



GADEHAVEGÅRD



Guidance on rehousing for the residents of DFB-Gadehavegård



# Rehousing

moving out for a period of time or moving permanently

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 This guidance on rehusing of tenants is available in English. Contact the rehusing team who will provide you with either a digital or a printed version.

 Ce guide sur le Relogement des locataires est disponible en français. Contactez l'équipe en charge du relogement afin qu'elle vous remette une version numérique ou imprimée.

 Ten przewodnik dotyczący przekwaterowania lokatorów jest dostępny w języku polskim. Proszę skontaktować się z zespołem ds. przekwaterowania, który dostarczy wersję cyfrową lub drukowaną.

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To find out more about rehusing and your rights:

<https://almennet.dk/publikationer/almenhaefter/dine-rettigheder-ved-genhusning/>

# Rehousing

## Moving out for a period of time or moving permanently

The master plan for DFB-Gadehavegård means that your home must be renovated or demolished, sold, merged with another dwelling or changed to a youth residence by 2030.

If your property is to be demolished, sold, merged or converted into a youth residence, the landlord may terminate the rental agreement (see Section 85 of the Public Housing Act), and must offer the tenant a replacement home. You can also find another home yourself.

For many residents, this will mean they need to be rehoused - either move to another home for a period of time and then move back or move to a completely different apartment permanently.

This leaflet will help you with information about rehousing.



### In the leaflet you can read about:

- Temporary rehousing page 7
- Permanent rehousing page 14
- General information page 19



## Schedule

The renovation of DFB-gadehavegård will take ten years and is divided into three stages. The physical renovation of the three stages will start in 2023, 2025 and 2027 respectively. You can follow the schedule and see what will happen at each stage on the website [www.gadehavegaard.dk](http://www.gadehavegaard.dk).



## Temporary rehousing

When your apartment block is to start a major renovation, you may need to move out of your home for a period (4-12 months) while it is being rebuilt and renovated. In this situation, you will be offered temporary rehousing. You keep your housing contract and pay rent on your existing home throughout the rehousing period.



## Permanent rehousing

If your home is to be demolished, sold or converted into a youth residence, you must move out of your apartment and you will be offered permanent rehousing in another home.



## Joining homes

If your home is to be joined with another home (and becomes larger) so that your rent will increase after the renovation, you can also be offered permanent rehousing if you choose not to stay in the larger home.



## Two offers of rehousing

You will get two offers of rehousing in Gadehavegård. If you reject both offers, you will need to find a new home yourself. This applies to both temporary and permanent rehousing.



## Finding a new home yourself

You can also find a new home yourself. If you find another home yourself and move after 1 Jan 2021, you will get help with moving.

# The Rehousing Team

**The housing company DFB has agreed with DOMEA.DK that their rehousing team will help residents.**

It is the rehousing team that coordinates cooperation and tasks between DFB, the department and the residents.

The rehousing team can give you and your family personal advice throughout the process. Even if you find a new home yourself.

Before each of the three stages starts in 2023, 2025 and 2027 respectively, the rehousing team will organise information meetings for the residents of the section or blocks where renovations are to be carried out. The team also coordinates the selection of homes for rehousing, relocation etc.

The rehousing team will contact you and your family to advise you about the rehousing itself. They will give you information about the move, where you can move to, what practical help you can get, what financial support you can apply for etc.

You can also make an appointment yourself with Lene Bruun Hansen and Nagihan Cetin at the Office for Rehousing, Sylen 23 ST. TH., or they can come and visit you.

