



**HOUSING GUIDE
SERNANDERS VÄG**

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Staying at Sernanders väg



Welcome to Uppsala!

Uppsala University Housing Office (UUHO) rents rooms on Sernanders väg from the house owner Heimstaden and sublets them to international students at Uppsala University. This is a non-profit assignment, and the purpose is to provide international students with a possibility to acquire affordable and furnished housing without the long queues typical for the Uppsala rental market.

If you have questions, you are always welcome to contact us, but we appreciate it if you read the information provided in this booklet first. At the beginning of the semester (August, September, January and February) many students contact us and therefore our response times are a bit longer than usual. You also have access to a lot of information through your account on My Pages on our website.

Uppsala University Housing Office hope that your stay in Uppsala will be rewarding!

More information at:

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

About Sernanders väg, Flogsta

Sernanders väg is the central street in a large buzzing student residential area called Flogsta. Flogsta is situated 3km west of the city center, surrounded by nature areas and has a supermarket conveniently placed close to the residential buildings. Most Flogsta residents choose to travel to and from by bike on the well managed bike lanes into town but there are also well trafficked bus routes to the area.



On Sernanders väg in Flogsta we have around 900 student rooms in corridors, built in the 70's. The corridor rooms are 19sqm and includes private bathroom (shower and WC). Each corridor has one kitchen, shared by 12 tenants.

The rooms are furnished with a bed and mattress (90*200cm) (pillow and quilt are not included), lamp, desk or table, chair, storage unit, and a ceiling lamp.

We also have 10 newly renovated private one-room apartments and 2 renovated two-room apartments on Sernanders väg 1 (note that we also have corridor rooms on this address). These apartments include private kitchen and bathroom (shower and WC) and are furnished.



Your Postal Address

To receive letters and packages to your accommodation, make sure your new address is clearly written on the envelope/package:

(Your name)
Sernanders väg (building number), (room number)
752 61 Uppsala
Sweden

*You find the "lantmäterinummer" on your contract. It is a 4-digit number.

Note: You cannot send anything to your new mailbox prior to your arrival in Sweden.

The Swedish postal service will deliver letters and packages directly to your mailbox. If the parcel or envelope is too large to be delivered to the mailbox, the parcel will be delivered to a nearby postal service point and you will instead receive a slip in your mailbox with details on where and when you can go and pick it up.

Keys

All tenants are responsible to keep their keys in a safe place and in a complete shape. Never keep any information about your address or room number together with your keys. Remember to lock the door to your accommodation when you leave the room.

Your keys will give you access to your building, corridor, room, your cabinet in the kitchen, garbage room, bicycle room and laundry room.

Loss of Keys

It is very important that you contact the houseowner Heimstaden as soon as possible if you lose your key or tag.

Telephone: +46 (0) 770-111 050

Email address: kundservice@heimstaden.com

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 and keys. 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) 770-111 050 for opening assistance. This after hour service will attract a fee of approximately 750sek.



Insurance

The tenant is obligated to have an adequate home insurance. The tenant will be liable to cover costs for damages in the accommodation cause by neglect or on purpose. Damages and repairs can amount to considerable costs, so it is important to make sure you are well protected.

Most exchange students and fee paying master students are covered by an insurance policy taken by Uppsala University at Kammarkollegiet (the legal, financial and administrative service agency), called STUDENT IN. Check with Kammarkollegiet or Uppsala University if you are covered by the policy and what it includes.

Your home university or home insurance company might be able to inform you concerning home insurance abroad. The Uppsala Student Union (www.uppsalastudentkar.se) can also assist you in arranging a Swedish home insurance for a reasonable price.

Guest

The room that has been allocated to you is the residence of the contracted tenant only. You are responsible for visiting guests and must make sure that guests do not disturb others and respect regulations in the building. The tenant is not allowed to have visitors staying overnight in the room.

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).



Facilities at Sernanders väg

Garbage and recycling

In Sweden you are expected to recycle as much of your household waste as possible. There is a garbage facility marked "Miljörum/Recycling Station" located in building 1, 3 & 10. This facility contains different containers for different kinds of waste. Sort your garbage carefully and make sure that your garbage bag is securely closed before you throw it in the right container. Waste bags for food waste can be found in the recycling rooms.

Your recycling facility has the following containers:

- **Kompost (food waste)** – everything that can decompose into soil: leftovers, eggshell, coffee-grounds, unbleached kitchen paper.
- **Plast (Plastic packagings)** - Plastic containers, tooth paste tubes, ketchup bottles, etc.
- **Pappersförpackningar (Paper packaging)** - All packaging's containing at least 50% paper. This includes milk cartons, cardboard, waxed paper, empty toilet rolls and paper grocery bags.
- **Metall (metal containers)** - Food tins, metal tubes for mustard, mayonnaise or such, aluminum foil, vegetable cans.
- **Färgat glas, ofärgat glas (Coloured glass, uncoloured glass)** - Glass containers, glass bottles, glass jars. Divide them into clear, see-through glass and coloured glass.
- **Brännbart (combustible)** - Burnable waste that cannot be reused or recycled other than by their energy content. For example: envelopes, cotton, cleaning waste, rubber, wood, plastic items like toothbrushes and dish brushes.
- **Electronics and batteries** cannot be recycled at the recycling station.

