

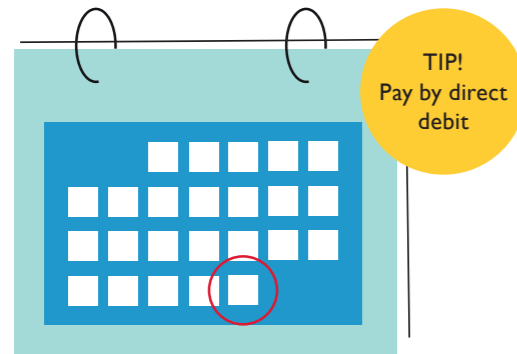


Living in a rented apartment

skebo 

Information and tips for tenants

In this brochure, we have compiled important information and tips for tenants. It describes your responsibilities and those of your landlord, how to best take care of your apartment, and other things that are good to keep in mind when you share a building with many other people.



Pay your rent on time

It is important that the rent is paid on time. Rent is paid in advance. This means that you must pay for the coming month no later than the last working day of each month. (The rent for February is paid at the end of January.)

E-Invoice

Many people find it convenient to pay their rent via direct debit, e-invoice or through the digital mailbox service Kivra. It is also good for the environment, as it reduces paper consumption. With direct debit, the rent is automatically paid on the last working day of the month. The only thing you need to do is to make sure that there is money in the account when the rent is to be deducted. In the case of e-invoices, you only need to approve the invoice in your internet bank and with Kivra, you connect your bank account, click pay, and authenticate with BankID. More information about our various payment methods is available at www.skebo.se.

This means that we do not send out payment reminders. If your rent payment is too late, you will receive a debt collection demand from Intrum Justitia, which means that you must pay a collection fee. If your rent payment is too late, you also risk losing your home. You should therefore contact Skebo as soon as possible if there are problems with the payment for some reason.

Keys and key copies

When you move in, you get a number of keys. In addition to the keys to the apartment, you often get separate keys to the gate, laundry room, and storage room. Make sure you have received the right keys and the correct number of keys. Take care of your keys; you are responsible for ensuring that they do not get lost.

If you lose your key and the lock needs to be changed, you will have to cover the cost. You are permitted to make copies of your keys, but you must first have written permission from us.

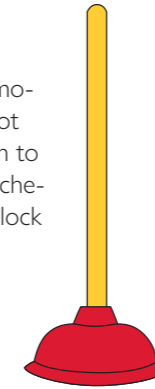
If you move, you must return all keys, including any copies you have made. This is for your safety and that of the other tenants.



What should I do if the drain is blocked?

If your drain is blocked, first try to remove what is stuck in the pipe. If this is not possible, you must report the problem to Skebo as soon as possible. Never use chemical preparations, such as lye, to unblock or clean the drain.

You are responsible for regularly removing hair and other things from your bathtub and sink drains.

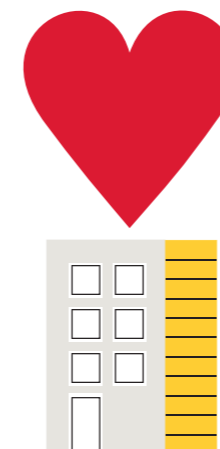


Contact your landlord as soon as possible if you discover a water leak!

Take care of your apartment

You are responsible for taking care of your apartment. Therefore, you need to regularly:

- Clean the filter in the extractor fan.
- Clear away hair and other things in the shower drain.
- Defrost the refrigerator and freezer.
- Clean behind the stove and refrigerator.
- Check and clean any vents in the apartment.

