

What do I do when...

URL: <http://sameietf.no/>
E-mail: styret@sameietf.no
Updates as of January 2019

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.: 2197 9820 (2197 9701 – after hours).
Lost key. Need assistance to open apartment.	Securitas (security company).	Tel.: 2297 1077. The person requiring assistance must show proof of identity and personally pay for the service provided.
I need to order extra keys	TOBB Eiendomsforvaltning AS (management company).	https://tobb.no/for-deg/bestill-nokke Our keys carry the serial number XL72301.
Mailbox nameplates	The board provides nameplates free of charge.	The board unprompted provides nameplates free of charge.
I wish to receive news and information from the board	Contact the board or sign up for newsletter at our web site.	E-mail: styret@sameietf.no
Janitor services in your apartment	It is possible to order services at your own expense.	Provider: Din Vaktmester AS. Mr. Frank Arne Hammer. Tel. 905 63 584. E-mail: frank@divaktmester.no
Car parking	The board.	Sameiet Elvehavn Brygge F has 17 parking spots for rental.
Renovation	Send comments to the board.	Trondheim Renholdsverk AS. Tel. 7254 0540. URL: http://trv.no
District heating (fjernvarme)	In case of problems with the heating, contact the board	E-mail: styret@sameietf.no
Ventilation system is not working properly.	The board.	Oras AS changes the filter in ventilation system.
Smoke alarm is malfunctioning	The board.	The board orders a control through an authorised electrician.
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 AS.	Tel.: 2154 5454. Customer service: https://www.get.no/v3/kundeservice
General management inquiries	Inquiries about common payments, issues relating to living in BL, contact the board.	Contact the board on issues relating to living in our building. For inquiries about payment etc., contact TOBB Eiendomsforvaltning AS. Responsible: Ida Prestmo. E-mail: ip@tobb.no tel. 7383 1589.
Noise/ disturbances from neighbours	Try and resolve it yourself. Otherwise contact (prioritised): (1) The board; (2) Securitas (security company); (3) police.	(1) Board: http://sameietf.no/wp-content/uploads/2018/12/STYRET.-01.01.2019.pdf (2) Securitas: 2297 1077. (3) Police: 02800 or 112 (emergency)
House and personal insurance coverage	The board/personal/apartment owner.	Insurance company: NEMI Forsikring AS. https://www.nemiforsikring.no Insurance contract number: 3302024. The board emphasises that all residents are obliged to subscribe to insurances that cover personal belongings and property.
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. https://www.mintrenhold.no

Generally speaking, only the board can request external services for Sameiet Elvehavn Brygge F.

Interesting links: https://trondheim.com https://www.trondheim.kommune.no/english/	The board kindly asks for inquiries to be delivered to our email address or web site.
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FIRE 110	POLICE 112 emergencies 02800 for other inquiries	AMBULANCE 113
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