



HOUSING GUIDE
Snerikes nation
Spring 2018

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Welcome!

Welcome to Uppsala!

If you have any questions you are welcome to contact us, but we expect you to have read the information in this booklet first. Many people contact us in the beginning of every semester (August, September, January and February). During these months it might take a while before we can get back to you.

More information at:

www.housingoffice.se
www.uu.se/welcome

Room reservation

Uppsala University Housing Office (UUHO) rent rooms from the house owner Södermanland-Nerikes ("Snerikes") Nation and sublets them to international students at uppsala University. UUHO is working as a non-profit assignment from the University.

Your room is reserved for a limited time only. Make sure you are well informed of the dates and details in your Leasing agreement.

We offer fixed rental periods and our Leasing agreements typically covers an entire semester or academic year. From the first until the last day of your leasing agreement the room is your responsibility and you are bound by the terms of condition of your leasing agreement.

You will pay rent for the room for the whole period in the leasing agreement, regardless of your actual arrival or departure date. For example, if you arrive for the autumn semester you will typically be liable to pay rent starting from August 1st or 15th, even if you arrive September 3rd.

Please notify UUHO immediately if your exchange in Uppsala is cancelled and you are not coming to Uppsala as planned. Make sure to keep UUHO informed of any problems or delays regarding Visa or immigration that may affect your ability to come to Uppsala as scheduled. Cancellations later than 1 month before the first day of contract is charged with the first month rent.

Uppsala University Housing Office has the capacity to offer housing for a maximum of four semesters for fee-paying master students. If you are staying longer you must find housing for the rest of the time on your own. For a complete list of housing companies, see: www.studentboet.se

Uppsala University Housing Office sincerely hopes your stay in Uppsala will be rewarding!

Staying at Snerikes Nation

Membership in Snerikes nation

To stay in the accommodation at Södermanland-Nerikes (Snerikes) nation you must become a member of the nation. Membership in a student nation in Uppsala gives you access to the rich student community in Uppsala. There are 13 student nations, all of which offers student lunch restaurants, cafés, pubs, night clubs, and many other social activities such as choirs, orchestras, social- and sports clubs and much, much more.

Membership in one of the nations will give you access to all 13 of them but students usually get discounts in the nation they are a member of. To become a member you must visit the nation office after arrival and pay a membership fee. The Snerikes Nation is found on S:t Larsgatan 4 (the Snerikes Accommodation office is found on Rundelsgränd 3B). Visit the Snerikes nation website for more information: <http://snerikes.se/english>

Please note that your leasing agreement is with Uppsala University Housing Office (your landlord), not with Snerikes nation.

About the facilities

Through Snerikes nation UUHO offer 7 rooms designated for non EU/EES tuition-paying master students only. The rooms are in corridors with shared facilities. The Snerikes accommodations are located in different parts of Uppsala.

The rooms are let with basic furniture and there is a pillow and quilt for the bed in all rooms. Towels and bed linen is not included. The shared kitchens are fully equipped.

Krongatan 6A: Two rooms of 13 square meters each. The rooms are in so called "triplets" i.e. each share kitchen and bathroom with two other rooms.

Karlsrogatan 13: One corridor room of 17 square meters, with private hallway and bathroom. Kitchen is shared with four other rooms.

Karlsrogatan 15: Two corridor rooms of 17 square meters each, with private hallway and bathroom. Kitchen is shared with eight other rooms.

Rundelsgränd 1: One corridor room. Kitchen and bathroom is shared with two other tenants.

S:t Larsgatan 6B: One corridor room of 17 square meters with private hallway and bathroom. Kitchen is shared with eight other rooms.

Guests staying overnight

The room that has been allocated to you is the residence of the contracted tenant only. You may not house other individuals in the room for extended periods.

For guest accommodation please have a look at the website www.studentboet.se (under "Temporary Housing" for a list of hostels and hotels in and around Uppsala).

