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The board of representatives gathered for the annual Christmas meeting at the beginning of December. Plus Bolig's chairman, Ebbe Dalsgaard, gave a briefing about, among other things, the process underway with the five estates that want to leave Plus Bolig. [> Read more page 2](#)



► 3 new energy initiatives 2023

We have talked with our energy and technical manager, Thomas Jørgensen, about three areas of effort in 2023 that will help to reduce Plus Bolig's total energy consumption. For the benefit of our energy bills and for the climate.

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► Maintenance in the estates

A good maintenance plan helps to ensure good residences and stable rent increases. We have prepared a mini guide for the estate boards, so that they are well-prepared for the collaboration and the field excursions with operations. [> Read more page 3](#)



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Now we look ahead towards 2023

Dear everyone in Plus Bolig –

We now count down the final days of 2022 – a year that, in many ways, has been extraordinarily busy and turbulent at Plus Bolig.

Particularly the very extraordinary situation that five estates no longer want to be a part of our community has affected the organisation. Our employees and our resident-elected board members have been under intense pressure. And we wish for all that we can begin to look towards better times.

As we look around in our other estates, things are going generally well at Plus Bolig. The year's board meetings offered up lots of good discussions and showed

that dialogue between estate boards, operations and administration is really good.

We have many renovations underway, and even though it's a tough experience for the affected residents, we are beginning to see the results of the tradesmen's work. And that is promising.

In a time marked by war, uncertainty and high prices, there is special need for us to look after each other. As a rule, we are really good at doing that at Plus Bolig. And we will continue to be so.

We wish everyone a Merry Christmas and a Happy New Year.

Ebbe Dalsgaard, chairman
Mette Bach Kjær, director

► Christmas meeting of the board of representatives

News from the board of representatives meeting

On 8 December, the board of representatives gathered for the ordinary Christmas meeting at Plus Bolig, and as a part of the agenda, Plus Bolig's chairman, Ebbe Dalsgaard, gave a short briefing about the situation in the housing association. Here, he specially mentioned the unusual matter – of five estates that no longer want to be a part of Plus Bolig. The external business manager is still in the process of identifying the possibilities, and there is no solution as of yet. The board of representatives will become involved when a decision must be made. Ebbe also discussed the annual management dialogue meeting with the supervisory board in the Municipality of Aalborg. There, Plus Bolig's management meets with representatives from the municipality.

He emphasised that the process with the five estates has been very resource-intensive and a big burden – not only for Plus Bolig, but also for the Municipality of Aalborg's supervisory board. Unfortunately, the process has also exposed a number of specific errors and procedures that we at Plus Bolig ought to have caught and changed earlier and faster. The supervisory board therefore expressed criticism of Plus Bolig and a concern about whether the identified problems and er-

rors also characterise other parts of Plus Bolig.

–It is a serious criticism, which we, of course, react to. Fundamentally, Plus Bolig is a well-run housing association. And we have asked the supervisory board for a follow-up meeting (to be held at the beginning of 2023, ed.), as we do not think that the supervisory board's criticism is adequately explained, and that we as a housing association have not had the opportunity to weigh in with our view of several of the errors and procedures mentioned, says Ebbe Dalsgaard.

Among other things, it's our procedures dealing with presentation of financial statements and inspection of residences when tenants move out that were highlighted as problematic.

Plus Bolig has already taken steps to overhaul these two things:

The procedure for approving accounting in the estates has changed in the current financial year. And the inspection procedure for moving in and moving out will change starting 1 January (see page 4).

At the meeting, the representatives also approved minor changes of our by-laws as well as a proposal for a new distribution key for operating expenses.

The summary from the meeting is published on Plus Bolig's website.

Plus Bolig wishes
all residents and
employees a Merry
Christmas and
a prosperous
New Year.



► [See the guide here](#)

Guide for the estate boards on the annual field excursions



The field excursion is a central part of the collaboration between the estate board (the residents) and Plus Bolig's administration.

'Field excursion' is actually a strange name for an annual, recurring technical check-up of your housing estate. It could just as well be called 'annual estate inspection'.

Our operations personnel have put together a guide for the estate boards that tells why it is important to use time on the annual review of the estate.

The observations made on the field excursions namely enter into the work with the estate's planned and periodic maintenance work (the PPM plan).

It's a legal requirement for the PPM plan to cover all expected maintenance tasks for the coming 30 years. And it's the estate's own reserves (savings) that must cover the expenses in the PPM plan.

The PPM plan can thus be compared with a private budget account. The estate puts in (deposits) a fixed amount every month/year, so that the expenses can be allocated for planned maintenance regularly, thus avoiding large fluctuations in the rent. And, on the field excursion, the estate board can ensure that all necessary maintenance tasks are registered.

► [More knowledge for our maintenance plans](#)



Examination reports are delayed

More than a year ago, a number of residents in all estates were visited by technicians from Nord Arkitekter, who made a so-called 'examination' of our residences.

The goal was and is for us to get an extra look into the condition of our residences so that the maintenance plans can be adapted, if that should be necessary. The examination is thus an extra guarantee that the maintenance plans we present for the estates are correct.

