

# Welcome to Chalmers Studentbostäder!

Before you move it's a lot to think about, and maybe it's your first own apartment. Therefore, we have made this guide so that moving in will be a little bit easier! On the last page, you will find a checklist which is useful!

## Rent

You can find your rental invoice on My pages. There you can also see the last day to pay your invoice, you must pay your monthly rent on time. We do not send out invoices per mail due to environmental reasons. In case you have a problem with the payment, please contact us as soon as possible.



Tip! You can receive your invoice electronically to your bank. Log onto your bank and search for Stiftelsen Chalmers Studenthem to receive an electronic invoice. Unfortunately, we cannot offer direct debit.

## Keys

You can collect your keys at our customer service the first day of your contact, after 2 pm. Our customer service is located on **Holtermansgatan 1D**. When you collect your keys, you will receive keys to your apartment, to your mailbox and Aptus-tags which are used for the front door, the laundry room in some of the buildings, the swimming pool, etc. Please be careful with your keys since they are an object of value! If you lose the keys, please contact our customer service!

## Change of address

Please do not forget to change your address on the Swedish Tax Agency's webpage. It might be a good idea to change your address a few days before you move so that your mail comes to your new address.

## Home insurance

You will need a valid home insurance for the entire rental period for your rental contract to be effective. Your student union might collaborate with an insurance company and can, therefore, offer you a discount.

## Is it clean?

When you move in, your apartment should be properly cleaned. If the apartment is not clean enough, please contact us directly! You need to contact us on the same day as you collect your keys and before you move in your belongings. If you are moving in earlier, you accept the current condition of the apartment.



## Smoke alarm

Your smoke alarm can save lives! That is why you must make sure that your smoking alarm is working properly. You can test it by holding in the button a few seconds, the alarm should activate. If it doesn't work, try to change the batteries. If it still doesn't activate, please contact us as soon as possible. Gibraltargatan 78 and Gibraltargatan 80 have non-changeable batteries and if they are not working you must contact your housing host immediately.

## Membership in your student union and study requirement

For your tenancy contract to be valid, you will need to be a member of your student union. You also meet the study requirement at Gothenburg University or the Chalmers University of Technology.

## Your apartment

Here you can find some tips and other things to think about regarding your apartment. If you have any questions, you are always welcomed to contact our customer service!

### Things on the walls

You are allowed, to some extent to have things on your walls like paintings, shelves and similar. You might need to repair the holes in the walls or pay when you move out, so please contact your housing host, if you are unsure when drilling a hole.



You are not allowed to drill holes in the bathroom, due to the risk of damages by damp.

### Light bulbs

We do not provide light bulbs, you will need to pay for them yourself. If you want to change the lights or luminous lamps, you are free to do so. You can also change the plugs and fuses.

If you need to change switches, sockets or fixed installations, please contact us.

### Broadband

We offer all of our tenants an internet connection with a speed of 1000 Mbit/s via our fiber-optic network. You will receive an IP-address and we have support for IPv6. However, there is an exemption for those of you living on Kapellgången 1 or 6. You will need to sign an agreement with Framtidens Bredband and report any faults to them. You can find more information on our webpage.



### Cleaning tip

The houses in Sweden are built to keep warm during the winter and can, therefore, be sensitive to damp. Therefore, do not use too much water when you are cleaning. Please, do not pour water on the floor, use a cloth, mop or similar instead.

Please keep the ventilators in your apartment open all year round. They will keep the air fresh and help to keep a good temperature in your apartment.

### Smoking ban

It is not allowed to smoke in your apartment or adjacent to the buildings.



### Pets

If your apartment is rented without furniture, you are allowed to have pets at home. If you rent an apartment with furniture, you are not allowed not to have pets at home. The fur might get into the furniture and affect the next tenant if the tenant is allergic.

#### Do you have pets? Please remember:

- Do not let your pets out unsupervised
- Always keep dogs on a leash in the residential area
- Ensure that dogs and cats do not foul the area, particularly near playgrounds

## Take care of your apartment

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### Report faults immediately

Please contact us as soon as you discover the damage in your apartment, for example, a water loss. You might be responsible to pay for the repairment of some damages if you don't report them to us directly, therefore please contact us as soon as you notice the damage.

You can report a fault via My pages on our webpage or call the number (+46)31 - 772 97 97 around the clock. You can also e-mail your housing host via [info@chalmersstudentbostader.se](mailto:info@chalmersstudentbostader.se)

### Blocked drain

In the event of a blocked drain, you can attempt to remove whatever is causing the blockage. If this cannot be done, contact your housing host and report the fault as soon as possible. Never use chemical products to clean the drains (e.g. lye).



### Vermins

If you suspect that you have bedbugs, please contact us. We will contact Anticimex, who will come to your apartment to investigate. Before Anticimex visit's your apartment, we will investigate your apartment as well. If you suspect other vermins, please contact Anticimex. Among the documents on our webpage, you will find more information.

### Please remember to regularly

- Clean the kitchen fan
- Clean and remove hair from the floor drain in the shower and the sink
- Make sure that your smoke alarm is working properly

## Benefits for tenants

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### The swimming pool

At Gibraltargatan 80, you can find our swimming pool and saunas for women and men. The swimming pool is only for our tenants; however, you can bring one guest. You need to contact us to get access to the pool.



