Welcome home
Your guide to good living with Bostaden
Welcome!

Here we have gathered together some important and useful information for our new tenants. Save this folder and use it to store other information about your home.

Sign your contract electronically
When you acquire a flat, an electronic contract (e-contract) is posted on your personal page. Instead of signing a piece of paper, you sign the e-contract with your username and password.

If you ordered a paper contract, you receive two copies in the mail. Sign and send both copies to Bostaden's Customer Service. We will sign the contracts and send one back to you.

Your Area Landlord
Your Area Landlord is the person you contact when you have questions, want to report a problem or for any other matters related to your home. Email, call or speak to them about your question when you see them in the area. You will find all contact details on your personal page and in your stairwell.

When you have questions about your rent or contract, please contact Bostaden's Customer Service.

Read the inspection report
When you move in, you will find the inspection report on your personal page. If you find any damage that is not listed in the inspection report, you must contact your area landlord as soon as possible or you risk having to pay for the damage when you move out.

Pay your rent – easily and automatically
Autogiro – (direct debit) means that the right amount is automatically drawn from your account on the right day at the end of the month. You activate autogiro through your online bank. If you do not have an online bank you can print the autogiro form from our website.

E-invoice – means that the information about your monthly rent payment is sent to your online bank. You activate the e-invoice service through your online bank.

Please note that it may take a few weeks for the autogiro or the e-invoice service to be activated. Keep track of this so that you do not miss paying your rent. You may change the payment method any time you like.

You can always view your due rent notice on your personal page.

Get Broadband (Internet)
We offer broadband through Bostnet. We have an ‘open network’ that allows you to choose between a number of different Internet providers. Read more at www.bostnet.se.

TV without a digital decoder
Our customers do not need a decoder. We convert the digital signal to analogue in our TV network so that you can watch TV without a digital decoder. If you want to buy extra channels, our unique system means that you can choose between different channel providers.

Please note that this does not apply in Sävar, Bullmark, Holmsund, Ersmark, Obbola or other housing associations with independent networks.

Choose your electricity supplier
You may choose your preferred supplier of electricity. If you do not choose, Umeå Energi will automatically supply electricity during your rental period. Read more at www.umeaenergi.se.

Get yourself insured
We do not replace your personal belongings if you have a break-in, if your apartment or room catches fire or if an accident occurs. You should therefore have your own home insurance.

On our website www.bostaden.umea.se you can read about how to get a special offer as one of Bostaden’s customers. Do not forget to state that you are our customer when you contact the insurance company.

Change your address
Let people know that you have moved. Contact Adressändring at 020-97 98 99 or www.adressandring.se.

Collect your keys
When you move in, collect your keys from your area landlord. You will find contact details in the material you get from Bostaden’s Customer Service. Read more about how you collect your keys at www.bostaden.umea.se.
We hope you like living with us

Changes in your flat?
There are some things you can do yourself in your flat, such as putting up new wallpaper, but only if the result is of a ‘craftsmanship’ standard. You may not make any major changes and should absolutely not change anything related to electricity, water, heating or ventilation. Always speak to your area landlord before you start.

Do you know that we have an online store, where you can easily order wallpaper and other things for your apartment? Visit our online store Hemmatfint at www.bostaden.umea.se.

Dishwasher
Incorrectly installed dishwashers and leaking connections cause considerable problems in our flats. This sometimes leads to water damage and expensive insurance costs. If you wish to install a dishwasher, you must always speak to your area landlord first, as you may also be able to get help with installation at an advantageous price. It is, of course, extremely important for the dishwasher to be installed correctly.

Laundry room
Instructions on how to use the machines are posted in the laundry room. Respect the booking system. In certain buildings, you can book the laundry room online through your personal page on the Bostaden website. You must clean the laundry room after you have used it. Report any problems with the machines to your area landlord.

The Bostaden Card
The Bostaden Card gives you special offers on products and services. You receive the Bostaden Card from your area landlord when you collect the keys to your room or apartment. Current Bostaden Card offers can be found on our website.
You can receive the offers by SMS or e-mail. Sign up on your personal page.

