

In this issue:



► Successful estate meetings

Finally, we could get together again. And both the turnout and the engagement were great when the residents of Plus Bolig's housing estates gathered for estate meetings. We have taken the temperature of the meetings – and seen what happened, now that the meeting notice had gone digital.



► Right of disposal catalogue

These days, we at Plus Bolig are at work on updating or creating the right of disposal catalogues (and maintenance rules) every single estate must have. It's at the estate meetings where these are approved. For you as a resident, it means that you have the opportunity to make changes in your home if you simply follow the applicable rules.



► Examination of our housing

These weeks, several tenants are experiencing that they are being contacted and asked to open their residence for a technical inspection. It is a statutory examination that is underway. And something which will make it possible to plan the maintenance of the residences even better, and thus avoid large jumps in rent in the future.



► Big and small – but good to know

We have compiled notes and useful news in this newsletter:

- We help, if it's necessary to complain
- TV monitoring requires forethought
- New damage service – be aware of the new number
- Personnel news – we have said both hello and goodbye
- Digital post – don't miss important information
- Free choice of electricity – you choose your provider
- Successful football school received distinguished visitor

Plus Bolig wishes all residents a good autumn. And remember: you are always welcome to contact us > [Contact information](#)

Great engagement and attendance at the year's estate meetings

► Finally, we could meet again



Tenants' democracy – and especially the estate meetings in the individual estates – is the cornerstone in our housing association. This year's estate meetings were also an affirmation that there is great engagement out in the individual estates. And there were many good and interesting discussions at the meetings.

You find the summary from the meeting in your estate on 'My Page' no later than 4 weeks after the meeting. Here in the newsletter, we will simply compile some of the general trends and themes that came up at the meetings.

First, a big thank you to all of the members of the estate committees – newly elected as well as re-elected. Thank you because you use time on your estate and the community. We look forward to the collaboration. And all of the employees of Plus Bolig are ready to help and to spar with the individual committees.

In everyday life, we experience really good and constructive cooperation, and when the committees and the employees work together, we arrive at the best solutions. To the benefit of all tenants.

Before the estate meetings, there was concern about whether people would return after the coronavirus had kept us at home. But, in general, it was fortunately the experience that attendance was at a normal level. And that is important. Because the estate meeting is the estate's highest authority – and it is the tenants'

meeting. So, thanks to all who put a priority on participating.

With 116 suggestions received at Plus Bolig, there were also many who made use of the right to make proposals and thus influence the circumstances at the individual estates. In this connection, it's important to mention that the administration goes through all proposals and pays special attention when a proposal is not within the estate meeting's sphere of authority. In these cases, if possible, we contact the person who has made the proposal before the estate meeting.

A couple of the estates deserve special recognition for attendance, engagement and tone at their meetings:

At Visionsvej, the attendance was large, and there were clearly very many tenants who want to invest time in the community. Both in relation to social and operational aspects. The same thing can be said about the estate on Sonjavej, where the atmosphere was really good the entire evening.

Several estates took responsibility

Some estates chose to raise the rent further to obviate large rent increases in connection with upcoming refurbishments. Here, the obligatory examinations (read more on the next page) will also be a help when we together – Plus Bolig and the estate committees – must set priorities for and determine long-term budgets.

► Digital meeting notices save paper and time

This year, notices for the Plus Bolig estate meetings were sent out digitally to all residents who are signed up for digital post.

A concrete benefit from the board of representatives' decision to digitalise postal communication within Plus Bolig.

Spared paper, printing and distribution time alone provide savings that benefit all in the housing association.

In paper alone, the digital meeting notices have saved us a minimum of 9 pages of paper per tenant = 32,400 pages. Add to

that the time used on printing and handing out letters. A quick calculation looks like this:

Time used for printing:
At least 1 hour per estate = 42 hours
Transport for 4 teams:
2.5 hours at a time x 7 = 17.5 hours
Distribution in post boxes:
34 hours per distribution x 3 = 102 hours

In all: approx. 162 hours = approx. 22 working days, which can be used for other and better resident service.

All Plus Bolig estates must have an updated right of disposal catalogue

► Use the right of disposal



Inspection superintendent Morgan Larsen

When you live in non-profit housing, you have good opportunities to put your own personal touch on your residence. With the right of disposal, you can both improve or change your non-profit residence.

