



PREFACE

This handbook replaces all other circulars about house rules and important information for owners of flats in LØVÅSEN HOUSING ASSOCIATION. The intention is to gather everything in one place, apart from the calendar showing cleaning weeks, as these change from one year to the next.

It is important that everyone masters the content of this handbook so as to help create a positive residential environment. The moment you decide to buy a flat in any housing association and sign the contract, you accept the rules that this association has laid down. Worst case, violation of the regulations may lead to eviction. It is as simple as that.

HANDBOOK FOR RESIDENTS OF LØVÅSEN HOUSING ASSOCIATION

HOUSE RULES, CLEANING AND THE REST OF IT

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1. YOUR FLAT

1.1 Aerials

Private aerials may not be set up without the approval of the Board. Satellite dishes may be installed on the balcony provided that they are low down and into the wall. That is, not fixed to the railing. Even so, we do not want a forest of dishes, so please check with Canal Digital, the cable company, to see whether they carry the channel you want.

1.2 Animals

Application to keep a cat or dog must be made to the Board, accompanied by a vaccination certificate. Those who receive approval for a cat or dog will be given the special rules for animals in the Association.

1.3 Balcony

It is not permitted to remove the evacuation ladder. If the ladder is missing when you move in, please notify the Board.

The balcony is not meant to be a storage area or a garbage dump. Not only does it look ugly from outside, but this is a fire hazard and hinders any evacuation down the ladders.

If you want to dry clothes on the balcony, use a low clothes-horse, not a washing-line stretched under the roof. Large things should be hung up in the drying-room. Carpets must not be hung over the railing, for then the dirt ends up with the neighbour below.

The wooden floor elements may be lifted up to allow sweeping and washing underneath. Drawings and guidelines for cleaning of the balcony floors have been circulated previously, see attachment.

It is strictly forbidden to throw things off the balcony, this can actually get people killed. Nor must cigarette-ends be thrown over the balcony railings, as this can cause fires on balconies further down.

Birds must not be fed from the balconies. This creates unwanted dirt and birds can carry infections.

Barbeques on the balconies are only permitted if an electric or gas grill is used. Clean them well so that the smoke does not find its way to your neighbours. Use of charcoal and lighter fluid on the balcony is strictly forbidden. Grilling that causes the fire service being called out will lead to legal action for compensation.

Noisy building work or other noisy activity on the balcony is not acceptable. Playing football and jumping reverberates throughout the whole block. Loud music is also forbidden.

Social gatherings on the balcony after 24.00 (even in the weekends) must be limited. Be considerate to your neighbours.

1.4 Bathroom

Because of the huge plumbing operation that has just been completed, it is strictly forbidden to carry out modifications to the bathroom and/or WC without first contacting the Board. See also the new Building Regulations that apply to wet rooms from 1 June 2010.

1.5 Cable TV and Internet

Løvåsen Housing Association has cable TV and Internet from Canal Digital. This is paid for by everybody via the joint costs that are part of the monthly rent. This means that every flat has a TV decoder and an Internet modem /router. These belong to the flat; that is, they must follow the flat when it is sold. The resident must himself negotiate higher speeds with Canal Digital, the lowest speed being standard. Channels not part of the basic package must also be ordered direct from Canal Digital.

1.6 Extractor fan

Any extractor fan in the kitchen shall be fitted with a charcoal filter.

1.7 Name-plates

The member (owner) is himself responsible for the name on his entrance door. It is, however, not permitted to screw a name-plate to the door itself, as this damages the door. We do not recommend using tape on the door surface, as it is impossible to get it off again. Name-plates may be fixed to the wall next to the door-frame. For the “one” and “two” flats, the name-plates should go outside next to the bells.

1.8 Peace and quiet

There shall be peace and quiet in the flat from 22.00. Noisy work such as drilling, hammering and so forth is only permitted between 08.00 and 20.00. Saturdays and days preceding public holidays such work must end at 18.00. On Sundays and public holidays noisy work is prohibited by Norwegian law.

1.9 Security services

We hire “residential protection services” from Securitas AS. The security guard can help in the event of loud parties and other domestic disturbances at the neighbours’.

The 24/7 emergency number of this service is **55 28 28 00**.

You may also ring this number if you are locked out of your own flat. You must yourself be present when the security guard opens up the flat and show him valid ID.

