



**Copenhagen
Business School**
HANDELSHØJSKOLEN

Application and Allocation Manual for CBS Housing Applicants

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Application and Allocation Manual

This Application and Allocation Manual has been put together for CBS Housing applicants (hereinafter referred to as “you”) to ensure a smooth application process. It is therefore very important that you read – and if necessary, print - this **Application and Allocation Manual**, before you start the application process.

Important information to Housing Applications

- You may only register one Housing Application. The system will block any applicant applying multiple times.
- It is very important to save all the e-mails sent to you by the system. The first e-mail contains an invitation link, **WHICH YOU MUST NOT DELETE**, and which can be used throughout the semester.

Important things to know – BEFORE you start

Please take note of the following before you start the application process.

- You will receive an e-mail in your CBS e-mail account with a link to online registration. In the online process you must first register and choose courses from CBS.
- When that is finished you will be asked: ‘Do you want to apply for housing?’ If you click ‘Yes’ you will be directed to the first step of the Housing Application process.

Important things to know – DURING the process

You have now been directed to the Housing Application process.

- First, you will be asked to supply a private e-mail address. You can use any e-mail address you wish. Click the continue button and proceed with the validation of your private e-mail account. When the validation is complete, an automatically-generated invitation e-mail is sent to your private e-mail account.

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- The link in the automatically-generated invitation e-mail will allow you to proceed with the Housing Application. If you do not receive the invitation e-mail first check your spam filter and then contact the CBS Housing Department at housing.intoff@cbs.dk
 - The e-mails sent from the system contain so-called “deep links” into the system. Deep links are hyperlinks that point to a specific page on another website. If the deep link is broken the hyperlink will fail to open and you will get an error page. You should be able to re-create a broken link (how-to steps are mentioned in the e-mail), and be sure to read your e-mail in a mail client that does not break the long links.
 - The invitation e-mail will contain a link which will direct you to the online Housing Application Form.
 - The e-mail address you use in your Housing Application Form must be valid and accessible by you for the duration of your stay in Denmark – the e-mail address will be used for all communication. We recommend that you use your CBS e-mail address.
 - When creating your Housing Application Account:
 - Chose an easily remembered user name.
 - Select a password – it cannot be changed once you have selected it. Please note: the CBS IT administrators are able to see your password in clear text.
 - If you forget your password, you can apply for a new one. Please follow the instructions on the log-on page.

How to complete the Application Form

- a. Complete your student category (e.g. exchange student), then click ‘Continue’;
- b. Complete your personal information and click ‘Continue’.

Student Residence Priority List

- a. Please prioritize the student residences according to the numbers 1-13 (where 1 is your first priority, 2 your second priority etc.);
- b. If you are a Financial Need Student, you are required to submit formal financial need documentation (through your Home University);
- c. Select 'Room Occupancy' (single, shared or no preference);
- d. Select 'Room Size' (small, medium or large);
- e. Select 'Yes' if you wish to apply to be a residence Contact Person; then click 'Continue'.

Special Needs

1. If you have any special needs, you will need to contact the CBS Housing Department at housing.intoff@cbs.dk after you have finalized your housing application.
2. After you have completed 'Special Needs' section of the application, click 'Continue'.

Getting a room allocation

1. You have now completed your personal information and your preferences/priorities in the Housing Application process. To submit your preferences, click 'Continue';
2. Print out a copy of your Housing Receipt. Kindly note that **your application is NOT YET COMPLETE**. The Housing Receipt only lists your personal information, your student category, your priority list and preferences etc., you still need to **ACCEPT AND LOCK YOUR ALLOCATION**;
3. Click 'Continue' and the system will direct you to 'Accept Allocation';

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4. The system automatically allocates you a room according to your gender, your student residence priority list and your room occupancy and size preferences;
 5. Kindly note: Once the system allocates you a room, you have 30 minutes to accept it; If you do not accept the allocation within 30 minutes, you will lose the allocation. In that case, you will be directed to 'Student Residence Priority List'. You can either re-submit your current preferences and priorities, or you can change your priorities and preferences in order to get another residence/room, if available);
 6. The system has an automatic time-out-function; click "OK" at times to keep the session active in the browser. If you are logged out by the system, sign in again using your user name and password;
 7. If you do not want to accept the allocation, you can re-submit your priority list (you must change your priorities and preferences; switch your first and second priorities etc.), to get a new room allocation;
 8. The system allocates rooms on a first-come, first-served basis;
 9. If you wish to share a room with a friend, try to submit your application forms with the same preferences and priorities at the same time. The system will often allocate you to the same room. If not, contact the CBS Housing Department at housing.intoff@cbs.dk and they will arrange a manual allocation. Please note; the system will not allocate a male and a female to share a room. Please contact the CBS Housing Department and they will arrange a manual allocation, if possible.
 10. If the CBS Housing Department manually re-allocates you, you will get an e-mail to that effect which links you back into the system, gives you a new contract and another 48 hours to sign, date and send it.
 11. If you want to lock (accept) your allocation, click 'Yes' and then 'Continue';
 12. Allocations will be cancelled, if the contracts are not received on time.

