not to convene meetings in connection with democratic resident activities such as department meetings, annual general meetings and committee of representatives meetings and, subsequently, the Danish Minister of Health has issued a ban on gatherings of more than 10 people. As of 8 June 2020, this has been changed to 50 people.

On 4 April 2020, the Minister of Housing issued temporary rules on how democratic resident activities should function as long as the corona situation makes it impossible or disproportionately difficult to follow the rules in this area.

The temporary rules allow for ordinary department meetings to be cancelled or postponed, as long as the Danish Minister of Health has issued a ban on larger gatherings. Ordinary department meetings cover both the mandatory budget meeting and the accounting meeting. It is the housing organisation that decides whether to postpone or cancel.

If a department meeting is postponed, it must be held at a later date when the ban on larger gatherings is lifted. An ordinary meeting is then convened according to the deadlines in the articles of association of the housing organisation, and at the meeting, there are elections to the department committee or any election to the committee of representatives. If applicable, the accounts are approved and the operating budget for the remaining year is approved (unless previously approved by a membership ballot - see below).

If a department meeting is cancelled, it means that no ordinary department meeting will be held for the year. Therefore, election periods are extended until meetings can be held for election to the department committee and any election to the committee of representatives.

The housing organisation is also granted temporary decision-making powers:

- › The housing organisation can decide the operating budget for the coming financial year if the operating budget does not exceed the previous year's budget by more than 2%.

- › The housing organisation can also decide to send decisions to a membership ballot in the housing department, which applies to both the operating budget and other important decisions, for example, the implementation of comprehensive plans.



## Committee of representatives meeting for Bo i Nord

A virtual committee of representatives meeting was held for Bo i Nord.

At Plus Bolig, we are delighted with the waiting list community under the auspices of Bo i Nord. It is an advantage for residents who gain access to 20,000 tenancy premises by being on a waiting list. From a financial perspective, Bo i Nord is a good business which, again this year, has presented a profit.

Plus Bolig has the operational responsibility for Bo i Nord, while project responsibility alternates between the other housing organisations.

Ebbe Dalsgaard and Bruno Andersson have been reappointed to represent Plus Bolig together with Mette Bach Kjær in Bo i Nord's committee of representatives. Ebbe Dalsgaard is also on the board of directors.

### About Bo i Nord

Bo i Nord is North Jutland's largest housing portal. Here, Plus Bolig collaborates with a number of other housing organisations to manage the waiting lists.

#### Membership and conditions

- › Become a member of Bo i Nord. It costs DKK 200 per year
- › Access to 20,000 tenancy premises by being on a waiting list
- › Register at [www.boinord.dk/bliv-medlem](http://www.boinord.dk/bliv-medlem)

Membership is personal, which means that you alone are on the waiting list. You cannot transfer your membership to cohabitants upon divorce or similar. Membership can only be transferred to cohabitants upon death.

You must be 15 years old to be on a waiting list.

## Digital signature and communication

We are working to introduce a digital signature, which we are doing as part of our strategy, where we optimise operations and, at the same time, save resources on working with paper solutions.

A digital signature is a solution that allows residents to fill out and sign forms directly from Plus Bolig's website or via a link which can be sent via text message or email. The digital signature is made directly on a tablet, phone or PC using NemID. Most people know and use NemID and its secure to use. The digital solution initially covers leaseholds.

*It means:*

- › We save paper/print
- › You save time
- › We save time on follow-up, as there is no need to chase for a signature. The system sends a reminder
- › Automatic journalising
- › Faster signing of tenancy agreements

*My Page (Min Side)*

We are increasingly using electronic communication. We encourage all residents to register for "My Page" ([Min Side](#)) on Plus Bolig's website.