Keys, tags and cards

All tenants are responsible to keep their keys and keycards in a safe place. Never keep any information about your address or room number together with your keys.

Loss of keys or cards

If you lose your key, keycard or tags, you must contact Snerikes Accommodation Office as soon as possible to have your door lock changed and to acquire new keys: phone: +46-(0)18-52 30 01; e-mail: bostad@snerikebostader.se. Cost of lock change as well as new keys, keycards and tags will be charged to the tenant. It is very expensive to change a lock so for your own sake, keep your keys safe.

If you lose your keys outside of office hours you can call Relita for opening assistance: +46(0)18-155 155. Be prepared to show ID-card or passport and we also recommend you to keep a copy of your leasing agreement in your room. This service will attract a fee of **SEK1000**.

Garbage

In Sweden you are expected to recycle as much of your waste as possible. There are garbage facilities in connection to all accommodations. You must sort your garbage according to the different containers available in the garbage room, typically: combustible waste, compostable waste, clear and coloured glass, hard plastic, paper packages, newspapers and metal packages. Make sure that your garbage bag is securely closed before you throw it in the right container.

If you wish to throw away waste that there aren't any bins for in the garbage facility you must transport it to a recycling center (for more information, visit www.uppsala.se). Please note: it is not allowed to leave old furniture or other bulky waste in the garbage rooms, these items must be transported to a recycling center.

Laundry

All tenants have access to common laundry rooms (Swedish: Tvättstuga). Please follow the instructions in the laundry room or check with your neighbours on how to use them. There is no extra cost for using the laundry rooms.

Storage room

The storage room is located either in the attic or in the basement of your building and marked with your apartment/room number. Please lock the storage with your own padlock even if you do not use it to make sure no one else place things in it. You are responsible for the storage being left empty of all things when moving out.

Heating

The general temperature in your room should be 20 degrees. If the temperature is lower than that you should make a fault report to the caretakers: <http://snerikes.se/bostader/felanmalan/> . You must measure the temperature in the middle of the room yourself before making a fault report. Please note that the radiators are regulated centrally and may be working even if they are cold or luke warm.

Internet

Internet is provided through an agreement between the house owner and an external supplier: Breband2. In order to have access to Internet you must buy/bring your own Net Cable, there is no wifi. For internet support contact Snerikes Accommodation Office: phone: +46-(0)18-52 30 01; e-mail: bostad@snerikebostader.se

Maintenance

Your room will be your home for some time and we expect you to take well care of it. Cleaning and upkeep of the room/apartment is the student's own responsibility. Cleaning and upkeep of the common areas in a corridor, such as the kitchen and living room is shared between the tenants, normally on a weekly rota. This also includes throwing away garbage and waste. Sharing a kitchen and other common areas with other students can be very rewarding, but of course also sometimes quite challenging.

The students are responsible for buying detergents for cleaning the kitchen themselves. Often the students living in a corridor have a common fund to buy common supplies. Collaborate with your neighbours, be helpful, and clean up after yourself.

We kindly ask you to respect a couple of rules:

- Furniture must not be removed from the room.
- Posters, tape or other things that may cause damage to the walls are not allowed.
- Smoking in your room or anywhere else inside the building is not allowed.
- Respect your neighbours' need for privacy and silence. Especially after 10 pm.
- Do not store any waste or garbage in your room or in common areas.
- You must always clean up after yourself when using the common areas and facilities.
- Do not use caustic soda to dissolve blockage in the sewage system. **Clean the drains regularly**, both in the kitchen and in the bathroom.
- Stove tops of glass should be cleaned with specific detergent for this purpose. Do not use any cleaning method that may scratch the surface.
- When defrosting the fridge/freezer - do not to let water run out on the floor.
- Before leaving, your room should be thoroughly cleaned, it will be inspected.
- You are personally responsible for furniture and equipment in your room.

Fault Report

If anything is missing, malfunctioning or broken – make a Fault Report.

