

# Important information for tenants



The following contains information that is important for you to know as a tenant. If there is something you would like to know more about, please feel free to contact your housing company for further information.

# Your tenancy agreement is a valuable document

A tenancy agreement is always drawn up between you and the housing company. This contract regulates what is included in the rent, what your rights and obligations as a tenant are and the terms of notice when you want to move out.



# Pay your rent on time



It is important that you pay your rent in advance – at the latest, the last weekday before the first of the month.

You will receive a paying-in form from your housing company in good time. If you don't pay your rent on time, you risk losing your lease.

You must contact your housing company immediately if for some reason you will be late in paying the rent.

It may be possible to have your rent withdrawn via autogiro, that is, automatically from your bank account, or to have it paid via an electronic invoice. Contact your housing company for more information.

# Check your keys

You will receive a number of keys, which are originals and open the door to your flat, the street door and the communal laundry room, etc. These

keys are all marked with a specific number. You are responsible for keeping track of these keys. Treat them as valuables.

# Telephone numbers for service and emergency calls

Every housing company has its own routines for reporting technical faults – where to ring, at what times, what to do if a fault occurs in the flat during the evening or weekend, etc. Find out which telephone numbers and which routines apply for your flat.



## Report faults and damage in the flat

You are obligated to contact the housing company as soon as possible if any fault or damage occurs in your flat, before the problem gets worse. If you neglect to do this, you may be found liable to pay

damages. If the fault was caused by abnormal wear and tear or direct damage, you may have to pay for the repair yourself.

## Protect your home and your possessions

An unfortunate incident – like a fire, water damage etc – can happen at any time, so you need protection for your home. The housing company only covers damage to the building itself, not your personal belongings. If such an incident should occur, a home insurance is a good way to protect your flat and your possessions.

Home insurance usually covers theft as well, but most insurance companies demand that you are extremely careful with your possessions. Therefore, you must always lock your flat when you go out. Do not keep theftprone items in the building's storage rooms in the cellar or attic, or in your car.

# Get a fire detector

Sometimes, there is already a fire detector installed in the flat when you move in. If so, it belongs to the housing company and you

may not take it with you when you move out. If there is no fire detector when you move in, we strongly recommend that you install one.

# Take care of your flat

You are responsible for the care of your flat. These are things you should do regularly:

- Defrost the freezer and refrigerator.
- Clean the kitchen fan.
- Clear the water trap in the washbasin.
- Check the vents in the flat and clean them if necessary.



*Clean the floor drain under the bathtub/shower.*

## **If your toilet is leaking**

If your toilet is dripping or leaking, try pulling or pushing the flush button or handle a few times. If that doesn't help, make a fault report to your housing company as soon as possible.

## **If the drain is blocked up**

If there is stoppage in your drain you can try to clear the passage yourself. Never use chemical products, such as lye. If you can't clear the stoppage, contact the housing company as soon as possible. If you regularly remove hair and other waste products from the bottom valve of the bathtub, washbasin and kitchen sink, you help prevent stoppage from occurring in the first place.

## **If you need a to change a light bulb or other electrical items**

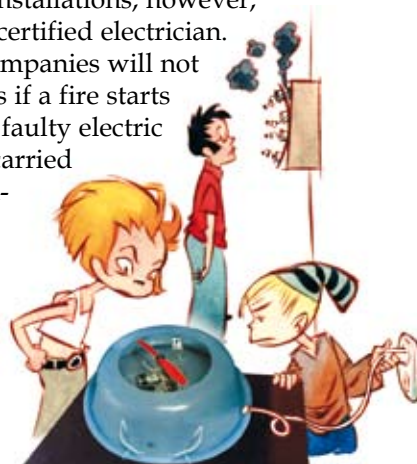
Some things you may handle yourself, but other things need to be done by an expert.

You may:

- Change light bulbs and fluorescent tubes.
- Change plugs and fuses.
- Connect and change lighting fittings in dry facilities.

For electric installations, however, *always* get a certified electrician.

Insurance companies will not pay damages if a fire starts because of a faulty electric installation carried out by a non-certified electrician.



# You have the right to peace and quiet in your home



When you are going to have a party, notify your neighbours in advance. You are responsible for your guests – see to that they do not disturb other tenants, whether it be in the flat, the stairway or outside the housing unit.

Naturally, you and your family should be able to move around normally in the flat without worrying that others will consider you a nuisance. But between 10.00 p.m. and 7.00 a.m., you should show special consideration.

## **Disturbance hot line**

If a disturbance is particularly annoying and occurs after office hours, you can ring the housing company's disturbance hot line number (*störningsjour*) if there is one, or, in exceptionally severe cases, you can ring the police. State your name, address and phone number, what is happening and who is bothering you.

If you are disturbed by a neighbour, you should contact him or her yourself first. If the disturbance continues, however, contact the housing company.

# A few rules about pets

A pet can be a pleasant and cherished member of the family. But some people are allergic to animals or are even afraid of them. As a pet owner, you must show consideration.

We therefore ask you to comply to the following:

- Never leave your animal unattended.
- Always keep dogs in leashes within the housing area.
- See to it that dogs and cats do not dirty the area, especially in children's playgrounds.



# Things to think about when moving out

When you want to move out, you always have to give notice in writing. The period of notice begins on the first of the month after the written notice has been received by the housing company. How long the period of notice is is stated in your tenancy agreement; the usual period is three months.

Some items to think about:

- Return all keys, including any copies you may have made. Keys must be handed in no later than 12.00 the first weekday after your rent contract has expired.
- Arrange for a change of address. To receive post to your new address, it is important to do this in good time (at least five work days) before the move.



- Report your move to the electricity and telephone companies and to your ISP or broadband provider, if applicable.
- Give notice regarding your garage space or engine pre-heater, if applicable.

In connection with the move a flat inspection will be made. Before the inspection you will need to think about the following:

- All the equipment and fittings that belong to the flat (doors, hatracks, curtain mountings, etc.) must be in the flat during the inspection.



- Parquet floors and floors in wet rooms (bathroom, kitchen, toilet) must not be covered by fitted (wall-to-wall) carpets.

If there has been damage to the flat or abnormally high wear and tear you may be liable to pay compensation.

The flat should be in good condition when you move. Clean the flat thoroughly – the next tenant should be able to move in without having to do any further cleaning.

All the spaces belonging to the flat must be cleaned, including the balcony, storage room and garage, if applicable. If the cleaning is deemed to have been done poorly you may have to pay afterwards.