The guard may inspect your flat externally if you are away for a longer period. This service is free of charge and each individual owner must contact Securitas to make an agreement.

1.10 Unoccupied flats

When the flat is vacated and left empty before the new owner moves in, the stopcocks for the kitchen and bathroom shall be shut off. The same applies to prolonged absence.

1.11 Use and maintenance of the flat

The member (owner) is at all times liable in law for the flat, with balcony and storage rooms, being in proper condition. All damage to the flat with its fixtures and fittings shall be repaired

by the owner. All members of the household should be aware of the responsibility for inner maintenance. The member is responsible for ensuring that drains function properly. See also the Articles of Association.

Replacement of batteries in battery-powered smoke-detectors is the responsibility of the owner. Batteries are distributed at every year-end from the office. The fire extinguisher should also be turned upside down now and then.

It is highly recommended that the owner lubricates the hinges of the windows, which can prolong their lifetime by up to five years.

All flats have an internal fuse-box, which is the owner's responsibility. There is also a fuse-box with meter to each flat in the back staircase landing. Here there are two 35-amp fuses. If these fail, you may obtain new ones from the elected block representatives. But these fuses are also the owner's responsibility. We have common metering at the end of September every year, and the owner will then be notified of his electricity consumption and next year's on-account payment.

The flat shall not be aired out through the entrance door.

It is not permitted to connect a dishwasher to the hot water tap.

For safety reasons it is not permitted to have a washing machine inside the flat. If for special reasons you need such a solution, you must apply to the Board for dispensation. The machine must then be installed in the bathroom. Documentation from an authorised fitter that the safety standards have been complied with shall be submitted to the Board, unsolicited. It is not permitted to have a tumble-dryer inside the flat, not even for an owner with dispensation to keep a washing-machine.

Under Section 5-17 of the Housing Associations Act, the Board may demand access to the flats to carry out necessary maintenance of the building or its technical systems.

1.12 Water leakages

If you hear dripping or trickling noises, or have other reasons to suspect a leakage, notify the Caretaker (janitor) immediately on line **930 30 582**, or the emergency number of TIAS, **95 29 78 40**. Do not waste time, but take action at once, or things will only get worse.

2. YOUR FLOOR

2.1 Bicycles, prams/buggies, sleds and so forth

The fire regulations dictate that such items not be placed on the lift balcony or on the landing of the back staircase. Nor is it permitted to park them in the laundry or drying rooms. There is a separate bicycle room on the ground floor of each block, just right of the entrance. A key may be obtained from the Caretaker. Use of your own storage rooms is also advised.

2.2 Garbage chute

The garbage chute intended solely for ordinary domestic refuse, anything else can block the shaft. If you find yourself having to squeeze anything through the hatch, it is probably too big. Building material rubbish must never be put into the chute!

There is a container for paper recycling outside each block. Containers for glass, metal and plastic will be found in the car-park of the Rimi supermarket down the road. There is a container for special waste outside the Esso petrol station at Oasen.

Remember that the Caretaker and other people work in the garbage room, and that they do not want bottles and food waste in their faces.

It is very dangerous and therefore strictly forbidden to throw burning/smouldering objects and flammable liquids down the garbage chute. This also includes paint tins.

2.3 Laundry and drying rooms

The door between the lift balcony and the drying room shall be kept locked at all times, so as to discourage theft and vandalism. Washing machines are expensive.

The door between the laundry and the drying room shall also be kept closed at all times. Leaving the door open in the winter can lead to frost damage to the pipes and washing machines.

Clothes shall only be in the laundry room to be washed; in other words, the laundry room shall not be used to store dirty-linen baskets, let alone loose dirty clothes. Clothes should also be removed as soon as the washing is complete. The drying room must not be used as a storage room, as this increases the fire hazard.

Only washing machines and tumble-driers in use shall be kept in the laundry-room; that is, four washing machines and up to four driers.

Use of washing machines after 22:00 is not only prohibited, it is also impossible, as the water is shut off automatically at that hour, and comes on again at 06:00. If you start the machine so late that it is not finished by 22:00, the Housing Association shall not be liable for any damage to the machine. In other words, this will be at your own financial responsibility.

Only tumble-driers that have condensation removers are permitted.

