



FASTIGHETSÄGARNA



WELCOME AS A TENANT

ADVICE & TIPS FROM
THE SWEDISH PROPERTY FEDERATION



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We are delighted to have you as one of our tenants. Comfort and well-being are very important and we hope that you will feel comfortable in your new environment. We try and make the building and its immediate surroundings as pleasant as possible and we hope that we can help each other with this work. In this brochure you will find a few tips and suggestions that we think will make things easier for you and help you as one of our residents.

WELCOME AS A TENANT!

WHEN YOU ARE ABOUT TO MOVE IN

There are a lot of things to think about before you move in:

- ▶ Give notice on your old apartment as soon as possible. If you live in a rental apartment, the notice period is usually three months. When it's time to move, you must move out of the apartment no later than 12.00 on the first weekday of the month, unless you have agreed on something else with your current landlord.
- ▶ Remember that you are required to allow your apartment to be shown to future tenants at suitable times before you move out.
- ▶ You can change your address at *Adressändring*, tel. 020-97 98 99 or

on their website at www.adressandring.se. Most public authorities will then be notified that you have moved. All apartments today have an official, four-digit number that you must use to register at the new address. There is often also another apartment number that is used in contact between the landlord and the tenant.

- ▶ Inform friends, acquaintances, employers, insurance companies, lenders, associations, newspapers and magazines you subscribe to of your new address.
- ▶ Move your home insurance.
- ▶ Arrange for your phone and internet subscription to be moved.
- ▶ Cancel your old electricity account and register your new one.





Remember that there is a notice period for cancellation.

- ▶ Immediately fit padlocks or similar to your new storage area.
- ▶ Inform the landlord of what name to put on the door. Do not fix your own signs to the door.
- ▶ Say "Hello" to people you meet in your new building. An uninvited guest doesn't like it when people say "Hello", but a new neighbour usually likes it. "Hello" gives peace of mind!

WHAT ARE THE RULES YOU HAVE TO OBEY?

The Tenancy Act contains rules on the rights and obligations of tenants and landlords. Some rules are mandatory and apply no matter

what the contract says. The provisions of the Tenancy Act are usually supplemented by standards of conduct contained in the lease agreement.

- ▶ You are bound by the lease agreement from the date the lease agreement was entered into, even if you have not yet moved into the apartment.
- ▶ Lease agreements usually apply until further notice.
- ▶ The notice period is usually three months.

The landlord or a representative of the landlord must:

- ▶ Be available to deal with questions and fault/service notices.
- ▶ Repair faults.

► Maintain the apartment at reasonable intervals, which are usually indicated in the landlord's maintenance plan.

The tenant must:

- Use the apartment as a residence.
- Pay the rent on time.
- Take good care of the apartment.

This also applies to communal areas such as laundry rooms, stairwells, etc.

► Behave in such a way as to avoid disturbing neighbours and people around you.

► Seek the landlord's permission to assign the lease agreement or sublet the apartment. If the landlord does not give permission, the tenant can apply to the Rent Tribunal. (See the Swedish Property Federation guidelines for changes of apartment and subletting.)

► Allow the landlord to enter the apartment to carry out inspections, maintenance or repairs.

► Allow the apartment to be shown to prospective tenants when it is clear that the tenant will move out.

It is important that the tenant and the landlord should comply with the Tenancy Act and what is set out in the lease agreement. If either party is in serious breach of this, the lease relationship may cease.

IF THERE IS A FAULT IN THE APARTMENT

If there is any damage or fault in your apartment, you must report it to the landlord immediately according to the instructions given by your landlord. The same applies

to communal spaces such as the laundry room. Contact on-call assistance only if a fault is urgent and must be repaired immediately. Damage that quickly gets worse such as water leaks and similar must of course be reported and dealt with immediately.

If you discover vermin in your apartment, you must inform the landlord immediately.

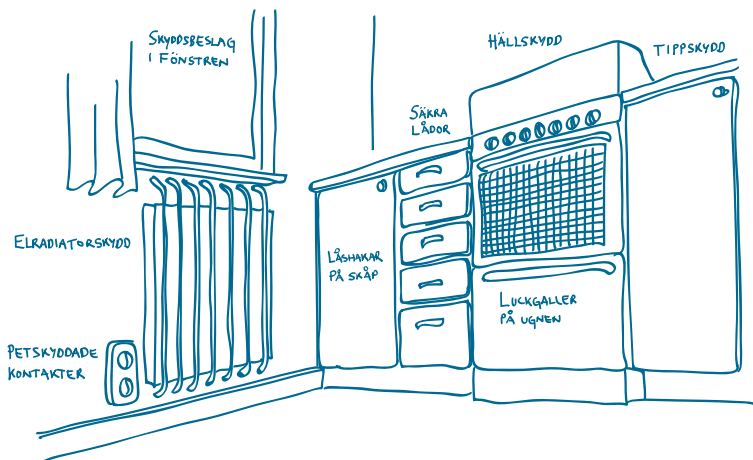
If you lock yourself out and get the landlord or a locksmith to open the door, you must pay for it yourself.