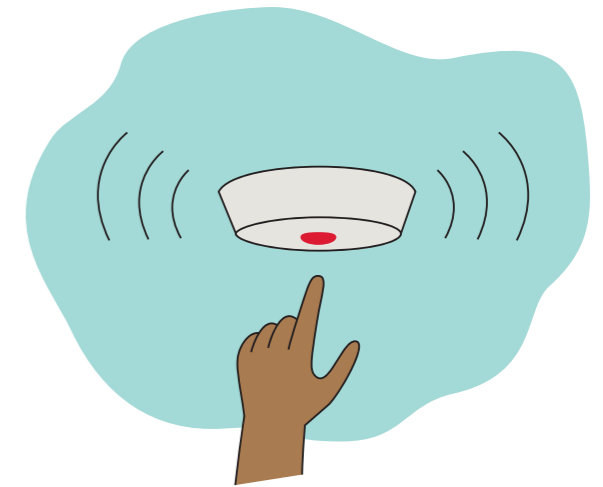


Get home insurance

You need home insurance that covers damage to your home and possessions. Home insurance also covers damage to the apartments furnishings, for example in the event of a fire. Talk to your insurance company!

Test your smoke alarm

A smoke alarm can save your life and the lives of others in the event of a fire. The landlord must ensure that there is a smoke alarm in your apartment, but according to the Emergency Services Act, you are responsible for changing the battery (if possible) and for ensuring that the smoke alarm works. Test it regularly by pressing the test button. If your smokealarm does not work or there is no smoke alarm in your apartment, contact us. Skebo has also equipped all our apartments with fire blankets.

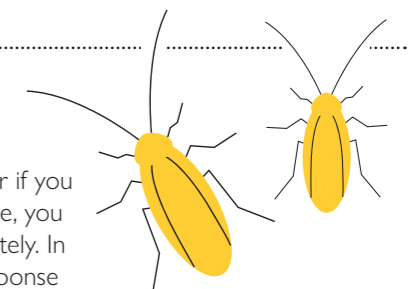


Keep the vents open

The apartment has vents to expel humid air. Therefore, it is important that the vents are open all year round.

Comments about the cleanliness of the apartment when you move in

If, once you have gained access to the apartment, you are dissatisfied with its cleanliness, a complaint must be submitted to Skebo within three working days. It is also important that you document the inadequate cleaning with photos.



Report urgent problems immediately

Contact Skebo as soon as possible if, for example, you discover a water leak or if you have pests (we provide pest control free of charge). For some forms of damage, you may be liable to pay compensation if you failed to report the damage immediately. In the event of urgent problems outside office hours, we have an emergency response team that you can reach by telephone at 0910-73 65 00.

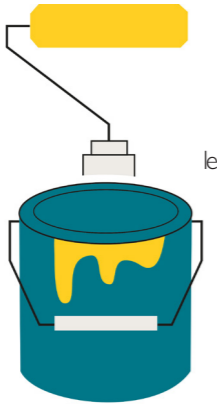
Keep in mind:

- It is the landlord's responsibility to ensure that the apartment is in good condition and that everything is in condition.
- It is your responsibility to care for your apartment and pay the rent on time every month.

Can I renovate the apartment?

If you wish to renovate the apartment yourself, you need to get approval from Skebo first. If you want to paint or put up wallpaper, this should be done professionally and the change must not be too extreme. In case of any uncertainty, talk to us first. You will also need to pay for the materials yourself. If you have chosen a wallpaper or paint colour that is too extreme, you will have to restore the apartment to its former condition before you move out, to avoid paying any restoration costs.

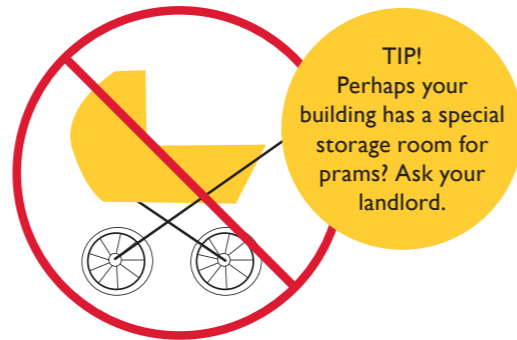
You are allowed to drill holes in walls and ceilings to some extent, in order to hang or mount things. It is still wise to check with the landlord first, as you may be liable to pay compensation if it is done incorrectly or if you make too many holes. In the bathroom, you are not allowed to drill holes without the approval of the landlord.



