

Your Guide to **Von Kraemers allé 29**



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Welcome



Welcome to Von Kraemers allé 29

Welcome to stay at Von Kraemers allé 29!

The apartments are intended for visiting researchers at Uppsala University. We hope that you will find your apartment comfortable.

All apartments are administrated by:

Uppsala University Housing Office/Akademihotellet
Kungsgatan 27, 753 21 Uppsala
E-mail: researcher@housingoffice.se
www.housingoffice.se

Please check our webpage for opening hours.



Public transportation

Uppsala Centralstation is only a short walk from Uppsala University Housing Office.

You can find more information about buses and bus tickets here:
www.ul.se



About Uppsala

There is plenty to do in Uppsala. Whether you like beautiful natural surroundings, cultural events or historical sites, there are many things to experience here. For more information about what to do in and around Uppsala please visit www.destination uppsala.se

Staying at Von Kraemers allé

Arrival and departure

Arrival

All apartments are checked before you arrive, but you should also check your apartment yourself when you first move in. Any missing or damaged items have to be reported to Uppsala University Housing Office by e-mail to **researcher@housingoffice.se** within the first week of your arrival.

Departure

Upon departure please clean your apartment with help from the check list "Checklist for Cleaning before Check-Out". Any problems in your apartment should also be reported to **researcher@housingoffice.se** before you leave. You need to return your keys latest at 11:00 am on the last day of your contract. You can drop them off at Uppsala University Housing Office at Kungsgatan 27 during office hours or you can leave them in the key drop which is located outside our reception.

Extension and cancellation of contract

Our apartments are rented out to guest researchers for a maximum of 2 years.

If you wish to cancel your agreement earlier than stated on the contract you have to inform Uppsala University Housing Office 2 full calendar months in advance.

Request for an extension of the contract needs to be made three full calendar months before the end of the current contract without notification from the landlord. **Please note** that sometimes an apartment is only rented out for a short period of time due to limited availability and in this case an extension is not possible.

Insurance

Uppsala University Housing Office has an insurance for the apartment regarding fire, break in or other damages. Personal belongings are not covered by this insurance, neither is health care. Please make sure that you have adequate insurance coverage for your stay.

Keys

All tenants receive 2 door keys, 2 tags and 2 mailbox keys. If you stay on the ground floor you also receive 2 keys for the windows. The tag opens the entrance door of the building and all common facilities. The door key opens the apartment and the mailbox key opens your mailbox.

There are also keys in the apartment for the medicine box in the cleaning cupboard and for interior doors. Please LEAVE these kinds of keys in the apartment when you leave. Your door keys, tags and mailbox keys have to be returned to Uppsala University Housing Office when you move out.

If you make a fault report and a service technician needs to access your apartment, you have to leave one door key in the keytube on your front door. The caretaker will not be able to enter your apartment if you do not provide a spare key.

To lock your door: insert your key in the lock, pull the handle up and let it fall down again, finally turn the key around. The same instructions can be followed from the inside.

If you have locked yourself out or lost keys

It is very important that you contact Uppsala University Housing Office as soon as possible if you lose your key or tag. If a key is lost or stolen the door lock must be changed. The tenant will be charged of the cost incurred with the new lock, keys, and tags. It is very expensive to change a door lock, so for your own sake, keep your keys safe.

If you lose your key during weekends or nights, you will need to call +46 (0)18-727 36 00 for assistance.

Responsibilities

You find regulations and responsibilities for tenants in your leasing agreement.

Reporting problems

Problems regarding, water, plumbing, electricity and the like are the responsibility of the house owner and should be reported to Uppsalahem during daytime from 8:00-16:00 to +46(0)18 – 727 36 00. If you need assistance you are always welcome to contact Uppsala University Housing Office: researcher@housingoffice.se

Problems regarding furnishings, microwave and blinds is the responsibility of Uppsala University Housing Office and should be reported to us: researcher@housingoffice.se or +46(0)18-490 51 00.

