

Arrival information

Sernanders väg



Picking up keys

You collect your keys at your house owner Heimstaden's Office

Office address: Sernanders väg 10

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

E-mail: kundservice@heimstaden.com

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

NOTE! If the first day of contract is on a weekend or public holiday the keys are only available for collection from 13:00 on the following weekday.

Public holidays in Sweden when the office will be closed:

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

Check-In

The earliest time you will be able to collect your keys is at **13:00** (1 pm) on the first **weekday** (mon-fri) of your leasing agreement. Your room will be available to move in from **15:00** on the same day. Make sure you are well informed of the dates in your leasing agreement. Remember to bring your passport or ID-card to the check-in location.

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 a template of this document on our website that we recommend you use.

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.

Please note that if you arrive on a weekend and your room is not cleaned, we will not be able to help you until the next weekday at the earliest.

- **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.

Check your housing guide on how to make a fault report.

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!