



TENANTS' GUIDE

Fast facts for Sandvikenhus tenants





SANDVIKENHUS TENANTS' GUIDE

Welcome as a new Sandvikenhus tenant! We promise to do our best to make sure you enjoy being our tenant and that living here is as comfortable and problem free as possible. But we need your help to make things truly excellent. We've collected a number of practical tips and answers to any questions you may have about your tenancy.

Living in a multi-storey building together with other people means we must all show consideration and follow certain common rules. We hope you do not see this as lecturing on our part, but as a way of helping to create a pleasant living environment.

Use the TENANTS' GUIDE as a reference for when you are unsure of something about your tenancy. Further information is available on our website at www.sandvikenhus.se.

Sincerely
Sandvikenhus



CONTENTS

MOVING IN

Change of Address	5	E-invoice	5	Website	6
Autogiro	5	Electricity supply contract	5	Cable TV	6
Waste	5	Move-out cleaning	6	Name Plate	6
Inspection	5	Garage	6	Keys	7
Broadband	5	Home insurance	6	Stairways	7

LENGTH OF TENANCY

What does the rent include?	8	Grilling	10	Trampoline	22
Subletting	8	Bulky Waste	10	Disturbances	22
Waste	8	Hat Rack	10	Fuses	22
Bathrooms	9	Website	10	Options	22
Prams	9	Pets	11	Peephole	22
Tenant Input	9	Cable TV	12	Stairways	23
Fire	9	Community Space	12	Washer/Dryer	23
Smoke Alarms	9	Engine Heaters	12	Laundry Room	23
Bikes	9	Vermin	12	Maintenance/Tenant	
Dishwashers	9	Satellite Dishes	12	Controlled Maintenance (TCM)	23
Showers	9	Parking	13	Self Maintenance	23
Doors	9	Venetian Blinds	13	Notice to Vacate	24
E-invoice	9	Pool	13	Locked Out	24
Defect Reports	10	Smoking	13	Ventilation	24
Fans	10	Taking Care of the Apartment	13	Heating	24
Birds	10	Taking Care of the Outdoor Area	18	Signing for keys etc.	25
Storage Spaces	10	Snow clearance	18	Door Name Plates	25
Garage	10	Sorting Waste	20	Autogiro Application	27

MOVING IN

There's a lot to think about when moving in. You don't just have to plan packing and cleaning, you must also order utilities and register your change of address. Here's a few tips to make your move easier.

CHANGE OF ADDRESS

Make sure you register your change of address when you move. It's not only practical, it's also important that everyone registers their current address. You can register at adressandring.se.

You can also order temporary mail forwarding to a summer cottage, or to have your mail stored while you are away.

AUTOGIRO

Autogiro is a service that allows your rent to be transferred free of charge from your account on the last day of each month. Autogiro means you are always sure that your rent is paid in time. All you need to do is make sure there is money in your account a couple of days before your rent is due.

Use the autogiro application form in the back of this booklet to make your application. Or you can call us, and we'll send an application form to you.

WASTE

You probably have stuff you need to throw away as a result of your move. Hand in your waste to Gästrike återvinnare; the address and opening times are available at gastrikeatervinnare.se.

INSPECTION

When you move in you are given a copy of the inspection report made when the previous tenant moved out. Make sure the report is correct and report any discrepancies to us within eight days (counting from the day you moved in), otherwise there is a risk that you will have to pay compensation for damage the previous tenant has caused.

BROADBAND

As a tenant, you have access to an open cable network in your building. This means you can choose between different service providers and subscriptions for the telephone, TV and internet, and because it's an optical fibre cable you can get really fast internet. It all depends on the subscription you choose.

You order broadband services yourself at sandvikenhus.se. If you have problems with broadband or internet telephone, report the defect to your service provider, not Sandvikenhus.

E-INVOICE

You can receive your rent statement as an e-invoice. To activate the service, log in to your internet bank.

ELECTRICITY SUPPLY CONTRACT

All tenants have their own subscription for household electricity. This means you choose the electricity supplier you want, and if you move, you must register this with the electricity supplier yourself.

ENTRANCES (see Stairways)



MOVE-IN CLEANING

If as a newly moved-in tenant you are dissatisfied with the cleaning, you must submit a defect report immediately.

GARAGE

Garage spaces are rented out via our website. The garage may only be used for vehicles and not as storage space. Remember, you may not store flammable liquids or gas bottles in the garage.

Washing vehicles on the garage approach road/parking spaces is prohibited as the dirty water contains environmentally harmful substances that run untreated into the nearest drain.

HOUSEHOLD INSURANCE

You should take out home insurance to cover any damage to your belongings in the case of e.g. a fire or break-in. This also includes things you have in storage or other spaces. Contact your insurance company directly.

WEBSITE

We have compiled information for our tenants under Mina Sidor at sandvikenhus.se.

To access Mina Sidor to e.g. express an interest in renting an apartment, you must be a registered user. As our tenant, you also have access to other functions such as checking your rent balance and reporting defects. You can also find contact information to tenant council members and volunteer landlord representatives in your area and e.g. read notes from discussions held at meetings in the area.

RENT (See also Autogiro)

Rent is always paid in advance. It must be paid no later than the last working day before the beginning of each calendar month. The simplest way to pay is via e-invoice or autogiro. Use the autogiro application form in the back of this booklet to make your application.

CABLE TV

All of our apartments have cable TV. Everyone with a TV must pay for a TV license. This is made as a separate payment to Radiotjänst. Up-to-date channel lists and information about film channels are available at sandvikenhus.se.