Maintenance by the caretakers is free of charge unless you have caused the damage on purpose or by neglect. If you find faults at the time of moving in, please report it as soon as possible to avoid being charged for it. In the beginning of the semester the caretakers have a lot to do when many tenants move in at the same time. Urgent problems will be prioritized.

Make sure that your service request includes your address, room number, e-mail address and telephone number (preferably Swedish). You should always note in the request if you allow the caretakers to enter your room with a service key if you are not at home. This will make it easier for the caretakers and they will be able to fix the problem sooner.

All problems concerning **furniture, plumbing, heating, electricity or other installations in the house** should be reported to the house owner through their website: <http://snerikes.se/bostader/felanmalan/> .

For **urgent matters** concerning plumbing, electricity and such during week-ends and nights, contact Relita: +46(0)18-155 155.

NOTE: If the light doesn't work you must buy a new light bulb yourself, and change it. If the light doesn't work with a new light bulb – please make a fault report to the caretakers: <http://snerikes.se/bostader/felanmalan/> .

If you need further instructions on where to report a problem you can visit www.housingoffice.se for guidance.

Fire protection

Every room has a smoke detector installed in the ceiling and it is your responsibility as a tenant to check if the alarm is working properly and change the batteries if needed. If the alarm gives off a sound every ten minutes or so, it means that the batteries needs changing.

If the fire alarm in your room seems broken or is missing, you must immediately report this to the house owner: <http://snerikes.se/bostader/felanmalan/>; phone: +46-(0)18-52 30 01; e-mail: bostad@snerikebostader.se

It is strictly forbidden to clog the fire alarm with paper or other items. This kind of behaviour puts the lives of you and your neighbours in danger and is utterly unacceptable. Never leave any candle lights unattended.

Due to fire safety reasons it is important to keep the common areas and staircases free from all items, such as strollers, bikes and garbage.

Insurance

Most exchange students and fee-paying master students are covered by an insurance policy taken by Uppsala University at the Legal, Financial and Administrative Service Agency: "Kammarkollegiet" called STUDENT IN. Check with Kammarkollegiet or Uppsala University if you are included in the policy. If the tenant is not covered by this insurance the tenant is obligated to arrange a proper home insurance elsewhere.

If some kind of damage occurs in your room/apartment it is very important that you **immediately** report to Snerikes Accommodation Office, Uppsala University Housing Office as well as to your insurance company (e.g. Kammarkollegiet).

NOTE: Property insurance/theft is not included in the STUDENT IN insurance policy. Students are strongly recommended to purchase a comprehensive insurance policy in their home country. Your home university or your home insurance company might be able to inform you concerning home insurance abroad. The Student Union (www.uppsalastudentkar.se) can help you to take out a Swedish home insurance at a reasonable price.

Information regarding vermin and pests

If you suspect your room has got vermin or pests it is **important that you report this immediately** to Snerikes Accommodation Office, phone: +46-(0)18-52 30 01; e-mail: bostad@snerikebostader.se. The house owner has their own insurance for extermination of vermin and there will be no extra cost for you as a tenant so please don't hesitate to report any problem immediately. The exterminators contracted by the house owner will, if necessary, come to your accommodation to treat the problem and they will provide all the information you need about what you should do to get rid of the vermin.

Bed bugs? Things you must do before the fumigation appointment

Bed bugs travel with luggage, find shelter under beds and are active at night. They are quite harmless and do not spread diseases.

1. Wash

The bugs do not survive heat over 45° C. All bed linen, quilts, cushions/pillows, curtains and washable textiles must be washed in a washing machine at a minimum of 60° C. Please follow these steps:

- Put everything in plastic bags and tie them securely before going to the laundry.
- Don't open the plastic bags until you are about to put everything in the washing machine.
- Put the textiles in the washing machine and wash them at a minimum of 60° C.

