

Better Living

Good to know about living in Upplands-Brohus

ACTIVITY IN THE ACCOMMODATION

We welcome active residents. Contact the resident's contact committee in your area. If you have ideas about activities you are more than welcome to contact your landlord.

ANTENNA & SATELLITE DISHES

Antennae or satellite dishes may only be installed within the balcony structure – and never without the permission of Upplands-Brohus. Always contact your landlord before installing an antenna.

APP

You can download our app (available for both Android and iPhone) by searching for *Upplands-Brohus bostadsapp* in your app store. Here you have access to the same information as at My pages (except you cannot see your queue time or your personal data).

APPLY FOR NEW ACCOMMODATION

According to our rules you may not apply for new accommodation through our system until 3 years have passed. This means you are blocked from applying through our website. This does not apply to those that have a flat with 1 room and kitchen.

BLINDS (PERSIENNER)

Blinds are not installed as standard in most of our flats. If these are installed you are yourself responsible for maintenance and repairs. In cases where blinds are standard we will take responsibility for maintenance and repairs.

DIRECT EXCHANGE

If you find someone that wants to exchange accommodation with you then you can apply for direct exchange. In order for this to be processed

there must be good grounds for exchange. This can be for family or economic reasons or studies/work in another town.

If there is a good reason we will process your application and do the same procedure as with a new contract and an inspection of both flats. Any damages and eventual costs related to these to both flats must be in order before the exchange is approved!

FIRE SAFETY

For your safety we have made a folder about fire safety and protection, see more in the folder provided.

FAULTS

Contact your landlord by telephone or e-mail.

FAULTS NOT NOTED IN THE INSPECTION REPORT

If you find faults and defects in your new flat that are not noted in the inspection report you must contact your landlord immediately. Otherwise it is difficult to know when the damage was caused and who is responsible.

FINAL CLEANING

If you are unhappy with the previous tenant's final cleaning we would like you to contact your landlord immediately. It is important that we have the chance to decide any appropriate action before you do something about it yourself.

HOME INSURANCE

You must obtain your own home insurance and it is important to do this as soon as possible. Get quotes from a number of insurance companies. Upplands-Brohus have negotiated a good deal for tenants through Moderna Försäkringar, telephone number 0200-259 259.



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INTERNET / BROADBAND

See Open Universe.

Those living at Svartviksbacken – see Svartviksbacken.

INTRUM JUSTITIA

Most tenants pay their rent on time, but unfortunately not all. In order to reduce loss of income and instead be able to offer better service to our residents we work with Intrum Justitia. Those that do not pay on time will receive a demand from Intrum Justitia together with a charge which is currently 180kr (oct 2013). Interest charges will also be imposed in compliance with the interest act. If the payment is still not made despite this the matter will be sent to the Swedish Enforcement Authority for a payment injunction. The tenant risks being evicted from the accommodation (or premises) as well as being given a payment default. The legal matters regarding payment, summons and eviction will be handled by Intrum Justitia. The costs for this process are determined by law and will be covered by you, the tenant.

KITCHEN FAN

In those flats that lack a kitchen fan or cooker hood only carbon filter fans may be installed. Electric kitchen fans may not be connected to the building's ventilation system.

LATE PAYMENTS

Contact our customer support before the payment deadline on 08 5624 8720. It is important to pay on time but everyone can be late sometimes. Repeated late payments are grounds for eviction. If you have received a demand: read more under Intrum Justitia.

MY PAGES (MINA SIDOR)

As one of our residents you will have access to more information through My pages than you had as an applicant.. For more information see separate information.

LOCKED OUT

If you lock yourself out of your flat you must contact a locksmith and pay any resulting costs yourself.

OPEN UNIVERSE

To increase options and offer more services and providers we have a contract with the communications operator Open Universe. They can help you to choose which providers and services suit you best. Subscriptions are then signed with the respective service providers. To see current prices, special offers and get help choosing a provider you can visit their website: www.ubh.openuniverse.se

PARKING SPACES AND GARAGE

We designate our available parking spaces through our website. You can place yourself in the queue through My pages.

PRAMS AND BICYCLES

Prams and bicycles may not be stored in the stairwell but in a designated enclosure. Alternatively you may keep them in your cellar or attic or in your own flat.

THE QUEUE

You remain automatically in our queue, but you start from the beginning. Your new queue date is the same as the day your contract with us begins. As long as you are one of our tenants you do not need to update to keep your place!



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If you have got a flat with one room and kitchen your queue time is unaffected.

