



# MOVING GUIDE

GET OFF TO A GOOD START  
FOR A NEW BEGINNING



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We reserve the right to make changes after the time of publication.

# CONTENTS

- 3 MOVING OUT
- 5 THE MOVING PROCESS
- 16 THE MOVE-OUT INSPECTION
- 23 MAINTENANCE
- 25 THANK YOU FROM BALDER
- 26 ALPHABETICAL GLOSSARY



HERE YOU WILL FIND MORE INFORMATION  
ABOUT MOVING OUT.

[BALDER.DK/MOVE-OUT](https://balder.dk/move-out)



# MOVING OUT

## GET OFF TO A GOOD START FOR A NEW BEGINNING

Moving is a part of life. At Balder, we want to make the transition as simple and straightforward for you as possible.

On the following pages, we give you an overview of what is required from both you and Balder when a move is imminent. We have written this guide both for you who are facing a move, but also for you who want to be well informed and updated.

As you will see, there are many ways to minimise the cost of moving out. The best way to minimise moving costs is to take good care of your home from the day you move in. That's why we've also shared some useful cleaning and maintenance tips below that can be a good investment.

We hope you find this guide useful and informative so that you feel well prepared - even if you're not facing a move right now.

If you have any questions, you are always welcome to contact us at +45 55 55 07 07 or email [kundeservice@balder.dk](mailto:kundeservice@balder.dk).



# THE MOVING PROCESS

## NOTICE, IMPORTANT DATES AND OTHER THINGS YOU NEED TO BE AWARE OF

Planning is a key part of a move, and it's a good idea to get started well in advance.

Keep in mind that you must give notice of termination no later than three months before your desired release date (**+ any commitment period**).

The three-month notice period gives you time to prepare your move. It also gives us at Balder the opportunity to prepare the apartment for the next customers so that they can get a good start in their new home.

## IF YOU WISH TO TERMINATE YOUR TENANCY

The cancellation of the tenancy must be done online via Balder's website under "Moving out". Here you can sign with MitID. You will also find the other important dates that you need to be aware of.

If two tenants are registered on the lease, both tenants must sign using MitID.

The termination is binding and cannot be cancelled.

# IMPORTANT DATES



According to your lease, termination must be done with the current month plus three months' notice. You must vacate the apartment no later than ten working days before the end of the notice period, allowing us sufficient time to prepare it for new customers.

**Example:**



For example, if you terminate your lease during March (i.e. no later than 31 March), you are liable until 30 June. To ensure the apartment is ready for refurbishment, you must vacate by June 14. There may be special circumstances around Christmas and Easter that may require you to vacate earlier than the 14th of the month during these months.

We will, of course, make you aware of this when you terminate your tenancy.



Pay attention to any commitment periods that are stated in your lease. For example, if you have a 12-month lock-in period and would like to move out in direct continuation of the 12 months, you must give notice before the end of the 9th month.



**A useful piece of advice:**

Contact Balder's customer service well in advance of your lease termination to address any questions and to obtain all important dates related to moving out.

# CHECK-LIST

- Notice of termination**  
Current month + 3 months' notice, i.e. no later than: \_\_\_\_\_
- Move-out date** no later than: \_\_\_\_\_
- Release date:** \_\_\_\_\_
  
- Cancellation of water and heating**  
Happens automatically
- Cancellation of electricity**  
Automatically as of the date of release (Please note that you will receive a final statement)
- Report your move to the Civil Registration Office (Folkeregistret)**  
At the earliest up to 4 weeks before and no later than 5 days after moving out via borger.dk



**Update address with:**

- Employer
- Insurance company
- Bank
- Dentist
- Veterinarian, if applicable
- Unemployment insurance fund
- Trade union
- Pension company
- Various memberships (sports clubs, charities, associations, etc.)

**Termination/change of address:**

- Internet and TV
- Any newspapers and streaming services

## **USE YOUR MOVE-IN REPORT AS A GUIDE**

When cancelling your lease, it's important that the apartment meets the standards agreed upon when you moved in.

Paragraph 11 of the lease states: *The lease is always taken over tidy and clean with freshly cleaned windows, all paintable surfaces freshly painted, freshly treated/varnished floors, and cleaned and oiled terraces/balconies (if available). At the same time, all windows must be intact, and white goods and installations must be in good, clean, and usable condition.*

(If you have installed shelters, fences, awnings or anything else, these must be taken down and any holes etc. must be repaired).

