

TENANT HANDBOOK

# WELCOME TO YOUR NEW HOME

IMPORTANT INFORMATION  
FOR TENANTS

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DER

## **BALDER CUSTOMER SERVICE**

Tel.: 0774-49 49 49

Open Mon–Fri, 07:00–17:00, on-call service evenings and weekends

You can contact Customer Service at [kundservice@balder.se](mailto:kundservice@balder.se),  
or at My Balder via [mitt.balder.se](http://mitt.balder.se)

## **VISIT MY BALDER TO:**

- check your contract and payment details
- submit a fault report
- obtain information from Balder
- leave a message for our Customer Service

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# WELCOME TO YOUR NEW HOME!

In this handbook you'll find tips, advice, rules and everything else concerning you and your rented home. Feel free to look through it so that you know what it contains, and then keep it handy in a convenient place – maybe together with your rental contract and other important papers.

We use a platform called My Balder for tenant information. This is where we post news and updated information relating to your area. This is also where you can register a fault report, track your case, view payment information and study optional extras/activities carried out in communal areas (HUS activities). And much more besides. You can find My Balder at **mitt.balder.se**.



# FAQ

## HOW AND WHEN DO I GET MY KEYS?

In connection with moving in, you'll be able to book a time to pick up your keys at your local Balder office or at your new apartment. We'll explain exactly how the handover takes place nearer to your moving-in date. If the date on which the contract comes into force is at the weekend or on a public holiday, the moving-in date will be the next working day. Do not accept keys directly from the previous tenants, nor should you hand them over to the tenant following you if/when you move out.

**When you pick up the keys, you must bring the following with you:**

- valid ID (driving licence or passport)
- signed rental contract
- receipt for the first rental payment

## DO I NEED HOME INSURANCE?

**Yes**, home insurance gives you financial protection if you need to pay compensation for damage to your home or a neighbouring home.

You arrange the insurance policy with an insurance company of your choice.

## IS ELECTRICITY INCLUDED IN THE RENT?

**No**, unless otherwise stated in your rental contract, this is charged separately in addition to the rent for the apartment.

## ARE WATER AND HEATING INCLUDED IN THE RENT?

In some of our properties, the tenant is responsible for water and/or heating. Information about this is included in the apartment contract.



## ARE TV & INTERNET INCLUDED IN THE RENT?

No, you as the tenant are responsible for the cost and the binding period. Most of our homes are tied to one provider. Please contact your area office for information about the situation in your particular area.

## WHERE DO I REPORT MY CHANGE OF ADDRESS?

You do this at [adressandring.se](https://adressandring.se) and within one week of your move at [skatteverket.se](https://skatteverket.se). You can then be sure that most government agencies will have your new address. Bear in mind that there are a lot of others you need to notify of your change of address. There might be magazines you subscribe to, car servicing companies, retail chains you're a member of, associations, etc. One tip is also to check any post that is forwarded to you. Then you'll see on an ongoing basis who doesn't have your new address.

## HOW DO I GET MY NAME ON THE DOOR?

Balder or representatives from Balder will make sure that the name is changed on the name board in the stairwell and on the door. If, for some reason, this has not been done on the day you move in when you've picked up your keys at the administration office, take it up with administration.

## CAN I SMOKE IN MY HOME?

As a tenant, you have an obligation to take good care of the home, and major damage can result in your having to pay compensation for damage caused by you personally. Smoking is not permitted in the property's communal areas or close to the entrance, neighbours' windows or balconies. Many people find the smell of smoke unpleasant and some can suffer allergic reactions. So please show consideration if you smoke.

## WHERE CAN I PARK MY CAR?

You may be able to hire a parking space from Balder. The price of a parking space can vary, depending on whether it has an electrical heating socket, is in an indoor car park or is an outdoor parking space. In some cases there are more cars than spaces, in which case you'll have to join a queue.

Any guest parking spaces are intended solely for visitors of tenants and for short-term parking. Please note that parking facilities in our residential areas are monitored by car park companies – which means that unauthorised parking may result in parking fines.

**Never stop or park your car in any of the rescue routes in the residential area.**

**These are clearly marked with signs.**

## WHO DO I CONTACT FOR HELP WITH FAULTS/ DEFECTS IN THE APARTMENT?

All cases are dealt with by our caretakers. You can register a service request via My Balder, and your case will be dealt with as soon as possible. The time needed to remedy the fault will depend on the nature of the case.

**PLEASE DON'T HESITATE TO CONTACT US VIA MY BALDER OR CUSTOMER SERVICE IF YOU HAVE ANY QUESTIONS OR CONCERNS!**



# LIVING IN RENTED ACCOMMODATION

In this section, we've compiled some useful things to know for you as a tenant. If you have a more detailed description in your rental contract, this is what applies and you should follow that in the first instance.

## CUSTOMER INFORMATION

To be able to provide you with the best possible service, we save your contact details, enquiries and fault reports from your side together with, of course, when, where and how we resolved them – all in accordance with your approval when you applied for the home. Feel free to read more about this and GDPR at [balder.se/personuppgifter](https://balder.se/personuppgifter)

## EVENTS AND ACTIVITIES

We sometimes organise events and activities for our tenants, such as tenants meetings and cleaning days. Keep an eye out for these in your letterbox, at the stairwell entrance and at My Balder.

