

# **Take care you don't get cheated**

**- become a member of the LLO Hovedstaden**  
**(The Danish national organization of tenants in the capital area)**

## **Do you feel cheated?**

Your home is important to you and your family, and as a tenant it is crucial that you

- pay the rent as agreed
- Your tenancy including the building facilities are well maintained
- The co-operation with the landlord is smooth
- You have thorough knowledge and make use of your rights according to the Rent Act.

## **If you do not know your rights, you might get cheated** **– therefore become a member of the LLO in the capital area**

As a member of the LLO you are advised and guided through a wide range of matters concerning your tenancy:

- The amount of the rent
- Notice of cost-determined rent
- Internal and external maintenance
- Moving in or out
- Deposit payback
- Swap tenancy
- Sublease of your tenancy
- House rules
- Urban renewal
- Meetings in your tenancy department
- Procedures concerning establishment of a tenant representation
- Legal advice if your case is taken before the Rent Control Board or the Tenants Complaints Board

## **Everyone who is entitled to it, receives assistance**

Every year we receive appr. 45.000 inquiries from our members:

- 30,000 phone calls
- 10,000 mails and letters
- 5,000 times personal appearances
- Moreover, we launch appr. 1,000 new cases each year.

On behalf of our members, we are proud to say that we are proven right in 7 out of 10 cases before the Rent Control Board or the Complaints Board.

## **Individual membership**

As a member you are entitled to legal advice covering a broad range of rental issues or co-operative society matters such as:

- Legal advice
- Advise by a building expert
- Organizational advice

Through newsletters and folders you receive information of your rights and of new steps within the Rent Act as well as within the co-operative society area.

Lastly, you benefit from discounts on a wide range of goods and services, e.g. paint, clothes and travels – typically 5 – 20 percent – by joining our discount system.

## **Save money through mutual membership**

There is big money to be saved – up to 60 percent – if your housing complex is a member.

LLO of the capital area is an autonomous division of LLO Denmark and an entirely politically independent organization

- We strive for good and cheap tenancies for our members
- We represent appr. 31,000 homes – equivalent to appr. 70,000 individuals
- Our main focus is to improve the housing conditions of our members
- We are a broad-based interest group dealing with the housing sector and
- We are committed to setting the (political) agenda. Housing politics are not just rental issues but various other issues related to being a tenant, e.g. environments issues, urban renewal projects and infrastructure matters.

Our members are:

- Personal members (individual members)
- Tenant representation in private tenement houses
- Social housing divisions represented through the departmental board
- Owner-partnership flat organizations represented through the board

## **We are located just 5 minutes walk from Vesterport Station**

LLO Hovedstaden

Vester Voldgade 9

1552 København V.

Telephone. 3311 3075

Email: [info@llo.dk](mailto:info@llo.dk)

Website: [www.llo.dk](http://www.llo.dk)

Telephone consultancy: Monday – Thursday: 10 am – 4 pm

Personal consultancy: Monday – Wednesday: 1 pm – 3 pm & Thursday 1 pm – 5 pm