HOME INSURANCE

Anyone can suffer burglary, fire or water damage. If, for example, your aquarium or your washing machine starts to leak and causes damage to your apartment or to a neighbour's property, there is a risk that you may be forced to pay compensation. Make sure that you are covered by a home insurance policy.

Marked objects are hard to sell on. A good way to make things less prone to theft is to mark them with your personal identity number, for example. You can borrow electric engraving pens or so-called "invisible" ink from the police and from insurance companies free of charge.

Don't store property that is prone to theft in cellar or attic storage areas. Also, be aware that there may be damp in basement storage areas which can damage the things you store there. Therefore, don't place objects directly on the floor or against a wall.



FIRE PROTECTION

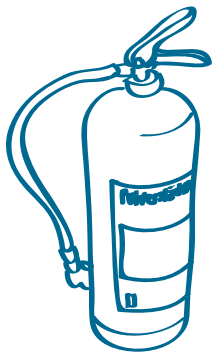
House fires are the fires that most commonly cause fatalities. Fires are often due to everyday causes such as a ring on the cooker that is forgotten and left on, candles or smoking, for example.

Smoke alarms are a must for greater fire safety. Test the smoke alarm once a month and when you've been away. *Myndigheten för samhällsskydd och beredskap*, MSB [the Swedish Civil Contingencies Agency] recommends having at least a six-kilo dry powder extinguisher in the home.

Other things to bear in mind:

- ▶ Unplug coffee makers, hair dryers, phone chargers and similar appliances when not in use.
- ▶ Don't place anything that can easily catch fire on or beside the cooker.

- ▶ Clean the cooker hood regularly. A forgotten pot on the cooker can easily catch fire. The fire could spread to the cooker hood if it is clogged up with grease, and from there to the rest of the building.
- ▶ Use protective covers on lights in wardrobes and other places so that flammable material cannot come into contact with light bulbs.
- ▶ Keep the staircase clear of flammable materials.
- ▶ Don't store flammable materials against the façade of the building.
- ▶ Keep doors to cellars and attics locked to reduce the risk of arson.
- ▶ Don't place doormats, prams, bicycles or other objects in communal areas such as doorway or stairwells – they prevent escape in case of fire and also obstruct medical transport and cleaning.



CHILD SAFETY

Kitchen, windows and electrical sockets pose the greatest risks to small children. You can reduce the risk relatively inexpensively.

- Place detergents and cooking utensils that can be dangerous to children out of children's reach.
- Make sure the cooker has anti-tip protection. If there is no anti-tip protection, the cooker can tip over if a child climbs up on the oven door.

Other dangerous places for children include laundry rooms, elevators, refuse rooms and garages.

Here are a few suggestions for greater safety. You can get further tips from the municipal consumer advice office or by reading about child safety at www.konsumentverket.se.

WASTE SORTING

Obey the landlord's instructions for waste sorting to ensure that it is done correctly. All packaging that is thrown away must be cleaned.

It is particularly important for environmentally hazardous waste, batteries, chemicals and similar to be disposed of in the correct place. If it isn't possible to sort waste in the building, use public recycling facilities instead. You can dispose of glass, plastic, metal and cardboard packaging at these facilities. There are battery boxes to leave spent batteries in. It's also sometimes possible to dispose of paint and chemical residues at petrol stations. Visit www.sopor.nu

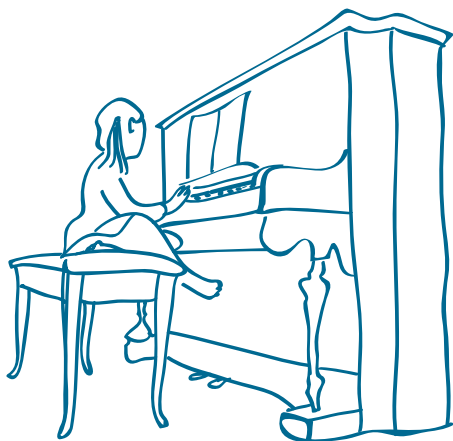
for useful information on how to sort your rubbish and where you can dispose of it.

