

HOUSING GUIDE KANTORSGATAN

CONTENTS

STAYING AT KANTORSGATAN **4**

WELCOME TO UPPSALA!	5
ABOUT KANTORSGATAN	5
YOUR DOOR IS A SAFETY DOOR	6
YOUR POSTAL ADDRESS	6
KEYS AND TAGS	7
LOSS OF KEYS AND TAGS	7
INSURANCE	8
GUESTS	8

FACILITIES AT KANTORSGATAN **9**

GARBAGE AND RECYCLING	10
LAUNDRY ROOM	11
BICYCLE STORAGE	12
INTERCOM FOR ENTRANCE	12
FIRE PROTECTION	12

MAINTENANCE AND SERVICES **13**

MAINTENANCE	14
FAULT REPORT	15
DISTURBANCES	15
INTERNET	16
HEATING	16
FUSES	17
VERMIN AND PESTS	17
WINDOWS	18



CONTACT US! **20**

Staying at Kantorsgatan

Welcome to Uppsala!

Uppsala University Housing Office (UUHO) rents the rooms on Kantorsgatan from the house owner Rikshem 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 hopes that your stay in Uppsala will be rewarding!

More information at: www.housingoffice.se
www.uu.se/welcome

About Kantorsgatan

Kantorsgatan is one of the larger student residential areas in Uppsala, situated about 2 km from the city center. There are several types of accommodation here, from single autonomous apartments to traditional corridor rooms with shared facilities.

Between the buildings are green areas with organized barbeque grills and beach volleyball courts. Kantorsgatan is within biking distance of most university campuses and is also close to nature.



At Kantorsgatan we have 168 student rooms of different kinds. Each room is approximately 13-23 square meters.

- On **Kantorsgatan 28-32** we have both triplets where 3 students are sharing 2 bathrooms and 1 kitchen and miniature corridors with 2 tenants.
- On **Kantorsgatan 34, 36, 46, 48 and 50** we have rooms in "miniature corridors" where only two tenants share bathroom and kitchen.
- On **Kantorsgatan 2-8, 12 and 20-26** are private one-room apartments with bathroom and complete kitchen. No Facilities are shared with other tenants.

All rooms are furnished with a bed and mattress (no pillow or quilt is included), floor or desk lamp, table, chair, lamp, pedestal of drawers or book cupboard, ceiling lamp. (Furnishings can vary between different rooms.)

NOTE: There is ongoing construction work in Kantorsgatan, and there may be disturbances during your stay. There is no compensation or reduction of rent regarding these disturbances.

Your door is a safety door

To lock your door (both from in- and outside) you must put up the handle, to active the safety lock, and then lock the door.

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)
Kantorsgatan (building number), (room number)
754 24 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 and tags

You will receive two keys and one tag. One key opens your room door the other is for the mailbox. The tag opens the front door of the building and is also used to book the laundry.

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

The private apartments at Kantorsgatan has safety doors. To be able to lock the door (both from the inside and outside), you must first turn the handle upwards to engage the safety hooks within the door.

Loss of keys and tags

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)18-444 09 00 or +46 (0) 10- 70 99 200 for opening assistance. This after hour service will attract a fee of approximately approx. 4500 SEK.



Insurance

The tenant is obligated to have an adequate home insurance. The tenant will be liable to cover costs for damages in the accommodation caused 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.

Guests

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 Kantorsgatan

Garbage and recycling

In Sweden you are expected to recycle as much of your garbage as possible. The garbage and recycling stations (Swedish: "Miljöstation") are located at Kantorsgatan 14, 28 and 50. Code for the garbage room: 2486. Tenants at Kantorsgatan 2-8 can use their tag to enter the garbage station by Kantorsgatan 8.

The recycling facilities typically 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 packagings 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.

Food waste should be collected and disposed of in paper bags. These paper bags can be picked up for free in the service room to the left of the entrance at Kantorsgatan 28.

Due to Fire Regulations, it is not allowed to leave any items or garbage bags in stair wells or bulky items inside or outside the garbage facility. At the end/beginning of each month a container is placed at Kantorsgatan 26 as an extra service for the tenants. Here you can throw away bulky items that does not fit in the regular garbage containers.

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.upsala.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 in the basement. You must book a laundry session in advance to do your laundry. You have 5 bookings/month.

Using the laundry room is free of charge but you must bring your own detergents.

