

Extra information after signed contract

Masters 2019

Invoice and contract

You will find your digital contract and first invoice on My Pages. The contract is digital in the system and is not printed or sent by email.

In the future you need to go to My pages in order to see your invoices. They are not sent by email or post. The rent is based on a 12 months system and you pay rent every month. It is good if you can pay the first months' rent in advance, at the latest on the date "Due Date" stated on top of the invoice. **If that is not possible, it is ok to make the payment after you arrive to Sweden.** It is also ok to make the payment when you arrive to Sweden even though you might arrive later than the due date on the invoice.

If the amount on your first invoice is lower than the amount on the contract it's because your contract does not start from the first of the month. The invoices are based on the 1st to end of the month. From your next invoice you will be charged the full amount.

International payments

Bank:	Handelsbanken Kungssportsavenyn 10, Box 53180 400 15 Gothenburg
Account Number:	6243-547 260 822
Benefiter name/name of the account holder:	Stiftelsen Chalmers Studenthem
IBAN:	SE67 6000 0000 0005 4726 0822
SWIFT address:	HANDSESS

Payment by card before you have a bank account in Sweden:

Bank:	Handelsbanken
Benefiter name/ name of the account holder:	Stiftelsen Chalmers Studenthem
Account number:	547 260 822
BIC/IBAN: HANDSESS	SE67 6000 0000 0005 4726 0822
Account form:	Check account

IMPORTANT INFORMATION

When making payments you need to state the **OCR reference number** (ten digits) from the invoice so that we can place the money correctly. [Click here to view an example of where to find the OCR reference on the invoice.](#)



Forex Bank

For payment by card you need to bring a copy of your invoice to one of the Forex banks below.

Göteborg Centralstation

411 03 Gothenburg
Phone +4610- 211 16 78

Opening hours

Mon-Fri 07-20
Sat 10-18
Sun 10-18

Nordstan

Postgatan 26-32
411 06 Gothenburg
Phone +4610- 211 16 80

Opening hours

Mon-Fri 10-20
Sat 10-18
Sun 10-18

Avenyn 22

411 36 Gothenburg
Phone+4610- 211 16 79

Opening hours

Mon-Fri 09.30-18.30
Sat 10-15
Sun closed

NOTE: We do not handle any payments in the customer service office, please use the details above in order to pay the invoice.

Moving in

When it is time for moving in you can pick up your keys at our customer service office.

Date and time to collect the keys:

You can collect the keys from 14 o'clock the day that you contract starts. You can find the start date on My Pages under Contract and Duration of Contract, From "YYYY-MM-DD.

Where can you pick up the keys?

The keys are handed out by our customer service at Gibraltargatan 82. Remember to bring your passport or alternative photo ID.

If you cannot collect the keys yourself, you can send a friend. If that is the case, you need to send us an email with that person's name and social security number in advance. Our e-mail address: info@chalmersstudentbostader.se

Opening hours for the office is found below.

If you arrive by bus, the nearest stop is "Mossen". For more information regarding public transport in Gothenburg, please view: <http://www.vasttrafik.se/#!/en/>

Furniture

The apartments are fully furnished, and the rent includes: bed and mattress, kitchen table and two chairs, desk and chair, shower curtain and light fixture. The rent does **not** include kitchen utensils, quilt, pillow or bed linen. It is possible to buy quilt, pillow and bed linen from us.

Price list

Quilt	200 SEK
Pillow	50 SEK
Bed linen	100 SEK

Please contact us if you want to buy any of these items as soon as possible in order for us to handle it in good time before you arrive to your apartment.

The period of the contract and termination time

The tenancy contract for the Masters apartments is for a **maximum of two years** and it cannot be extended. Some of you will get contract for 1 year or 6 months, depending on when you get the offer. You can always view the details on my pages or on the email sent to you with the offer. You can terminate the contract in advance and the period of notice is 7 calendar weeks from your side. After the two years (or 1 year or 6 months, depending on your contract) you can apply for a regular apartment, unfurnished, through our queue system where you have to express interest when the apartments are published.

How and why should I update my Social security number?

As soon as you get your Swedish social security number, you need to send us an email or visit our customer service office with a copy of your ID/Passport in order for us to update the system. This is important in order to get 2 points per day in the queue. The requirements for 2 points per day is that you are a member of Chalmers Student Union and the social security number has to be the same in their system as well as in our system. Otherwise, you will only get one point per day.

Customer Service

Visiting hours

Monday-Wednesday	08.00-16.30 (<i>closed for lunch 12-13</i>)
Thursday	08.00-19.00 (<i>closed for lunch 12-13</i>)
Friday	08.00-13.00

Phone hours

Monday-Wednesday	08.00-15.00 (<i>closed for lunch 12-13</i>)
Thursday	08.00-19.00 (<i>closed for lunch 12-13</i>)
Friday	08.00-13.00

Please check our website for other opening hours during bank holidays or special occasions.
<https://www.chalmersstudentbostader.se/en/om-oss/>

More information is found in the document files - **MASTERS 2019 - FAQ (Frequently Asked Questions)**

Kind regards,

Chalmers Studentbostäder