The power supply to the washing machine is controlled from a switch in the internal fuse-box in the flat.

The heater in the laundry room is set at 18 degrees and shall not be changed.

2.4 Lifts

It is in your own interest that the lifts are always working. Not only are constant repairs expensive, but it may be you that has to trudge up the back stairs or is stuck in the lift. It is therefore in your own interest to teach your children that the lifts are not toys.

Please note that the small lift has a maximum capacity of 300 kilos. Heavier loading can trip the emergency brake. For this reason it is not very wise to play “let’s see how many people you can stuff into it” or jump up and down in it.

If the lift doors begin to close on you, open them again with the button outside the lift, or the door-open button inside. You can also wave your hand in front of the photocell in the frame, but do not hold the doors open by force. That can very easily lead to the doors jamming. The big lift is programmed to wait a longer time before closing the doors, for the sake of wheelchairs, prams and bikes.

If the lift stops with you inside, hold down the yellow alarm button *for ten seconds* until you hear a ringing tone. Then you will be able to speak with the alarm response centre. Do not yield to the temptation of forcing the doors open, as the lift may react with uncontrolled movement.

If the big lift is out of order, please notify the Caretaker or use the alarm button in the small lift to notify Heis-Tek. If the small lift is out of order and it is a weekend, please wait until Monday. This is because the big lift is essential for medical emergencies and must be working at all times, while patients cannot be carried out in the small lift anyway.

If you discover a small child stuck in the lift alone, stay by the lift and talk to him or her at the same time as contacting the nearest neighbour so that the neighbour can alert either Heis-Tek or the Caretaker. You can also summon the other lift and raise the alarm via its button.

As everywhere else, the lifts must not be used in the event of fire.

2.5 Lighting in the back staircase

Please notify the Caretaker if the lights in the back staircase or other common areas are not working.

2.6 Monthly cleaning week

The cleaning duties shall be equally allocated between the flats on each floor, so that each flat is responsible for cleaning one week in sequence. Cleaning should be done at least twice a week or as required, and always before the weekend. If everyone does a proper job it will not be too onerous for any one person.

The rota has been drawn up in the form of a calendar showing colours for the four different flats. This calendar comes in the post, but is also posted on the website.

To be cleaned are:

- The laundry room: Floor, window and windowframe, and door on both sides. Dry off the big table. The sinks and drains shall be cleaned thoroughly.
- The drying room: Lines shall be dried off, the floor washed and the door washed on both sides.
- Lift balcony: The floor is to be washed. The lift facades and doors are to be washed, but not with soap. The best results are obtained with window-cleaner (spray and

absorbent paper). It is vital to clean the grooves where the lift doors run. The “one” and “two” flats share the washing of their little corridor.

- Back staircase: Landing and stairs shall be washed down to the next floor, plus the door on both sides.
- Garbage chute: Clean under and around the hatch lid.

If the person whose turn it is fails to clean, or does it very badly, the elected representative will arrange for someone else to do the job. The person who has failed in their duty will then get a bill of NOK 600 plus costs.

If everyone on the floor agrees about the right to use the drying room, that is, who can hang up clothes when, that's fine. But if they cannot agree, the rule shall be that the flat with the monthly washing duty shall have *priority* in use of the drying room.

3. YOUR BLOCK

3.1 Annual cleaning week

Each flat shall be on cleaning duty one week in the year pursuant to the annual rota (see separate sheet). The week moves from year to year so that no one is stuck with heavy winter duty permanently.

It is the responsibility of the member (owner) that the duty is performed in conformity with these house rules and that it is at all times clean and tidy in the lobby, the basement stairs, outside the entrance and in the car park. When the key is handed on to the next person on the rota, the recipient shall approve the previous week's cleaning work. If the new cleaner refuses to approve it, and no agreement can be reached, the matter shall be referred to the elected block representative.

The cleaning shall be done only by adults.

The cleaning shall be done twice a week or as required. It consists of:

- Washing of the lobby (floor, walls, windows and doors).
- Washing of the lift surfaces inside and out, and the grooves. See below on what materials to use.
- Washing of the ground floor of the back stairs. The first floor has the responsibility for the stairs down to the ground.
- Emptying of the ash-tray outside the entrance every week.
- Sweeping of the basement stairs, and removal of any rubbish that has collected over the grille at the bottom.
- Sweeping and hosing-down outside the entrance, as far as the hose will reach. Important! Do not hose the intercom!
- Picking -up of litter on the car-park and the lawn outside the block.
- Washing of the broom cupboard after use.