In an emergency situation regarding your apartment after office hours please contact this number: +46(0)18-727 36 00.

Please observe that you may have to pay if errors have been reported unnecessarily.

Smoke detector

Every apartment has a smoke detector installed in the ceiling. You are responsible to regularly check that the alarm is working. If the alarm makes a sound every ten minutes it indicates that the battery needs to be replaced. You are responsible to replace the batteries yourself. If the smoke alarm seems broken or is missing, you must immediately report this to the caretaker: +46(0)18-727 36 00.

Fuses

If you blow a fuse you can check the fuse box (the white metal box in the hallway) and easily see which fuse is in the wrong position.

To open the fuse box use a coin or screwdriver. For your safety, there is a "Residual Current Device" which is marked "Jordfelsbrytare" which you also can flip back. The main fuse marked "Huvudbrytare" should only be handled by a caretaker.

Replacing light bulbs and fluorescent tubes

It is the responsibility of the tenant to replace light bulbs and fluorescent tubes in rental apartments.

Common facilities

Laundry

The laundry is located at von Kraemers allé 31 in the basement. You book your laundry with your tag via the booking board. Please note that you can only book 4 times per month.

Garbage room

There is a small house next to the building where you can throw your waste. Please note that you must sort your waste in different categories. You will find different waste bins marked with signs for different types of garbage.

Bike storage

You are welcome to use the bike racks just outside the building. Please note that you should not put your bike in any other location. Always lock your bike.

Storage room

All apartments have a small storage room in the basement of your building that you are welcome to use. You need to buy a padlock yourself. Do not use another apartment's storage space. Please note that it is very important that you empty your storage room and remove the pad lock when you leave.

Parking lots

There are no specific parking lots for these apartments. Uppsala University has parking areas nearby that can be used per hour, day or longer. For more information check here (in Swedish):
<http://www.blasenus.uu.se/om-blasenus/besok/parkering/>

Taking good care of your apartment

We expect you to take good care of the apartment including furnishings, equipment, kitchen utensils and electronic devices. It is your own responsibility to clean the apartment during your stay. Please use the cleaning equipment provided in your apartment. **Please note** that you must buy and replace things like dust bags for vacuum cleaner, light bulbs and fluorescent lamps and cleaning detergent yourself. You can find more instructions about cleaning in section “Checklist for cleaning before check-out”.

There are a few things that need special attention:

- Please do not use green Scotch-Brite, steel wool or similar while cleaning, because it could damage the surface on different materials. Please also use the right cleaning detergent and follow instructions on product label. If you use the wrong detergent it could damage the surface on materials.
- Take care of your stove, refrigerator, microwave and hood. Do not use any cleaning equipment or cleaning detergent that might damage the surface. Regularly remove and clean the filter of the hood. The best thing is to put the filter in the sink with hot water and dish soap and let it soak for a while, after that brush it clean, rinse thoroughly and let dry.
- **Take care of floors.** Wooden floors are easily destroyed by liquids. It is therefore important that you clean the floors with limited water and **wipe them dry immediately**. Do not spread water around in the apartment after taking a shower, dry yourself first. **Please note that if you are not careful and damage the apartment you might risk charges.** You are responsible to inform us immediately if the floors are damaged. Be also careful while moving furniture and avoid walking around with dirty shoes indoors to avoid marks and scratches on the floor.
- **Regularly remove hair and other items from the drain.** If hair and other items are not removed it will eventually block the drain. If you still experience problems after cleaning the drain you have to contact the house owner immediately. **Costs that are generate for an unclean drain or delay report can be debited to the tenant.**
- **Do not make any holes in the walls, put stickers or use tape. Damages on the walls will be invoiced to the tenant.**
- Do not put hot objects such as hot pots and pans on the table without trivet.

Internet and TV

Internet

To activate your wifi please check underneath the wifi-router for the name of your network and password. The wifi-router is installed in the white metal box in the hall; you can use a coin or screwdriver to open the door. Please do not unplug any cables unless you are instructed to do so by the support team of Bahnhof.