## KEYS

The keys that the tenant signs for are those that must be returned when moving out. If any extra key needs to be ordered, please contact your local office.

## EXTERNAL ENVIRONMENT

Collaboration between tenants is often reflected in the courtyard's appearance. Even though our administration and our caretakers are responsible for maintenance work, everyone has the opportunity to play their part for the communal living environment. Well-being in the courtyard is also determined by how safe people perceive it to be. While we take care of things such as trimming bushes and making sure that light sources are working as they should, you can also make contributions relating to safety. For example, following the parking regulations and driving carefully next to the courtyard area. Disposing of waste in the designated place and not leaving doors open so that unauthorised people can get in.

## INTERIORS AND MOUNTING DEVICES

Everyone is of course free to choose the style of their own interiors. But it's important to keep within the guidelines when it comes to your safety and to make sure that the surfaces in the apartment are not destroyed. Before you hang anything on the wall, you need to check what kind of wall it is and what kind of mounting device is best for that particular wall – combined with the weight of the item that you want to attach to the wall. There is a big difference, for example, between hanging a painting or a TV on a plaster wall.

Also make sure that you attach floor protectors to furniture. This reduces the risk of scratches and marks on the floor – which might leave you liable for payment of compensation if you've been careless.



## NOISE LEVEL

Respect must be shown to sleeping neighbours between 22:00 and 08:00. If you're planning a party that might cause some disruption, you should advise your neighbours of this in good time. This does not, however, mean that you can play music as loudly and for as long as you like. Common sense and consideration must always prevail.

There can sometimes be situations when some people still don't follow the rules. If you feel you're being disturbed, you should take it up with the person in question. If this person continues regardless, please contact Balder's Customer Service on 0774-49 49 49, which is available around the clock and has a link to the Disturbance Duty Service.

## BLINDS

Blinds are not included in the rent and are therefore organised by you as the tenant. You can always decide to buy and install new blinds without Balder's consent.

## BARBECUES

Lots of us enjoy having a barbecue, but it has to be done safely and in a way that doesn't disturb the environment. For reasons of fire safety and consideration to your neighbours, it is therefore not permitted to barbecue on the balcony or patio, or less than 15 metres from the property's facade.

## THE ENVIRONMENT

We consider environmental issues when planning, building and managing our homes. It's important that we continuously improve energy efficiency and develop opportunities for recycling in our residential areas. We'd like to challenge you as a tenant to contribute to a better environment by sorting your waste. Contact your area office for information about what kind of waste can be sorted next to the property and the location of the nearest recycling centre.

### YOUR OPINIONS ARE IMPORTANT!

It is very important that you as a tenant are satisfied with the apartment and happy with us as a landlord. To find out what you and our other tenants feel and think, we monitor customer satisfaction continuously.

As a tenant with us, you may therefore receive a questionnaire, usually by email. If you're aware that we don't have your contact details, go into My Balder and update them.

You can contact us and give feedback by phoning our Customer Service, via My Balder or contact your local administration.

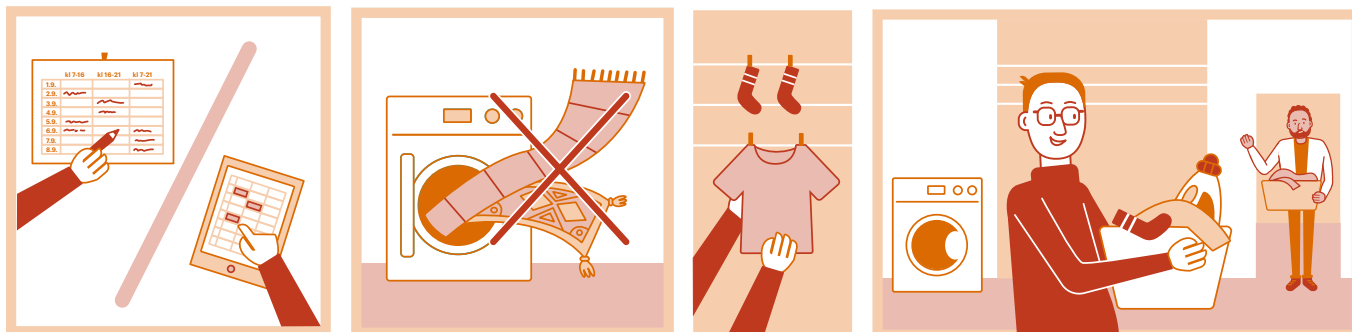
We strive constantly to improve our work and enhance our customer relationships. Measuring customer satisfaction is therefore extremely valuable to us.

**Our goal is to have the most satisfied customers in the industry.**





## LAUNDRY ROOM AND DRYING ROOM



## COMMUNAL AREAS

You can easily find the communal areas in your residential building using the signs on the doors. Keep these areas clean and tidy. No smoking is allowed in any of the communal areas!

