

Arrival information - Sernanders väg

Picking up keys

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

Office address: Storgatan 28A, floor 5

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

E-mail: kundservice@heimstaden.com



To get into the building you need to call on the intercom by the entrance. Heimstaden will then let you in.

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

Opening hours:

You must book an appointment when picking up keys and remember to bring valid identification. Appointments can be booked for Monday-Thursday between 13.00-15.00.

Heimstaden is always open between 13.00 and 16.00 for key collection on the first week day of every month (Monday-Friday). No appointment is needed if you arrive on the first of the month.

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 contract. 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.

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's 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 "power of attorney" below.

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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. **The power of attorney needs to be sent to uppsala@heimstaden.com.**

- 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.

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 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 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.

This furniture is included in the room:

- Bed with mattress and mattress cover (pillow and quilt are not included)
- 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!