Originally, the external technicians were supposed to have reviewed all social housing estates in Denmark before the end of 2021. However, the task has been bigger than anticipated. In addition, a new joint registration system – in which we can obtain the results of the examinations – has been delayed.

It's the National Building Fund that has financed the examinations and the new registration system, and the fund is working on collecting and assuring the quality of the last reports before they are

released to all housing associations. Thus, we unfortunately do not yet have the opportunity to use the examination reports to qualify our legally required maintenance plans.

But when we know the results of the examinations for the individual estates, we will compare these with our maintenance plans and, of course, adjust the plans if there are things that, according to the examinations, must be reprioritised. The estate boards will also be briefed about the results of the examination in connection with next year's budget planning in the estate.



Winter assistance is distributed

The organisation's board decided in November – as a part of Plus Bolig's social housing efforts – to earmark DKK 200,000 for extra winter assistance for residents who have gotten into a jam because of increased heating and utility bills. And there is no doubt that many people are having a hard time financially right now.

We received several hundred applications and therefore unfortunately could not accommodate all of them. But we hope that the winter assistance – in spite of everything – has helped a little.

[> Read more about our extra winter assistance here.](#)

► Better resident service



We are reorganising our inspection team

We work constantly to optimise our resident service. And when something doesn't work, we are ready to change it. The main goal is that we can deliver better service, and that, at the same time, we make the work more efficient and thus avoid unnecessary rent increases.

As a part of this work, we will change the way we handle inspections for moving in and moving out starting 1 January.

Now, we have three inspectors. But, from 2023, we will train several of our property employees to take on inspection duties. This means that we can outsource the

inspection tasks to the three operational teams instead of handling them within the administration.

The advantages will be:

- Assurance that all dwellings that change residents measure up to the estate's standards
- Increased flexibility, as more personnel can now perform inspections
- Less transportation time, as the inspection employees are closer to the estate
- Strengthened relationship with and proximity to the residents
- Better process regarding key delivery.



Opening times around-Christmas and the New Year

We will be at work between Christmas and the New Year, but with minimum staffing so that we can have a holiday. Therefore, only urgent service tasks will be performed in weeks 51 and 52. Thanks in advance for understanding and good Yuletide spirit.

New resident-friendly opening times 1 Jan

Back in March, we introduced – as a test – changed opening hours in the administration on Alexander Foss Gade.

It was agreed that the new opening hours should be evaluated in autumn 2022, and we have continuously gathered feedback from residents and employees and were therefore able to present an adjusted proposal for opening hours, which was approved by the organisation's board in November.

The new hours go into effect on 1 January 2023. This means that the telephones, like now, will be open 17.5 hours pr. week, and the opening hours for personal inquiries will increase by 6.5 hours more pr. week.

The new hours are also easier for everyone to remember. Because they will be 09:00-12:00 every weekday (plus 14:00-16:30 on Thursdays).

We look forward to welcoming everyone and providing good resident service.

Starting 1 January, Plus Bolig's administration is open the following days and times: **Monday-Friday 09:00-12:00** (in addition, Thursday 14:00-16:30). Telephone no. 96 31 41 51 is open the same times.



Have you found MyPage?

► Good advice from Plus Bolig



When you are logged in on MyPage, you find information precisely about your residence and your estate, and it is much easier to contact Plus Bolig via the forms on the page.

So, we urge everyone to log on to MyPage. You find the link to MyPage at the top of our website, plusbolig.dk (both on mobile and pc).

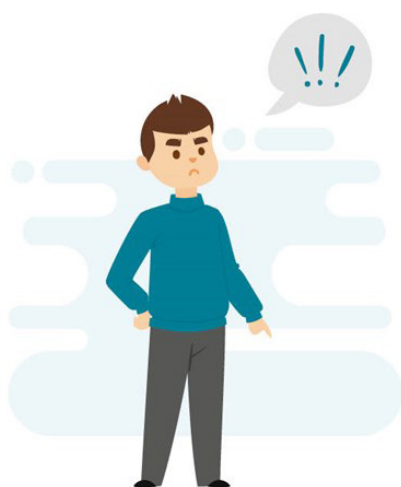
If it's the first time you are logging yourself in, you can either have the login link sent to you or use your email address plus a login code sent to you from Plus Bolig. Afterwards, your browser remembers your login – so you have direct access to MyPage.

On MyPage, you can also sign up for digital post from Plus Bolig. Here, you can give us your consent so that we can send you digital post and information from Plus Bolig in the future. Contact Plus Bolig if you need help or if you are exempted from digital post.



► Good neighbourliness

Is it necessary to complain?



Many of us live close together, and it is almost unavoidable that you will overstep the boundaries of others. So, all of us need to show consideration for each other and respect our differences.

It all begins when we greet each other on the staircase 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 other things that bother you.