### LAUNDRY ROOM & DRYING ROOM

Many buildings have a laundry room with an associated drying room or drying cabinet. This is where you can both book laundry times and find user instructions for the machines. Mats must not be washed in the laundry room, as this can damage the washing machines and tumble dryers.

Leave the laundry room as you yourself would wish to find it.

### WASTE ROOM

The standard of the waste room affects well-being throughout the building. It's important to place waste bags in the correct container and to keep the floor clean. It's also a good idea to teach children the right way to use the waste room. You can find instructions on how to use the waste rooms further on in this brochure.

### STORE

The store can be used to store items such as seasonal clothes and suitcases. It's best not to keep valuable items that might attract thieves in the store. If the worst were to happen, your home insurance policy should cover your loss. You can avoid break-ins in the basement by fitting the door to the store with a sturdy lock and visual protection. With fire safety in mind, combustible liquids, gases and explosive substances must not be kept in the store. A maximum of four car tyres may be kept in your own store.

### STAIRWELL

Unobstructed passages can be crucial if there is a fire. For this reason, no personal belongings may be stored in the stairwell or in other hallways in the building.

### BIKE ROOM

You're offered a place to leave your bike within the property; bikes left here must be kept intact and in good condition. Bikes are monitored at regular intervals to get rid of abandoned bikes. We will of course issue notice of this in advance. Please note that the availability of bike rooms can vary – please check with your administration office about the situation in your particular area.

### PRAM STORE

Prams must be stored in the designated place. If you cannot find a pram store in your property, ask your caretaker about the best place to leave your pram.

# GUIDELINES

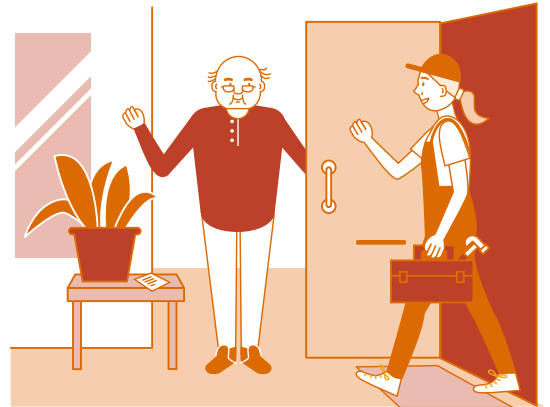
## LET'S LOOK AFTER YOUR HOME TOGETHER

Together, we look after your home and the whole residential area – with our partners and you, the tenant.

Balder checks the status of your home in connection with your moving in/out, so it's important that you look after your home and clean it regularly. You can find more detailed information about your obligations in the rental contract. The better you take care of your home and your living environment, the happier you'll be in your home.

## BILLING IN THE EVENT OF DAMAGE

If you damage or happen to break something in the property that belongs to your home or the communal areas, you will be billed for the costs involved in any repair. Also bear in mind that you, together with your guests, are responsible for any damage that they might cause.



## RENT

Rent must be paid monthly in advance – no later than the last weekday of the previous month.

Notification takes place quarterly; you will receive your rent notice by post four times a year. You can also save the environment and money by paying your rent via autogiro (direct debit) or e-invoice. Fill in the autogiro form, which you can find at **balder.se**. To register that you wish to receive an e-invoice, go into your online bank and search for Fastighets AB Balder. You can also view your rent notices and payment history at My Balder. If the rent is paid too late, a debt collection demand will be sent to you after a few days. This generates unnecessary additional costs, and you also risk losing your home.

Don't forget that our Customer Service is there for your sake.

You can easily check your payment information at My Balder.



## GOOD RELATIONS WITH NEIGHBOURS

In an apartment block, you have neighbours all around you. For some, it's enough just to say hello, while others like getting to know each other better. It's important that you respect the people around you. When everyone is aware of their neighbours, this creates good conditions for good relations with neighbours. Normal sound levels are just fine, of course – but not disruptive behaviour. If there is any disruption in the building where you live, you should contact us at Balder.

Also bear in mind that the general rules on good order for Balder's homes also apply to your guests.



## REPORT ANY IRREGULARITIES

If you discover inadequate safety in the building, vandalism, repeated domestic disruption or similar, you must always inform Balder.

## GENERAL RULES OF CONDUCT

Don't have the volume too high when playing music, listening to the radio or watching TV.

It's a good idea to let your neighbours know in advance if you're going to have a party.

Don't shake mats or bedclothes from your balcony.

Barbecuing on the balcony or patio is not permitted.

Bear in mind that if you smoke on the balcony, smoke can make its way into your neighbour's home.

If you have pets, make sure that they don't disturb those around you.

Don't feed birds within the residential area. They make a mess and attract rats and mice.

You should show extra consideration between 22:00 and 08:00.

Everyone who uses the laundry room must clean up after themselves. Follow the instructions for the washing machines with care. If a washing machine or drying cabinet breaks down, phone and report the fault. Leave the laundry room in the state that you yourself would wish to find it when you go to do your laundry.

Keep the entrance doors closed and don't let any unauthorised persons into the building.