NAME PLATES

Customer services will make sure your entrance door has the right name on the name plate. If someone moves in or out of your apartment, you may contact customer services to have your name plate amended. See our name plate form on page 25.



KEYS

You are usually given 3-4 keys, and sometimes also an electronic key token for your apartment. If you need more keys, please contact customer services. Locksmiths and key makers will not make duplicates without our permission and you must pay for duplicate keys yourself. All keys must be handed in when you move, including those you have paid for yourself. If any key is missing when you move, the lock cylinder must be reset and this action will be paid for by the tenant moving out.

If you sign for keys from the previous tenant, you are also approving the cleaning. Please see the key receipt form on page 25.

REMEMBER! You must bring identification when you sign for keys.

STAIRWAYS

The stairway is the first impression your visitors get of your home. Help us keep stairways clean, tidy and smoke-free.

According to fire protection legislation, it is not permitted to leave bicycles, prams or other items that might hinder accessibility in the stairway. Place such items in the bicycle or pram storage area instead. If this rule is not complied with, we have the right to move the items. Place your doormat just inside your apartment door, not in the stairway.

The building entrances are locked at night so that everyone may feel safe. It is forbidden to prop open the entrance door to let authorized people in.



IMPORTANT!

**The stairway is your way OUT
and the emergency services' way IN
in the event of an accident!**

The stairs must always be free from items to allow access for the emergency services.

CONTACT DETAILS

Switchboard.....026-24 22 00
Defect Help Desk.....026-24 22 00
24-hour hotline.....026-10 68 00
(For emergencies outside office hours)
Letting office.....026-24 22 00
Street address.....Plangatan 7
Website..... www.sandvikenhus.se
Sandviken Municipality 026-24 00 00

For current office hours,
visit sandvikenhus.se

LENGTH OF TENANCY

You're bound to have further questions during your tenancy and we've compiled answers to the most frequent under this heading.

WHAT DOES THE RENT INCLUDE?

As a tenant you are obliged to take good care of your apartment. Your responsibilities include such things as a regularly emptying and clean-

ing the floor drain in the bathroom, cleaning the fan filter, replacing light bulbs in the apartment and replacing fuses etc.

SUBLETTING

You may only sublet your apartment if you have Sandvikenhus' written permission and only for a limited time. Further information is available on our website at www.sandvikenhus.se under Uthyrningspolicy.

EXAMPLES OF WHAT IS INCLUDED IN YOUR RENT

(Given that damage is not caused by the tenant)

- Repair of outside windowpanes on balcony doors and windows.
- Drain cleaning.
- Window alignment and window and door seals.
- Storage space repair (but not the storage space padlock).
- Repairs to other apartment fixtures that have not been intentionally damaged.
- Service and adjustment of mixers and taps.
- Fridge and freezer repairs.
- Kitchen stove repairs.
- Oven lamp replacements.
- Door and lock repairs (the tenant is responsible for extra locks not installed by Sandvikenhus).
- 21 degrees in the apartment in the centre of the room.
- Functioning laundry room appliances (or in the apartment if household appliances are included in the rent).
- Smoke alarms.

EXAMPLES OF WHAT COSTS EXTRA

- Holes in the fridge and freezer coils caused by incorrect defrosting.
- Cracked stove top or cracked hotplates.
- Windowpanes broken from the inside.
- Cleaning of floor drains and drain traps.
- Extra keys, tokens and lock changes due to lost keys.
- Blocked drains caused by the tenant, e.g. when waste and other items are stuck in the drain.
- Abnormal wear in the apartment, e.g. many dowel holes in the wallpaper, broken porcelain in the bathroom or broken fixtures.
- Surfaces poorly cared for by the tenant (e.g. the wrong cleaning agent).
- Restoration of unprofessional maintenance carried out by the tenant.
- Fire and water damage caused by the tenant's intentional actions.

WASTE (also see Sorting Waste and Bulky Waste)

There are special refuse sheds and refuse enclosures for domestic waste in our residential areas. Sort waste according to the symbols marked on the vessels:

- Combustible waste
- Newspapers

- Metal packaging
- Glass
- Plastic
- Paper packaging
- Compostable waste

Compostable waste is collected in the special paper bags available from the refuse shed. Refer to the detailed instructions in your refuse shed, or at gastrikeatervinnare.se

BATHROOM

While bathrooms are wet spaces, they will not withstand too much water and moisture. Make sure you air the space after a shower or bath, preferably by opening a window for a while, if available. Leave the bathroom door ajar at night and always wipe up visible water.

Avoid making holes in the bathroom wall where water can get in and cause damage.

PRAMS

Place prams in the pram storage area where available, otherwise they belong in the apartment or basement storage area. If you leave it in the stairway, your pram will prevent access for neighbours and emergency services personnel.

TENANT INPUT

Tenant input seeks to increase the sense of community between neighbours and promote a safer, more pleasant residential area. If you and your neighbours have ideas about how you would like things to be, please contact us. More information about tenant input and tenant councils is available on our website

FIRE – REMEMBER:

- Never enter a smoke-filled stairway; wait for emergency services.
- Call **112** if you can.
- Go out onto the balcony or to a window and shout for help.
- Do not open the apartment entry door.
- Do not use the lift.

SMOKE ALARM

Because smoke alarms are a cheap insurance policy, Sandvikenhus has installed them in every apartment. Check the function of your smoke alarm and battery at regular intervals. You are responsible for replacing the batteries. The smoke alarm remains in the apartment when you move. Care instructions can be found on page 14.



BIKES

Place your bike in the bike rack or in the bike storage area. If you leave it in the stairway, your bike will prevent access for neighbours and emergency services personnel.