Read more about the renovation and rehousing at [www.gadehavegaard.dk](http://www.gadehavegaard.dk)

# A little dictionary:

**Your present home is your contract home. If you are going to live in temporary or permanent rehousing, this is called a replacement home.**

**DFB is the housing company that cooperates closely with DOMEA.DK, the housing administration company to which the rehousing team is attached.**

**The building or renovation case is a physical part of the master plan, which is an agreement between DFB, DOMEA.DK, Høje-Taastrup municipality and the National Building Foundation.**

**The building project is headed by a building committee consisting of representatives from the departmental board of Gadehavegård, DFB, the building department of DOMEA.DK and the associated advisors at the developer.**

**Residents will be consulted at workshops and residents' meetings before the renovation starts.**

# Temporary rehousing



## Offer of temporary rehousing

The renovation may mean that your home cannot be lived in for a period of time and you will therefore be temporarily rehoused. This may be because you cannot use the kitchen or toilet in your home. It is the building committee that assesses whether or not the individual tenant should be rehoused, based on the extent of the renovation work.

You will return to your own home when the renovation of the apartment block is over.



## Finding yourself a place to live for a period of time

You can also find your own temporary rehousing, in a holiday home or with family for example. In this situation, you will be paid an amount equal to your present rent. Remember to make an agreement with the rehousing team before you move.



## Allocation of rehousing

In case of temporary rehousing, you will be offered a home that is suited to the needs of the individual household. The rehousing home will, as far as possible, be located in your local area.

The housing company will always try to find an "equivalent home" to your present home. This may be, for example:

- in the same housing department
- in neighbouring properties
- all of the company's properties
- residential pavilion/hotel

When you are rehoused temporarily, you will move into a "recycled dwelling" such as a home in the neighbourhood, so that you and your family don't have to go far. On the other hand, there may be paint on the walls and ceiling etc. from the previous tenant, which you must accept. The home will of course be cleaned.



## How long do I have to stay in a temporary home?

Typically, you will be rehoused for 4-12 months. In exceptional cases, the temporary rehousing can be extended by mutual agreement between the rehousing team and you.



## Rent and housing benefit

When you are temporarily rehoused, you continue to be the tenant of the home you have moved from. You must therefore continue to pay rent on your present contract home to DFB. If you receive housing benefit, you keep the right to housing benefit in your present home even if you are temporarily rehoused. So you must not change your address in the national register!

**You only have to pay one rent during the rehousing period, and it is always the cheapest rent in terms of your own home and the rehousing home.**

You must pay for heating and water for your contract home (i.e. the fixed costs) during the entire rehousing period. The renovation case pays for your use of heating and water in the rehousing home.

You will be enrolled for the use of electricity in the rehousing home while you are rehoused.



## Help with moving out and back

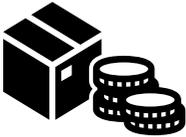
The move to and from the rehousing home or other temporary accommodation is taken care of by a regular removals company. Both the move and the time are agreed with the rehousing team. If you can't pack and move yourself, you can make an agreement for this with the rehousing team. You can get help with packing, → various electrical work etc.

Rehousing also helps with any storage if you do not want to have all your belongings taken to the rehousing home.

Please note that you will only be able to access what you have in storage on payment of a fee.

When you need to move, your basement room must also be emptied because of the work on pipes and wires. This is agreed individually with the rehousing team.

**Relocation agreements and any storage must be approved in advance by the rehousing team.**



### **Payment of removal expenses**

The renovation will pay the cost of the move and any storage, including the cost of moving a TV package, telephone, internet etc.



## Rehouse yourself – find your own home

You do not have to accept the offers for temporary rehousing. You can also find a place to stay yourself. For example, you and your family may be able to live in a holiday home or with friends or family.

You will have to pay for all the costs of your temporary stay if you choose to find your own rehousing, but you will be refunded an amount equal to your present rent without consumption during the temporary rehousing period.

Note! If you choose "rehouse yourself", you will typically not be offered a rehousing home by the housing company later.

**Note! It is a good idea to contact the rehousing team to learn about your options if you want to find your new permanent home or your own temporary rehousing for a period of time.**



## Moving back after rehousing

After the renovation, you will move back to your own home. You will receive notice of this about one month before it is time to move back. However, this does not apply if your home is to be demolished, sold or changed into a youth residence.