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

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

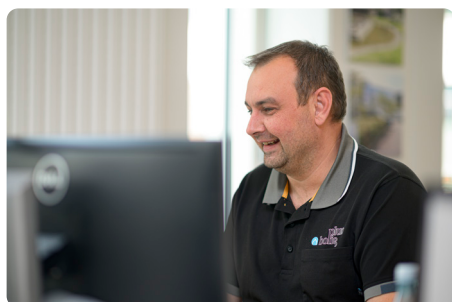
We have compiled some good pieces of advice to prevent conflicts with neighbours. [> Check them here.](#)

If you don't see another possibility and need to make a complaint, remember that it has to be sent via MyPage, and you **MUST** use the complaint form you find there. You cannot complain via the telephone, at the team office or at the front desk of the administration's office.

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



► Thomas Jørgensen:



even more We put focus on energy optimisation

Thomas Jørgensen is the energy and technical manager at Plus Bolig, and, here in December, he concludes an academy education in energy technology that has given him even more knowledge about how we, as a housing association, can optimise our energy consumption. We have spoken with Thomas about three areas of effort in 2023 that will help to reduce Plus Bolig's total energy consumption. For the benefit of our energy bills and for the climate.

► Energy screening of all estates

During 2023, there will be an energy screening of all estates in Plus Bolig. The screening will focus on the climate screen, water and heat installations, ventilation, lighting and other technical installations in the residences.

– The goal is that we get a detailed picture of the condition in each individual estate with regard to energy consumption so that we, together with the individual estate boards, can make an energy action plan for each estate, says Thomas.

The plan is that, in the future, he will hold an annual status meeting with the estate boards precisely focused on energy.

– Together with the other social housing associations, we have a goal of reducing our energy consumption by 5% by 2026. But my immediate guess is that we can save 10-15%, when we now get an overview of where we can best and least expensively optimise the energy used by the estates, he says.

The energy screening begins in the new year, and an external company will be in charge of the work.



Save on heat – not the ventilation!

It's a good idea to save on heat right now. Particularly with the high energy prices.

But it's a bad combination if you also turn off the ventilation in the residence to save electricity.

A colder residence without ventilation namely increases the risk of humidity and thus also mould!

► Replacement of meters in 25 estates!

A specific improvement that will be carried out in 2023 is the replacement of heat and water meters in approx. 25 estates.

– We have just sent out an invitation for bids on the meters, and we expect that the replacement can begin in the summer, says Thomas.

– With the new meters, the residents will easily be able to follow their consumption via an app, and if you don't have access to

that, then we will send out a consumption forecast once per quarter.

In addition to the residents getting a better possibility to follow their own consumption, Plus Bolig now also gets aggregated data for the estate.

– And precisely energy data are important if we are to move from faith to knowledge when we have to optimise energy in the estates in the future.

► Pilot project in three estates

Energy data are also the focal point in a pilot project that will get underway in the new year in three estates (1045- 1030 - 1006).

In these places, there will be installation of a so-called KMD Energykey, which collects data directly from Aalborg Forsyning on all of the main meters at the estates.

– We will test the platform for 3 months and will then present the results for estate boards and evaluate whether we can advantageously install the system at other estates, says Thomas.



► Rising energy prices



Please note: District heating costs increase in 2023

District heating costs increase in the Municipality of Aalborg by around 15% for an average residence. That's indicated in the notice that Aalborg Forsyning has just sent out.

Therefore, we urge everyone to follow the energy-saving advice so you can avoid extra high heating bills.

Per Clausen, who is the board chairman for Aalborg Forsyning, says about the reasons:

– It is a really unfortunate situation, because we know that many consumers are

hard-pressed right now, when there are price increases for just about everything. So, we have done everything to hold the heating price stable, but Aalborg Forsyning is hit by a challenged and unpredictable energy market, and, in addition, Nordjylland Power Station has been out of production for five months in connection with a breakdown.

> [Aalborg Forsynings news release](#)

► Sustainable operations

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 write directly to one of the 'green ministers' here:

Team SØ: Kim Steen Larsen:
ksl@plusbolig.dk

Team MV: Lars H. Jensen:
vglhj@plusbolig.dk

Team VG: Michael Knudsen:
soemkn@plusbolig.dk

Good, green stories from operations

In recent years, our teams in operations have had increased focus on the work in the green areas. Both to work more efficiently and to contribute to increased biodiversity.

We have collected the good green stories and will, from now on, share them in the newsletter, on Plus Bolig's website and our social media platforms.



33 work maps have made the green work easier and better

Our teams have prepared green 'work maps' – 33 in all – which set the standard in the green areas. In this way, we ensure that the work is carried out consistently and in the best possible way. The standards follow recommendations from the organisation Danish Landscape Gardeners, and describe, for example, when weeds should be removed or fumigated. The work maps are prepared in cooperation with AMU Nordjylland, Sand-

moseskolen, which has also helped to upgrade the qualifications of our 'green ministers' in each of our operations teams. At the same time, we are working on providing supplementary training for all of the employees who take care of the green areas in Plus Bolig and Farsø. Among other things, they obtain new knowledge about techniques for transformation and maintenance of more natural green areas.