DISHWASHERS

If you would like a dishwasher in your apartment there are various alternatives; you may choose a dishwasher as an option, see page 22. You may also take care of this yourself, but then you must engage an authorized electrician to check that the dishwasher will work in your apartment. If the authorized electrician approves the dishwasher, you may then contact a plumber to help you connect water and fit the drainage hose.

An authorized electrician must connect the dishwasher to the electricity mains.

SHOWER

Shower curtains and curtain rails are not standard in the apartment. Set up your own shower curtains to prevent shower water from causing damage in the rest of the bathroom. To make it easier to take with you when you move, select a curtain rail of a type that does not need to be screwed to the wall.

DOORS

If you remove internal doors in your apartment you must put them back when you move. Make sure the doors are stored so that they are not damaged.

E-INVOICE

You can receive your rent statement as an e-invoice. To activate the service, log in to your internet bank.

ENTRANCES (see Stairways)

DEFECT REPORTS

The easiest way to submit a defect report is via our website at sandvikenhus.se. You may also call in your defect report on 026-24 22 00. In the case of emergency defects, contact our 24-hour hotline on 026-10 68 00 outside office hours. Emergency defects are those that may lead to injury to people or damage to the apartment, e.g. when there is no electricity, heating or water at all in the apartment or if your freezer or refrigerator is broken. Do not call the 24-hour hotline when the defect can wait until the next working day.

PARTIES (see Disturbances)

FANS

The fan above the stove is an important part of your apartment's ventilation system. Clean the filter in the fan cover as necessary, however at least once a month. Wash the filter in regular detergent or in the dishwasher. Also make sure that the dampers in the rest of the apartment are cleaned.

If the fan does not work, report the defect. Care instructions can be found on page 16.

BIRDS

Out of consideration for your neighbours, you may not feed wild birds from your balcony. Bird droppings make a mess of your neighbours' balconies and can attract pests. Hang a tallow ball or similar from a tree a little way away from the building.

STORAGE SPACES

Each apartment has its own storage space. The storage space is in the basement, the loft or out in the yard depending on where you live. Make sure you have an approved lock on the door. It's advisable to visit your storage space at regular intervals to check for any damage.

Passages and stairways in basements and lofts are important evacuation routes and may not be used to store furniture, prams and pushchairs, cycles or similar.

For the sake of everyone's safety, you may not keep flammable substances in a storage area.

Tip: Do not place things directly on the floor but

preferably on a shelf a little above it. This is to avoid harm to your belongings, as water damage often begins in the basement.

GARAGE

Garage spaces are rented out via our website. The garage may only be used for vehicles and not as storage space. Remember, you may not store flammable liquids or gas bottles in the garage.

Washing vehicles on the garage approach road/parking spaces is prohibited as the dirty water contains environmentally harmful substances that run untreated into the nearest drain.

GRILLING

Grilling on the balcony is not permitted. In some of our residential areas there are special barbecue areas. If you use a disposable grill, make sure the embers have died down properly before you throw it in the waste bin.



BULKY WASTE

Sandvikenhus does not collect bulky waste or hazardous waste. Such waste should instead be left at recycling stations. You can find their locations and opening times at gastrikeatervinnare.se

HAT RACK

The hat rack belongs to the apartment's standard equipment. If you put up your own hat rack, keep the original and reinstall it if you move.

WEBSITE

We have compiled information for our tenants under Mina Sidor at sandvikenhus.se

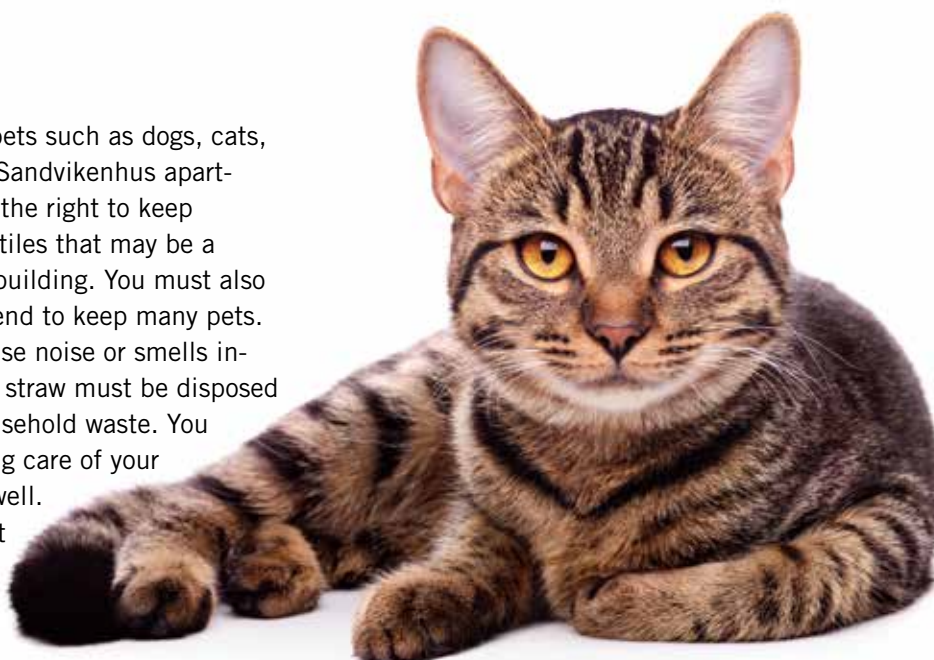
To access Mina Sidor to e.g. express an interest in renting an apartment, you must be a registered user. As our tenant, you also have access to other functions such as checking your rent balance and reporting defects. You can also find contact information to tenant council members and volunteer landlord representatives in your area and e.g. read notes from discussions held at meetings in the area.