Garbage that you cannot recycle in your housing area should be brought to one of the municipalities recycling stations. Here you can leave almost all kinds of waste, for example batteries, clothes, broken furniture, light bulbs, broken electrical goods, cooking oil, broken plates and drinking glasses.

For more information, visit www.uppsala.se.



Laundry room

In your accommodation area there are common washing facilities (Swedish: **Tvättstuga**) that you are welcome to use. You will find a laundry room on the ground floor in **buildings 3 and 7**. You have access to the washing facility closest to your building. You cannot book a washing machine beforehand as there is a “drop-in” system. The laundry room is available for use Monday-Sunday at any hour. Using the laundry room is free of charge but you must bring your own detergents.

When finishing up in the common laundry room, make sure to leave it tidy and clean for the next person.



Bicycle storage

There is bicycle storage in building 2, 4, 5 and 6 that you are welcome to use. Make sure you have an adequate lock on your bicycle and always keep the storage room closed and locked for the security of yours and your neighbors' bikes.

In addition to this there is bicycle parking around the buildings that you are welcome to use.

Fire protection

Every room has a fire alarm installed in the ceiling. You are responsible to regularly check that the alarm is working. There is usually a button on the alarm itself that is used for testing the device. If the alarm seems broken, missing or makes a beep sound every ten minutes (which indicates that the battery needs to be replaced), please report this immediately to Heimstaden.

NOTE: Costs associated with fire alarms triggered by carelessness will be charged to the tenant causing the alarm. Pay attention while cooking, be careful not to cause any smoke that might trigger the fire alarm and never leave any candle lights unattended.

It is strictly forbidden to clog the fire alarm with paper or other items. This kind of behavior puts your life and the lives of others in danger and is utterly unacceptable.

Due to fire safety reasons, it is important to keep the shared areas, corridors and staircases free from any object, including shoes, doormats, bikes and garbage. These areas must be kept clear at all times as they are emergency escape paths in the event of a fire or other incident.



Maintenance and Services

Maintenance

Your room will be your home for some time and we expect you to take well care of it. Sharing a kitchen and other common areas with other students can be very rewarding, but also sometimes quite challenging. Check out our website for some tips on how you can go about setting up routines for a functional, happy student corridor.

Cleaning and upkeep of the room is the student's own responsibility. Cleaning and upkeep of the common areas in the corridor, such as the kitchen and living room is shared between all tenants, normally on a weekly rota. This also includes taking out the garbage and waste to the recycling facilities.

The tenants of a corridor must buy detergents used for cleaning the kitchen themselves. Often the students living in the corridor have a common fund to buy common supplies. Please collaborate with your neighbors, 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. You are personally responsible for furniture and equipment in your room.
- Posters, tape or other things that may damage the walls are not allowed.
- Smoking is not allowed anywhere inside the buildings.
- Respect your neighbors need for privacy and silence, especially after 10 pm.
- When using the common kitchen, make sure that you remove your things and clean up afterwards. Remove the garbage regularly.
- Do not throw away any oil (like frying oil) from cooking, in the sink. The oil should be collected and taken to a recycling facility.
- Do not store any waste or garbage in your room or in common areas.
- **Clean the bathroom, especially the drains regularly**, both in the shower and in the sink. Keep bathroom door open after taking a shower and clean walls regularly to avoid that mold starts to develop.

Fault report

If anything is missing, malfunctioning or broken in your accommodation– make a fault report. Regular maintenance by the caretakers is free of charge. In the beginning of the semester the caretakers have a lot to do when so many tenants move in at the same time. Therefore, the wait is a bit longer during these periods, so please be patient. Urgent problems will of course be prioritized.

Make sure that your service request includes your address, room number, e-mail address and phone number (preferably Swedish). You should always write 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 can fix the problem sooner.

All problems concerning **plumbing, heating, electricity or other installations** in the house should be reported to Heimstaden. For urgent matters outside office hours, call the same number below to get in touch with the emergency after hours service. Phone: +46 (0) 770-111 050; Email: kundservice@heimstaden.com.

Problems **concerning furniture** are to be reported directly to Uppsala University Housing Office.
Email: flogsta@housingoffice.se
Telephone: +46 (0) 18-4905100

Some things you are expected to take care of yourself, like changing light bulbs, cleaning the drains and replacing fuses (read more under section “fuses”). For example, if the light doesn’t work you must buy a new light bulb yourself and change it. If the light still doesn’t work with a new light bulb – then please make a fault report to Heimstaden.