# MAINTENANCE

## CLEANING THE EXHAUST AIR VALVE



## VENTILATION

The exhaust air valves are used to transport particles and moisture from the home. There are exhaust air valves in the kitchen, bathroom and dressing room.

Fresh air is drawn into the home from supply air valves in the outer wall of the home or through window valves.

## CLEANING

One of the most important obligations relating to maintenance of the home is regular cleaning. If you clean continuously, you create a good indoor climate, while simultaneously making sure that the surfaces in the home last longer.

Different surfaces are cleaned in different ways. One good rule of thumb is to acquire cleaning equipment and detergents that are suitable not only for you, but also for the surfaces and the environment. Use dry or lightly moistened cleaning equipment and a neutral detergent. If you clean regularly, most of the dirt can be removed fairly easily with water and a standard detergent.

## WINDOWS

To clean windows, you need a squeegee, a microfibre cloth and a little detergent. If you have blinds, remove dust using a vacuum cleaner, and also clean the window frames and sashes.

## WALLS

When cleaning painted walls, use a mild detergent and clean with a gently moistened cloth. Remember that the more matt a painted wall is, the less scrubbing it will tolerate.

Tiled walls in wetrooms tolerate cleaning with water, brush and scouring pad.

Paper wall coverings will only tolerate gentle wiping with a damp cloth, not scrubbing. Vinyl wall coverings can be wiped with a damp cloth or a soft brush.

If any damage is caused in the apartment in connection with cleaning, as tenant you may be liable to pay compensation.

## INTERNAL ENVIRONMENT

- Don't change the settings on the exhaust air valve.
- Keep the supply and exhaust air valves open.
- Clean the supply and exhaust valves at least twice a year.
- Clean the cooker hood, valve and grease filter at least twice a year.
- Make sure that the home is cleaned regularly.
- Do not smoke indoors.
- Take particular care to make sure that the ventilation is working effectively in wetrooms.

If the ventilation is still not working despite the above measures, please contact Customer Service.

## CLEANING THE FLOORS



### FLOORS

Clean laminate or parquet flooring using a vacuum cleaner and a gently moistened mop. The surface of laminate or parquet flooring is easily damaged by overly harsh cleaning equipment, so scrub carefully. If you want to use a damp cloth or mop to wipe clean a dirty laminate or parquet floor, you should wipe the floor dry afterwards. Otherwise the floor may lift.

Plastic flooring usually consists of stretchable vinyl, and weekly cleaning is sufficient for such floors using a vacuum cleaner and a dry mop. If necessary, wipe the floor with a damp cloth and a mild detergent.

### WETROOMS

How often wetrooms should be cleaned depends on how they are used. If you do your laundry in wetrooms, it's a good idea to vacuum or wipe away any loose dust once a week. These rooms also require good ventilation.

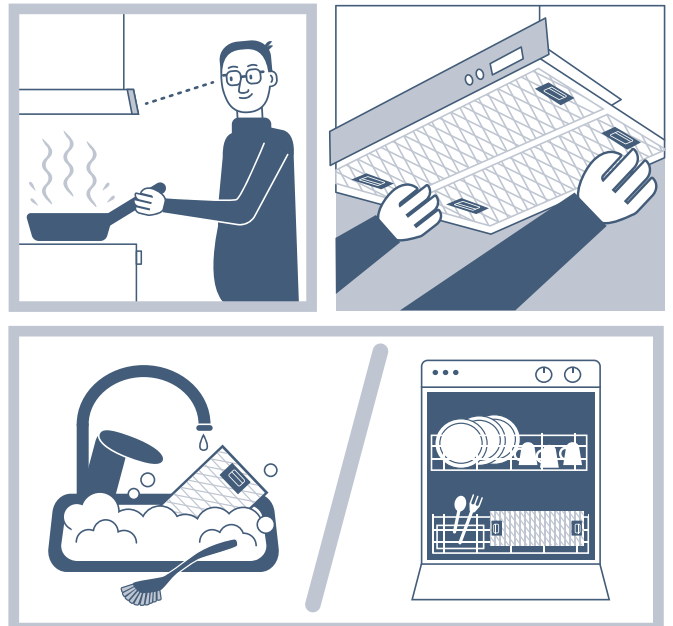
### FRIDGES AND FREEZERS

Make sure you clean the fridge regularly using a cloth, water and detergent. Vacuum the space behind the fridge a few times a year.

If the fridge has automatic defrosting, it's sufficient to clean the drain outlet for the defrosting water at the back of the fridge. If the fridge does not have automatic defrosting, you should defrost the fridge every few months.

Defrost the freezer at least once a year for better performance and lower energy consumption. You must of course not use force or sharp objects to remove the ice in the freezer/compartment. Keep an eye on the defrosting process and dry up the meltwater so that it doesn't run out onto the floor.

### WIPE CLEAN THE COOKER HOOD



### COOKER AND OVEN

Clean the cooker regularly, as food that has become encrusted is difficult to remove.

Wash the cooker hood and grease filter at least twice a year (or more often if required). There is an exhaust air valve beneath the grease filter, which can be removed and cleaned at the same time. The carbon filter for the fan must be replaced twice a year by the tenant.