PETS

It is permitted to keep pets such as dogs, cats, fish and caged birds in Sandvikenhus apartments. You do not have the right to keep venomous snakes or reptiles that may be a danger to others in the building. You must also have a permit if you intend to keep many pets.

Your pets may not cause noise or smells indoors. Cat litter and pet straw must be disposed of with combustible household waste. You are responsible for taking care of your pet's poop outdoors as well.

Also, make sure your cat does not pee in e.g. sandboxes.



A RECORD OF NON-PAYMENT WILL MEAN YOU WILL HAVE PROBLEMS GETTING:

- a loan at the bank
- hire purchase
- a telephone subscription
- another apartment
- a job
- insurance

RENT (see also Autogiro)

Rent must be paid in advance, one month at a time. Your rent statement will tell you when it must be paid. Autogiro is a worry-free way of taking care of payments.

WHAT HAPPENS IF I AM LATE PAYING MY RENT?

We will send a demand notice to you with a payment form if you do not pay your rent in time.

If the full amount is not paid, the matter will be passed on to the Swedish Enforcement Service.

WHAT SHOULD I DO IF I AM LATE PAYING MY RENT?

Contact Sandvikenhus.

PAY ON TIME – IT'S WORTH IT!

Overdue rent that is not settled may lead to the following costs:

Around one week from the due date you will receive a demand from Sandvikenhus. This already means a collection charge of SEK 180 extra + interest.

If you then fail to pay by the end of the month, the case will be handed to the Swedish Enforcement Service. You will have to pay a further SEK 720, and you may get a record of non-payment.

If you fail to pay your rent following a payment order, you will be evicted.

TOTAL UNNECESSARY COSTS:

SEK 180

SEK 720

SEK 600

SEK 1,500
+ interest

CABLE TV

All of our apartments have cable TV. Everyone with a TV must pay for a TV license. This is done separately to Radiotjänst.

Up-to-date channel lists and information about film channels are available at sandvikenhus.se.

COMMUNITY SPACE

Several of our residential areas have community spaces that tenants may use for social activities. Directions for booking can be found on the notice board in the stairway and under Mina Sidor at sandvikenhus.se

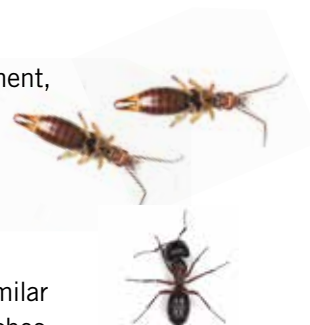
BASEMENT (see Storage Spaces)

ENGINE HEATERS

Remember that the maximum supply amperage of the engine heater socket depends on its fuse capacity. If you exceed this limit, e.g. by connecting a cab heater as well, there is a risk that the fuse will blow, also affecting neighbouring engine heaters.

VERMIN

If you get vermin or pests in your apartment, you must contact Sandvikenhus immediately to prevent them from spreading.



SATELLITE DISHES

Fix satellite dishes on a dish stand or similar on the inside of the balcony. Satellite dishes may not be hung outside the balcony railing or mounted on the building façade.



PARKING

Our residential areas have parking spaces for tenants and their visitors. Parking spaces are signposted with applicable conditions. Note that tenants in the area may not park in visitor parking spaces; checks will be made for the vehicle's registration address. If your visitors need to park their vehicle longer than the time applicable for the visitor parking space concerned, contact Sandvikenhus customer service on Plangatan 7 or a building representative from the area. They can then issue a parking permit/ticket.

VENETIAN BLINDS

Venetian blinds are not standard equipment in our apartments. If you choose to install your own Venetian blinds, it must be done correctly.

If there are already Venetian blinds when you move in you are responsible for their maintenance; Sandvikenhus will not maintain or repair Venetian blinds.



POOL

For safety reasons, we do not permit the use of free-standing paddling pools in our residential areas.

RENOVATION (See Maintenance)

SMOKING

Smoking is not permitted in common areas such as entrances, stairways, lifts and laundry rooms in our buildings. Many people are allergic and can be made seriously ill by cigarette smoke. We would appreciate it if you did not smoke immediately outside the entrance. Also, show consideration for neighbours when you smoke on the balcony/patio. And cigarette butts belong in ashtrays, naturally.

TAKING CARE OF YOUR APARTMENT

Take good care of your apartment. It is expensive to restore an apartment that has been damaged or abused. Use eco-friendly cleaning agents suitable for the item you want to clean. Using strong or inappropriate cleaning agents can destroy the material you are cleaning, and you must pay for the damage.

FLOOR DRAINS AND DRAIN TRAPS

There is an insert beneath the strainer which must be removed and cleaned. There are many different types of floor drains and different inserts, but they all share a need to be cleaned at regular intervals. If this is not done it may cause a blockage and a foul odour.

WHAT TO DO:

Lift the strainer **1**, there is a water trap with an insert – with or without a handle – that must be removed. Lift it straight up **2** and remove all hair and anything else lodged in it. Replace the water trap again and press it firmly in position. If you have a different type of floor drain and you do not know how to clean it, contact the defect help desk.



Do-it-yourself guides are available for download at sandvikenhus.se.

If you have any questions, feel free to contact the defect help desk on 026-24 22 00.

SMOKE ALARM

There are smoke alarms in all of our apartments. You are responsible for changing batteries and smoke alarm maintenance. If your smoke alarm begins to chirp from time to time without reason, the battery is running out. Replace the battery as soon as possible.