SENIOR ACCOMMODATION

Upplands-Brohus has senior accommodation in the centre of Kungsängen, Kyrkvägen 9-11, which is available for those that are 70+. You can find more information on our website or through our customer service.

SMOKE ALARMS

Smoke alarms are installed in your flat. However do not forget that you are responsible for their maintenance. Contact your landlord if there are any problems.

STAIRWELLS

Nothing may be stored in the stairwells! Fire and ambulance personnel must have access if the worst should happen. Our landlords do frequent controls in the stairwell to make sure this rule is applied.

SUBLET

You may sublet if you have good reason to do so – e.g. studies or work in another town. Keep in mind you will risk your contract if you sublet without permission or if your lodger behaves badly. Contact us if you have any questions.

SVARTVIKSBACKEN

Residents at Svartviksbacken have no access to Open Universe services.

Internet/Broadband – a broadband connection with 10 MB is included in the rent, the provider is Bredband 2.

Cable TV – Canal Digital is the provider for this service. If you do not start a subscription with Canal Digital you will only have free channels.

TRAFFIC IN THE COURTYARDS

Children often play in the courtyards or on the streets – therefore we have specific traffic rules:

- Vehicles may not be driven faster than walking pace.
- Vehicles may not be parked anywhere other than a designated parking space.
- Drivers in vehicles shall give way to pedestrians.

If everybody respects these rules it will be more pleasant and safer to live!

TELEPHONE SOCKETS

Upplands-Brohus maintain and repair the primary telephone socket for analogue phones in the flat. Any other sockets are the responsibility of the tenant.

IP telephones are also available through the communications operator Open Universe. See separate information.

TERMINATING A CONTRACT

You have 3 months notice from the start of the coming month i.e. if you terminate your contract on October 3rd your contract will be terminated at the end of January. This applies to both flats and parking spaces.

If the termination concerns a flat you must show the flat to those that have received invitations.

You can get more information by calling 08 – 5624 8720

TV

Cable-TV: A basic choice of channels from Tele2 is included in your rent as well as a package you choose yourself. If you wish to expand or change your channels you can contact Tele2.

IP-TV: See more information under Open Universe.



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Residents at Svartviksbacken – see Svartviksbacken.

WATER-, DRAINS- AND ELECTRICITY

Only qualified persons may carry out work regarding water, drains and electricity. Upplands-Brohus can assign qualified fitters for installation of washing machines or dishwashers.

WASTE DISPOSAL

Waste sorting is very important. Everyone benefits from having a waste disposal system that works well.

- In the recycling room there are signs above each container showing what can be deposited.
- Larger items like furniture or hazardous material shall be left at the recycling centres in Brunna and Skällsta.
- Hazardous material can also be left at OK/Q8 in Kungsängen or Statoil in Bro.

WEBSITE

On the website you can login on My pages, find telephone numbers and addresses as well as information about Upplands-Brohus.



Upplands-Brohus

Customer service
Tel. 08-5624 8720
kundservice@ubh.se

Visiting address
Östervägen 5
Kungsängen

Post address
Box 2070
196 02 Kungsängen

RULES FOR WELL BEING

BALCONIES

Do not use balconies for beating or shaking mats, the dirt will end up with your neighbours. For the same reason textiles may not be hung over the balcony or access balcony, it is possible they may fall on passers by.

If you want to barbecue you must use an electric grill. Flowerpots and the like shall be hung within the balcony and be careful when watering so the water does not run down to your neighbour.

Do not feed birds by your balcony, partly because it gets messy and any food falling outside the balcony can attract rats and mice.

Take care that no cigarette butts land on your neighbour's balcony or on their plot.

CATS AND DOGS

Tenants that have cats or dogs must make sure they do not disturb other residents or foul the area. They may not run free in the stairwells, the gardens or plantations. It is especially important they are kept away from children's play areas. Animal owners are responsible for their animals according to the Health Protection Act "Hälsoskyddslagen" and the Law regarding supervision of dogs and cats "Lagen om tillsyn av hundar och katter".

DISTURBANCE IN THE ACCOMMODATION

Be sure to show consideration and respect for your neighbours. Loud music, late parties, games in the stairwells, littering and graffiti can be very disturbing. Contact our disturbance centre if you feel disturbed during the evenings, nights and weekends. During work hours you can contact our supervisors.

PATIOS

Those flats that are on the ground floor have a patio/plot. It is your responsibility to take care of the lawn and any bushes so it is well kept.