### BALCONY

A nice, clean balcony is of course more inviting than the opposite. Even if you have a glass-walled balcony, rain and snow can penetrate through gaps between the panes. So it can be a good idea to keep the window panes closed during the winter.

## CLEANING THE FLOOR DRAIN

(Do this once a month)

- Remove the drain cover.
- Remove any strands of hair and dirt from the cover.
- Clean the drain using water, detergent and a brush.
- It's also possible to buy special filters that collect hair and protect the floor drain.
- If the floor drain is still blocked, even when it has been cleaned, register a case at My Balder or contact Customer Service.

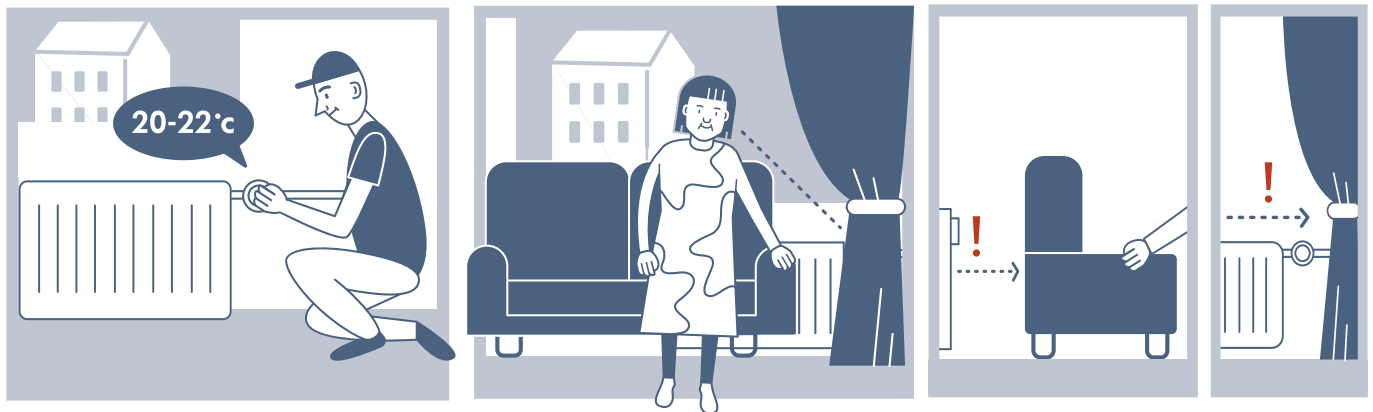


## CLEANING THE WATER TRAP

(If the drain isn't working as it should)

- Place a bucket beneath the wash basin to collect any remaining water. Clean the water trap by unscrewing the discharge valve.
- Clean the different parts of the water trap using water and detergent, scrubbing with a brush. Rinse clean with water and screw them back into place.
- Avoid leaks by making sure that rubber seals are securely in place.
- Run water through the system to check that it's not leaking.





## HEATING

20–22 degrees is a healthy temperature. Use a thermometer to check the temperature. To obtain the best reading, place the thermometer in the middle of the room, about one metre from the floor. Be aware that radiators are turned off and can feel cool if they have reached the preset temperature.

You control the temperature in the home using the thermostats on the radiators. If you cover the thermostats with curtains or place furniture in front of radiators, the thermostats will not work as they should. So bear this in mind when furnishing your home.

If your apartment is too cold or hot, even though you've adjusted the thermostats, submit a fault report at My Balder. Balder takes care of venting the radiators if required. If you hear bubbling or rushing sounds in the radiators, or if water is leaking from the radiator or the valve, you should contact Customer Service immediately.

If there is underfloor heating in the wetroom, always keep it switched on after you have finished your shower or bath, as this helps the floor to dry. Protect the environment by only using underfloor heating as required.

## ENERGY-SAVING TIPS

- We can all do more to save energy. Lowering the temperature in the home by one degree reduces the environmental impact by 5%.
- The best way to ventilate the apartment is to give it a brief airing.
- Clean and defrost the fridge and freezer regularly. Never place food in the fridge or freezer while it is still hot. Set the freezer at -18°C and the fridge at 5°C.
- If you have a dishwasher and a washing machine – always wash when the machine is full.
- Use LED or energy-saving light bulbs.
- Switch off all home electronic devices when not in use.
- Switch off lighting when you're not in the room.
- Make sure that the doors are closed on the fridge and freezer.
- Switch off the fan in the drying room after using the laundry room.
- Use the engine heater in the car when the temperature falls below 5°C.



## WATER AND DRAINAGE

Never discard waste in the toilet and never pour frying fat, solvents or chemicals down the drain.

The water trap in the drains keeps odours out of the home. If the drains are not being used (for example during the holidays), the water in the water trap can evaporate, causing odour to enter the home. Flush with water to restore the function of the water trap.