If your home has been joined with an adjacent home, your home will have become significantly larger. You have the option to move back to this larger home, but you and your neighbour can't both move back into the same home.

If both tenants want the same home, seniority will be applied: i.e. the tenant who has lived the longest in their current home has the first right to choose. If neither of you want to move back to the larger home, the rehousing team will help you find another permanent home.



### Once you've moved back home

You can expect that after you have moved back, there will be an adjustment of your rent. This adjustment will be set at a residents' meeting before the renovation begins.



### Subletting

If you sublet, it is the person you have rented the accommodation from who is offered the right to temporary rehousing.

You must therefore agree with the person whether you can continue in the temporary rehousing.

Agree what's going to happen to your contract. Please check whether the subletting contract expires while you are living for rent in temporary rehousing.

You are not entitled to rehousing if you rent a single room in a landlord's home.

# Permanent rehousing

If, because of the renovation, you cannot stay in your present home or come back to it, you have the right to be permanently rehoused. You will then be offered a new home. You also have the opportunity to find your own home, and then the rehousing team will help you with the move.



## When do I need to move permanently?

Permanent rehousing is necessary when your home:

- is part of a property that must be demolished
- is sold or changed to a youth residence
- is to be joined with another home

If your home is joined with another, the home will be offered to the tenant who has lived there the longest. If you do not want the larger home, you can be permanently rehoused in another apartment. You can also find a new home yourself.



## Allocation of new permanent homes

The housing company DFB and the administration company DOMEA. DK will always try to find an "equivalent home".

The rehousing team will do its best to take into account that you remain close to your children's institutions or school, that the shops are close to you and your transport needs and that everyone in the family can get to where they need to be.

The rehousing team is also happy to take into account the neighbourhood and other personal relationships, as well as your connection to the immediate area, but must first and foremost prioritise the essential considerations.

Your permanent rehousing home will:

- have adequate quality, equipment and location
- correspond to your present home
- have a size that suits your needs
- be in the local area, unless you want something different
- have equivalent access to schools, institutions and the possibility of having pets





### **Help with moving if you find a new home yourself**

If you get a home yourself, the rehousing team will help you move to a new home. They will also help you with moving TV, internet etc. All expenses must be approved in advance by the rehousing team.

You can get full help with moving from 1 January 2021.



### **If you are a subtenant you are not entitled to permanent rehousing**

If you have rented out your home on a fixed-term subletting contract, your subtenant will not be offered permanent rehousing. You do what it says on the lease.

DOMEA.DK only has obligations to the person who signed the lease, in accordance with general rental legislation.

Young people in supplementary housing are entitled to rehousing, but tenants of a single room in a home are not entitled to permanent rehousing.



## Deposit and loan

When you take over your new home, a deposit, prepaid rent or initial resident's payment will often be required. If possible, the old deposit will be transferred to the new home, but any difference between the old deposit and that of the new home must be paid by you, the tenant. Any excess deposit will be repaid by the administration company DOMEA.DK.

In certain cases, the municipality may grant loans for deposits for new homes or make up the difference between the old and new housing contributions, after an assessment of the household's finances.

The rehousing team can help you with applying for a new home deposit loan from the municipality, as well as any settlement of old deposit loans.

**Note! Moving out is considered to be a termination and therefore no help is given for deposits in new accommodation with another housing company or payment for an owner-occupied property.**

It is possible to obtain personal financial advice about the move by contacting the rehousing team.



### **Payment for moving TV, telephone and internet**

The renovation case pays the costs of moving to the rehousing home, including the cost of moving the TV package, telephone, internet etc.

When you are offered a permanent rehousing home, the rehousing team assesses what practical tasks you can get help with, such as cutting carpets, taking down curtain rods etc. It is the rehousing team that assesses whether additional help should be provided to the individual household.

# General information about rehousing



## Residents are rehoused at different times

The rehousing team and customer service at DOMEA.DK have already started to secure vacant homes for the residents who need to be rehoused. The waiting list for vacant homes has therefore been discontinued during the renovation period so as to ensure that vacant homes will be available. The rehousing team will be in dialogue with the other housing companies in Høje-Taastrup Municipality to find suitable vacant homes.