NOTE: If you have clothes and textiles that should not be washed at 60° C, you must talk to your house caretaker, who will arrange different treatment for your clothes/textiles. If your quilt does not fit into the machine, you can tumble-dry it instead at 60° C for at least 30 minutes.

2. Move things out of the way

Move your things so that the fumigation company can apply the right areas with the solution, you must follow these steps:

- Push all your furniture into the middle of the room so that they are at least 50 cm from the walls.
- Stand your bed on its end so that the fumigation company can apply underneath.

NOTE: Do not move any furniture out of the room! Everything must remain inside the room to avoid spreading bed bugs to your neighbours. It is not allowed to change room because of vermin.

3. Clean and tidy up

You must clean your accommodation thoroughly before fumigation. Don't forget to do the following:

- Vacuum upholstered furniture and in your wardrobes, cupboards, drawers etc.
- Vacuum along skirting-boards, and in all nooks and crannies.
- Put the dust-bag from the vacuum-cleaner in a sealed plastic bag and immediately throw it in the container for household waste outside the building.
- Mop the floor.

During their visit, the fumigation company applies a special solution to the floor, ceiling, skirting boards, bed and upholstered furniture. This solution is eco-friendly and harmless to humans. Allergy and asthma sufferers, children under two years, pregnant women and pets must however stay out of the apartment/room for 24 hours after the fumigation.

Snerikes Nation International Officers

If you have any questions concerning the nation, or if you just want to talk to someone who knows about the joys and fears of being a student in Uppsala, don't hesitate to e-mail the international officers at Snerikes nation:

E-mail: international@snerikes.se

Website: <http://snerikes.se/english>

Rent

How to pay your rent

The payment procedure works like this:

1. Every month you will receive an e-mail from Uppsala University Housing Office with your rental specification and a web link.
2. The link transfers you to a secure website, where you will make your payment by VISA or Mastercard.
3. The money will automatically be withdrawn from your account and transferred to our account.

NOTE: We only accept VISA and Master Card payments, so please make sure that you have a VISA or Master Card before you arrive in Uppsala.

If you are unable to settle your rental invoices this way but need to pay with cash or bank transfer, there is information at <http://housingoffice.se/staying-at-uuho/student/rent-payment/> with all the payment details you need.

We always charge full calendar months (from the first to the last in a month = calendar month), except for the half months during the arrival months; August and January, and the departure months; January and June. It is not possible to pay rent by day.

You are liable to pay rent for the rental period stated in your Leasing agreement. There is a twelve-month yearly rent, and there are no rent free months.

Rent is charged by month, and is to be paid in advance without notice. For example: The October rent must be paid at the latest on the 30th of September. It is not possible to get an invoice for more than one month at a time.

If you for some reason are late with your rental payment, you will receive a reminder from Uppsala University Housing Office. If we still haven't received your payment after this reminder, a late fee will be added to your invoice and we will contact your coordinator at Uppsala University. **Your coordinator at Uppsala University will contact your home university. If the debt remains, legal measures will be taken.**

For further information regarding rent, visit our website www.housingoffice.se.

Leasing Agreement

Terms

The terms in your Leasing agreement are legally binding. Please read them carefully.

Cancellations

After arriving you may find out that your exams finish early and that you would like to leave earlier. Make sure that you cancel your leasing agreement as soon as you know that you are leaving earlier.

There is a three month notice stated in your leasing agreement, counting full calendar months. For example: If you would like to cancel the period June 1-15 the final date for cancellation is February 28. After this date you will be liable to pay rent up to June 15th regardless of when you move out.

Remember that cancellations are made by full calendar months, which means that your leasing agreement always will end on the last day in a month. For example: If you leave on December 17th, your leasing agreement can still only end on December 31st.

You cancel by sending an E-mail to info@housingoffice.se specifying the date you wish to move out. Cancellations can only be made through Uppsala University Housing Office, not through the house owner Snerikes nation.