System Constraints and Criterias

1. Only same gender (male or female) will share a room. Only same gender (male or female) will share a bathroom (two persons only);
2. In order to ensure a reasonable distribution of nationalities at any one student residence, the system will balance and mix the intake of nationalities;
3. In order to have a 50/50 mix of female and male students at any one student residence, the system will balance the intake based on gender;
4. The system will always try to allocate you a room based on your preferences (room size, priority list, room occupancy etc.) which you submitted at the beginning of the application process.

When you have locked (accepted) your allocation

1. Print your contact;
2. Date and sign it, and send it by fax (+45 3815 3054) or e-mail (rental.intoff@cbs.dk) to the CBS Housing Department within 48 hours, or you may lose your allocation;
3. When the CBS Housing Department has received your contract (printed it and confirmed receipt), you will receive a confirmation by e-mail. Please contact the CBS Housing Department at housing.intoff@cbs.dk, if you do not receive a confirmation within 4 days, but please be patient as we receive hundreds of contracts in a very few days.

Cooling off period (14 days)

1. When you receive confirmation that we have received your contract, you have a cooling-off period of 14 days. Within the cooling-off period you may cancel your housing contract without penalty payment;

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2. After the cooling-off period ends, you are legally liable for payment of the full contract amount.

Payment deadline and payment instructions

1. The payment deadline and the first installment payment are listed on page 3 of your housing contract;
2. The payment instructions are listed on page 4 of your housing contract;
3. The CBS Housing Department cannot accept payment by credit card, cash payments or cheques;
4. Only payment by international bank (wire) transfer is possible;
5. The information required to make a bank (wire) transfer is listed on page 4 of your housing contract. Please note; it is imperative that the text field on page 4 of your housing contract, for example: **44280-Soria-403-917** is included with your transfer. The text field identifies the transfer according to a unique Student ID (e.g 44280), your last name (e.g. Soria), your allocated room number (e.g. room number 403) and the student residence ID (e.g. 917 = Kathrine Kollegiet). If you forget the text field identifier, we are unable to place your payment.
6. Once we have received and registered your payment, a confirmation will be sent by e-mail. The payment registration is done manually, and it can take up to two weeks before your payment is registered. However, the payment deadlines must be strictly adhered to, and payments must be received by the deadline specified in your housing contract on page 3.
7. If you have miscalculated the bank transfer fees that you must pay, and the amount received by the CBS Housing Department is less than the amount specified on page 3 of your housing contract, you are NOT required to make another transfer if the missing amount is less than 200 DKK. The CBS Housing Department will deduct any such amount from your deposit payment, before it is refunded.
8. You should be able to see your current payment status at any time - please see 'Status and Payment – Student Payment Status'. An installment payment is visible in your Student Payment Status 45 days before it is due.

Moving in

Should you wish to change your room/residence after you have moved in, a fee of DKK 1000 must be paid. The moving fee will be payable with your second installment, or it will be deducted from your deposit. Payment by cash or credit card is not possible. A new contract will be generated and must be signed immediately. Please contact the CBS Housing Department at housing.intoff@cbs.dk.

Bank information details – deposit refund

1. As soon as you know to which bank account you want the CBS Accounting Department to refund your housing deposit (the DKK 3000 minus outstanding payments and fees), you must supply the bank information details. To supply your bank information details you must log on to the system with your user name and password, and under 'Check Out and Refund – Bank Information' fill in the information required.
2. It is important that you precisely and correctly enter your bank information. If you succeed in filling in the information correctly, and if the transfer goes through on the first attempt, the CBS Accounting Department will reward you with a DKK 100 "success fee", which will be added to your deposit.
3. If your bank information is incomplete or incorrect, and the transfer is rejected and returned, a Bank Information Service Fee of DKK 500 will be charged by the CBS Accounting Department, which does not include any charges levied by the recipient banks.
4. The CBS Housing Department provides you with online channels to help you validate your bank information, including SWIFT code information (please check www.swift.com).
5. **IMPORTANT**: Your bank must be able to receive international bank transfers directly.
6. A Swift Code (or BIC = Bank Identifier Code) is required - even for US banks which often use routing numbers – and will lower the bank transfer fees payable by you. Every bank has a Swift Code (or BIC). Please remember that Swift Codes/BIC can be validated online.
7. Check and re-check the bank information before you submit it. If the deposit is rejected and returned to CBS it will become very expensive for you.

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8. The CBS Accounting Department requires that you complete the address information of your bank. Ask your bank beforehand to provide you with the correct information.
 9. If you have an US account, you must also submit the routing number. The routing number may be validated online.
 10. If you have a Canadian account, the system will offer you assistance in building the correct bank account structure, but the actual number cannot be validated online.
 11. If you have a European account, you must use the IBAN number – which is supported in some non-European countries as well. The IBAN number can be validated online. For example, banks in the Russian Federation do not use IBAN numbers.
 12. If you have a Danish account, you must supply: the full name of the account holder; the CPR-number of the account holder, the registration number (4 digits) and the account number (7 or 10 digits). If you wish to establish a Danish bank account, please note that a Danish CPR-number (a unique ID number – Civil Person Register – the Danish equivalent of a social security number) is required.