

Emergency contact

For ambulance, police and fire department, call 112.

Locked out or lost your key?

If you lock yourself out or lose your key, please report it to the help desk – do not call the International Office. The inspectors handle cases during office hours (Monday to Thursday 8 a.m. to 3.30 p.m. and Friday from 8 a.m. to 3 p.m.). Please note that the inspector may not be able to assist you immediately but will be at the residence as soon as possible. NB: The inspectors are not allowed to unlock the door if you are not present.

If you lock yourself out outside office hours, you can contact the locksmith, De Blå Låsesmede, at +45 7026 2266. They will charge you DKK 1000 to open the door. The amount will be deducted from your deposit.

PorcelænsHAVEN, Nimbuskollegiet and Kongens Tværvej:

During office hours, please use the help desk at <https://cbs-academichousing.dk/fonden-cbsacademic-housing/help-desk/>. Outside office hours, an emergency service is available for urgent matters such as power blackout, flooding or a broken water pipe. Loss of power in your room is NOT an emergency.

Forenede Services: Monday - Thursday 3.30 p.m. to 4 p.m. and Friday 3 p.m. to 4 p.m. Weekends and Danish public holidays +45 6010 8666

Forenede Services normally respond within 60 minutes.

Tietgenkollegiet:

Please refer to Tietgenkollegiet's intranet: <http://inside.tietgenkollegiet.dk/login> or the local inspector for questions related to the property. For emergencies outside normal working hours: +45 2328 4080. Please note that this number is only for Tietgenkollegiet. Misuse of this number for non-emergencies may have financial consequences.