In the winter, when there is a danger of frost, do not hose down, not even with hot water, but clear any snow so as to make the entrance accessible, and scatter salt or sand, which is to be

found in the garbage room. If there is no salt or sand, contact the Caretaker or your elected block representative.

Do not use soap on the metal surfaces of the lifts. The best results are obtained with window cleaner (spray and absorbent paper). If you encounter difficult stains you can get special chemicals from the Caretaker. It is of especial importance that the grooves are kept clean, or else the doors can jam and cause lift failure. There is a power outlet in the broom cupboard so that vacuum cleaners can be used to get dirt out of the grooves.

If the person whose turn it is fails to clean, or does it very badly, the elected representative will arrange for someone else to do the job. The person who has failed in their duty will then get a bill of NOK 1,200 plus costs.

3.2 Basement storage

Everyone must keep their basement storage room locked, even if they are not using it. Because of the fire hazard and hygiene, all storage rooms must be kept tidy at all times. We will attempt to trace rubbish left in the corridors to its owner, who will then be billed. It is not the Caretaker's job to remove your rubbish from the basement!

3.3 Elected representatives

The names and numbers of the block's two elected representatives are on the notice-board in the lobby.

The elected representatives shall be contacted in the event of drilling or hammering in the hours when quiet is required, and in connection with lack of cleaning, whether on the monthly or the annual rota. They shall also be contacted about poor cleaning and mess in the laundry room. If you wish to inform the Board yourself, please do so in writing (e-mail or a note into the letterbox of the Board office) or by visiting the office. Those who do not wish to write themselves can ask the elected representative to do so on their behalf.

3.4 Entrance doors

The external doors to the lobby shall be kept locked between 17:00 and 07:00. The doors lock automatically at 17:00. If you see that this is not working, please inform the Caretaker. If you are unloading something from a vehicle after 17:00, it is permissible to use the mat to stop the door closing, on condition that you replace the mat and let the door lock again when you are done. An unlocked door compromises the security of the residents.

The basement door should always be kept locked.

3.5 Inspection by Securitas

Securitas AS does inspection rounds at different times of day to check the common areas.

If you see people hanging around who have no business here, or experience threatening or unpleasant situations, call the security guard on the 24/7 line **55 28 28 00**.

3.6 Intercom

All residents are asked to treat the intercom system gently, and not as a toy, as everyone is paying for the repairs. Please notify the Caretaker if the system is not working properly.

3.7 Mailboxes

Nameplates may be obtained from the Caretaker but also ordered from any cobbler.

When you notify Norway Post of a change of address online, you will be offered a mailbox nameplate. This nameplate shall include the flat number, which you will find on the door-frame (white sticker). Make sure you get the right size of nameplate.

3.8 Non-smoking zones

It is not permitted to smoke on the common areas of the block, such as the lobby, the lifts, the corridor into the “one” and “two” flats, the lift balcony and the basement.

Cigarette-ends must on no account be thrown or dropped over the railings of the flat balconies or the lift balconies.

4. THE OUTDOOR AREAS

4.1 Ball games

Ball games are only permitted in the “ball court” outside Løvåsbakken 11, or on the football pitch, that is, the gravelled area in the forest.

4.2 Community “hall” and premises in Løvåsbakken 21

The community “hall” is on the ground floor of Løvåsveien 40. Social events for up to 40 persons can be organised here, and all necessary equipment is available.

These premises are well suited to major birthday celebrations, christenings, confirmations, weddings, office parties and family gatherings. See our home pages or contact the Board office for more information.

The premises in Løvåsbakken 21 are rather more informal and are suited to children’s parties, association or other meetings for up to 50 people. See our home pages or contact the Board office for more information.

4.3 Parking

Parking is only permitted on marked spaces, follow the signposting. Please respect the reserved space for the handicapped. Parking outside the entrance is, however, permitted for brief loading and unloading for up to 20 minutes at a time. Those moving in and out can obtain a temporary parking permit from the Board office.

Please note that parking in front of the paper containers is prohibited at all times.