*Here you will find relevant information, for example:*

- › Tenancy agreement
- › Minutes
- › House rules
- › Right of disposal catalogue

## Editing the articles of association and election to the department committee

The organisational board is working on editing Plus Bolig's articles of association. They will be put to the vote at the upcoming committee of representatives meeting on 20 August 2020. Once approved, they will be published on Plus Bolig's website.

So far, only one resident from each household has been allowed to run for election to the department committee. It is a misunderstanding of the rules. Everyone in the

household who is 18 years of age can run for election. This means that several people from the same tenancy can sit in one department committee.

## The newsletters are translated into English

To help those of our residents who do not speak Danish, we will, in future, publish our newsletters in English.

Newsletters from administration will be translated. The individual departments themselves decide whether they want to publish their house rules, right of disposal catalogue and possibly newsletters in English. The departments have to pay for the translations themselves.

## Editing the right of disposal catalogues

The organisational board prepares a job description for committee workers and draws up a procedure for application and rules - it must be followed by all departments. All works of disposal must be approved in writing by Plus Bolig before they start.

The organisational board and relevant personnel have completed a course on disposal work. It provides better knowledge of the field and ensures the uniform quality of the work.

## Status after the COVID-19 shutdown

We have restored normal operation after COVID-19 and all staff are back at work.

### Resident Service

We have been able to solve 95% of the tasks in Resident Service from home. We are a bit behind with the new tenancy inspections, but we expect to be up to date soon.

There have been no delays with the physical moving into or vacating of tenancy premises in connection with the closure of our offices.

In fact, we are quite proud to only have one vacant tenancy premise as of 1 June 2020.

**New, good habits prevent the spread of infection**

We continue to work with restrictions on physical contact.


*The number of people who can be served at one time on our premises:*

 Alexander Foss Gade:

Max. three residents at a time

 Teamkontorerne:

Max one resident at a time

 Visits to leaseholds:

The property service engineer must be alone in the room where the work is to be performed. The occupants of the flat are allowed to stay in the tenancy premises, but not in the same room.



**Hygiene and cleaning after reopening**

We will install fixed personal protective equipment in the laundries. They are still on backorder, but we will install them when they are delivered.

All residents must wipe the rooms down with sanitizer after use.

**Laundries**

**Current initiatives**

- › Surfaces are washed and wiped with sanitizer on a daily basis.

**Amended initiatives**

- › Set up personal protective equipment and cleaning instructions.
- › The cleaning frequency is changed to once a week.
- › Residents must wipe the room with sanitizer after use.

**Underground waste disposal containers and containers**

**Current initiatives**

- › Lids and handles are wiped with sanitizer twice a week.
- › Outsides are washed every 14 days.
- › Insides are washed once a year. Individual departments twice a year as per their wishes and priorities.

**Amended initiatives\***

- › Outsides washed once every 14 days
- › Insides washed once a year. Individual departments twice a year as per their wishes and priorities

\* Applies unless the individual department committee agrees otherwise

**Playgrounds**

Spending time and playing at our playgrounds is at your own risk. We recommend that you wipe your hands with sanitizer before and after you have used the playground.



**The common rooms have reopened and can now be booked**

**Guidelines applicable as of 12 June 2020.**

- › At present, a maximum of 50 people can be in the room
- › There must be a distance of 1 metre between each person
- › Events must end by midnight
- › After each event, the room must be cleaned and wiped down with sanitizer. This must be done by a professional cleaning company. Furniture and all surfaces must be wiped with sanitizer and cleaned - tables, chairs, handles, handrails, etc.

**Responsibility and payment:**

- › The person hiring the room is responsible for ensuring that the requirements of the authorities are always complied with
- › The person hiring the room must pay for professional cleaning
- › In case of a violation of the rules that result in fines, these fines must be paid by the person/residents responsible for hiring
- › A fine may never be imposed on Plus Bolig if the person hiring the room does not comply with the rules

**NOTE!**

The guidelines are continually changing, so as a resident/tenant you must stay informed about the current rules. You are always welcome to contact a member of staff if you have any doubts about which rules apply.