In Gadehavegård, it will not be possible to rehouse and move all the residents from each stage of the renovation at once. The rehousing itself will therefore take place over a period of at least three months before all the homes in each apartment block are empty.

Residents from each section or apartment block are called in for information meetings about their rehousing about six months before the renovation, demolition, sale etc. starts.



## Help with packing and moving

In general, you'll need to pack your things into moving boxes yourself so that they're ready for pickup by the removal company. Take care of your things and pack them sensibly. Valuable items such as porcelain should not be placed at the bottom of a moving box where there are also books. The moving boxes must weigh no more than 20 kg.

The removal company is preparing a guide on packing and preparing for the move. If you are in doubt about how to pack, ask the rehousing team.

**You can, by appointment, pick up moving boxes, wrapping paper and bubble wrap from the rehousing team at the office in Sylén 23, st. th.**



## Insurance cover

If you want to be sure you have insurance cover for your possessions when you move or have your things stored, you need a home contents insurance policy that covers your own contract home. Your insurance only covers a rehousing home if you have notified your insurance company that you will be temporarily rehoused for a period of time. The rehousing team will help you notify the insurance company.

If there is any damage during the move due to the packing and you have an excess on your policy, the building case pays the cost of the excess.



### **The home must be vacated empty and clean**

Your apartment must be cleaned when you move out of it. That is to say, floors must be vacuumed and washed and:

- All kitchen cupboards and drawers must be clean so that there can be no vermin in the home.
- Drains must be cleaned inside the home
- Refrigerators and freezers intended for storage must be defrosted and cleaned. They must not be closed
- The apartment must be able to remain empty for a period of time without the risk of damage to the home.

If your apartment is not emptied or cleaned, it will be considered failure to maintain the property and you will be charged an amount for clearing up or cleaning - either through the rent or on your removal settlement.

The housing company may also demand compensation if you have committed vandalism or are in breach of contract for your vacated home or rehousing home.



**Note! You must also clean even if the home needs to be completely renovated, rebuilt or demolished. This is because your vacated home may need to be rented out temporarily or used as a rehousing home for others for a period of time.**



### Compensation for various items

If major physical changes have been made to the contract home, you may be compensated to a limited extent for furniture etc. (contents) that can no longer be used in your home. Unfortunately, you cannot get the full amount as it depends on how old things are. We therefore recommend that you do not buy larger furniture, carpets and other fixtures for your home shortly before it is to be renovated.

- You will receive 80% compensation for home contents that are 0-3 years old.
- home contents 4-5 years old: 60% compensation
- home contents 6-7 years old: 40% compensation
- home contents 8-9 years old: 20% compensation
- home contents 10-? years old: 0% compensation

**Note! Compensation is paid only on presentation of the original purchase receipt.**



## Can I move my things myself?

You do not have to take the offer of help with the move from the removal company. You can also move your things yourself and you will receive compensation for your inconvenience. You can still borrow moving boxes etc. and reserve a trolley by contacting the rehousing team.

If you move yourself, this must be agreed in advance with the rehousing team so that your expenses can be covered. The amount is paid approximately 10 days after the agreed moving date.

The amounts for self-removal are:

- One-room home: 2,000 kr.
- Two-room home: 4,000 kr.
- Three-room home: 5,000 kr.
- Four-room home: 6,000 kr.

**If you arrange your move yourself, the building case will not pay the costs if something is damaged during the move. You do this yourself with your own contents insurance.**



### **Right of disposal and installation and reimbursement**

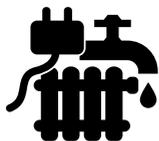
Your dishwasher and washing machine/tumble dryer will be re-installed at no cost in your new permanent apartment if you have fitted the technical installations and machines in your present contract home according to the directions and approval of the Operations Centre.