CONSIDERATION FOR NEIGHBOURS

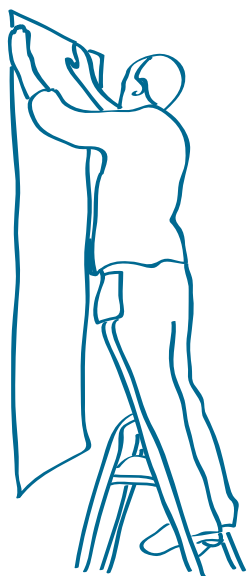
People must consider others for the comfort and convenience of everyone living at the property.

Here are some things to consider:

- Avoid wearing hard shoes indoors. The sound of clogs and shoes with hard, high heels, for example, can be heard in the rest of the building.
- If you're going to drill or knock nails into the walls, do it at times when you're not disturbing your neighbours.
- Show consideration for your neighbours if you play the piano, listen to the radio or watch television late at night. Might you be disturbing someone?



- ▶ Shake rugs and other items outside in the garden. If you do it from the balcony or the window, you might disturb the neighbour below you.
- ▶ Many people are sensitive to tobacco smoke. Don't smoke in communal areas such as elevators, laundry rooms, basements and stairwells. Remember that you may be disturbing your neighbours if you smoke on the balcony. Show consideration by not throwing cigarette ends on the ground.
- ▶ Remember that flushing large amounts of water late at night may cause a disturbance.
- ▶ If a neighbour is disturbing you, it's always best to talk to him or her and try to come up with a solution. If it feels uncomfortable, you can ask the landlord to help. In the case of repeated disturbance, there is a



risk that the neighbour causing the disturbance may have his or her lease terminated.

- ▶ If there's a bicycle storage area in the building, be aware that it's a communal area to be used by everyone. You must take your bicycle with you when you move out. If you leave your bicycle behind, the landlord is entitled to dispose of it after a certain length of time.
- ▶ Window boxes and similar must be fitted to the inside of the balcony and not to the outside.
- ▶ Don't feed birds from balconies or windowsills. Birds are messy. Food falls to the ground and can attract rats.
- ▶ Many people suffer allergies of some kind or are afraid of animals. Therefore, keep your pet under control.
- ▶ Last but not least: You must of course leave the laundry room in the state you would want to find it in next time you wash.

PAINTING AND WALLPAPERING

The landlord is obliged to paint and wallpaper at reasonable intervals. That doesn't mean that you can't paint and wallpaper your apartment at your own expense. You don't need any formal permission. **However, there are some things you should consider before you get started:**

- ▶ The work must be carried out to a professional standard. You may be forced to pay compensation when you move out if the work is



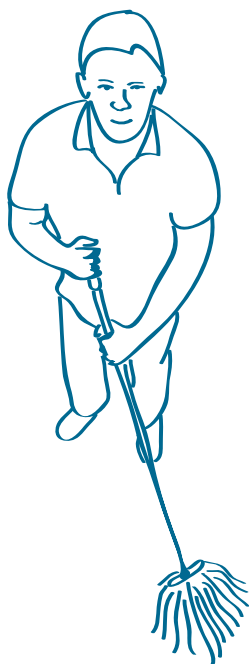
carried out in a careless manner, if you used the wrong materials or chose an extreme colour scheme.

- ▶ It's always a good idea to talk to your landlord before carrying out any work in your apartment.

- ▶ If you remove interior doors or kitchen cabinets, for example, keep them – they are the landlord's property.

THE INDOOR ENVIRONMENT

The indoor environment is important because we spend a lot of our time indoors. We all want it to be peaceful and quiet, warm and well ventilated, etc. You can help to achieve a satisfactory indoor environment by:



- ▶ Making sure that vents and extractors are open, so the ventilation can work properly.

- ▶ Ventilating thoroughly but quickly.

- ▶ Cleaning ventilation devices and filters regularly.

- ▶ Making sure radiator thermostats are uncovered. Let the heat circulate!

- ▶ Contacting the landlord if you see signs of damp and mould in the apartment.

SAVING ENERGY AND WATER

You can save energy in your apartment by:

- ▶ Taking a quick shower instead of a bath.

- ▶ Notifying the landlord if taps or WCs drip.

- ▶ Using a washing-up bowl instead of rinsing dishes under running water.