NOTE: non-urgent matters should not be reported to the emergency after hours services. If it can wait until the next weekday – report it to the regular number. Costs for reports made unnecessarily to the emergency number, 0770-111 050, may be invoiced to the tenant.

Reporting a problem to the wrong instance (House owner/UUHO) may result in unnecessary costs. If you are unsure of where to report a problem, you can log onto My pages or contact our office for guidance.

Disturbances

In apartment buildings you must tolerate a certain degree of noise from your neighbors, however, it should be quiet after 10 pm. Be respectful of your neighbors. If you experience problems with disturbing neighbors, loud music, or similar, you are welcome to make a disturbance report.
Telephone for this: +46 (0) 770-111 050.

Internet

Internet is provided through an agreement between the house owner and an external supplier, Bredband 2. In order to have access to internet you must buy/bring your own net cable, there is no Wi-Fi.

For internet support contact Bredband 2.
Phone: +46 (0) 770- 811 000; see also www.bredband2.com

Sometimes, one of our tenants leave their router in the room when they move out. We typically don’t throw this kind of equipment away, so we leave them for the next student arriving. Please note that we do not offer any replacement or technical support for the connection through routers left behind by tenants.

Heating

The heating system in the building is regulated centrally and the radiators typically have a thermostat that controls the radiator according to the temperature in your room. You can expect 20 degrees in the room and the radiators are tuned to this temperature. If the temperature drops below 20 degrees, the radiators will automatically heat up but when the temperature reaches 20 degrees, they will cool down again.

If the temperature in your rooms is consistently lower than 20 you should make a fault report to Heimstaden. Please note that you must measure the temperature yourself before making a report. Use a calibrated thermometer and measure in the middle of the room. If the thermometer shows temperatures below 20 (+/- 1 degree if outside temperatures are shifting), make a fault report.

20 degrees is the standard temperature provided in Swedish rental apartments where heating is included in the rent. We all experience temperatures differently and 20 degrees may seem cold, especially during the autumn when the outside temperatures start to drop. NOTE: it is not allowed to use extra radiators as they may overload the electrical system and due to high electricity rates, may result in extra costs for the tenant.

Here are a few quick tips for comfort:

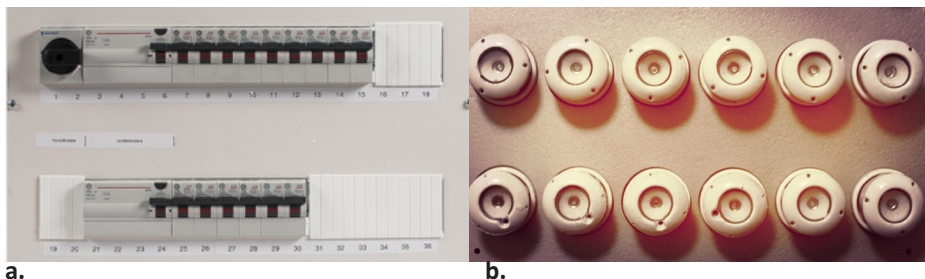
- Make sure not to put furniture or curtains in front of the radiator as they may prevent heat from spreading in the room.
- Close curtains or blinds during cold nights to reduce heat loss through the window.
- Wear a sweater and warm socks if you are inactive in your room, to keep yourself comfortable.
- To weather your room: Open the window wide for a minute and then close it, instead of leaving the window open for a long time.



Fuses

The electricity in your room is connected through a fuse box located on the wall in your living room area. If the system is overloaded or short circuited, a fuse will switch off to protect the electrical system of the building. If this happens follow these steps:

1. Make sure to unplug any device that may have caused the problem.
2. Check the fuse box to see if one of the fuses has blown.
3. There are two types of fuses: automatic fuse switches and porcelain fuses than you must change when blown.
 - a. Automatic fuses can simply be switched on again after you have unplugged the device causing the electrical problem.
 - b. Porcelain switches has a little colored circle in the middle of the fuse – if it has detached, the fuse is blown and must be unscrewed and replaced with a new. You can buy these at most supermarkets or hardware stores. Bring the old one to make sure you buy the right kind.
4. If the problem persists or if you cannot locate the cause, make a fault report to Heimstaden.



Vermin and pests

If you suspect your room has got vermin or pests it is important that you report this immediately to Uppsala University Housing Office and to Länsförsäkringar Skåne, Service & Sanering (pest control company) to book an inspection:
UUHO: flogsta@housingoffice.se
Länsförsäkringar Skåne, Service & Sanering: skadedjurskane@lansforsakringar.se

Länsförsäkring Skåne will provide all the information you need about what you must do to get rid of the vermin. The house owner has its own insurance and there will be no charges for you if you report the problem immediately when discovered.

Contact us!

Uppsala University Housing Office

E-mail

flogsta@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



UPPSALA UNIVERSITY
**HOUSING
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Edition 2024-05-31