

Kaktus Residents Association

January 1th 2024 update for residents at Kaktus Towers.



The board wishes all Kaktus residents a Happy New Year! And thanks to Kaktus Life and residents for creating a great New Year party!

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>

Status for current issues

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.

Washing machines and dryers: No update

Kaktus app: problems that appeared in December have been fixed.

This has happened

Board have had no meetings in December a planned meeting with Catella have been postponed to January.

This is planned

Board has a meeting with Catella, where we will follow up on:

- Annual review of utilities installation.
- Status for utilities usage on the web.
- Heating issues.
- Compensation claims.

- Bike-parking situation.
- Other issues

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 December 31. 2023 there is 40.596,7 DKK in the bank, the current board is still in the process of transferring control from the previous board, the bank procedures are rather complex.

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