Storage space
Your storage space is marked with the number of your flat. Do not keep vehicles or flammable materials in your storage space.

We hope you like living with us

Please note that storage spaces are not included in all student housing.

Recycle! Recycle! Recycle!
We would like to see all our tenants recycle. Most of our waste rooms therefore have waste separation. Just follow the instructions in the waste room and make sure you sort your waste right.

All other rubbish should be left at the recycling stations (återvinningscentral) in Holmsund, Sävar, Umedalen (Klockarbäcken) or at Gimo-näs (near ICA Maxi) in Umeå.

Residents’ Committee
A residents’ committee is a local association for your neighbourhood. If the committee has a good idea, we can help make it a reality! No resident committee in your neighbourhood? Ask your area landlord to help you start one.

Long live consideration

Be a good neighbour
Everyone would like to have neighbours who say hello on the stairs, keep the laundry room clean and keep their belongings and pets in order. A good neighbour is, of course, allowed to laugh, play music and have parties – within reason.

A good neighbour remembers that there are also other people living in the building and use the yard and surrounding areas.

Keep the stairwell empty
You are not allowed to leave bikes, prams, rubbish bags and things like that in the stairwell. The stairwell is an important escape route and a fire may have serious consequences. Also note that disabled people need more room and that both ambulance crews and fire-fighters must have free access in an emergency.

Do not park in the yard
You may drive in to load or unload your car, but this should be done as quickly as possible. Idling for more than one minute is forbidden all over Umeå.

Keep track of your pet
You are allowed to have pets in your flat. Keep in mind that a lot of people are allergic so pets are not allowed in community areas. Always keep your dog on a leash in the yard and in the stairwell. Make sure that your pet does not make the stairwell, the yard or the children’s playground dirty.
Some tips on maintenance

You are responsible for your flat. Take good care of it to avoid unnecessary charges for extraordinary wear-and-tear the day you move. If you would like to make some changes, please talk to your area landlord first.

Wallpaper and painted surfaces
Tape and Blu Tack often cause damage that is not considered to be normal wear-and-tear. Buy and use special hooks for concrete and plasterboard walls instead.

Avoid grease stains
Don’t place oiled and stained furniture against walls. This can cause grease spots on wallpaper. TIP: Use a headboard or something similar if you place your bed against a wall.

Floors
Floors can become discoloured by rubber and grease. Place a mat under rubber boots and bike/pram wheels. Attach felt furniture pads to the feet of oiled and stained furniture. Use a mild cleaning fluid (not dish detergent) and a well-wrung mop or cloth when you clean linoleum and parquet flooring. Parquet flooring should be wiped dry after mopping.

Stoves and other white goods
Use saucepans and frying pans that are flat-bottomed and clean and have the same diameter as the hotplate. This helps the hotplate last longer and saves energy. Stoves, fridges and freezers can be scratched by steel wool and sharp implements. Stoves with ceramic hobs should be cleaned using a special detergent. Ask your area landlord for permission before installing a dishwasher.

Bathroom
You may not make holes in the wall coverings in bath and shower areas! Water can enter the holes and cause damage that is expensive to repair. Contact your area landlord immediately if you suspect that moisture or water damage has occurred in your flat. Avoid unpleasant odours by regularly cleaning the floor drain, the pipe under the wash-basin (U-bend) and underneath the bathtub.

Heating
Do not cover electric heating elements. If furniture or thick curtains cover the element, the thermostat will not read correctly and the element will not work properly. If you wish to place furniture in front of a heating element, leave plenty of space in-between so that air can circulate.

Satellite dishes
Satellite dishes may not be attached to the walls of the building but they may be set up on the inside of balcony railings. No part of the dish may be outside of the railing.

Questions?
Call the right number!

Report problems during office hours......................Call your Area Landlord
Emergencies at other times.................................Call 090-14 26 10
Report a crime or a fire .................................................Call 112
Rent or contract.............Call Bostaden’s Customer Service 090-17 77 00

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