If you want to make use of the right of disposal, there are two conditions that you must be aware of:

1. You must first and foremost get approval from Plus Bolig before the work starts.
2. You must be aware of the estate's right of disposal catalogue, which describes what you are allowed to do with especially outside work.

The objective for all Plus Bolig estates is to have an updated right of disposal catalogue prepared, which was approved at the estate meetings. With a right of disposal catalogue, there are clear guidelines for what is allowed to be done (and especially: how tenants who invest in improvements receive remuneration if they move out of the residence).

It's inspection superintendent Morgan Larsen who is Plus Bolig's right of disposal expert. And if your estate needs to have its right of disposal catalogue updated, he will help you with the task.

On our website, you can read more about the right of disposal rules.

[> Read more here](#)

Examination of residences is underway

► All estates will be examined



New general requirements for all non-profit social housing mean that our housing estates must be examined by impartial external technicians.

The goal of the examination is to provide us the best starting point for preparing our long-range and planned maintenance scheme (the scheme that is also reviewed with the estate committee at the walk-through each year).

With the examination, we get a more precise picture of where and how much must be earmarked for maintenance (the estate's allocations). In that way, an estate can also begin saving up in good time, before major expenses come into the plan.

At the annual estate meetings, there were also estates which decided to let the rent increase a little more now in order to avoid a big jump in the rent at a later time (see page 2).

The results from the examination will be entered into a database at the National Building Foundation, and our technical division thus also gets access to a platform through which they can compare our estates with comparable housing in the rest of the country.

In practice, the examination is carried out by technicians from Nord Arkitekter, and residences in every estate are selected for spot checks.

Selection of the residences which the inspectors will enter has taken place in cooperation with the team leader and operations personnel at the estate concerned. And we have received great praise from Nord Arkitekter for the goodwill and the good cooperation they have experienced out in the estates.

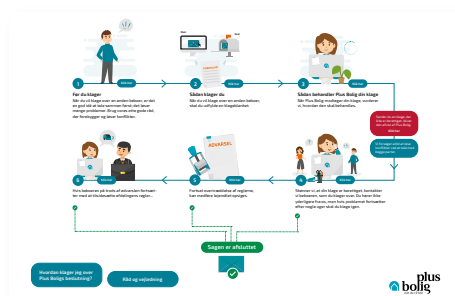
320 Plus Bolig residences were selected and 32 were selected at Farsø Housing Association. The technicians will go in and examine what condition each residence is in. The work is underway, and we expect to be finished with the review of all estates before the end of the year.

The inspection report for each estate will be finished no later than the end of February 2022.

In connection with the examination, an energy evaluation is being carried out at the same time; it will classify the estate in category 'A, B, C, D, E or F' depending on how well the residences are insulated.

Notes and other useful news

► When it's necessary to complain



Even though most disagreements and conflicts with neighbours are resolved when things are talked through, it unfortunately happens that you can arrive at the last resort. And need to complain to Plus Bolig.

To give all parties fair and consistent treatment, we at Plus Bolig have compiled a thorough complaint guide, which leads those who wish to submit a complaint through all of the stages.

Good advice and help to prevent conflicts with neighbours can also be found on our website.

If you are exempt from digital post or need help to fill out a complaint form, then come by and visit our management.

> [Read our complaint guidance here](#)

> [Read about being neighbourly here](#)

► TV monitoring with forethought



Sometimes residents recommend set-up of video monitoring in their estate to increase security and reduce potential criminality in the area.

At Plus Bolig, we are glad to provide guidance about the work and the considerations that must be made before video monitoring is set up. But it is our policy that all other measures to ensure security in the estate must be tried first before talk commences about video monitoring.

Video monitoring of publicly accessible areas is NOT something you 'just' set up. There are strict regulations and requirements for feasibility studies before applying for permission from the police.

Plus Bolig, of course, follows prevailing laws and therefore must insist that people in the individual estates have a thorough initial talk with our building technology division before moving ahead and possibly making a proposal about video monitoring of, for example, common areas or rooms.