Test the smoke alarm by holding down the test button. If the battery and the loudspeaker are in working order, the alarm should begin to chirp. There is a sensor inside the smoke alarm that detects smoke in the apartment. To check that this is working, blow out a match immediately beneath it. The smoke that rises from the extinguished match should be sufficient to trigger the smoke alarm.

In the event of a real emergency, an early

warning is important. It may give you time to extinguish a fire that has not taken hold properly yet. Otherwise, get your family and yourself to safety right away. For this reason, it's a good idea to install more smoke alarms in the apartment.

From time to time, check that the smoke alarm is working, preferably once every three months. Also, vacuum clean the smoke alarm once or twice every year, and do not forget to change the battery in time.

WHAT TO DO:

Remove the smoke alarm from its holder by twisting it clockwise **1**. Remove the battery located on the back of the smoke alarm and fit a new one. When you put your smoke alarm back, make sure the tabs locate properly in the groove **2**. Twist it anticlockwise until it is secure again.



REPLACING FUSES

Fuse boxes contain fuses that protect the electrical system from overloading. If you are using several electrical appliances at the same time and the electrical system is under heavy load, one or more fuses may blow and cut the power. Disconnect the appliances and replace the blown fuse.

Look for the little coloured dot at the end of the fuse. If the coloured dot is loose, the fuse has blown. Replace the blown fuse with a new one whose dot has the same colour as the fuse holder base plate. Never try to repair blown fuses – it can lead to overloading resulting in fire.

Some of our apartments have automatic circuit breakers instead. Here too, power is switched off when the electrical system is overloaded, but no fuse is blown.

Once you have found and remedied the cause of the overload, reset the breaker by flipping up the reset switch that has dropped **1**.

Many of our apartments have a residual current device. It detects any faults in the electrical system and then switches off the power. If power is cut, unplug the appliance you recently plugged in and then reset the residual current device by flipping up the reset switch that has dropped.



WATER TRAP, HAND BASIN

If water from the hand basin drains away slowly it is almost always because dirt has collected in the water trap. This is easier to fix than you might think. A rubber plunger is often all that's needed. They do not cost much and almost always solve the problem with water draining slowly from the hand basin. They can be bought at hardware stores or well-stocked department stores.

The water trap is the white "bulge" in the pipe beneath the hand basin. It prevents foul odours from forcing their way up from the drain pipe. Old hair, soap particles and dirt easily get stuck in the water trap to form a blockage that prevents water from draining away.

If the water still does not drain away after this, contact the defect help desk.

WHAT TO DO:

Cover the overflow all with your thumb or a piece of tape. Press the plunger over the drain hole **1**. Fill the hand basin half full with water and pump the plunger up and down.

If the plunger does not help, try cleaning the water trap. First place a bucket under the hand basin to prevent dirty water spilling onto the floor.

Unscrew the lower part of the water trap **2** by hand. Do not use tools.

Poke out all the dirt using a finger **3** or a screw-driver. Check that none remains by looking down through the hand basin's drain hole.

Next, screw the lower section back in place. Make sure it is sealed tightly.



Do-it-yourself guides are available for download at sandvikenhus.se. If in doubt, please contact the defect help desk on 026-24 22 00

KITCHEN FAN

The kitchen fan is part of the apartment's ventilation system. There is a little damper in the fan that allows "old" air to exit. It is therefore important to clean the filter in the fan at regular intervals.

When grease and dust collect in the filter, the ventilation will not work properly. A dirty fan filter is also a fire hazard. What's more, old grease may drop into your food.

It can be a good idea to wash the fan filter every other month, or perhaps every month if you do a lot of cooking. Use a good washing-up liquid.

Cheap washing-up liquids do not dissolve grease as well.

Fan filters may differ considerably depending on their brand, but the principle for cleaning them is nearly always the same.

WHAT TO DO:

The filter is located behind a grille. Remove it by holding in the two buttons **1** and angling the grille down.

Lay the grille face down. Remove the holder above the filter by holding down the two tabs **2**.

Wash the filter **3** in hot water with washing up liquid. Use a washing-up liquid with a good ability to cut grease.

Replace the filter and the holder on the grille. Then replace the grille with the back facing up **4**. Then press it into place at the front edge.



DO-IT-YOURSELF GUIDES
ARE AVAILABLE FOR DOWNLOAD
AT SANDVIKENHUS.SE. IF IN DOUBT,
PLEASE CONTACT THE DEFECT HELP
DESK ON 026-24 22 00.



DEFROSTING THE FREEZER

When the freezer begins to get full of ice, it's time to defrost it. Food will keep much longer then, and the freezer will use less power, which is good for the environment.

Ideally, defrost the freezer on a cold winter's day so that you can keep your foodstuffs outdoors. Otherwise pack your food into plastic bags or waste bags and wrap a duvet around them as insulation.

WHAT TO DO:

Switch off the freezer and prop the freezer door open. Allow the bottom drawer to remain in place to collect melt water.



Lay newspapers and a towel on the floor in front. It's often possible to place a roasting pan on the floor. You can also buy special defrosting bags that absorb the water.

If you place a bowl of hot water in the freezer **1** the ice will melt a little quicker. Replace the water once it has cooled. Allow the ice to melt and fall off on its own. Do not try to hack away the ice with a sharp object.

Take the opportunity to clean the freezer once the ice has melted. Do not forget to wipe the rubber seals dry **2**. Drawers and removable shelves should be washed. Make sure the freezer is completely dry before you switch it on again. Replace the food once the freezer has reached the right temperature.



