Welcome home
A guide to good living with Bostaden
Welcome!

Here we’ve gathered important and useful information for our new tenants. Save this folder and use it to store other information about your housing.

Your area landlord – here to help you
Your area landlord is the person you contact when you have questions, want to report a problem or for any other issues related to your home. Email, call or talk with them about your question when you see them in the area.

You can find your area landlord’s phone number and other information on their card, which is pinned to the notice board in your stairwell.

Read your inspection report!
If you find any damage to your home which is not recorded on the inspection report (besiktningssprotokoll), please contact your area landlord immediately. Otherwise you may have to pay to repair it!

Laundry room
Instructions on how to use the machines are found on the notice board. Report any problems with the machines to your area landlord.

Respect the booking system. Do not use the laundry room when it has been booked by someone else. 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.

We are your landlord and our name is AB Bostaden i Umeå – but we just call ourselves Bostaden.

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

PLEASE NOTE: Storage spaces are not included in all student housing.

Recycle! Recycle! Recycle!
Recycling bins are found in most rubbish disposal rooms (soprum). Read more in the information brochure and follow the signs in the rubbish disposal room.

All other rubbish should be left at the recycling stations (Återvinningscentral) in Holmsund, Sävar or at Gimonäs (near Strömpilen shopping complex and ICA Maxi) in Umeå.

Paying rent the smart way – automatic or e-easy
Autogiro – Automatically withdraws the right amount from your bank account on the right day.

Download an autogiro form from the Internet or pick one up from your area landlord’s office or Kundcenter.

E-invoice – Sends your rent statement to your online banking service and you authorise payment as you normally would each month.

Log in to your online banking service and order an e-invoice (e-faktura) from Bostaden.

PLEASE NOTE! It may take a few weeks before autogiro and e-invoice services start to work. Check to see that you haven’t missed a payment. You can choose to change your method of payment at any time.

Watch TV – without a digital decoder
Our customers don’t need a decoder. We convert the digital signal to analogue within our TV network so that you can watch TV without a digital decoder.

If you want to buy extra channels, our unique system means you can choose between Boxer, Canal Digital and Svesat Choice.

PLEASE NOTE: This does not apply in Sävar, Bullmark, Holmsund, Innertavle, Ersmark, Obbola and other housing associations with independent networks.

Broadband (Internet)
We offer reliable broadband at a fixed price. Just sign our e-contract from your home computer and get online in only 15 minutes.

We have an ‘open network’ that will allow you to choose between a number of different Internet providers.

PLEASE NOTE: This applies to most of Bostaden’s buildings – but not all.
Good neighbours
Everyone would like to have neighbours who say hello on the stairs, keep the laundry 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.

In short: Everyone wants to have neighbours who remember that there are also others who live in the building and use the yard and surrounding areas.

Bikes, prams etc.
Fire regulations prohibit bikes, prams, rubbish bags and things like these from being left in the stairwell. We have the right to break the locks and remove bikes which are parked in the wrong place.

Avoid cars in the yard
Our yards are car-free! You may drive in to load or unload your car, but this should be done as quickly as possible. In normal cases, within 10 minutes, at the most.

Idling for more than one minute is forbidden all over Umeå.

Residents Committee
– Making life that little bit nicer

A resident committee is a simple association for your neighbourhood. If the committee has a good idea, we can help make it a reality! Good ideas include almost anything that makes life just that little bit nicer in your neighbourhood – like yard parties, flowers and cultural activities. Or smart ideas for bikes, laundry rooms and playgrounds.

No resident committee in your neighbourhood? Ask your area landlord to help you start one.

Want to do it yourself?
Ask your area landlord first! There are some things you can do yourself in your flat, e.g. re-wallpaper, but only if the result is of a ‘craftsmenlike standard’. You may not undertake larger projects, especially not those which involve electricity, water, heating and ventilation.

Always talk with your area landlord before you start!

Applying for connection to the electricity grid
Apply for connection to the electricity grid by contacting your current electricity provider, or any another provider. In Umeå, Umeå Energi owns the local grid. To contact them, call: 090-16 38 00 or visit www.umeaenergi.se.

Get yourself insured
Bostaden will not replace your personal belongings in the case of damage by fire, water, etc. That’s why you should have home insurance!

Our customers can get a good deal on insurance with Länsförsäkringar. Ph. 090-10 90 00 or visit www.lansforsakringar.se.

Right address?
Let us know when you move! Contact Adressändring: Ph. 020-97 98 99 or visit www.adressandring.se.
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.

Wallpaper and painted surfaces
Tape and Blu Tack often cause damage which is not viewed as 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 bed 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 tyres. 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 which are flat-bottomed, clean, and have the same diameter as the hotplate. This prolongs the life of the hotplate 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 which 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, then the thermostat will not read correctly and the heater will not work properly. If you wish to place furniture in front of a heating element, leave plenty of space for airflow in between.

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.

Have a problem?
Call the right number!

Report problems during office hours Call the area landlord
Emergency problems evenings and weekends Call 090-14 26 10
Report a crime or fire Call 112

Where you feel at home