If it's a matter of video monitoring solely inside the residence, it is the individual tenant who is responsible for making sure that the monitoring follows applicable regulations.

► New damage service



Since 1 September, you have had to call 44 54 37 53 – if you have need for emergency help in your residence outside of the operation team's normal hours.

Emergency damage service is now handled by the company SSG, which uses local tradesmen who know our estates and has many positive references from other housing associations in the Aalborg area.

Previously, we have given all tenants stickers that can be set up on the notice board or the electrical cabinet in the residence.

If you're missing a sticker, you can get a new one by enquiring at the Team Office in your area.

What is an emergency damage?

- No water, electricity or heat in the residence
- Vandalism and housebreaking
- Blocked toilet
- Major water damage
- Problems with locks for outer doors
- No water, electricity or heat in common rooms

You must also continue to contact the local Team Office within their normal working hours if there are things in your residence that break or do not function properly.

Notes and other useful news

► Personnel news



Fortunately, there is general and great satisfaction among the tenants with the personnel at Plus Bolig.

Therefore, there's nearly always a little 'swell' felt when we move employees around. Often, it's a familiar face who has come into the estate who now is replaced by a new colleague.

But just as in all other companies, Plus Bolig's organisation is alive and constantly changing. This is due not least to the fact that Plus Bolig is obligated to optimise and streamline the organisation constantly, and that can thus mean that employees from time to time get new roles and tasks, that new ones come and others leave. That is both normal and necessary. Other times it is due to the fact that we must try new methods in order to develop the organisation.

We always try to inform our residents locally when there are personnel changes in our teams.

Recently, we have said hello and farewell:

Welcome to ...

Kathrine F. Bertelsen completed training in Customer Service on 1 September and now continues on as a permanently employed member of the team.

Oliver Thorborg Bruun began as a student assistant in finance on 1 September.

Kim Jørgensen began in Team VG as the lead caretaker on 1 August.

Thanks for the effort to ...

Elena Tanase has stopped as a student assistant.

Frederik Bang has stopped as a student assistant.

Ivan Nielsen has stepped down as lead caretaker in Team VG.

► Sign up for digital post and Bo i Nord



We have mentioned it before: If you have not already done it – then we urge you to sign up for digital post from Plus Bolig via 'My Page' on plusbolig.dk.

Here, you can give us your consent so that, in the future, we can send you digital post and information from Plus Bolig.

Contact us if you need help. More and more information will come out only digitally.

Also remember Bo i Nord

If you are not already a member of Bo i Nord, then become one. There are many advantages for you. And be especially aware that your membership is personal and cannot be transferred (except in special cases). Therefore, your spouse/partner should also be a member so that both of you are guaranteed a spot on the waiting list if, for example, you go your separate ways.

> Become a member of Bo i Nord

► All have free choice of electricity

You decide which electricity provider you want for your residence.

But, so that all new tenants do not move in without power, Plus Bolig has, in advance, signed up the residence with an electricity provider (Jysk Energi). Therefore, a new resident need not use 'energy' on thinking about this registration while moving in, when there are surely many other things to think about.

The choice of Jysk Energi has taken place based on a number of advantages:

- Reading and exchange of data take place digitally. It is quick and effective and reduces the risk of errors.
- The subscription is competitive.
- We experience good customer service.

But – Plus Bolig cannot and may not decide which electricity provider you have. And you as a resident can always select another provider. On the website Elpris.dk, you can enter in your new address and see which providers offer electricity in your area. Here, you can also compare prices.

Successful football school brings more children and volunteers into club activities

► Contact: bo@plusbolig.dk



For the second year, we were co-organiser, together with the football club B52 and Procesgruppen, of DBU's Get2 Football School in southeast Aalborg at the end of August.

This year, 47 children and youths from southeast Aalborg participated in the three days of football, sweaty brows and smiles on the lips.

We also had a visit by mayor Thomas Kastrup-Larsen and several other local politicians as well as parents and volunteers, who also got to play a little football.

Following the football school, Plus Bolig's resident advisor Ali Hassan, together with B52, the parents and the process group in southeast Aalborg, has followed up to get as many children as possible invited into club activities.

And it works: Last year's Get2 Football School resulted in 17 out of 40 children becoming members of B52.

