



APPLYING FOR ACCOMMODATION AT UPPLANDS-BROHUS

Welcome to our site to apply for accommodation, all our flats are administered via our website www.ubh.se.

RULES FOR RENTING

- To be placed in our queue you must complete a **Customer application** and create **My Pages** (see next page).
Your time in the queue counts from the day you made your application. **One (1) queue day = One (1) queue point.**
- You must **keep track of the available flats yourself** and declare your interest when you find a flat that meets your requirements.
- Every **available flat is advertised for 7 days**, we publish our available flats on Tuesdays and Thursdays if we have any.
- When the application time is over, an **invitation** will be sent **to the 10 applicants with the longest queue time**. In the advertisement you can see how many queue points the applicant in 10th place has. If you have not received an invitation within a few days from the end of the application time the flat has been given to someone else.
- After 3 unanswered invitations you will be blocked in the queue and cannot make any more applications.
- You must update your position in the queue every 6 months. If you miss this you will lose your queue time.
- General requirements:
 - **To be placed in the queue you must be over 16 years old**
 - **To rent a flat you must be over 18 years old**
 - **Have a stable income (e.g. work, studies, pension, benefits)**
 - **No payment defaults/debts to authorities**
 - **Steady current accommodation**

You may of course place yourself in the queue even if you do not meet all of the requirements at the moment. However you may not rent a flat until all requirements are met.

- The following applies if you already rent a flat through Upplands-BroHus and want to change flats:
 - You must have lived in your present flat for a minimum of 3 years.
 - **3 months notice applies meaning that normally there will be 1 month with double rent.**

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TO COMPLETE A CUSTOMER APPLICATION & CREATE MY PAGES

1. Go in on our website www.ubh.se
2. Click on "Ny Kund-Kundanmälan" under the menu "Sök Ledigt".
3. Change our queue-site to the English version by pressing the English flag in the middle of the page.
4. Choose queue "Bostad" or "Trygghetsboende"(only for 70+).
5. Fill in all the details in the application. All boxes with a red star (*) must be filled in.

You are now registered in our queue!

WHAT ARE MY PAGES?

This is where you log in to apply for accommodation, answer invitations, update your queue time and more.

Information you find when you log on to My Pages

My details

Here you can change your username and password to something personal. You also choose your method of contact: letter or e-mail in this menu.

My profile

Here you can see your queue points and your queue date. You can also put yourself in the queue for senior accommodation (if you are over 70). If you want suggestions sent to you by e-mail if there is something available that meets your requirements you can create your searches here.

My errands

Here you can see your applications and your invitations. You can also look at your history, what you have previously applied for.

HOW TO SEARCH AVAILABLE ACCOMMODATION AND APPLY:

1. Go in on our website www.ubh.se and click on the tab "Sök ledigt".
2. Fill in your preferences in the search filter and click on "Search" in the right hand corner.
3. A list will appear of the objects that match your search. If no objects appear it means that there is currently nothing that matches your search.
4. When you have found an object that interests you, click on "Go to object". Here you will see more information about the flat, the area and in most cases a house plan.
5. If you want to apply click on "Create interest".
6. Log in with the details you entered when you created your Customer Application.
7. Click on "Create interest" again.
8. You should now see your details, check that they are correct and change any mistakes.
9. Click in the box under "Accept" and click on "Register application". You will then see a message saying that your application is registered. You will find this under "My pages".

OUR DIFFERENT FORUMS

LEDIGT (AVAILABLE)

These are our standard flats that are administered by queue time. They are advertised for 7 days after which the 10 customers with the longest queue times for that flat are invited to a viewing. The wait at the moment is 5-7 years.

LEDIGT DIREKT (AVAILABLE NOW)

Available now flats are advertised for 24 hours and the system will draw randomly 10 persons who are invited to a viewing. The person who gets number one and meet our requirements to rent accommodation (see previous page) and can move in at short notice gets the apartment.

BYTESTORGET (EXCHANGE FORUM)

Here you can find flats that our customers wish to swap. If you are interested in one of these you can submit an application. After you have registered your interest the flat will appear under "My pages" where you can see the contact details of the current tenant.

HOW TO MONITOR AVAILABLE ACCOMMODATION

You can register this immediately after you do your Customer application. If you have not done this already you can follow the instructions below:

Note! For this function to work you must have registered and confirmed your e-mail address.

Log in on My pages by clicking on the tab "Logga in på Mina Sidor" on our website www.ubh.se.

1. Click on "Change" beside the queue you wish to monitor.
2. Under "Preferences" you fill in the size and which area(s) you are interested in.
3. Make sure that "Yes, I would like proposals according to my wishes (Only e-mail)" is checked.
4. Click on "Save my settings".

HOW TO UPDATE YOUR PLACE IN THE QUEUE:

1. Visit our website www.ubh.se.
2. Click on "Logga in på Mina Sidor" and log in with your user details.
3. Log out – you have now updated.

Note! There must be no longer than 6 months between updates – you will lose your queue time!

IF YOU LOSE YOUR USER DETAILS

1. Visit our website www.ubh.se.
2. Click on "Logga in på Mina Sidor" and then "Send my log in information".
3. Fill in your user name, user-id or your registered e-mail and then fill in your social security number.
4. Click on "Send login credentials", the details will be sent to you in the manner you registered (e-mail or post)
5. When you receive your details you can log in again and choose a new user name and password.

(Tip: use your e-mail address as a user name to make it easy to remember.

Note! We cannot give out this information over the phone!

BEST REGARDS

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