### Carpool

If you need access to a car, we have a collaboration with carpool companies. During evenings and weekends, the cars are available for tenants, during the weekdays we use them in our operation.

Read more on our web page under Living with us/Your apartment/Carpools

## Communal areas

In your building, there are several communal areas, such as the laundry room. Please, leave these areas in the condition you wish there were in when you come to them.

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### Show consideration

All tenants have different habits and day rhythm, so please show consideration to your neighbors. It should be quiet after 10 pm in all our buildings. The stairwells are inefficiently soundproof, please don't run or talk loudly or slam doors. Do not play music too loud or have a high volume on your TV or computer. You, as a primary tenant, are responsible for your guests as well.

### Stairwell

In the event of a fire, stairwells are your way out and the Emergency's Services' way in. A fire can lead to severe consequences and therefore all communal areas must be kept clear of combustible material. It is not allowed to store items, park bicycles or leave any other items in communal areas such as stairwells, laundry rooms, corridors, etc.

### Recycling rooms

There is a possibility to sort your garbage adjacent to all of our buildings. On our webpage, you can find a guide on how to sort your waste. For garbage that cannot be recycled in the garbage room, there are communal recycling areas. You can find one behind Gibraltargatan 94.



### Laundry room

You can book the laundry room via My pages or outside the laundry room, it varies between the buildings. You will need to start your first wash at the latest 30 minutes after your session has started. Otherwise, your appointment will be canceled, and your neighbors can book themselves on your appointment instead.

### Parking your bicycle

The bicycle parking facilities vary between our residences. Adjacent to some building there is locked parking for bicycles under roof. In some buildings, you can park your bicycle in the basement.



### Car park

Unfortunately, we have no parking facilities for cars. If you wish to park your car outside your apartment, contact the parking company that is responsible for the parking spots outside your building.

### The Council of Trustees

The Council of Trustees is an association consisting of tenants who work on their free time in the interest of Chalmers Studentbostäder's tenants. As a primary tenant, you automatically become a member. The Council of Trustees negotiate annual rent levels on your behalf and continuously meets with Chalmers Studentbostäder to discuss improvements in the housing areas. Chalmers Studentbostäder also negotiates an annual grant to the Council of Trustees and its members, i.e. all our tenants. This grant is used to arrange garden parties and other activities.

The Council of Trustees also has several premises, for the use of tenants. You can find more information on our webpage, or you can visit theirs.

## Frequently Asked Questions

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### What is included in the rent?

The rent often includes everything, except for electricity. However, what is included may vary between our housing. If the rental agreement does not state anything else, your heating, water, waste disposal, and cleaning of stairwells are included in your rent. On our webpage, under the tab "Our housing", you can find more information about what is included in your rent.

### Have you received mail that belongs to someone else?

Unfortunately, we cannot handle mail that belongs to someone else. Instead, please write "Avflyttad" (Moved out) on the mail and place it in a postbox. If you continuously receive mail who belongs to someone else, please contact the Swedish Tax Agency.



### Why does your apartment have two numbers?

Your apartment has a new number in the housing register, which is administrated by the government agency Lantmäteriet. We still use the old system; thus, your apartment has two numbers. Please contact our customer service if you are uncertain about which number to use.

### Is it possible to change my apartment?

Yes, if you are a primary tenant and have lived in your apartment for at least a year. Both you and the tenant who you want to change apartments with must have lived with us for at least a year and be a member of your student union. You will need to fill out an application form. Unfortunately, we cannot help you to find a tenant to change apartments.

### For how long can I stay at my apartment?

The maximum amount of years you can live with us is 6 years. You can stay with us for 3 more years if you are doing a doctorate.

### Can I rent my apartment to someone else (sublease)?

Yes, if we approve it. Reasons for sublease may be that you are going to study or work in another city or moving in with someone for a trial period. You, as a primary tenant, is responsible for the monthly rent being paid and that the subleasing tenant does not disturb the neighbors. The forms for subleasing can be found among our document files on our webpage. If you sublease your apartment without our approval, your contract may be terminated.

### How do I terminate my contract?

You can terminate your contract on My pages. The notice period is at least 7 weeks and moving out is usually on a Tuesday. When terminating your contract, you can choose which date to move out. However, some weeks there is no possibility to move out. It might be due to a public holiday, or that we have reached maximum notices that week. If you are changing apartments within Chalmers Studentbostäder, your notice period is a maximum of 4 weeks. Do you have a master's apartment or a short-term contract? Then you will need to contact our customer service to terminate your contract!



### What should I do before moving out?

The apartment needs to be cleaned thoroughly before you hand in your keys. On our webpage, you can find a checklist for cleaning. Unfortunately, you cannot go back and clean your apartment again if it is not clean enough. Instead, we will hire a cleaning company which you will have to pay for. Before you are moving out, your housing host will inspect your apartment. If there are any abnormal damages you may be liable to pay for the damages.

# Checklist

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## Before you move in

Sign a home insurance

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Change address at the Swedish Tenancy Agency

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Member in your student union

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## The day of moving in

Collect keys

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Is it properly clean?

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Check your smoke alarm

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Are the ventilators in your window open?

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I have an internet connection

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The contact information on “My pages” are correct

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