- **If you live in Kantorsgatan 2-8** you are welcome to use the laundry room in your building (Kantorsgatan 4). You book your pass with your tag.
- **If you live in Kantorsgatan 12** you are welcome to use the laundry room at Kantorsgatan 12.
- **If you live in Kantorsgatan 20-22** you are welcome to use the laundry room at Kantorsgatan 22.
- **If you live in Kantorsgatan 24-26** you are welcome to use the laundry room at Kantorsgatan 24.
- **If you live in Kantorsgatan 28-50** you are welcome to use the laundry room at Kantorsgatan 34. In this laundry room there is no booking system, only drop-in.

When you are done doing your laundry, you are expected to follow the steps below:

- Mop the floor.
- Clean the filters on the dryer.
- Remove remains of detergent on top of the washing machine and inside the detergent compartment.
- Remove all your personal belongings.

If you experience problems in the laundry room, please report this to Rikshem (you find information under "Fault reports").

Bicycle storage

There is no storage room for bicycles in this accommodation area but there is bicycle parking right outside the front door of the building. Make sure you have an adequate lock on your bicycle when parked outside.

Intercom for Entrance

There is an intercom by the entrance to the building that your guests can use. The intercom will connect to a phone number that you must register. To enable the intercom, send an e-mail to: info.uppsala@rikshem.se containing the following information:

- **Name** – Only the first letter in your first name, complete family name.
- **Address** – Street address and apartment number.
- **Phone number** – The phone number you want connected to the intercom.

Your phone number will not be displayed on the intercom, visitors will only be able to see your name and apartment number.

Fire protection

Every room has a fire alarm installed in the ceiling. You are responsible to regularly check that the alarm is working. If the alarm makes a beep sound every ten minutes, it indicates that the battery needs to be replaced. You are responsible to replace the batteries yourself.

If the fire alarm seems broken or is missing, you must immediately report this to the Rikshem Office, phone: +46 (0) 10-7099200; e-mail: info.uppsala@rikshem.se.

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 always kept clear 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 house owner Rikshem, phone: +46- (0)10 – 70 99 200, e-mail: info.uppsala@rikshem.se. (Please add UUHO on copy to the email) For urgent matters outside office hours you can call the phone number above to get in touch with the emergency after hours services.

Problems concerning **furniture or kitchenware** are to be reported directly to Uppsala University Housing Office. Contact: info@housingoffice.se Tel: +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 the house owner Rikshem.

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 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. If the problem is not solved within 7-10 days, please contact UUHO and we will help you check the progress.

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 to: +46 (0) 10-7099200.

Internet

Internet is provided through an agreement between the house owner Rikshem and an external supplier.

There is WiFi in rooms with shared facilities. The password is found underneath the router which is placed in the hallway (miniature corridors) or in one of the closets (triplets).

There is no wifi in the private one room apartments; you can only connect via a net cable (not included) to the wall socket.

For internet support contact your house owner Rikshem, phone: +46- (0)10 – 70 99 200, e-mail: info.uppsala@rikshem.se.

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 house owner Rikshem. 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 in 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.

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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 in your apartment. 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



Rikshem.

a.

b.

Vermin and pests

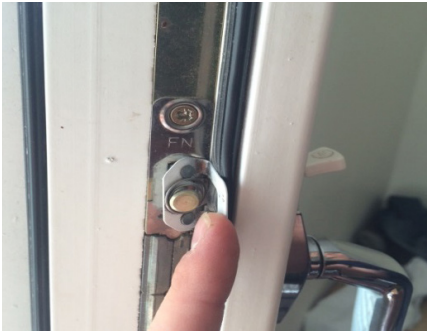
If you suspect your room has got vermin or pests it is important that you report this immediately to Uppsala University Housing Office: info@housingoffice.se, and to Rikshem Tel: 010-7099200 who have an agreement with fumigation company Rentokil to book an inspection.

Rentokil 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.

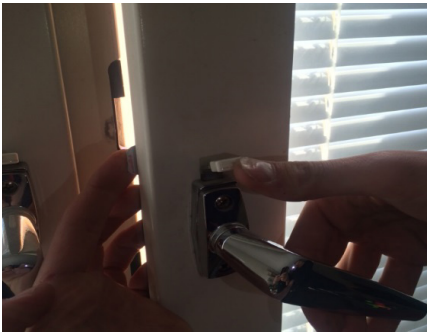


Windows

If you are having problems closing your window, please follow these instructions.



Pull the little metal plate towards the handle. The metal plate can be placed somewhere else on the window.



At the same time, pull the white little lever towards the ceiling and pull the handle.



When you have gotten the handle in this position you can close the window and turn the handle down.

Contact us!

Uppsala University Housing Office

E-mail

info@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



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**HOUSING
OFFICE**

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