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Newsletter: Dec 2021



▶ Christmas and New Year greetings

Plus Bolig's chairman Ebbe Dalsgaard and director Mette Bach Kjær have each sent a little topical Christmas card with greetings and good wishes for the coming year. > [page 2](#)



▶ News from the board of representatives meeting

On Thursday, 9 December, the board of representatives gathered in Plus Bolig's offices. We have pulled together highlights from the meeting, which, among other things, included consideration of four recommendations, all of which were turned down. > [page 3](#)



▶ Plus Bolig on social media

Do you follow us on Facebook? Or LinkedIn? Throughout 2021, we have worked determinedly with visibility on the two social media platforms, and now more and more people can follow what's happening at Plus Bolig. > [page 4](#)



▶ Big and small – but good to know

As usual, we have compiled notes and useful news in this newsletter. > [pages 5-6](#)

- ▶ We have to sort our waste – even more.
- ▶ New and better version of MyPage is on the way – to you.
- ▶ Electric vehicle charging stations are the future. But when?
- ▶ The district heating bill is changing in 2022. Keep an eye on the bill, which may well increase!

**Plus Bolig wishes all residents a
Merry Christmas
and a Happy New Year.**



Christmas and New Year's greetings from the chairman and director

► We must not take tenant democracy for granted



Ebbe Dalsgaard

After yet another year which was characterised by the coronavirus's shifting moods but which also offered a high level of activity in our housing association, we can now glimpse at the New Year ahead, and together bring the old one to an end. We have just held our second regular board of representatives meeting this year, and even though we had to cancel the traditional Christmas luncheon and take some extra precautions because of the rising rate of coronavirus infection, the evening offered up great attendance, engagement and – despite our mutual disagreements – good and fruitful discussions. Tenant democracy is not easy. On the other hand, it's ours. And we must cherish that. My appeal must therefore be this: Even though we don't agree, we must keep trying to reach out to each other and – not least – respect the democratic principles and norms. Both when the decisions go against you, and when they go your way.

We are not at the finish line. But we are on the way. And my wish for the New Year is that we will be able to take another step forward towards even better tenant democracy at Plus Bolig.

I am happy that we have been able to hold all of our estate meetings during the year with the same turnout as before. Thanks to all who have been flexible and continue to back up our important tenant democracy.

Plus Bolig is a well-run and good housing association. As we also saw from the board of representatives meeting, we have a high level of activity and a strong organisation and administration with good and loyal employees. Let us cherish that.

On behalf of the organisation's entire board, I wish all Plus Bolig residents a Merry Christmas and a Happy New Year.

Ebbe Dalsgaard

► Another year has passed – where did it go ...?



Mette Bach Kjær

Kids and the young at heart got red cheeks and big eyes when winter turned white for a while. Perhaps some could not remember how a real snowstorm could roll in over the country. For those who could warm themselves up with Christmas treats and music after a tour in the snow, it was probably a little adventure. But – snow also means extra work and bother.

That many cannot remember a snowfall like we experienced in Week 48 is not so odd. You have to go all the way back to 2006 to find similar snowfall in our region. There was chaos all over North Jutland. Yes, also at the Plus Bolig estates, and that meant extra strain on all parts of the housing organisation.

We do what we can in such extraordinary situations and appeal to the residents to show understanding of this. And a big thank you must therefore go out to the residents who gave a hand with the snow clearing in those hectic days.

But we – just like the municipality's people – must recognise that 'snow, salt, rain, sleet, salt, lower temperature and

snow again' was an historically unfortunate combination of wind and weather.

> [Read news clip about the snow problems here](#)

The snowfall was the culmination of a year which, for the staff in the administration and operations, has been unpredictable: The coronavirus situation has taken up a lot of room. It has brought about many worries, many adjustments and many questions.

Here at the year's conclusion, a big thank you and praise must go out to all of the employees and residents for showing consideration and taking care of each other.

It is reassuring to know that we are good together when everything is difficult (also in light of the fact that we are facing a new outbreak of infection).

On behalf of all of the employees, I wish a Merry Christmas and a Happy New Year to all of our residents and their loved ones.

Mette Bach Kjær

Board of Representatives meeting, Thursday, 9 December 2021

► Long but good board of representatives meeting



49 attendees (out of 69).

As we know, the board of representatives meeting is Plus Bolig's highest authority. Representatives from all of the estates are brought together there, and it's there that the residents have direct access to affect and decide how Plus Bolig will develop itself as a housing association.