The move-in report and the defects and deficiencies list provide detailed information on the condition of the apartment when you took it over. Use the information in the move-in report and the list of defects and deficiencies as a guide to bring the apartment back to the same condition as before the date of the move-out inspection, which Balder will arrange for you to attend.

If you'd like to be well prepared, you have the option to book a pre-inspection with one of Balder's inspection technicians. During the visit, you'll receive personal guidance on cleaning, minor repairs, and other things to keep in mind before moving out. Read more about the pre-inspection in the section 'What happens before the move-out inspection'.

You can choose to carry out the actual refurbishment yourself or let Balder's suppliers do it, which you can read more about in this brochure.

If you haven't saved your lease, move-in report and list of faults and defects, you can contact Balder's customer service. We will resend the documents.

## **HAVE YOU RENTED A PARKING SPOT?**

At the move-out inspection, you must hand over all keys and key fobs, including those for the car park. We'll ensure that your car parking spot rental is terminated on the same day as your move-out inspection, and you will only pay rental for your parking spot up to and including the move-out date.

If you wish to terminate the car parking spot rental at an earlier date, you must give notice of the current month plus one month.

If you have any questions, you are always welcome to contact Balder's customer service.



## **PROFESSIONAL REFURBISHMENT AT COMPETITIVE PRICES**

Balder has entered into agreements with several external suppliers who carry out high-quality, environmentally friendly refurbishment at competitive prices. Our suppliers ensure that the apartment is handed over in the agreed condition and on time.

This solution makes it easy for you to move forward without having to coordinate tradesmen yourself. Nine out of ten of our customers choose this option, and we, along with them, generally experience great satisfaction with the result.

If you choose to have Balder's contractors carry out the refurbishment, you must **hand over the apartment cleaned**, but **not refurbished**, at the move-out inspection. See the cleaning checklist in the section "Move-out inspection" on page 16.

Your cleaning is the foundation that allows us to begin the refurbishment and final professional cleaning quickly. If you hand over a clean tenancy, we can avoid delays and get a home ready for the next occupant to move in sooner.

Balder's contractors will then take care of the refurbishment for the 10 working days until your end date.

**Important:** Once the apartment has been refurbished, it will then be professionally cleaned. This final cleaning removes dust and dirt from tasks such as floor sanding, painting, and other tradesman tasks – and ensures that the apartment is completely ready for the next customers to move in.

Professional cleaning is not an indication that your own cleaning was insufficient – it's a necessary final step of a refurbishment. Therefore, the cost of professional cleaning will appear on your moving-out statement, even if you have cleaned thoroughly before the move-out inspection.

Balder has no financial gain from being responsible for the refurbishment. We re-invoice the actual costs from the tradesmen, which you can see on your moving-out statement.

At [balder.dk/en/vacating](https://balder.dk/en/vacating) you will find an indicative price overview of typical refurbishment work.

You can also scan the QR code below for faster access.





## DIY IS POSSIBLE – BUT THE WORK MUST BE DONE CORRECTLY

Some customers choose to refurbish their apartment themselves. Here it is important to be aware of the following:

1. That all tasks are carried out professionally.
2. That the apartment must be handed over refurbished at the moving-out inspection, which is no later than 10 working days before the release date of the lease.
3. All information about correct materials, products, colour codes, etc. can be found on Balder's website.

[Balder.dk/en/vacating](https://balder.dk/en/vacating)



**Important:** If you have chosen to carry out the refurbishment yourself and the move-out inspection reveals that further work is still required, the cost of this will be deducted from your security deposit. Of course, you will be informed of this during the move-out inspection, and it will also be clearly stated in the move-out report.

If you have any questions, you are always welcome to contact Balder's customer service.

# THE MOVE-OUT INSPECTION

## WHAT HAPPENS BEFORE THE MOVE-OUT INSPECTION?

You will receive the date and time of your move-out inspection from Balder's customer service once we confirm your termination, which will occur within 2 weeks of receiving your notice.

Before your move-out inspection, you can book a pre-inspection with one of Balder's inspection technicians. The visit takes about 30 minutes and includes practical guidance on cleaning, suitable cleaning products and minor repairs, so you're well prepared to ready your apartment for the final inspection. You're also welcome to ask any questions.

We recommend scheduling the visit no later than one month before the move-out inspection.