FLOORS

As a first choice use dry cleaning methods (vacuum cleaning, sweeping); do not use too much water as this can damage the floor.

When necessary, use a damp mop and a mild cleaning agent such as ordinary washing up liquid. Wring out the mop well.

Preferably, use soft floor cleaning wax at

regular intervals instead of cleaning agent when using a damp mop on your floor. This way, the surface will stay fresh and easily cleaned.

Never use hot water, soft soap or strong, alkaline cleaning agents (>pH 9 is considered strong).

STAIN GUIDE

STAIN TYPE:

Chocolate, grease, fruit, coffee, wine

Asphalt, rubber, oil, shoe polish, crayons, lipstick, mascara

Candle wax, chewing gum

Blood

Faeces, vomit, rust, urine

Cigarette burn

REMOVE WITH:

Neutral cleaning agent diluted in water

Dry-cleaning naphtha, white spirit

Scrape away when sufficiently drawn

Cold water

12 per cent vinegar essence

Polish away with wire wool

Restore shine with soft wax.

TAKING CARE OF THE OUTDOOR AREA

The outdoor area may not be used as a storage area for rubbish, old furniture, car tyres, broken bicycles, plastic trash bags or similar. Hand in items you no longer need to one of Gästrike återvinnare's recycling stations. For further information, see gastrikeatervinnare.se. Tenants are responsible for taking care of their outdoor area.

Remember, we can all help ensure a cleaner, more pleasant living environment simply by throwing minor rubbish in the waste bins and by picking things up that are sometimes dropped in the yard.

HEDGES



The hedges around your outside area must be looked after. Contact us if you are uncertain how to perform the work.

Tenants are responsible for restoring the yard to its original state. For example, if a new tenant does not accept the presence of a patio, the patio must be restored if it was there from the beginning.

SNOW CLEARANCE

Sandvikenhus clears snow away from its residential areas. Tenants must themselves clear away snow from in front of their parking space or garage door as snow clearance machines cannot get up close. Snow removal from balconies and patios is the responsibility of the tenant.



Tip! Trim the hedge to be narrower on top so that it grows densely and evenly and fewer weeds grow beneath the bushes.

FENCES



You will create a cared-for, pleasant impression by keeping fences and gates in good repair, upright and with a well-maintained finish. Tenants are themselves responsible for fences. Existing fences are taken over by new tenants.



Always contact your area manager before fencing or other construction is begun.

LAWNS



Lawns must be mown regularly in order to thrive and look neat and trim for you and your neighbours.



Tip! Plant borders and bushes along the edges of your lawn to make mowing quick and easy.

BORDERS



You must keep borders with trees, bushes, flowers etc. free of weeds.



Tip! Begin weeding early in the spring before the weeds go to seed. To make border upkeep easier, layout 5-10 centimetre bark chips between the plants to avoid too many weeds.

PAVERS



Remove moss and weeds from between the pavers and keep them clean.



Tip! Dig out weeds with a hoe or clean between the pavers using a knife. Sweep the surfaces often for fewer weeds.

SORTING WASTE

Because you sort waste, materials can be recycled into new products. There are facilities in refuse sheds and refuse enclosures for sorting waste in our residential areas. Sort waste according to the symbols marked on the vessels: Hand in hazardous waste to one of Gästrike återvinnare's recycling stations.

THINK BEFORE YOU SLING

Stop! Should you really be throwing away your old furniture, bike, clothes or toys? You have plenty of alternatives!

- Book a table at a flea market, or organize your own! You'll be rid of your stuff and get money in your pocket.
- Sell your stuff on the internet. There are many buy-and-sell sites to choose from.
- Maybe your old things can find a new home with a neighbour, relative or friend? Ask around!
- Let a foreign aid organisation sell your stuff – the money will go to charity!
- Hand in your stuff for recycling at Sandvik-en's recycling station. It will pass on as second-hand. Sort your bulky waste for recycling at the recycling station to conserve nature's resources.

REMEMBER...

- Reduce your waste by avoiding disposable items and goods with double packaging.
- Packaging must be clean. Rinse with cold water or rinse out when you do your usual washing up. Fold and flatten packaging to reduce volume and thus transportation costs.
- The clothing you donate to charity must be clean and whole.

WHAT TO HAND IN AT A MANNED RECYCLING STATION

HAZARDOUS WASTE

E.g:

- mercury thermometers
- left-over paint
- left-over solvents
- waste oil
- make-up
- low-energy bulbs/fluorescent tubes

BULKY WASTE

E.g:

- old furniture
- bikes
- broken tiles
- other bulky items



ELECTRICAL WASTE

Electrical waste that has leads or batteries.

E.g:

- kitchen stoves
- fridges and freezers
- computers
- TV appliances
- mobile phones
- calculators
- lamps



WHAT TO LEAVE IN YOUR RECYCLING ROOM.

BATTERIES

All batteries must be handed in! You can leave your old batteries in our recycling rooms, but you can also hand them in at the retail outlet or our recycling stations.

COMBUSTIBLE WASTE

Any combustible household waste you throw away is incinerated to generate heat and electricity.

E.g:

- | | |
|----------------------|-------------------|
| • razor blades | • sanitary towels |
| • Q-tips | • dog hair |
| • cotton wool | • nylon stockings |
| • nappies | • dental floss |
| • matches | • cleaner bags |
| • used cat litter | • worn-out shoes |
| • toothbrushes | • dishcloths |
| • washing up brushes | • pens |
| • soiled meat bags | • underwear |
| • grease-proof paper | • condoms |
| • sticking plasters | • envelopes |
| • cigarette butts | • chewing gum |

PACKAGING MADE FROM CLEAR OR COLOURED GLASS

It is important to separate clear and coloured glass packaging as they cannot be recycled if mixed. Do not put porcelain, ceramics or light bulbs in the glass recycling bin.