This time, the meeting was held in the offices at Plus Bolig, and there were 49 attendees in all.

We had gotten Søren Madsen from BL to be the moderator, and, together with all of the participants, Søren contributed to making sure that we had a lively debate in a good tone.

The agenda was limited to two items: 1. 'Briefing from the organisation's management' and 2. 'Recommendations received'. But that was also plenty to fill up the evening.

Chairman Ebbe Dalsgaard laid out a thorough review of the year's events and activities. Despite coronavirus restrictions, it has been an eventful year, and many good results have been achieved during the year.

Among other things, he covered the balance sheets and budgets of the estates, building and renovation matters, Good General Management, the effort with right of disposal and maintenance rules and the collaboration with Bo i Nord.

Four recommendations up for debate

Four recommendations were brought up, and all were dealt with at the meeting. None of the recommendations were adopted, but you can read briefly about them here:

1. Recommendation about withdrawal from Bo i Nord

After a brief discussion and a few speeches, the recommendation was withdrawn. There was clarification that regardless of whether it's Bo i Nord or Plus Bolig itself that administers the waiting lists, the process is regulated by law, and that withdrawal from Bo i Nord will therefore not provide better possibilities for controlling where new residents move in or, for that matter, who they are.

A group of five representatives had proposed the three following recommenda-

tions. All of the recommendations were voted down by a large majority.

2. Recommendation that an estate should be able to leave Plus Bolig, if 2/3 of the residents want to

The legal, practical and economic consequences of the proposal were not analysed. And this analysis alone would cost a lot of money. The organisation's management also argued that it is not fair that all of the estates should have to use resources on a recommendation on which there is not necessarily agreement.

3. Proposal that estates exempt from payments to the disposition fund should not receive further resources/support from the fund

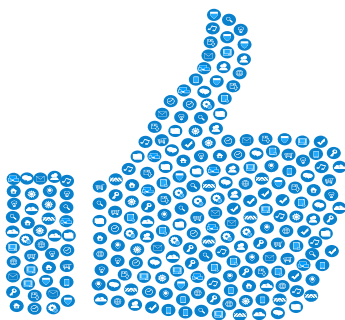
The law states that the housing association must help estates in need – even if the estate has previously received support from the disposition fund. For that reason alone, the organisation's management could not support the proposal. Moreover, it is Plus Bolig's policy for payment of support from the disposition fund that, in all cases (except cases supported by the National Building Foundation), it is a requirement that at least 15% is set aside for unforeseen expenses. When the individual estate itself (via its own reserves) contributes, it helps to protect the organisation's solidarity.

4. Recommendation that internal construction-related fees in the future are computed from a calculation of the actual number of hours used for the task

There was, in fact, a repeat of a previous recommendation, and, based on the discussions and the conclusion made at the spring board of representatives meeting, the organisation's management could not support the proposal. Already during the meeting's first half (the organisation management's briefing), first Ebbe Dalsgaard and then finance chief Morten Hedelund went through the existing policy for construction administration and explained the work that a working group had done since the last board of representatives meeting. The principle is that those who use the resources are also the ones who pay.

We're getting more and more followers on our social media platforms

► We must be visible. For residents and housing hunters.



Our vacant residences, our values, our skilled employees, our good stories with residents in the centre –these are just some of the posts that can be found when you meet Plus Bolig on the social media platforms Facebook and LinkedIn.

We are on the social media to create visibility, right there where many of our residents and housing hunters are every single day.