Example:

Network:

SSID på trådlöst nätverk: Bahnhof_789D534819B2

Password:

Nyckel för trådlöst nätverk: vuiggb345ksnx.3hvs3q

Support for Internet

Please check a few things before you call the support-team.

1. Are all devices switched on?
2. Are the cables to the wifi-router in the white metal box connected?
3. Are there any loose cables?
4. Have you used the correct SSID and password for the wifi-router (which you find underneath the wifi-router)?

PLEASE NOTE: The support team can only help you if you call them from home and follow their instructions. If they ask you to identify yourself, please inform them that you rent an apartment at Von Kraemers allé 29 in Uppsala provided by Akademihotellet.

Internet-support (Internet provider is Bahnhof)

Phone: +46(0)10-510 00 00

Mail: kundservice@bahnhof.se

Web: www.bahnhof.se

Inform them that you are renting the apartment from Akadmihotellet AB (our company name).

TV

TV is no longer offered.

There might be a TV in the apartment, in this case, you can use it as a monitor and connect a chrome cast or a computer. To have the right cables is responsibility of the tenant. A broken TV will not be replaced. Inform Housing Office so that we can remove it: researcher@housingoffice.se

Door phone

1. You will hear a sound if someone calls
2. Lift the handset and answer
3. Open the door by pressing the upper button with the key symbol
4. Hang up the handset

Important contact information - emergencies

Fire, Ambulance and Police

SOS Emergency phone 112

Ambulance, fire brigade, police - Phone 112.

112 is the emergency number that you can call from a landline or mobile phone anywhere in Sweden.

Website: <http://www.sosalarm.se/112/Om-112/Att-larma-112/English/>

Police - non emergencies

Phone from Sweden: 114 14

Phone from abroad: +46 77 114 14 00

or visit website: <http://www.polisen.se/en/Languages/Startpage/>

Hospital

Uppsala Akademiska sjukhus

Phone +46(0)18-611 00 00 for non- emergencies

Visit website: <http://www.akademiska.se/en/>

Medical Service Advice 24hrs

Phone 1177

Visit website:

<http://www.1177.se/Uppsala-lan/Other-languages/Engelska/>

Here you can also search for a Health Center (Vårdcentral) near your area

In case of fire

If there is a fire in your apartment

If there is a fire in your apartment try to extinguish it if you can. There is a fire extinguisher on each floor. If you can't extinguish the fire you must close the doors and windows and immediately evacuate your apartment!

Evacuate your apartment and call 112 as soon as possible

State your address: Von Kraemers allé 29

Warn others and follow evacuation signs

If someone needs assistance try to help.

If the fire comes from the corridor or stairwell

If the fire comes from the corridor or stairwell, you should stay in your apartment, close all doors and stay close to the window. Every apartment is a fire compartment and is built to withstand at least 60 minutes of fire. Never go out in a smoke filled stairwell, if smoke comes into your apartment try to block the door with wet towels. The fire brigade will come and rescue you through the window.

Stay in your apartment and call 112 as soon as possible

State your address: Von Kraemers allé 29

Try to warn your neighbours and help if someone needs assistance

Important information: Please pay attention while cooking, be careful not to cause any smoke that might trigger the smoke alarm. Never leave any candle lights unattended. For your and your neighbours fire safety it is important to keep shared areas and staircases free from things as strollers, bikes and garbage.

Taking care of your waste

Please note that you must sort your waste in different categories, please check signs on or above container for guidance.

You can throw the most common garbage items in the containers in front of the building.

Certain items can be thrown in the garbage room in the basement.

