

Welcome home

A guide to good living with Bostaden



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

Welcome! We hope you will enjoy living with us

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

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 (besiktningsprotokoll), 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 our website: www.bostaden.se. You must clean the laundry room after you have used it.

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.

Sort your waste!

We encourage all our tenants to recycle. The signs in the sorting room will help you place your items in the correct bins. If your waste does not have a sign you need to take it to a recycling center. Recycling centers are located in Holmsund, Sävar, Umedalen (Klockarbäcken), and Gimonäs (near Strömpilen).

Paying rent the smart way

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

Via the cable TV network, you have access to a basic digital programme with a number of TV channels. Read more about which channels are in the basic range and where to go if you want to buy more channels on our website.

To watch the channels in the basic range, do a digital channel search via DVB-C (Cable).

Broadband (Internet)

Most of our flats are connected to Bostnet, our open network. This means that several providers sell

their services through our broadband network and you can choose the provider and internet speed that suits you best. Find out more at www.bostnet.se.

Residents committee

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. new wallpaper, but only if the result is of a 'craftsmanlike 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!

In our online store, Hemmafint, you can easily order wallpaper and other items for your apartment. You can find Hemmafint on our website.

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

We won't cover your personal belongings if you are uninsured and suffer a break-in or fire, for example. This is why it is very important to have home insurance.

Right address?

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

Take care of yourself and your neighbors

1. Good neighbours

Everyone would like to have neighbours who say hello, 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. 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.

2. Keep the stairwell clear

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.


3. 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.

4. Keep an eye on your pets

You're allowed to have pets in your home. However, since many people are allergic, pets are not permitted in shared areas such as the laundry room. Remember to always leash your dog within the residential area and in the stairwell. Make sure that your pet does not make a mess in the stairwell, courtyard, or around children's play areas.





The area landlord is the person to turn to first for your housing questions.

Some tips on maintenance

You are responsible for your flat. Take good care of it to avoid unnecessary charges for extra-ordinary 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.

Problems? Call the right number!

Report problems during office hours

Call the area landlord or make a report at My pages

Emergency problems evenings and weekends

Call 090-14 26 10

Report a crime or fire

Call 112

Contract and rental questions

Call Bostadens customer service



Bostaden
För ett bättre Umeå