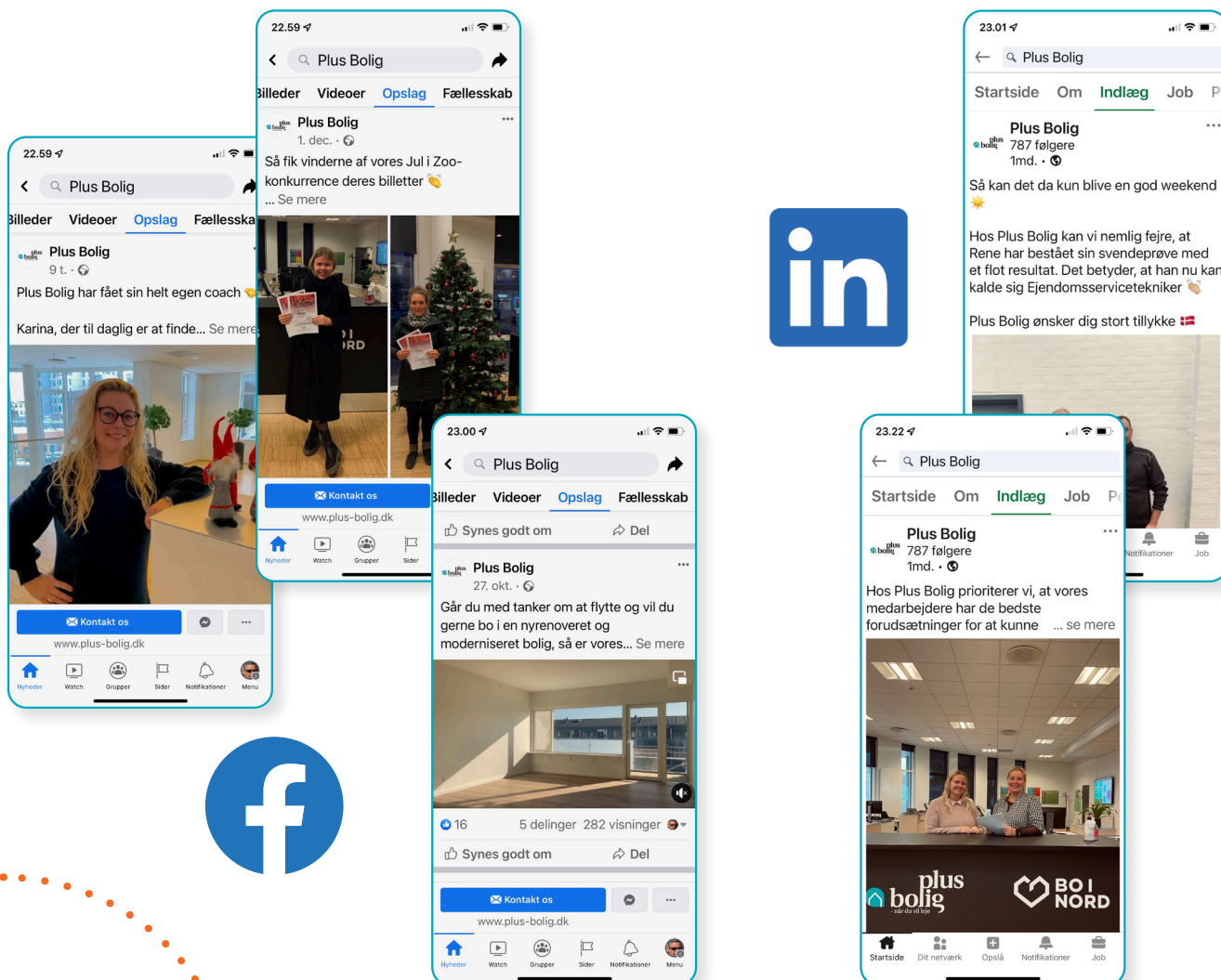
At least a couple of times during the week, we post a little story on our pages, and we systematically follow the reaction we get from our many followers.

On Facebook alone we have more than 4,170 followers, and we can see that our posts are gaining wider and wider distribution.

Most recently, we have, among other things, made video presentations of our newly renovated residences. We have presented employees and thus told the story about a good workplace. And we have created a competition for tickets to the Zoo, which generated many reactions. If you have not already begun to follow us, then we urge you do so now. In this way, you can follow news from your housing association.

> Follow us on Facebook

> Follow us on LinkedIn



Notes and other useful news

► Be aware of the heating bill after the New Year



Starting 1 January 2022, Aalborg Forsyning is changing the way they calculate district heating bills. Overall, the price of district heating will be in equilibrium, but, for some estates, the new calculation method will either higher or lower heating bills.

The new form of calculation gives consideration to facilities that make the best use of energy in district heating. Therefore, a facility's age (or other conditions) can mean that the heating bill will increase or decrease – regardless of whether you and the other residents of the estate have unchanged consumption compared to before.

In light of this, in Building Technology we have begun a screening of all of the facilities at Plus Bolig's estates. It is a wide-ranging task, as many estates have a number of facilities and installations. In the facilities where we can see that there is a need for upgrading the central heating system, we will look at the possibilities for moving this work forward in the estate's maintenance plan in dialogue with the estate's board.

We have sent out a newsletter in which you can read more about the new calculation method.

> [Read the newsletter here](#)

► Have you signed up for 'MyPage'?

In the late summer, we got our new website up and running. Coming soon is an updated version of MySide, which is your personal space where only you have access and where we can therefore make the page even more user-friendly. When you log on MyPage (and you only need to do that the first time from now on), then we know who you are and where you live. That means we can tailor information and service functions precisely to you and your residence.