NOTE: We cannot make any exceptions regarding these rules, and it is the student's own responsibility to keep track of his or her exams and take count of the three months' notice.

Room changes

Room changes are not allowed. If you are unhappy with your room you can search for accommodation elsewhere by yourself. Please note that you must always give three months notice to terminate your contract as described in the section above.

Extension of stay

You may extend your leasing agreement over the summer for leasing agreements signed for spring term. You extend by sending an E-mail to info@housingoffice.se specifying if you wish to extend until June 30th or July 31st. (This extension is possible only if your room is vacant during this period.)

We have a twelve months' rent which means that if you extend your stay over the summer months, you will pay the same monthly rent during summer as during the semester.

For leasing agreements signed for the autumn semester only and Short-term agreements, there is generally no possibility to extend. Send an e-mail to info@housingoffice.se to ask for any possibility to extend.

Extended exchange period

If you are a formal exchange student and your exchange has been officially extended for another semester, we will receive this information from your coordinator at Uppsala University, and your leasing agreement will be automatically extended. You cannot apply again for a new room, only extend the current contract.

Vacancy Accommodation

Vacancy accommodations are rooms/apartments booked during the semester, and available for the ongoing semester only. Vacancy leasing agreements can generally not be extended.

The only way vacancy accommodation can be booked or extended is if Uppsala University Housing Office has got available rooms during the requested period. There is no specific queue for vacancies, you need to request availability via info@housingoffice.se.

Departure

Departure

Upon departure, clean your room thoroughly, and return your keys to Uppsala University Housing Office.

Your last possible check out day is the last date stated in your leasing agreement and your keys must be returned on the same day before 11:00 am.

Cleaning Inspection

Before leaving we expect you to make sure that your room is clean and tidy. There will be a cleaning inspection after your departure. If you fail to clean properly Uppsala University Housing Office will charge you for the additional cleaning which must take place before the next tenant can move in. The inspector will check that the drains have been cleared and cleaned so do not forget them!

Note that the authorized inspector determines whether a room/apartment has been cleaned properly, not Uppsala University Housing Office.

Unpaid Rents

Unpaid rents and other debts will be reported to your contact person at the department, who also will contact your home university. If the debt remains legal measures will be taken.

Make sure that all your rents are paid before you leave.

Return Keys

To avoid unnecessary costs: please empty your room and return the keys before 11:00 am on the last day of contract at the very latest.

The keys should be returned to Uppsala University Housing Office, Kungsgatan 27. For opening hours please see our website: www.housingoffice.se.

If you leave outside opening hours you are welcome to leave your keys in the "key drop" which is outside our office, approximately 30 meters to the left of the main entrance.

You are personally responsible for the keys to be properly returned, and you will be charged for the costs of a lock change if your keys are not returned on time.

The page features a decorative background of stylized house icons. These icons are scattered across the page, with a higher concentration on the left side. Each icon is a simple line drawing of a house with a gabled roof and a chimney, containing several small squares to represent windows. The icons are arranged in a somewhat circular pattern on the left, while on the right, they form a vertical column that tapers towards the bottom.

Uppsala University Housing Office

E-mail

info@housingoffice.se

Telephone

+46 (0)18-490 51 00

Visiting Address

Kungsgatan 27
753 21 Uppsala

**For opening hours please
check our website**

www.housingoffice.se

Contact list problems and maintenance

Plumbing, heating, electricity or other installations in the house

Report online: <http://snerikes.se/bostader/felanmalan/>
Emergencies during weekends or nights:

Relita: +46(0)18-155 155

Furniture and kitchen-ware

Report online: <http://snerikes.se/bostader/felanmalan/>

Lost keys

Phone: +46(0)18-52 30 01

E-mail: bostad@snerikebostader.se

During weekends or nights:

Relita: +46(0)18-155 155

Police

114 14

(+46 77 114 14 00)

Emergencies

Phone 112