## TIPS ON HOW TO SAVE WATER

- Take shorter showers. Also turn off the tap when applying soap, brushing your teeth, peeling potatoes, etc.
- Use the dishwasher and washing machine only when full, or use the programme for a half-full machine or quick wash.
- Keep a jug of water in the fridge so that you don't need to run the tap to obtain cold drinking water.
- Set up a service case immediately, even for a small leak. This can involve the toilet or any other leaks that increase water consumption.
- Also contact Customer Service if there is any disruption in the water flow, temperatures, taps or toilet.





## SORTING OF WASTE

There are instructions on how to sort waste next to the waste containers.

Don't hesitate to ask your neighbours or Balder's employees for help with sorting waste.

Keep the yard clean and tidy. Never leave waste bags or other waste outside, on the floor in the waste room or in front of the doors. Waste that is left outside the waste containers attracts rats.

You can find more information about waste management and environmental issues at sites such as [naturvardsverket.se](http://naturvardsverket.se) and [avfallsverige.se](http://avfallsverige.se)



## BEAR IN MIND

In cases where our caretakers need to take care of rubbish that has not been discarded in the correct place, the tenant responsible will be billed. So make sure you always discard your rubbish in the correct way and in the designated place.

## RECYCLING CENTRES

You can leave most kinds of bulky waste at recycling centres, including items that you leave at the recycling locations provided in your residential area.

**These include: furniture, paint, electrical waste, hazardous waste, etc.**

You can find your nearest Recycling Centre (*Återvinningscentral*) on Google.



# SAFETY

## HOME INSURANCE

We presume you will have a valid home insurance policy and will keep it valid throughout the term of your rental contract. If you move to a new home, you should check what your home insurance policy covers, to make sure that it is updated.

Home insurance provides financial peace of mind, as damage to your property is compensated through your home insurance policy. When you take out a home insurance policy, it's worth checking what kind of damage is compensated, maximum amounts, excess amounts and limitations in the policy.

You can find more information about home insurance on insurance companies' websites.

## PREVENTIVE MEASURES

By being careful, you can prevent many sources of damage in the home, while at the same time improving safety in the building where you live.

## FIRE SAFETY

One – or preferably many – fully functional smoke alarms offer important protection in every home. By law, the landlord is responsible for the installation of smoke alarms in all apartments. It is then your responsibility as tenant to replace the battery and make sure that it is working.

You can take small steps to guarantee fire safety in the home. Avoid handling fire and take care when using electrical devices.

The next section gives you tips on how to contribute towards better fire safety.

## WATER DAMAGE

Check with us as landlord before you buy a dishwasher to make sure that there are no obstacles to installation. You are personally responsible for ensuring that it is installed professionally.

Always be in the home when the washing machine or dishwasher is switched on. Leaving a machine switched on when the home is empty can be interpreted as pure negligence. This will in many cases not be covered by the home insurance policy. Make sure you switch off the taps for the washing machine and dishwasher after they have been used.



## STAY SAFE

- Make sure you always have a fully functional smoke alarm in your home.
- Never leave items obstructing the stairways.
- Make sure that all doors and windows are properly closed.
- Never park on rescue routes.
- Reduce speed when driving in the courtyard and parking areas.
- Inform us immediately if you discover any deficiencies in safety in the home, the building or the area.

## THEFTS/LOST KEY OR TAG

Look after your keys. Never link addresses to keys or the store number to store keys. Contact Customer Service immediately so that we can block the tag and/or produce a new key for you. You will be billed for a lost key.

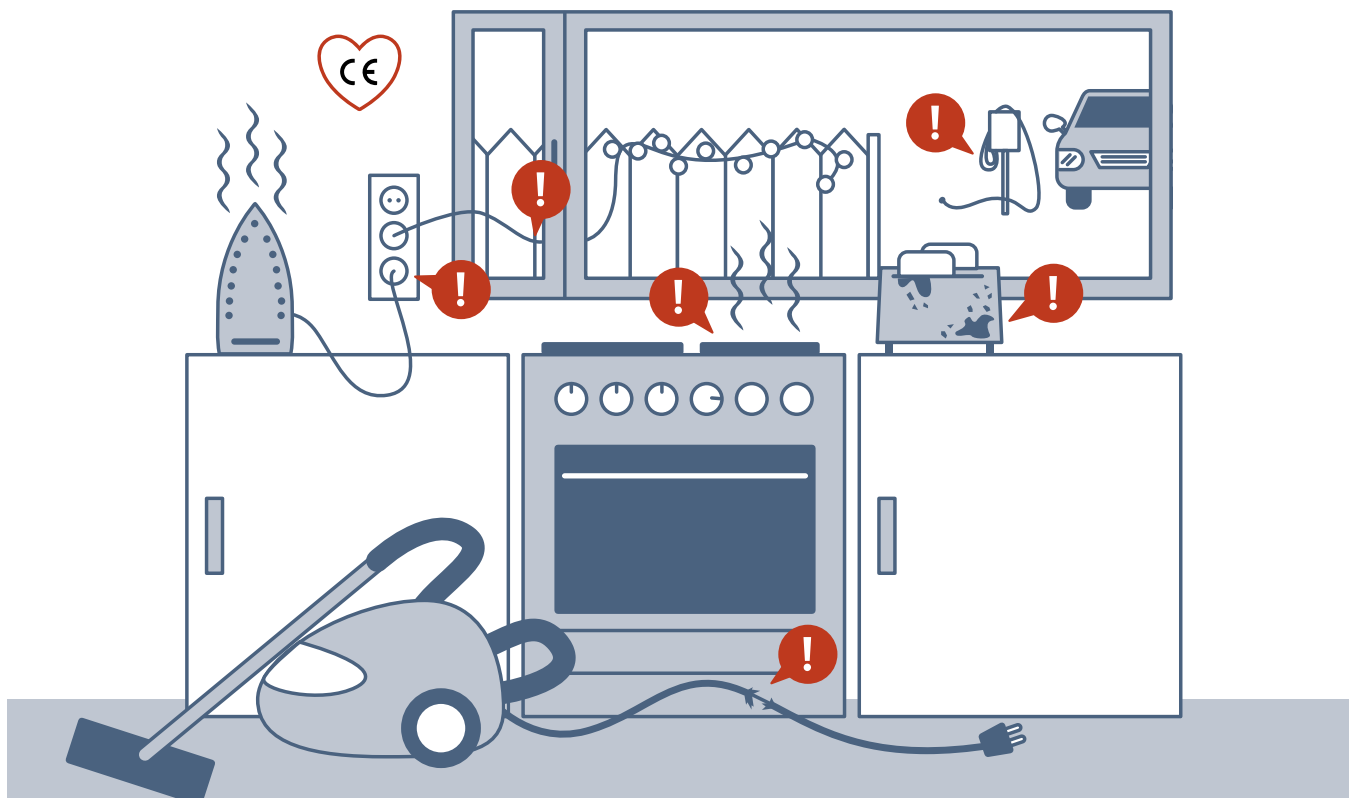
TIP: Connect a timer or two to your lamps when you're away, to make it look as though someone is at home.

