

Kaktus Residents Association

November 2023 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>

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 <http://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.

This has happened

The new board has had meetings to plan board work.

The transition from free to half price membership of SHC had initial little delay, but has worked out after all. The membership is for all SHC sites, not just Kaktus Towers. If you wondered: The first payment is DKK 300 because it covers more than a month, 15/10 – 30/11.

This is planned

**We invite all residents to a Residents Meeting:
Monday 27th of November 7-9pm**

We are following up on:

- ☐ Annual review of utilities installation, we try to find out exactly what is being done.
- ☐ Our wish to be able to see our utilities usage on the web.
- ☐ Heating issues.
- ☐ Compensation claims.
- ☐ Bike-parking situation.

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

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