Thank you for not placing things in the stairwell!

A stairwell is an escape route and should be kept clear so that emergency services can access the entire building, should this ever be necessary.

For this reason, prams, shoes or bicycles must never be stored in the stairwell or entrance. Garbage bags, furniture or other such items must also be placed elsewhere. The same rules apply in basement hallways and outdoor storage rooms. In addition to being unsightly and making areas difficult to access, this kind of clutter can increase the risk of fire.



TIP!
Perhaps your building has a special storage room for prams? Ask your landlord.

Cleaning tips

Buildings in Sweden are built to be warm in the winter and can therefore be sensitive to moisture. When cleaning your apartment, do not use too much water. Never pour water onto the floor! Make sure that all floors and other surfaces dry properly.



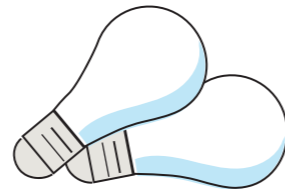
Can I change the lights and other electrical fixtures in the apartment myself?

You can do some electrical work yourself, but this requires that you have the necessary knowledge.

You are responsible for replacing all light sources such as bulbs and fluorescent lamps. You must also change the fuses yourself.

If switches, wall sockets or fixed installations need to be replaced or repaired, you should contact Skebo.

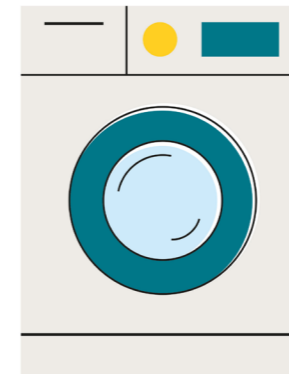
Always hire a qualified electrician for electrical installations.



Rules for the laundry room

You share the laundry room with your neighbours. When you need to use the laundry room, you reserve your time slot in advance. Respect the reserved time slots.

When you are done with your laundry, clean up thoroughly after yourself, including both the washing machines/dryers and the floor. If any machine in the laundry room malfunctions, report the problem via skebo.se/mina_sidor or call us at telephone number 0910-73 65 00.



Can I keep pets in the apartment?

Yes, unless the tenancy agreement says otherwise, it is permitted.

But keep this in mind:

- Do not let animals out of the apartment without supervision.
- Always keep dogs on a leash within the residential area.
- Make sure that dogs and cats do not relieve themselves in the outdoor areas, especially near children's playgrounds and entrances.



Parking and driving

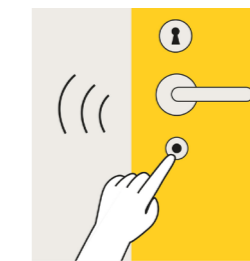
Visitor parking is only for visitors. Residents are not permitted to park in the visitor parking lot. If you want a parking space, you can apply for one via Skebo's website. It is not permitted to drive a car inside the residential area, but you may drive a car to your gate to load and unload it. Skebo collaborates with a parking company to fine incorrectly parked cars.

Be considerate

You are moving into a multifamily property, and it is therefore important to be considerate of your neighbors, especially regarding music and other noise. This is especially important between 22:00 and 06:00, when people need to sleep. Remember, you should always avoid disturbing your neighbors.

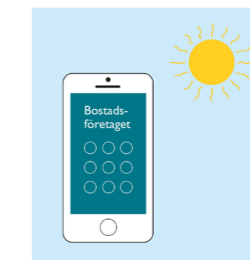
To avoid disturbing your neighbours, keep in mind that:

- **Sounds travels in the stairwells.** Running, playing and slamming doors can easily become disturbing.
- **Adjust the volume** of your TV, computer, or stereo.
- **Avoid drilling or nailing** into the wall late at night.
- Parties are fun, but if you are planning one, **inform** your neighbours well in advance.
- As a tenant, you are also responsible for ensuring that **your guests** do not disturb the neighbours.



