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## Information about the values of Skjoldhøjkollegiet

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For the residents at **Skjoldhøjkollegiet**

Lately, we have experienced an increasing number of negative requests to the caretakers at Skjoldhøjkollegiet plus several incorrect and unfactual and unfair posts on social media, which is not in compliance with the set of values, it is expected to respect.

What **you** can expect from the caretakers at Skjoldhøjkollegiet:

- That they carry out repair jobs in your accommodation based on a request from you.
- That you can contact them at email or see them in their office hours.
- That they'll make decisions based on the rules in force.
- That they will guide you, if you have questions.

What the caretakers can expect from you:

- that you address them in a civil tone.
- that you respect the caretakers' decisions, which are based on the rules in force and agreements between the board and resident council of the hall of residence.

What typically leads to rude and disparaging remarks in writing and speech to the caretakers:

- Residents who are not informed about the rules (see Skjoldhoej.dk) of living at Skjoldhøjkollegiet
- Disagreements about the the moving-out inspection, often lack of/insufficient cleaning.
- Dissatisfaction with the weekly cleaning check.

What the caretakers do:

- Provide services to the residents in the best possible way according to the rules and agreements in force.
- Are as flexible as possible in thought and deed.
- Relate to the specific situation.
- Do what they say.
- Are committed.
- Are solution-oriented.

Residents who do not follow the set of values of the hall of residence, will be rejected by the caretakers, and not have their request handled.

With kind regards

**The Resident Council, The board and Kollegiekontoret**