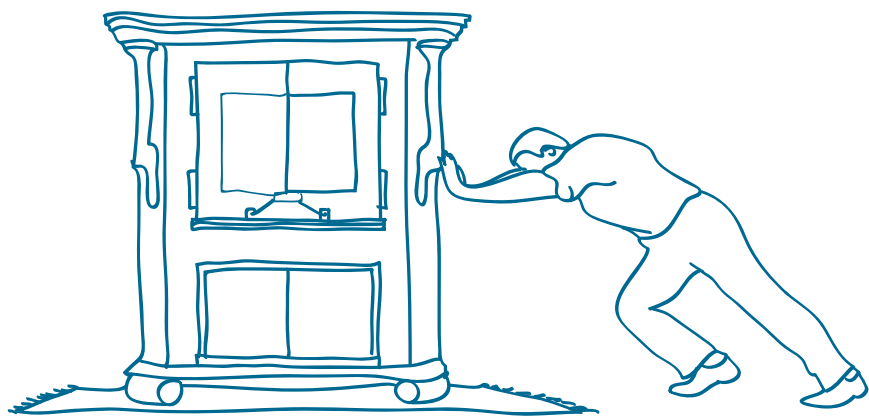
- ▶ Turning off the TV, etc. using the on/off switch rather than keeping it on standby.

- ▶ Using low-energy bulbs.

TAKING CARE OF YOUR HOME

Most types of finishes in apartments are durable and easy to maintain. Warm water and a little mild detergent is usually enough to clean most types of finishes. However, for some materials there are special rules that must be obeyed. If you are unsure, contact your landlord for advice and tips.

If you are a smoker, be sure to let the smoke out properly and avoid smoking so much that surfaces in



the apartment are damaged by nicotine.

► WALLS

The walls of your apartment may be made of different materials. When you want to put things up on a wall, you must choose a hook that is specially designed for the material the wall is made of.

Never make holes in the walls in the bathroom. These walls generally have a special waterproof coating to prevent moisture from entering the wall. If you make a hole in the waterproof coating, moisture can get in and cause damage.

Don't make holes in tiles in the kitchen – tiles can easily crack. Get the work done by a professional or consult your landlord. Remember to protect the walls from grease stains and other stains. For example, use a headboard to prevent grease stains on the wall.

Cleaning

► **Painted wall surfaces:** Clean with lukewarm water and a mild detergent.

► **Plasticised wallpapers:** Wipe gently with a damp cloth. Other types of wallpaper should only be dusted.

► **Plastic fittings:** Clean with lukewarm water and a mild detergent.

► FLOORS

One good way of protecting the floor is to put felt pads under the legs of furniture. If you are going to move furniture that is too heavy to carry, you can put a rug or a blanket under the furniture and push it gently to its new position. This reduces the risk of scuff marks on the floor.

Cleaning

► **Parquet floors and plastic flooring:** Clean with a damp cloth using a mild detergent. Wipe down immediately.

► **Linoleum:** Clean with a damp cloth using a mild detergent. Wipe down immediately. Polish should be used sparingly and only when the floor begins to wear.

► CEILINGS

Cleaning

Most ceilings are difficult to clean. Therefore always consult your landlord as to whether it is possible to clean the ceiling before you attempt to do it.

► KITCHEN

The apartment is already equipped with a cooker, fridge, freezer and perhaps other domestic appliances that the landlord is normally responsible for.

If you want to purchase your own appliances such as a dishwasher, a washing machine or any other large domestic appliance, you should speak to your landlord to check whether the property's electricity or drainage systems can cope with the installation of more appliances.

Always get the appliance installed by an authorised installer.

Cleaning

► **Fridges and freezers:** Regular defrosting provides a steady temperature and saves energy. The contents also keep for longer. If appliances are not self-defrosting, let the ice melt. Don't chop or break it off.

► **Fans and vents:** If fans and vents are kept clean, the other surfaces in the kitchen don't get so

dirty. Accumulation of grease in filters and cooker hoods increases the risk of fire. Carbon filters and light bulbs are consumables that you yourself are responsible for replacing. In general, these filters need to be replaced after 1-2 years in order for the fan to work properly.

► **Cookers:** Wipe away grease stains from the cooker top and the oven as soon as possible so that the grease is not burned on. Wipe with a damp cloth. There are effective cleaning agents for cleaning ovens.

► TOILETS AND BATHROOMS

Only flush toilet paper and bodily waste down the toilet. Otherwise it can become blocked. For example, cotton buds, plasters and cotton pads belong in the waste bin.

Chemicals must be sent for recycling. Don't pour chemicals down the sink.

Ask a neighbour or a relative to run a little water in washbasins, floor drains, toilets and sinks if you're going to be away for an extended period of time to avoid an unpleasant odour in the apartment.

Cleaning

► Use a soft brush and a mild detergent to keep the toilet and bathroom porcelain clean.

► Clean the floor drain at regular intervals.

Welcome!





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