**Operation and maintenance plans**

An operation and maintenance plan is a progress report that provides an overview of the condition of Plus Bolig's properties and maintenance tasks. They form the basis for making a realistic and prioritised budget for the property's future operations and maintenance tasks.

Plus Bolig conducts an annual constructional inspection of all properties. This is done together with the individual department committees. In parallel, an independent and external thorough constructional inspection is carried out every 5 years. BL has listed in advance a number of focal points that the impartial inspection should include. These are, for example, the condition of windows and doors, production plants, sewers and drainage pipes, etc.

We collect and prepare prices that are based on the coming year's budget of each department, which is done in collaboration with the department committee. These priorities and figures form the basis for the coming year's rent. In this way, operation, maintenance and allocations correlate to the rent.



**Plus Bolig 2.0 is a management tool**

We want to use our time right. That is why we modernise our business and introduce digitalisation for the benefit of both residents and staff.

We have created Plus Bolig 2.0. It is a digital management tool that gives us an overview of the tasks our staff solve. We can do better and more efficient planning. It increases the level of service for our residents and creates a better working environment for our staff.

With Plus Bolig 2.0, we have created a structure to the services we provide. The property service engineers now have an app that shows a digital overview of our work assignments.

We begin each working day on our service screen, reviewing the work for the day. We have a constant overview of all work and can see if anyone needs help with a task. We are experiencing a much greater sharing of knowledge and we have improved our collaboration.

The residents notice the change in the form of better service, for example, we can arrange a specific time when they call the resident service with a problem. Resident service records all service requests in the system. This ensures that the tasks are done as agreed.


The same goes for democratic resident meetings. We have an overview and meet deadlines for call-outs, proposals, etc.

The system gives us a constant overview and we can document what, where and what tasks we do. It has required adaptation and behavioural change on the part of the staff because it is a new way of working.



**Use all of our business hours to call and avoid having to wait**

We have moved all phones from operations to our resident service. In doing so, we have freed up time to perform more tasks out in operations.

 In resident service, we now answer approx. 2200 phone calls per month. There is a considerable strain on the telephones from 9-9.30 a.m. and most calls are usually received up until 1 p.m.

The chart shows the busiest times. To avoid waiting, we encourage you to use all our business hours.



## Open house at Østre Havnepark

We are holding an open house at Østre Havnepark on 16 and 25 June 2020.



Everyone is welcome to view our latest tenancy premises that are ready for occupation on 1 August 2020.

Østre Havnepark is in a unique location in a new attractive area in Aalborg, close to the harbour and [Aalborg Cable Park](#).

The property consists of 145 student accommodation units, located from the ground floor and up to the 6th floor in two buildings.

### Read more here:

<https://vl.aku-aalborg.dk/Ejendom.aspx?ID=139>



## Environmentally friendly weed killer

We protect the environment, and therefore we are trialling two new and more environmentally friendly weed killers [Top Gun from Eco Style](#) and [Spuma from NCC](#).

### Top Gun

Top Gun is one of the least environmentally harmful weed killers you can use. It is based on saturated fatty acids and quickly causes the weeds to wither. It is based on natural active substances (saturated fatty acids) and is rapidly broken down in nature.

### Spuma

NCC has developed an environmentally friendly method to control weeds. The system is called Spuma.

The weeds are covered with warm water and a layer of insulating foam, after which the unwanted plants dry out and wither away. The foam consists of corn and coconut sugar. The foam is environmentally neutral, and it disappears in minutes and leaves no harmful substances. Spuma protects both groundwater and surrounding plants.



### Have a great summer!

Summer is at our doorstep, and we hope for a more normal situation throughout the year so we can all enjoy the upcoming holidays.

We wish all residents and staff at Plus Bolig a fantastic summer!

Best regards

Chairman Ebbe Dalsgaard

Manager Mette Bach Kjær