The company Q-Park has the responsibility for ensuring compliance with these provisions, whose contravention may result in fines or removal of the offending vehicle.

4.4 Volunteer work

The Association does not have organised voluntary work (neighbourhood bees) but would encourage residents to report to the milieu committee if they want to make a contribution to the collective.

4.5 Walking of dogs

There is a legal obligation to keep dogs on a leash throughout the City of Bergen, and so also on the property of the Housing Association. Dogs shall not be walked by children, see also separate regulations for animals in the Association, and Section 1.2 above.

Repeated contraventions of the house rules may lead to eviction.

5. WHAT THE CARETAKER CAN DO FOR YOU

The Caretaker's phone number is 930 30 582. This is also posted on the notice-board in the lobby.

The Caretaker's hours are 07.00 to 15.00 Monday to Friday.

In this period contact the Caretaker if either of the lifts is out of order.

If you suspect a leakage, contact him at once.

Blocked drains or other problems in the flat may be referred to the Caretaker for advice, but preferably only in working hours.

The Caretaker will also read the meter in connection with sale of your flat.

Fyllingsdalen, 25th October 2010
LØVÅSEN HOUSING ASSOCIATION

Chairman of the Board

Appendix: Balcony cleaning

Come spring and sunshine, the time is right for balcony maintenance – sweeping, perhaps buying some new plants.

During the process, note that dirt has been accumulating beneath the floorboards as well. This manual should be used as a maintenance guide.

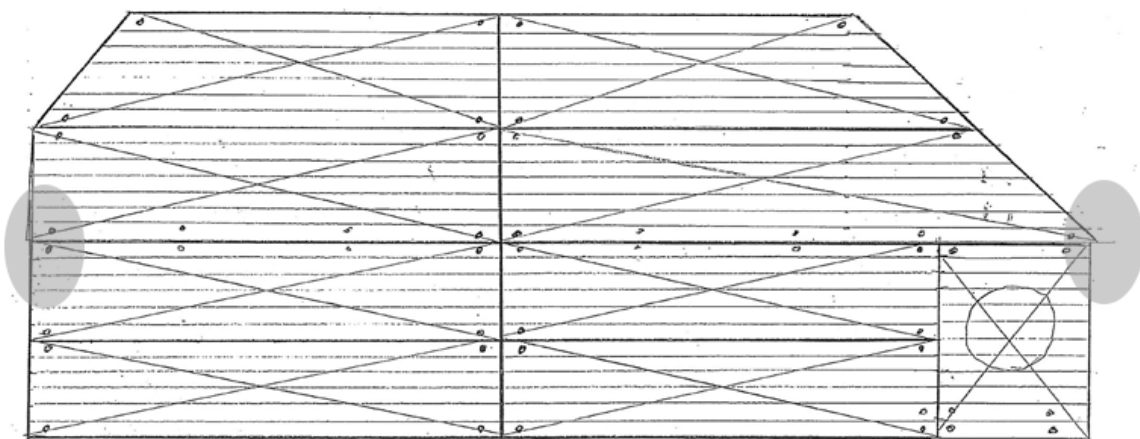
As illustrated, the balcony floor consists of smaller boards which can be lifted up individually in order to clean underneath. It is the responsibility of each resident to do this when necessary.



Should water flushing be required, please pay attention to your neighbour below. There is a drainage hole on the concrete floor, so make sure water does not find its way down any other place.

Please find the right illustration for your apartment, along with pointers to screws and non-flush areas. Good luck!