## CRIMINAL ACTIVITY

If you suspect that criminal activity is taking place in the building or the area – such as dealing in alcohol or drugs, or other criminal activity – you must always contact the police.

## LEARN HOW TO REPORT EMERGENCIES

In an emergency, you must phone 112, try to help those in danger and guide the emergency services to the location.



## BE AWARE OF ELECTRICAL SAFETY

- Never leave the cooker, oven, iron, washing machine or dishwasher switched on when you leave the home.
- Only purchase CE-marked electrical appliances.
- Clean electrical appliances of dust on a regular basis.
- Switch off the power to the TV when it is not in use.
- Never use broken electrical appliances, cables, or sockets.
- Never leave mobiles, tablets, computers, etc. charging when unattended.
- Remove plugs from sockets when you are on holiday.
- No electrical installations (permanent) are permitted in Balder's properties without our approval.

# FIVE TIPS FOR KEEPING AN EYE ON FIRE SAFETY IN THE HOME



If you notice a fire – call the emergency number **112**.

By law, there must be a smoke alarm in your home. It's your responsibility to make sure it is working.

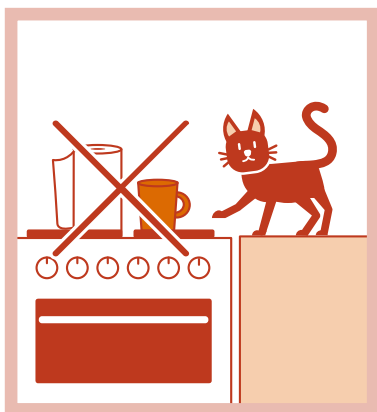
If you're asleep when a fire breaks out, the alarm gives you 2–3 minutes of extra time to make your way out of the burning home.



Place a smoke alarm in the middle of the ceiling in each room (except the kitchen and the bathroom). It is sufficient to have one smoke alarm per 60 sq.m.

If there's more than one floor in your home, you must have at least one smoke alarm on each floor.

Test the smoke alarm regularly and replace batteries if required. Make this a routine alongside cleaning.



Keep the cooker and the area around it clean and tidy. Never store anything on the cooker.

If you have children or pets in your home, you should obtain button guards for the cooker. This prevents the cooker or oven from being switched on by mistake.



Position lamps in the apartment with care. Make sure that the lamps can't tip over onto items such as sofas and beds. Take special care with halogen lamps, which easily become hot.

**TIP: Switch to LED lamps.**



Be careful where you place naked flames, so that they cannot tip over. Never leave a naked flame unattended.

Garden candles must not be lit/burn on the balcony.

# MOVING OUT

## PERIOD OF NOTICE

Our direct contracts have a period of notice of three calendar months. Bear this in mind when serving notice to leave your apartment.

## CHANGING ADDRESS

When you move home, it's important that you register your new address in good time ahead of the move. Reckon on at least five working days before redirection of post comes into effect. Register your new address with Svensk Adressändring by calling **020-97 98 99** or visiting **[www.adressandring.se](http://www.adressandring.se)**. Svensk Adressändring provides all the information you need to change address as easily as possible.

## ALL KEYS AND TAGS MUST BE RETURNED, INCLUDING DUPLICATES

When you move out, all of your keys must be returned to us. This also applies to any duplicates you have had made, as well as keys for the store, laundry room, engine heater, etc. If you don't return all the keys, you may be liable to pay whatever it costs to change locks.