No compensation will be paid for dishwasher and washing machine/tumble dryer installations that you have done yourself without permission.

If the renovation changes or removes improvement work in your home that you have had done and approved under the right of disposal, you will be compensated for these works in accordance with the same conditions as a normal move.

No compensation will be paid for improvements and changes that have not been made and approved under the right of disposal.

**REMEMBER: In the case of permanent rehousing,  
all installations must be approved by the Operations Centre.**



## Reading of electricity, heat and water meters

The Operations Centre will ensure that electricity supply is connected/ cancelled, both when you move out of your contract home and back and when you move to and from the rehousing home.

You must pay for the use of heating and water (basic and fixed amounts) in your contract home throughout the rehousing period. The renovation case pays for your use of heating and water in the rehousing home.

When you move out, the Operations Centre will cancel your supply and read all consumption meters for later billing.



## Help for disabled people and other residents with special needs

In special cases, individual circumstances such as disability measures or elderly care may require special assistance.

In these cases, you should contact the rehousing team, who will ensure that your special aids (establishment of emergency calls etc.) are moved, usually in cooperation with the municipal physiotherapist, municipal home visitor and/or immediate relatives.



## **Are you dissatisfied and want to complain?**

You can always reject the first housing offer you are given, and you do not have to explain why. You will then be given another rehousing offer instead.

Otherwise, you can always complain to the housing company DFB or to the administration company DOMEA.DK if you do not believe that the rehousing offered meets the requirements of the law and yourself for suitable accommodation.

If you are unhappy with the treatment you have received during rehousing, you can contact the housing company DFB or the administration company DOMEA.DK.

If the housing company DFB or the administration company DOMEA.DK cannot meet the requirements of the complaint, the complaint can be brought before the residents' complaints board in the municipality, which decides whether the housing meets the requirements of the law.

The complaint must be sent to the mayor's office in Høje Taastrup municipality, Bygaden 2, 2630 Taastrup. Att: The Residents' Complaints Board (Beboerklagenævnet).

# Checklists



## ■ Temporary rehousing

### When you need to move out:

- ✓ Clean your home and defrost and clean the fridge/freezer before your things may need to be stored.
- ✓ Notify your insurance company of temporary relocation and of any storage.
- ✓ Hand over keys to the vacated home so that workers can get in
- ✓ The movement of telephone, internet connection and removal costs and storage are paid for by the renovation case.

### When you move back again:

- ✓ Return all keys to the rehousing home no later than three days after moving home

## Permanent rehousing

### ■ When you need to move out:

- ✓ Notify the municipality of your move so they can change the population register.
- ✓ Contact your telecom company for any move of telephone/ internet connections.
- ✓ Clean your home and defrost and clean the fridge/freezer before your things may need to be stored.
- ✓ The move of telephone, internet connection and removal costs are paid for by the renovation case.
- ✓ Removal inspection with reading of electricity, water and heating meters in your present contract home.
- ✓ Hand over keys to the vacated home so that workers can get in.

# Important addresses:

## Rehousing Office:

You are welcome to visit the local rehousing office: Sylen 23, st. th.

The office is open every Thursday  
14:00 - 17:00

You can phone the rehousing team every weekday between 08:00 - 10:00:

## Nagihan Cetin

Tel: 91 17 81 02

E-mail: [NAC@DOMEA.DK](mailto:NAC@DOMEA.DK)

## Lene Bruun Hansen

Tel: 20 120 112

E-mail: [LBH@DOMEA.DK](mailto:LBH@DOMEA.DK)

## Financial advice:

You can get financial advice in connection with rehousing. Call or write and make an appointment with the rehousing team.

## Operations Centre (property office):

Sylen 13, st. th.

Tel: 43 99 83 52

E-mail: [Gadekontor@DFB.dk](mailto:Gadekontor@DFB.dk)

## DOMEA.DK - Housing Administration and DFB

Customer service:

Tel: 76 64 64 64

E-mail: [info@DOMEA.DK](mailto:info@DOMEA.DK)



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