

# Arrival information

## Sernanders väg

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### Picking up keys

You collect your keys at your house owner Heimstadens' Office

Office address: Sernanders väg 10

Phone: +46- (0)770 - 111 050

E-mail: [uppsala@heimstaden.com](mailto: uppsala@heimstaden.com)

Opening hours for picking up the keys: Mon-Fri 13.00 – 16.00

### Public holidays in Sweden and the office will be closed:

January 1<sup>st</sup>, January 6<sup>th</sup>, Easter (Friday to Monday), May 1<sup>st</sup>, Ascension Day, Midsummer (Friday and Saturday), All saints day, December 24<sup>th</sup> to 26<sup>th</sup> and December 31<sup>st</sup>.

### Late arrival

If you arrive outside office hours you have the possibility to call **+46 (0)770 - 111 050** on arrival and an officer on duty will meet you at Heimstaden office. **This after hour service will attract a fee of 750 SEK.**

If you do not wish to pay the extra fee we recommend you to book a hotel/hostel for the night or send someone to collect your keys on your behalf during regular opening hours, see section below.

### Power of attorney

If you are unable to collect the keys in person, you can write a power of attorney for a trusted friend or colleague. The document must contain all the following information. If it is incomplete - the keys won't be handed out.

- Address and room number
- Your full name and birth date
- Full name, birth date, telephone number and email address to the person collecting the keys instead of you
- Your signature
- Copy of your ID-card or passport

There is also a template on our website that can be used!

**Note:** The power of attorney needs to be printed and handed over to Heimstaden when picking up the keys.

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### Checklist when moving in

- **Do the keys work?**  
If not – please contact Heimstaden immediately
- **Is the room clean?**  
You should have a business card in the room with information when the room was cleaned. If the room is dirty and there is no card in the room – please make sure to report it to Housing Office right away but not later than three (3) days after you have moved in so we can book a cleaning of the room. If you contact us after the three days we will not offer a free cleaning of the room.
- **Do you have all the included furniture and is something damaged in the room?**  
All damages in the room should be reported directly to your house owner Heimstaden.  
Missing or damaged furniture should be reported to Housing Office.

**These furniture are included in the room:**

- Bed with mattress and mattress cover
- Desk with desk chair and desk lamp
- Storage unit
- **Put your name tag on the mailbox**
- **Find a shelf in the fridge and freezer**
- **Check the kitchen cupboard that belongs to your room**



**For all information about your accommodation – please check your Housing Guide!**