Løvåsen housing ass. - balcony type 1

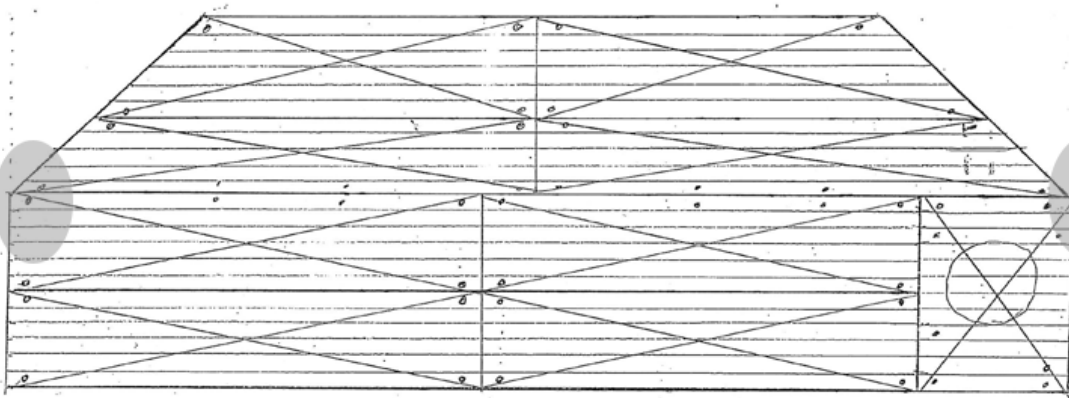


Every \times represents 1 plate

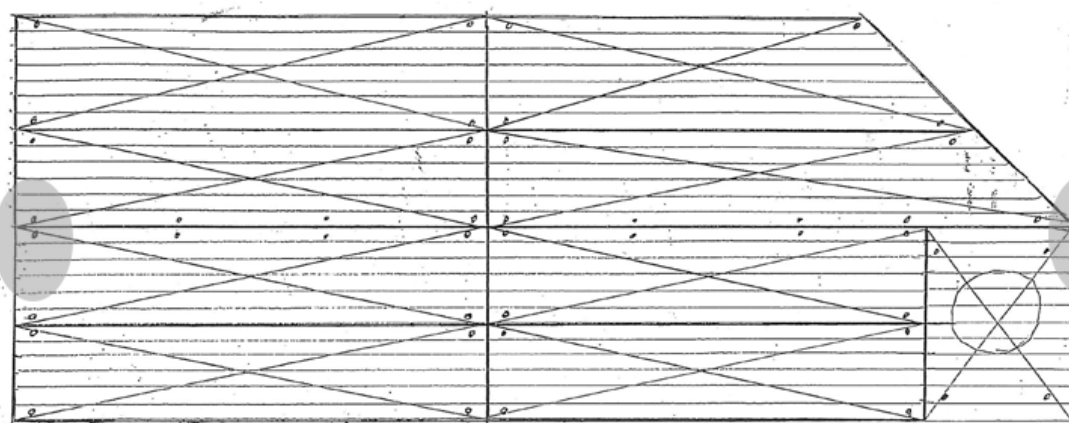
Every • represents a screw to be loosened

Grey areas should not be flushed!

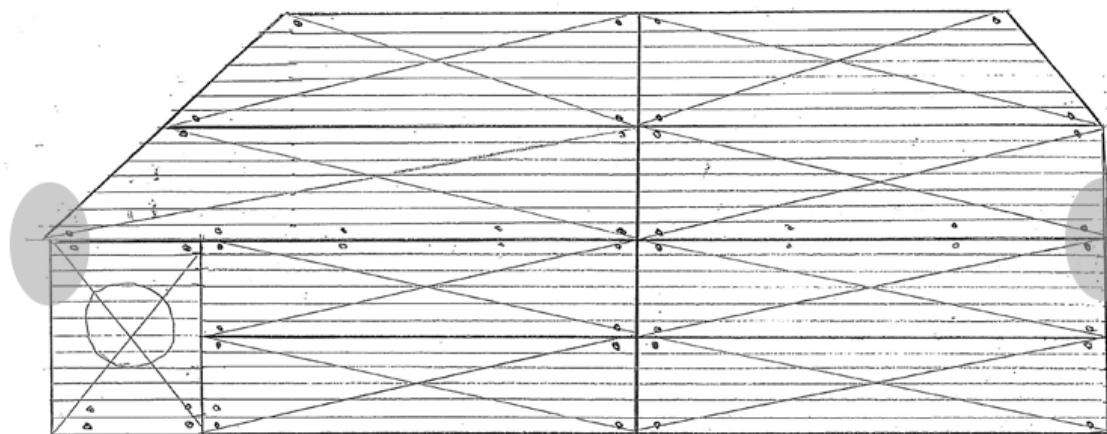
Løvåsen housing ass. - balcony type 2



Løvåsen housing ass. - balcony type 3



Løvåsen housing ass. - balcony type 4



- Every \times represents 1 plate
- Every \bullet represents a screw to be loosened
- Grey areas should not be flushed!