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Accommodation: Frequently Asked Questions

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I have applied for a room through UCC Accommodation, but I have still not heard from the accommodation office.

Check your spam filter before you contact accommodation@ucc.dk.
E-mails may be caught by your spam filter and even though some messages come through, others may still be held back by the spam filter.
You must check your spam filter / junk e-mail regularly to see if there are messages from accommodation@ucc.dk that need your attention.

How do I accept my accommodation offer?

You will receive a tenancy agreement from accommodation@ucc.dk, if we are able to offer you a room. You must sign the tenancy agreement and send a scanned copy within a few days from the receipt of the tenancy agreement.
If you do not return the signed tenancy agreement to accommodation@ucc.dk before the deadline mentioned in the e-mail, we may cancel the contract and offer the room to another student on the waiting list.

What will UCC Accommodation need from me before my arrival?

When you have returned your signed tenancy agreement to UCC Accommodation and paid your first rent, you can start planning your landing in Copenhagen.

How much rent will I have to pay?

If you stay in a private home, rent is paid for whole months only and is stated in your tenancy agreement.

It is your responsibility alone, that you clear all details with your private landlord about your stay, i.e. payment of rent and deposit etc. before you arrive in Denmark.

If you stay at the dorm Håndværker-Skolehjemmet a semester rent of DKK 24.000 for a single room and DKK 18.000 for a shared room must be paid at the dorm upon your arrival. UCC is not involved in payment of rent or deposit at the dorm. Please be aware that the rent is non-negotiable and the tenancy agreement is non-terminable.

If you stay at the dorms, “Øresunds- or Hjortespring-kollegiet” or in one of the shared houses in Hedehusene a semester rent of DKK 9.000 must be paid within a month from signing your tenancy agreement.

The remaining rent DKK 6.000 must be paid two months before you leave your accommodation at the end of your stay.

Be aware that the rent is non-negotiable and the tenancy agreement is non-terminable.

I would like to make changes to my arrival or departure dates in the tenancy agreement.

The arrival and departure dates in your tenancy agreement has been set according to information received from UCC international coordinators at your study. The period of the lease in your tenancy agreement is non-negotiable and the tenancy agreement is non-terminable.

I want to leave earlier than expected.

If you stay with a private family, you must arrange all details concerning your date of departure, payment of rent etc. with your landlord directly.

If you stay at a dorm or in a shared house on a full semester basis, rent has to be paid even you leave earlier than expected. Please be aware that the rent is not refundable and the tenancy agreement is non-terminable.

Preparing your arrival in Denmark

When you have returned your signed tenancy agreement to accommodation@ucc.dk, we suggest that you send an e-mail to your host family in order to arrange further details about payment of rent, deposit, arrival time etc.

If you, after a week or two, have not been able to get in contact with your host family, please inform accommodation@ucc.dk, and we will contact the host family for your and ask them to get in contact with you.

Please, check your spam filter to see if there is a message from your landlord before you contact UCC accommodation.

You must take into consideration that some of the private landlords are not experienced e-mail users or are not used to write in English, therefore you might receive a very short answer.

Will I be picked up in the airport?

Some UCC departments will be sending a tutor to the airport to meet you and to take you to your accommodation. Other departments might not be able to provide this service.

Please contact the specific UCC department directly on this subject, if any questions. UCC Accommodation will not be able to assist you.

Will my private landlord meet me in the airport?

You cannot expect to be picked up in the airport by your private landlord.

However, if your private landlord offers to meet you in the airport, you must inform your landlord, if you later find out, that you will be met by a UCC tutor in the airport.

Contact your local UCC department if you do not know whether they will send a tutor to meet you in the airport. UCC Accommodation cannot help you.

Arrival at your accommodation

Arrival at your accommodation in a private home:

If you want to make any changes to the lease period stated in your tenancy agreement, you must contact your private landlord directly. Please note that payment of rent and deposit must be arranged directly between you and the private landlord before your arrival in Denmark.

Be aware that you must have an agreement on the arrival date and time with your private landlord before you book your flight ticket. If not, the landlord cannot be expected to be present at your arrival and you may have to stay at a hostel during the first night at your own expense.

Before booking your flight ticket, you must take into consideration that it will not be possible to arrive at your accommodation late at night.

Arrival at your Accommodation at a dorm:

If you are going to stay at a dorm, you must agree on the arrival date and time appointment with the local caretaker before you book your flight ticket. The contact information for the local caretaker is in your tenancy agreement.

If you arrive at your accommodation without an appointment with your local caretaker, it is not possible to get access to your room upon arrival. You will be responsible for finding a hostel for the first night at your own expense.

Before booking your flight ticket, you must take into consideration that it will not be possible to arrive at your accommodation late at night.

How will I get hold of my keys when I arrive?

If you are going to stay at a dorm, you will receive contact information and arrival details in your tenancy agreement. It is your responsibility alone, to make sure that you have an appointment with the local caretaker before you arrive.

If you are going to stay in a private home, you will find contact information for your private landlord in your tenancy agreement. Arrival must be arranged directly with the private landlord.

I am a disabled student

UCC strives to support all students or staff with special needs. To ensure that UCC Accommodation can find appropriate accommodation, please state the nature of your disability and needs when you apply for a room through UCC Accommodation.

This will enable the Accommodation Team to prioritize accommodation according to you needs.

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