

# Arrival information

## Klostergatan

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### 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](mailto: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 copies/pictures.

### Public holidays in Sweden when 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

After 21:00 (9pm) there is no possibility of collecting the 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

- **Does 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 a mattress cover?**  
In your room should be 2 different mattress covers.



If you do not have these mattress covers when you arrive to your room, it's important that you report this to us as soon as possible.

- **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 (including pillow and quilt)
- mattress covers
- chair
- table or desk
- curtains
- ceiling lamp
- Cleaning equipment



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