

Arrival information

Rackarbergsgatan



Picking up keys

You collect your keys at Uppsala University Housing Office

Office address: Kungsgatan 27

Phone: +46 (0) 18-490 51 00

E-mail: info@housingoffice.se

Opening hours: Mon-Fri 13:00-21:00 and Sat-Sun 16:00-21:00

Always check our website for updated information on opening hours.

When picking up your keys, you must bring your ID-card or passport with you. We do not accept copy's/pictures.

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.

Late arrival

After 21:00 (9pm) there is no possibility to collect keys.

Check-In

The earliest time you will be able to collect your keys is at **13:00** (1 pm) on the first day of your contract (subject to opening hours). 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 contract. Remember to bring your passport or ID-card to the check-in location.

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 out and handed over to Housing office when picking up the keys.

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Checklist when moving in

- **Do the keys work?**
If not – please contact Uppsala University Housing Office 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 to your house owner.
Missing or damaged furniture should be reported to Uppsala University Housing Office.
Check your housing guide on how to make a fault report.

These furniture are included in the room:

- bed and mattress (pillow and quilt are not included)
- mattress cover
- chair
- desk
- desk lamp
- ceiling lamp
- curtain rod
- floor bookshelf



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