The keys must be in our possession no later than 12:00 on the first weekday after the rental contract has expired.

## SUBSCRIPTIONS FOR ELECTRICITY, TELEPHONY AND BROADBAND

You, as holder of the subscriptions in your property, are the one who has to terminate them when you move out.

## INSPECTION OF YOUR APARTMENT

When you have served notice to move out of your apartment, you will receive a written confirmation from us. The confirmation will include the date and time for both the preliminary inspection and the final inspection. We will conduct a preliminary inspection to give you an opportunity to restore any damage that you might have caused. When you move out, we will inspect your apartment again; this is the final inspection. It's important that you are present when we inspect your apartment.

We are keen to ensure that the apartments in our portfolio maintain a good standard. It is therefore important that you as tenant do your utmost to keep the apartment you rent in good condition. If we consider, in connection with the inspection, that the apartment in which you live has damage or abnormal wear, you as tenant will be billed for restoration; this includes both physical wear and any strong odour or damage from food odour, smoking, pets or similar.

## CONSIDER THE FOLLOWING PRIOR TO THE FINAL INSPECTION

Make sure that the apartment and any storage areas have been emptied and thoroughly cleaned. All equipment belonging to the apartment, such as doors, hat racks, curtain fittings, cabinets, ceiling outlets and smoke alarms, etc., must be present in the property when the inspection is carried out. User instructions/maintenance instructions for equipment located in the apartment (fridges, cookers, etc.) must be left in the apartment for the next tenant. Make sure you remove wall plugs and plaster over any holes made in walls and ceilings you may have drilled, screwed or nailed (for lights, pictures, shelves, etc.). Please note that this must be done in a professional manner, i.e. cleanly, neatly and properly.

## SHOWING YOUR APARTMENT

When you have served notice to terminate your rental contract, you will be asked to show the apartment to the person/people who has/have been invited to move in after you have left. Your landlord, or the person who is interested in your apartment, will contact you to agree a time that suits you both.



# CLEANING TIPS

Here are some useful tips for cleaning your apartment.  
The checklist on the next page may also be of assistance.

## ROOMS

Wall-to-wall carpets you have fitted yourself must be removed.

Remove all carpet tape.

Clean radiators, including the area behind.

Painted surfaces such as window frames and skirting boards must be cleaned.

Polish windows on all sides, including in between.

Window joinery and blinds must also be cleaned.

Wipe the shelves and drawers of wardrobes.

Clean doors. Don't forget the tops!

## BATHROOM AND LAUNDRY

Clean the floor drain. If possible, detach the front section of the bath tub when cleaning underneath.

Don't forget the outside of the toilet seat and the closet elbow.

You must also clean underneath the washbasin.

## KITCHEN

Pull out the cooker by gripping the edges.

Clean the sides and rear of the unit, as well as the wall, cabinet sides and floor.

Clean the tops and edges of hobs.

Clean the top and bottom of the breadboard.

Clean the inside of the oven and heating chamber, as well as oven trays and racks. We recommend using soap.

The kitchen extractor fan (or ventilation outlet) must be cleaned inside and out.

Remove and clean the fan filter.

Fridges, cooling cabinets and freezers, including top cupboards, must be defrosted, cleaned and aired.

Kitchen cabinets must be thoroughly cleaned, inside and out.

Don't forget the tops of doors.

# CHECKLIST

## KITCHEN

- ☐ Walls
- ☐ Window frames
- ☐ Window panes
- ☐ Window sills
- ☐ Radiators
- ☐ Ventilation outlet
- ☐ Lighting
- ☐ Electrical outlets
- ☐ Cooker hood
- ☐ Inside of cooker
- ☐ Outside of cooker
- ☐ Kitchen cabinets and drawers, inside and out
- ☐ Spice rack

## FRIDGE, COOLING CABINET AND FREEZER

- ☐ Door frames
- ☐ Doors
- ☐ Worktops
- ☐ Sink
- ☐ Skirting boards
- ☐ Floors
- ☐ Ceilings

## BATHROOM AND LAUNDRY

- ☐ Ceilings
- ☐ Walls
- ☐ Lighting
- ☐ Bathroom cabinets
- ☐ Ventilation outlet
- ☐ Mirrors
- ☐ Bath tub (if relevant)
- ☐ Toilet seat
- ☐ Washbasin
- ☐ Door frames
- ☐ Doors
- ☐ Floor drain
- ☐ Floors
- ☐ Underneath and behind bath tub
- ☐ Drying cabinet (if relevant)
- ☐ inside and out
- ☐ Laundry bench (if present)
- ☐ Washing machine (if relevant)

## ROOMS

- ☐ Window frames
- ☐ Window panes
- ☐ Window sills
- ☐ Radiators
- ☐ Electrical outlets
- ☐ Wardrobes and cleaning cabinets, inside and out
- ☐ Door frames
- ☐ Doors
- ☐ Skirting boards
- ☐ Floors
- ☐ Thresholds
- ☐ Blinds



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