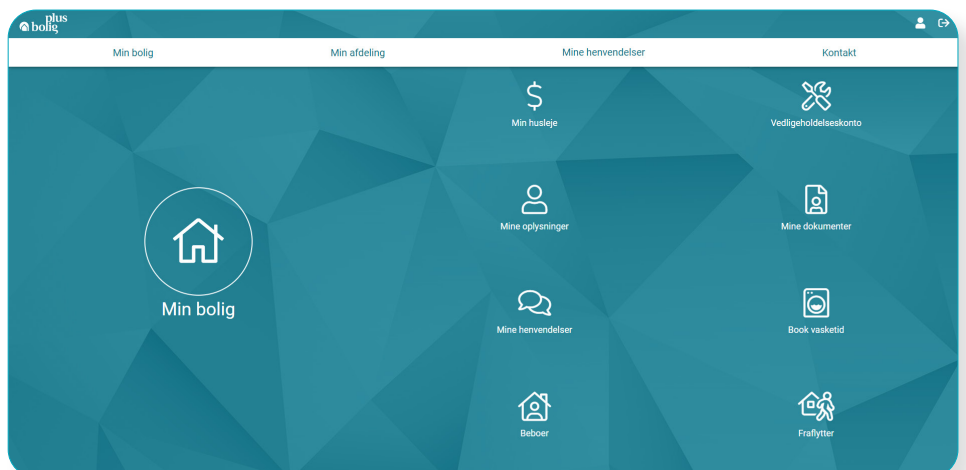
For example, you need not fill out contact information if you want to get hold of operations. You can just post an inquiry and write to us about what the problem is. And you can send your inquiry when it suits you.

Eventually, you can also book washing times, rent rooms for get-togethers and other things.

According to plans, we will introduce the new MyPage in the first quarter of 2022. If you are already signed up on the current MyPage, then you will be automatically moved over to the new version.

So, you can take advantage and sign yourself up right now. You do that via the link on the homepage of our website.

> [Sign up on MyPage](#)



Notes and other useful news

▶ When do the EV charging stations come?



When you see that 45% of the vehicle sales in September 2021 were chargeable electric vehicles or hybrids, it is not strange that many ask, 'Shouldn't we also have a charging station at our estate?'. The short answer is obviously 'Yes'. But the question is 'When?'. If you delve a little further into the numbers, you can, in fact, see that the share of electric vehicles is nearly twice as large in Copenhagen as it is in North Jutland. EV-vehicles are also mainly found in the garages of detached houses and at homes of well-to-do families. Often as vehicle number two.

On top of the facts about vehicle sales, there are also many unresolved questions about the whole 'EV charging station market'. There are many suppliers, and it can be difficult to see through the billing models. Unfortunately, you can see examples of

housing organisations which have been 'trapped' in very long contracts that are hardly to the benefit of the users (residents). Therefore, Plus Bolig's official advice continues to be that it is wise to wait a while and see. 'To make haste slowly' before setting up charging stations out in the estates.

The organisation AlmenNet is currently in the process of analysing the whole area and will come back during 2022 with guidance (best practices) and an associated toolbox that will make it easier for an estate and a housing association to choose.

As soon as we have AlmenNet's recommendations and other good experiences to share, we will get back to you, of course.

▶ We continue to wait for news about waste sorting



At the turn of 2020/21, a new waste management directive that applies throughout the country went into effect. According to the plan, during 2021, all private households should begin to do more sorting of household waste than previously. However, most municipalities have been granted a temporary delay, so that the expanded sorting is not yet a requirement.

What will that mean for you?

As our estates have various waste systems, we cannot as yet precisely say how the waste sorting will take place, for you.

Anyhow, you should prepare yourself for doing more sorting of your waste than is the case today. That is the basic principle in the new waste directive. The more waste we recycle, the less strain we put on the environment – and that's a task we all need to contribute to.

We are in dialogue with the Municipality of Aalborg, which is not yet ready, however, with the practical solutions. But, of course, we are working to make sure the sorting will be as simple and logical as possible for all – and, as soon as a practical solution is found together with the municipality, we will send out more information, targeted to the individual estates.

> You can read more about waste sorting in the newsletter you find on MyPage here

Will you need help during the Christmas holiday?

Christmas holiday is getting closer, but we are keeping customer service and the operations team open, though with lower manning, as we will take all of the time off that we can.

> Check the opening times on our website here