

Kaktus Residents Association

April 2024 update for residents at Kaktus Towers.

All residents at Kaktus Tower are members of and represented by the Kaktus Residents Association. This update informs you about news since last update. You can see all updates at <http://kaktus-residents.dk>.

Notices

Primary way of communication from the board is through kaktus-residents.dk – input from residents can be sent to contact@kaktus-residents.dk

Important: Home insurance/indboforsikring: Many residents are not aware of the need to have a home insurance. This is absolutely recommended! For those with water damage, it is the home insurance that pays for relocation. This insurance is also the one that covers: theft, bike-theft, damage due to weather, fire, accidents and also cases where you become legally liable for damages to persons or property occurring during the insurance period.

This is planned

Next board meeting: June 4th, 18:00

Open for all. Agenda: Follow up on issues (Catella). Prepare change of bylaws. Discuss change of charge to tenants for Board/LLO.

Kaktus App:

Open Board meeting with interested parties on use and further development of the App. This meeting follows board meeting June 4th at 19:30

This has happened

Board had a meeting to discuss Catella status with only few days warning, so we could not invite – we apologize for that and starting now will try to inform with proper/better notice time. We also wish to use the website as primary communication.

Catella have several planned activities where we have heard no news or deadlines:

- The provider of measurement services, WiseHome, are working on making measurements available online. Probably via the INTEMPO/Kaktus App. **No news.**
- Door slamming: The slamming of doors connecting to elevator shaft is both a noise and a security problem. **No news.**
- Washer/dryer: Nortec are testing different solutions to improve dryer performance. **No news.**

- Catella has found a tenant for the “Round area” at the Plaza. They will try to make it look “nice”, but there are **already unrelated posters** etc.
- The room behind mailboxes near tower B will become a designated area for disposal of large items like mattresses, chairs etc. **No date yet.**
- We discussed the INTEMPO/Kaktus App and improvements, e.g. like access for the board to create official content. **No news.**

The board have added several issues that we wish Catella to address:

- Signs on doors and building are a mix of professional and amateur (eg “Postnord”) – can we have guidelines to ensure a consistent, nice appearance?
- Entrance area looks like it did when it still was a building site. Plastic-tapes and -tarps, temporary asphalt wedge for bikes, cement railing not totally removed etc.
- Message in elevator mentioning alarm issues if door held, instead of fixing it so door can be held.
- The board will ask if Catella can fix heating issues in common areas: With summer coming, they will be very hot. Either air conditioning fixed, or portable temporary AC units.
- Are there alarms on outgoing doors from common areas?

Who are the board of Kaktus Residents Association

The board of the Kaktus Residents Association consists of residents of Kaktus Towers, elected at the annual general assembly. The current board can be seen at <https://kaktus-residents.dk/index.php/contact>. The primary role of the association is to represent the residents towards Catella, the owners of Kaktus Towers. Catella have assigned Cobblestone to be administrators of the buildings and apartments, so the board is not the way to communicate with Cobblestone, it happens via Catella. The board is not the goto solution if you have issues with your individual flat, in that case you should contact Cobblestone/Get Help.

Finances

Every tenant is charged 41 kr / month, of which 27,70 goes to LLO membership. This membership includes a personal membership.

Other costs are beverages at meetings. The remaining is a reserve to cover unforeseen expenses.

As of May 5th there is 90.658,48 DKK in the bank. The board will discuss the desired level and possible adjustment as next open board meeting June 4th.

Cobblestone and Get Help

If you have issues, questions or suggestions that are not part of your rental agreement, you can contact Get Help, via Kaktus Towers app or by seeing them in their office in tower B.

Cobblestone are the administrator of the buildings, and handle payment, utilities (water, heat, electricity, internet) and can help if you lose your key etc. Get Help is staffed during daytime, and can assist you.

Normal Get Help office hours:

Monday to Wednesday: 8:00 – 15:30

Thursday – Friday: 8:00 – 19:30

Saturday – Sunday: 9:00 – 14:30

Emergency number in case of water damage or other critical issues, or if you happen to lock yourself out after office hours: 7089 0201

NB: There is a large fee to get a key outside of the Get Help Office hours.

Lejernes Landsorganisation (LLO)

Through your membership of Kaktus Residents Association, you are also member of Lejernes Landsorganisation (LLO). It is a national organization of residency associations, and they offer assistance for residents in disputes with landlords. The assistance is primarily legal, as they are experts in what laws is governing rental and what practices exists for interpretation of these. The board of Kaktus Residents Association uses LLO for advice on matters that are general for all residents: rent, maintenance, utilities etc. As a resident, you can contact LLO for assistance if you have a problem with procedures, costs when you move out or other contractual issues between you as a resident and Catella as the landlord.

As of October 2023, LLO are assisting in about 45 cases for Kaktus residents.

More information (unfortunately only in Danish, use online translation): llo.dk

Phone: 33 11 30 75 weekdays 10-16.

Email: info@lloh.dk