PACKAGING MADE FROM HARD OR SOFT PLASTIC

E.g:

- juice jugs
- shampoo bottles
- cheese tubs
- jam tubs
- plastic bags
- plastic shopping bags
- coffee packets, plastic
- plastic wrap
- refill packaging
- expanded polystyrene



METAL PACKAGING

E.g:

- cat food tins
- lids and bottle tops
- tin cans
- aluminium foil
- caviar cubes, keep the cap on



PAPER PACKAGING

E.g:

- toilet rolls
- pasta packaging
- milk cartons
- sugar bags
- gift wrappers
- shoe boxes
- egg cartons



COMPOST

Compostable waste is collected in the special paper bags available from the refuse shed. Leave your compostable waste bag in the brown bin in the recycling room. Your leftover food will then become nutrient-rich compost soil that is returned to agriculture and used in parks and flowerbeds.

E.g:

- fruit and vegetables
- household paper
- bread
- coffee grinds
- meat and fish bones
- potato peel
- plant soil



Refer to the detailed instructions in your recycling space, or at gastrikeatervinnare.se

FLUORESCENT TUBES AND LOW-ENERGY BULBS

You can leave your fluorescent tubes and low-energy bulbs in our recycling rooms. Hand in other incandescent light bulbs to a manned recycling station.

NEWSPAPERS

E.g:

- newspapers
- periodicals
- catalogues
- advertising



TRAMPOLINE

If you live in a terraced house with a fence around the garden, you may set up a trampoline in your garden. Bear in mind that trampoline play can be noisy and is not always appreciated by the neighbours. Trampolines may not be set up in communal spaces.

DISTURBANCES

Because we live close to our neighbours in a multi-storey building, everyone must show consideration and remember not to disturb people around them. Here are a few tips on how to avoid disturbing your neighbours and some advice on what to do if you are disturbed. Our procedures for disturbances are available on our website.

IF YOU ARE DISTURBED

Tenants who disturb the neighbours are sometimes unaware of it. Begin by mentioning it in a friendly manner before the problem gets too big. If the problem returns, contact our tenant adviser on 026-24 23 68. If disturbances take place out of office hours, call our 24-hour hotline on 026-10 68 00.

Call our disturbance hotline (an external security company) mainly in order to verify your complaint and also to keep us informed as we will take contact with the neighbours. The security company will not enter the disruptive neighbour's home but will submit a report on their thoughts about the disturbance; their presence can have a deterrent effect and should you call the police it is good that the security company has also been there. The security company may also call the police.

HAVING A PARTY?

It's great to have a party now and then, but remember that your neighbours will probably not appreciate it if the party is noisy or continues long into the night. It's a good idea to pop a note into their letterbox letting them know you're going to have a party. Both music and voices can be heard throughout the building and disturb more people than you imagine.

FUSES

Is a socket suddenly without power? Before you report a defect, first check your fuses or residual current device if you have one. Tenants are responsible for changing their own fuses.

Residual current devices are commonly triggered when the live parts of e.g. an electric kettle, coffee maker or iron come in contact with water.

Fuses may also blow if you overload the socket with too many appliances running at the same time. It's a good idea to make a mental note of what caused the fuse to blow to prevent it happening again. See page 14.

WALLPAPERING (see Maintenance)

OPTIONS

You have the choice of raising the standard of your apartment by selecting options such as a dishwasher. You may also select something known as an improved standard measure. The difference between an option and an improved standard measure is in how they are paid for. There is a list of available options at sandviken-hus.se.

PEEPHOLE

Peepholes are not fitted to our apartment entry doors as standard. However, you may pay for a peephole yourself.



STAIRWAYS

The stairway is the first impression your visitors get of your home. Help us keep stairways clean, tidy and smoke-free. According to fire protection legislation, it is not permitted to leave bicycles, prams or other items that might hinder accessibility in the stairway. Place such items in the bicycle or pram storage area instead. If this rule is not complied with, we have the right to move the items.

The building entrances are locked at night so that everyone may feel safe. It is forbidden to prop open the entrance door to let authorized people in.

There is an information sheet posted at each stairway. It lists our contact information.

WASHING MACHINE/TUMBLE DRYER

If you want your own washing machines/tumble dryer in the apartment you must engage an authorized electrician to check that it works in your apartment, as the regulations concerning electrical safety say that the washing machine may not be close to the shower. If the authorized electrician approves the washing machine, you may then contact a plumber to help you connect water and fit the drainage hose. An authorized electrician must connect to the washing machine to the electricity mains.

LAUNDRY ROOM

All of our residential areas have communal laundry rooms. In each laundry room there is a notice that describes the rules that apply for booking and use of the laundry. Naturally, you must clean the laundry after use and leave it clean and tidy.

MAINTENANCE/TCM

All of our houses and apartments are maintained so that they continue to be pleasant homes and do not deteriorate. As our tenant, you have a

certain influence over the frequency at which maintenance is performed.

In some cases, the nature of the maintenance means that it cannot be postponed or that such things as bathroom maintenance or stove hood fan replacement must be performed by a tradesman.