Food waste- Use always paper bags:

Leftovers, coffee ground, colourless household paper, eggshells, potato peel, cut flowers

Paper packaging:

Paper carrier bags, milk cartons, padded envelopes, gift wrap, egg packages

Metal packaging:

Cans, caps, spray cans, small candles holders, aluminum

Plastics:

Plastic carrier bags, plastic bottles, plastic containers

Colourless glass:

Glass bottles, glass jars
(without lids)

Coloured glass:

Glass bottles, glass jars
(without lids)

Combustible waste:

Plastic items, diapers, textile:

Newspapers:

Magazines, flyers, catalogues
newspapers

Light bulbs- batteries



Rent

How to pay your monthly rent

We have introduced a payment system which enables you to pay your rent online.

The cards that are accepted are VISA or MasterCard.

Your rent is to be paid monthly in advance.

Unless other arrangements have been made your rent specification and a web link for online payment will be sent to you by e-mail around mid-month and is to be paid by the last day of the month at the latest.

Late payments may result in additional fees.

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.
4. You will receive a confirmation e-mail from "Nets" when you have made your payment.

Departure

General information

We have a very tight schedule between departing and incoming guests. Therefore it is very important to return your keys at the right place on time and to leave your apartment clean and tidy. Out of courtesy to the next tenant we also appreciate if you report things that are broken or missing in your apartment to researcher@housingoffice.se well ahead of your departure day, so that we have a chance to fix things before new tenants arrive. **You must leave your apartment at 10:30am.**

Returning keys

You need to return your keys latest at 11:00 am on the last day of your contract. You can drop them off in the reception at Uppsala University Housing Office at Kungsgatan 27, 753 21 Uppsala during opening hours, or you can leave them in the key drop which is located outside our reception.

Check list for Cleaning before Check Out

All our apartments are self-service apartments and therefore it is the tenant's responsibility to keep the apartment clean. Please find below a checklist for what you are expected to do before you leave your apartment. After you have left an inspection of the apartment will be carried out.

General instructions

Please do not use green Scotch-Brite, steel wool or similar while cleaning, because it could damage the surface on different materials. Please also use the right cleaning detergent and follow instructions on product label. If you use the wrong cleaning detergent it could also damage the surface on materials.

General

- Vacuum clean floors, carpets, beds and sofa.
- Remove dust from all furniture.
- Make sure all the walls are left cleaned.
- Thoroughly clean floors with water and rug. Please note that only very little water should be used. If necessary use a mild detergent. Excess water has to be removed immediately.
- Clean the windows – on all four sides. Clean and iron the curtains if necessary.
- Clean power points and radiators.
- Empty and clean closets.
- If you have a storage room it must be emptied and cleaned.

- Remove all your belongings, including soap, cleaning liquids, cooking oil, spices, etc.

Bathroom

- Thoroughly clean toilet, basin and drains, also underneath.
- Polish the taps and tiles. Use for example “Citek” to remove lime scale.
- Clean bathroom cupboard.
- Wash shower curtain. Be careful not to wash shower curtains in too hot water if you use the washing machine.
- Clean floor and sink drains on the inside and outside. Remove hair.
- Clean floor with water.
- Remove any stickers or other decorations (if marks are left, it might result in costs for the tenant).

Kitchen

- Thoroughly clean stove and oven on the inside and outside, and the equipment belonging to it. Please check also behind the stove. Use spray “Ugns- och grillrengöring” or similar. Never use green Scotch-Brite.
- Wash filter of kitchen hood. The best thing is to put it in the sink with hot water and dish soap and let it soak for a while, after that brush it clean, rinse thoroughly and let dry.
- Clean tiles and remove any decorations (if marks are left, it might result in costs for the tenant).
- Clean the sink, drains and underneath the sink.
- Defrost and clean fridge and freezer. Remove magnets.
- Clean kitchen cupboards and doors on the inside and outside.
- Wash off dust and grease from the top of cupboards.
- Please remove all personal belongings.





Contact us!

researcher@housingoffice.se

+46(0)18-490 51 00

www.housingoffice.se



Uppsala University Housing Office

Administrated by Akademihotellet

Kungsgatan 27

SE-753 21 UPPSALA

www.housingoffice.se