Please note:

- The visit is advisory only and does not include a financial assessment.
- It does not guarantee a move-out report without remarks.

You can book the meeting by contacting Balder's customer service at +45 5555 0707.

Below is an overview of what you need to ensure is cleaned thoroughly before handing over the apartment. It's important that everything is clean, tidy and in good condition for the move-out inspection - otherwise extra charges may apply.

○ **General**

Vacuum and wash all floors.

Wipe down panelling, door frames, sockets, and light switches.

Remove nails, screws, tape and such, and wipe down walls.

Clean all windows inside and out (if possible).

Wipe down radiators and ventilation grilles.

Replace any faulty light bulbs.

Clean drains.

○ **Cabinets and storage**

Wipe down cabinets and drawers – both inside and out.

Clean built-in cabinets and shelves.



○ **Kitchen**

Clean the oven, hob and extractor hood (including filter cleaning). Defrost and clean the fridge and freezer. Switch off using the button and leave the door open afterwards.

Clean the dishwasher (including filters and rubber mouldings).

Wipe down all worktops, cabinets, and shelves.

Remove limescale and grease on tiles and surfaces.

Clean drains.

○ **Bathroom**

Clean the sink, toilet, shower, and fittings.

Descale shower walls, tiles, grout, and mirrors.

Clean drains and air vents.

Clean the washing machine, tumble dryer, or combi machine (including filters and rubber mouldings).

Wipe down cabinets and surfaces.

○ **Other areas**

Remove all personal belongings, including those stored in attics, storage rooms, and basements.

Clean filters in the ventilation system (if available).

Clean balconies and terraces thoroughly; use an algae cleaner if necessary.

Remove weeds, items, and rubbish from terraces and own outdoor areas.

## **THE MOVE-OUT INSPECTION**

During the move-out inspection, an inspector from Balder will conduct a thorough inspection of the apartment with you. The inspection takes approximately 1-1.5 hours.

As a rule, you must attend the inspection yourself as a contracting party. If you are unable to attend for special reasons, you have the option of sending a proxy. If you choose to send a proxy, they must have a power of attorney from you; otherwise, the inspection cannot be completed. You can easily request a power of attorney from Balder's customer service.

It is important that you bring your ID to the inspection. A proxy must also be able to present identification and be of legal age. This can be a photo ID or a digital ID (e.g. your digital health insurance card or driving licence/passport). The ID must match the name on the lease or power of attorney.

At the move-out inspection, you must hand over all keys and key fobs to the property. If all keys and key fobs are not returned, we are obliged to rekey the lock. The cost of this will be deducted from your security deposit.

It is very important that you, or in special cases, a proxy, attend the agreed-upon move-out inspection. If the inspection cannot be carried out as planned and Balder therefore does not have the agreed ten full working days to refurbish the apartment, you will be charged rent for the extra days.

## **THE MEETING WITH THE INSPECTOR**

When you meet Balder's inspector, they will introduce themselves and briefly explain how the inspection will proceed. They are trained to ensure that you feel safe and well-informed throughout the process.

During the move-out inspection, all relevant conditions in the apartment are registered – both those that may result in an expense for you and those that Balder covers. Therefore, not all registrations are of importance to you as the tenant moving out.

When the inspection is complete, the inspector will review their observations with you, allowing you to clearly see what has been noted in the move-out report and understand its implications for you.

The inspector will bring marking tape, an iPad, and a lamp or torch.

## **FINAL READING AT THE MOVE-OUT INSPECTION**

At the move-out inspection, a final reading of electricity, water and heating will be taken, and the meter readings will be registered in your move-out report. Balder will then inform the suppliers on your behalf.

**Important!**

Items left behind, such as curtains, slats, blinds or furniture, will incur additional costs for removal and disposal.

If balconies and terraces are not cleaned and tidy, this may also incur additional costs.

Once the move-out inspection has been completed, Balder will start re-furbishing and preparing the apartment for the next customers.



## **AFTER THE MOVE-OUT INSPECTION**

After the inspection, Balder orders tradesmen to carry out the work in the apartment. The work takes place over the following 10 working days.

## **MOVING-OUT STATEMENT**

Once we have received invoices from the tradesmen and suppliers who have carried out the renovation, we prepare your final moving-out statement.

Balder will deduct the following from this statement:

- Refurbishing costs
- Any arrears
- Any deductions for heating and water

The remaining amount will be paid to your NemKonto. If there are two tenants on the lease, the amount will be split equally between you.