Sandevikenhus makes use of TCM – tenant controlled maintenance. This means that as a tenant you have the ability to influence the

maintenance of your apartment. Each apartment has a maintenance schedule that forms the basis of the maintenance offer prepared at the end of every year. Below is a list of what is normally included in maintenance and how often it is carried out:

MAINTENANCE INTERVALS/TCM

Painting and wallpapering	12 years
White good	20 years
Floors	20 years

In addition to normal maintenance, you may bring your apartment up to date by ordering and paying for options such as a dishwasher.

In order for maintenance work to be carried out by our tradesmen, the tenant is responsible for:

- Taking down curtains, lamps and pictures before painting and wallpapering work and for placing all furniture in the centre of the room to leave at least one metre free floorspace along each wall.
- Emptying the whole room for carpet replacement or parquet refinishing.

SELF MAINTENANCE

You may wallpaper and repaint yourself if you do it in a workmanlike manner.

If the work is not completed appropriately or if you have used extremely unusual colours and materials, you may have to pay compensation when you move. Ideally, contact us before you begin such work.



NOTICE TO VACATE

If you wish to terminate your tenancy you must do so in writing. The period of notice is three calendar months. In the event of her death, one calendar month.

LOCKED OUT

If you get locked out, call our 24-hour hotline on 026-10 68 00. The caller must be the person listed on the rental agreement and be prepared to present ID. The security company will unlock the door for a fee.

VENTILATION

Preferably, clean the dampers in the apartment once or twice a year but do not change their settings. They are adjusted to provide air circulation that is as efficient as possible. If you are unsure, talk to us.

HEATING

Our goal is for every apartment to maintain at least 21 degrees. This temperature may rise or fall temporarily when there are rapid changes in the weather. You can regulate heating yourself using the thermostat on the radiator. Remember not to place furniture or heavy curtains in front of the radiator.

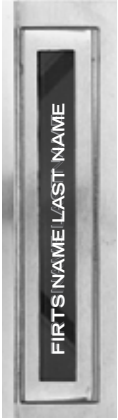
If the apartment feels cold and draughty, it may be because the fresh air dampers or the fan are incorrectly set. Check that they are open and clean.

Contact the defect help desk if you cannot achieve a good indoor climate.

RECYCLING

(see Waste and Sorting Waste)





DOOR NAME PLATE

I would like the following names to be shown on our door:

Last name

First name

ADDITIONAL NAME

Last name

First name

If there is an entry phone:

The name will be the tenant on the rental agreement

Telephone number the entry phone should call

Address

Apartment number

Applicable as of

Place and date

Rental agreement holder's signature



CONFIRMATION OF KEY HANDOVER AND CLEANING

If you hand over the keys directly to the new tenant, it is important that this receipt be filled in and handed signed to Sandvikenhus.

Apartment no.	Address
---------------	---------

KEYS HANDED OVER

Volume	Number of keys/ key tokens	Key designation (often alphanumeric)
Apartment		
Service		
Key tokens		

I hereby confirm that I have received the above-mentioned keys.
I also approve the cleaning of the apartment.

Date	Signature
	Name in block capitals

It is important that this receipt be handed in or sent to Sandvikenhus within one week in order for us to check that no keys are missing. **If the receipt is not handed in, we will be forced to reset the lock cylinder. This expense must be met by the tenant moving out.**

Sandvikenhus AB, Box 3045, 811 03 Sandviken



Autogiro application, consent to provide account number

TO PAYEE

NAME*

FULL ADDRESS*

COMPANY REGISTRATION NUMBER (10 DIGITS)*

BANK GIRO NUMBER

*Information is compulsory.

MANDATE FOR PAYMENT BY AUTOGIRO

The undersigned ("the payer"), consents to payment being made by withdrawal from the account indicated or an account indicated by the payer at a later time on request of the indicated payee for payment to the payee on a certain date ("the due date") through Autogiro.

PLACE AND DATE*

PAYEE'S SIGNATURE

PAYER

NAME*

FULL ADDRESS

PERSONAL ID OR COMPANY REGISTRATION NUMBER (10 DIGITS)*

PAYMENT SERVICE PROVIDER

ACCOUNT (CLEARING NUMBER + ACCOUNT NUMBER)*

PAYEE/CUSTOMER NUMBER

*Information is compulsory.

The clearing number is the four digit number that designates an account or payment service provider department; see extract from account The clearing number is usually the first four digits in the account number. Swedbank sometimes has five digits, e.g. 8327 - 9XXXXX. Omit the fifth digit, in this case the numeral 9. Handelsbanken's clearing number must always begin with the numeral 6 (if you cannot find it, write 6000). A personal account at Nordea where your account number is the same as your personal ID number: Clearing number = 3300 - YYMMDDXXXX. A personal account at Nordea where your account number is not a personal ID number: Clearing number = The first four digits in the account number. PlusGiro account at Nordea: Clearing number = 9960

The payer agrees that personal data submitted in this mandate be processed by the payer's payment service provider, payment recipient, payment recipient's payment service provider and Bankgirocentralen BGC AB for the administration of this service. The personal data controller for this personal data processing is the payer's payment service provider, payment recipient and the payment recipient's payment service provider. The payer may at any time request access to or correction of personal data by contacting the payer's payment service provider. Additional information about the processing of personal data in connection with payments is available in the account terms and the agreement with the payment recipient. The payer may at any time revoke this agreement, which means that the service is terminated in its entirety.

POSTAL ADDRESS Sandvikenhus AB, Box 3045, 811 03 Sandviken
STREET ADDRESS Plangatan 7 **TELEPHONE** 026-24 22 00 switchboard
FAX 026-270375 **INTERNET** www.sandvikenhus.se
E-MAIL info@sandvikenhus.se

