

Frederiksberg, 20 August 2021

To residents in EF/Platanhusene

We will have new online cash payment system established in the laundry. Consequently, the laundry closed 30 August, 31 August and 1 September.

### **New Payment system**

Payment and selection of laundry machine will happen with new laundry chip and a "speaking" touch screen wall mounted between the two laundry rooms.

You activate the screen by placing the laundry chip on the read icon below the screen. Then select desired laundry machine and Approve. Payment is thereby withdrawn your Saniva laundry account and selected laundry machine is ready for you.

As a new feature you are now able to top-up (deposit) money in your Saniva account yourself. This can be done on computer or smartphone via [www.saniva.dk/LAUNDRYTIME](http://www.saniva.dk/LAUNDRYTIME) - Platanhusene E/F. The link will be made available on our web page <http://platanhusene.dk/>. You log in with your username, being the number printed on the laundry chip, and an access code, which will be displayed in top left corner on the touch screen in the laundry hallway, when logged in there.

As before you can top up the laundry chip in the office opening hour by paying cash or MobilePay. Alternatively, you can leave the cash in an envelope along with information of name, address and laundry chip number. The board member on duty will then in the next office opening hour transfer the money to your Saniva account and notify you. No need to enclose the laundry chip in the envelop.

Please note: If the laundry chip is lost you can block it via your user account in the Saniva web application. So, make a note of your laundry chip number and access code. In case of emergency the board members can also assist in blocking the laundry chip.

A Saniva app (EasyLaundry) exists for smartphones for e.g. top-up. See enclosed Quick Guide or come to the office in opening hour for assistance or call Klaus Kristian on 20446012 in daytime on workdays for assistance.

### **What's next?**

**For current users of the laundry:** You can place your current laundry card in an envelope clearly marked with name and address, and put it in the office letter box. A board member will then transfer your balance from the current laundry card to your Saniva account connected to a new laundry chip. New Laundry chip with number, along with access code and balance amount will be put into the envelop and returned in your mail box. You can also choose to visit the office in opening hour for transfer, activation and handout of new laundry chip. Additional top-up of the account can also be carried out by cash or MobilePay payment.

**For new users of laundry:** You can put DKK 100 (deposit for new laundry chip) plus additional amount for your Saniva account in an envelope clearly marked with name & address, and then put it in the office letter box. A board member will then activate a new laundry chip for you, and return your envelope with Laundry chip with number, along with access code to your mail box. No need to put more than DKK 100 into envelop as top-up can be done by yourself via [www.saniva.dk/LAUNDRYTIME](http://www.saniva.dk/LAUNDRYTIME) - Platanhusene E/F. You can also choose to visit the office in opening hour for account activation and handout of new laundry chip. Additional top-up of the account can also be carried out by cash or MobilePay payment.

### **Office**

The next week's office hour will have additional staff, but expect longer waiting time. Using the envelope approach as described above will ease the work considerable.

**Need for start up assistance?**

If you need assistance in using the new laundry screen you can contact our janitor Claus Jensen in his working hours. In the first weeks after implementation you are also welcome to call Klaus Kristian on 20446012 in daytime on workdays for assistance.

Best regards,

The Board