We will endeavour to send you the moving-out statement and pay out any remaining amount as soon as possible – typically within 3-4 weeks from the date of release.

You will receive the moving-out statement via email.

# MAINTENANCE

## TIPS AND TRICKS - EASY EVERYDAY MAINTENANCE

We know that moving-out can be a lot to handle. But by carrying out regular maintenance – such as keeping appliances, bathrooms and surfaces clean – you can avoid a big job at the end. This saves you both time and effort when you hand over the apartment. In other words, by taking care of your home regularly, you'll also take care of yourself when moving day comes. That's why we've put together a series of short videos and guides to help and advise you on the daily cleaning and maintenance of your home.

You will find guides for e.g.:

Drains

Balcony door

Bathroom

Drilling and hanging

Floors

Kitchen appliances

Locks

Room sensor

SILVERFISH AND GREY SILVERFISH

Heating

Ventilation



All videos and guides are gathered at **[balder.com/maintenance](https://balder.com/maintenance)**, where you can easily find what you need.  
Scan the QR code to access our maintenance site.

You can also take a look at Balder's general maintenance guide at any time. Here, you will find a range of useful tips on how to keep your home in good condition.

If you are unsure about anything - whether it concerns cleaning, maintenance, or other practical matters in your home - please do not hesitate to reach out to us. We are here to help.

# THANK YOU FROM BALDER

We hope that this guide has provided you with a clear overview of the timelines, procedures, and tasks involved in your move.

We will do everything possible to make your move as easy as possible. If you have any questions or need assistance, you are always welcome to contact us.

After your move, we would love to hear about your experience. We will send you a questionnaire that we hope you will take the time to answer.

Thank you for choosing to live with Balder. If you are moving on to your next home, we hope you get on really well and that we will see you again another time.

# ALPHABETICAL GLOSSARY

**Working days:**

Monday to Friday all year round, excluding public holidays.

**Commitment period:**

The minimum period of time you are contractually obliged to stay in the apartment.

**Deposit**

Amount paid before moving in as security for damages and repairs upon vacating. Maximum of 3 months' rent.

**Moving-out statement:**

An overview of the final costs and possible repayment after moving out.

**Defect and deficiency list:**

List of original defects in the apartment. To be reported within 14 days after takeover.

**Prepaid rent**

Amount to cover rent during the notice period. Can only be used for rent – not for consumption or refurbishment.

**Move-out date:**

The date by which you must have vacated the apartment and handed over the keys to Balder.

**Move-out inspection:**

Inspection of the apartment, together with an inspector from Balder, where the condition and defects are assessed. All keys and key fobs are handed over on this day.

**Move-out report:**

In connection with the move-out inspection, a report is prepared and signed by both parties.

**Release date:**

The date on which the apartment is empty and ready for refurbishment, and rent and utilities are cancelled – typically 10 working days after the move-out date.

**Professional cleaning:**

The cleaning carried out after the refurbishment is designed to make the apartment completely ready for occupancy.

**Move-in date**

The date when the tenant receives the keys and can move in. Agreed upon between the tenant and the landlord and takes effect from the start of the lease. For weekends/holidays, move-in takes place on the next working day.

### **Move-in inspection**

Inspection refers to the inspection and assessment of the apartment's condition when a new tenant moves in. The inspection is carried out by an inspector from Balder and the new tenant. A move-in report is prepared.

### **Move-in report:**

The results of the inspection must be reported in a move-in report. At the move-in inspection, the tenant is handed keys to the apartment and a copy of the move-in report, which should be kept until the tenant moves out.

### **Refurbishment**

Refurbishment is a generic term for the craftsmanship and cleaning tasks required to return the tenancy to the landlord in its original condition. For example, painting, floor sanding, descaling, etc.

### **Lease:**

The lease is the binding agreement between the landlord and the tenant. It describes the tenancy and the obligations and rights of both parties in relation to the tenancy.

**Notice of termination:**

The formal notification that you wish to vacate your tenancy. Must be done with MitID.

**Arrears:**

Arrears is a non-payment of a service. In a tenancy, it can be non-payment of rent, water, heating, electricity, and other amounts agreed that the tenant must pay to the landlord according to the lease.

**Withheld for water and heating:**

Amount to cover any back payment for the last period you lived in the apartment. This is settled when the financial year for the property is completed.



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