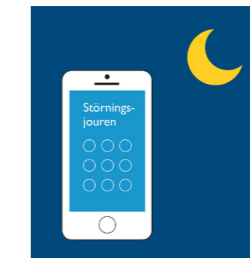
1. Contact your neighbour

You have the right to peace and quiet in your home. If a neighbour is disturbing you, you should first contact them directly.



2. Contact Skebo

If the neighbour continues to disturb you, contact Skebo.



3. Call the disturbance service

If the disturbance is significant and occurs in the evening or on a weekend, you can call Skebo's disturbance service at telephone number 0910-73 65 00. In serious cases, call the emergency number

112. State your name, provide your address and phone number, and explain what is happening and who is disturbing you.

All the tenants in a block of apartments are jointly responsible for the public areas.



A tenant who repeatedly disturbs their neighbours risks having their tenancy agreement terminated.

Sort your waste correctly

By sorting our waste correctly, we can all contribute to a better environment and a more pleasant living space. The waste that you, as a tenant, are required to sort includes paper packaging, plastic packaging, metal, glass, and returnable paper. If all of these can be sorted where you dispose of your waste, please do so; otherwise, take your packaging to a recycling station.

You are also required to sort out your food waste and dispose of it in the designated place. The remaining waste after sorting should be thrown away as residual waste.

Note! It is not allowed to dispose of hazardous waste such as batteries, medications, chemicals, or electrical appliances in the residual waste. These must be sorted out and placed in specially designated containers, either where you dispose of your waste or at the recycling station.

If you are unsure about the rules in your building, please contact us at Skebo!



Housing councils

The purpose of Skebo's housing councils is to encourage tenant involvement and provide opportunities for influence. Each housing council consists of a group of tenants in a residential area who work together with Skebo to increase the well-being of those who live in the area. For example, this may involve organising various gatherings and festivities, as well as the purchase of fixtures, furnishings and equipment for the area's premises. Contact your landlord for information about housing councils in your area.



Indoor temperature

Our apartments should maintain a temperature of about 21 degrees Celsius (in the middle of the room). When it gets cold outside, it can take time for the heating system to adapt, especially when the temperature drops rapidly. A cold heater does not necessarily mean that there is something wrong; it is the temperature in the room that matters. On the contrary, the most common cause of cold heaters is that the temperature in the room is already 21 degrees.

You can help keep your home warm, for example by placing the sofa or other larger furniture some distance away from the heaters, so that they do not prevent heat from spreading throughout the room. Another "heat thief" may be that there are curtains hanging in front of the heater. This can cause the thermostat to turn the heater off, because it thinks that the temperature in the room is higher than it actually is. Another tip is to limit how long you leave the windows open to air out the apartment.

Hello!

Well-being and security

Saying hello to your neighbour is a way to foster a sense of well-being and security. Greet people you meet in the area and those with whom you share a stairwell. Together, you contribute to a sense of security that goes beyond your residential area.

If you need help

Reporting problems and defects

If you need to report a problem or defect in your apartment, the easiest way to do so is to go to www.skebo.se. Log in to Mina Sidor (My Pages) and report the problem or defect.

If your case is urgent, call Skebo at telephone number **0910-73 65 00**.

Housing Questions

If you have questions regarding your accommodation, such as about moving in and out, inspections and renovations, please contact us at telephone number 0910-73 65 00.

At our site, www.skebo.se, under Questions and Answers, you can find answers to many of the most common questions.

Rent receipts/direct debits

If you have questions about rent payments and payment methods, you can contact our office by telephone at **0910-73 65 00**.

On our website www.skebo.se, you can find in-depth housing information, frequently asked questions and answers, and other news.



skebo

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