

# What do I do when...

**SAVE THIS INFORMATION!**

Always remember to check the residence folder (Informasjonsperm) that should be found in every apartment. The residence folder contains most information you need about your flat. The information below tells you what you can do in different situations in the building. Generally, all problems regarding your unit are your own responsibility.

SUBJECT	WHO CAN BE CONTACTED	OTHER INFORMATION
Problems with the elevator	If trapped the alarm will put you in contact with help.	Provider: ThyssenKrupp Elevator. Tel.: 21979820 (21979701 – after hours).
Lost key. Need assistance to open apartment.	Nokas (security company).	Tel.: 916 45 956. The person requiring assistance must show proof of identity and personally pay for the service provided.
I need to order extra keys	Mr Rune Egeness at OBOS Forvaltning AS.	Extra key(s) to your flat is the owner's responsibility. E-mail: <a href="mailto:rune.egeness@obos.no">rune.egeness@obos.no</a> Tel.: 22868340/ 9751709.
Mailbox nameplates	The board will issue a notice in you mailbox with a 7 days response time limit.	Order for to be returned according to the notice. Alternatively, you may use this web address: <a href="http://www.porthuset.no/informasjon/innmelding-av-epostadresse/">http://www.porthuset.no/informasjon/innmelding-av-epostadresse/</a>
I wish to receive information and news about Porthuset	Contact the board or sign up for newsletter at our web site.	E-mail: <a href="mailto:styret@porthuset.no">styret@porthuset.no</a> URL: <a href="http://www.porthuset.no/informasjon/innmelding-av-epostadresse/">http://www.porthuset.no/informasjon/innmelding-av-epostadresse/</a>
Janitor services in your apartment	It is possible to order services at your own expense.	Provider: Newsec Basale AS. Mr Raymond Bjørstad Tel. 90187915. E-mail: <a href="mailto:raymond.bjorstad@newsec.no">raymond.bjorstad@newsec.no</a>
Renovation	Send comments to the board.	Trondheim Renholdsverk AS. Tel. 72540540. URL: <a href="http://trv.no">http://trv.no</a>
District heating (fjernvarme)	In case of problems with the heating, contact the board	Email: <a href="mailto:styret@porthuset.no">styret@porthuset.no</a>
Ventilation system is not working properly.	The board.	The janitor installs filter change and summer cassette in May. Summer cassette (no by pass/heating on ventilation) may be ordered through the board.
Smoke alarms are malfunctioning	The board.	Every apartment is equipped with two smoke detectors/alarms. The janitor hands out two A9 batteries while changing the ventilation filters in May. The proper functioning of the smoke alarms is the owner's responsibility.
Complications with gate intercom system	Report to the board.	The janitor contacts the appropriate company to investigate and solve the issue.
TV and internet is malfunctioning	In case of problems, contact service provider Get Loqal.	Tel.: 02123 (weekdays 8-22, Sat. 11-19, Sun. 12-20). <a href="https://www.get.no/v3/kundeservice/kontakt-oss/kontakt-kundeservice">https://www.get.no/v3/kundeservice/kontakt-oss/kontakt-kundeservice</a>
General management inquiries	Inquiries about common payments, issues relating to living in Porthuset, contact the board.	Contact the board on issues relating to living in Porthuset. For inquiries about payment etc., contact OBOS Eiendomsforvaltning AS. Tel.: 22868340/ 9751709. E-mail: <a href="mailto:rune.egeness@obos.no">rune.egeness@obos.no</a>
Noise/ disturbances from neighbours	Try and resolve it yourself. Otherwise contact (prioritised): (1) The board; (2) Nokas (security company); (3) Police.	Board: <a href="http://www.porthuset.no/informasjon/styret/">http://www.porthuset.no/informasjon/styret/</a> Nokas: 916 45 956 Police: 02800 or 112 (emergency)
House and personal insurance coverage	The board/personal/apartment owner.	Insurance company: <a href="https://www.gjensidige.no">https://www.gjensidige.no</a> Insurance contract number: 83119981. The individual must sign an insurance for household, movables etc.
Theft/burglary/vandalism	Report to the board, alternatively to the Police.	Police: 02800 or 112 (emergency)
Cleaning standards	Contact the board if you have any questions relating to the cleaning procedure.	Cleaning performed by Mint Renhold AS. <a href="https://www.mintrenhold.no">https://www.mintrenhold.no</a>

Generally speaking, only the board can request external services for Beboerforeningen Porthuset

Interesting links: <a href="http://www.porthuset.no/">http://www.porthuset.no/</a> <a href="https://www.trondheim.kommune.no/english/">https://www.trondheim.kommune.no/english/</a>	The board kindly asks for inquiries to be delivered to our email address or web site.
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<b>FIRE</b>	<b>POLICE</b>	<b>AMBULANCE</b>
<b>110</b>	<b>112</b> emergency <b>02800</b> for other inquiries	<b>113</b>