

HOUSING GUIDE RACKARBERGSGATAN

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Staying at Rackarbergsgatan





Welcome to Uppsala!

Uppsala University Housing Office (UUHO) rents the rooms on Rackarbergsgatan from the house owner Uppsalahem 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 Rackarbergsgatan

Rackarbergsgatan (also known as "Rackarberget" or "Rackis") is a large student area close to the city center, several university campuses and student nations. The area is right next to the large parks around the Centre for Economic Sciences and have nice green areas for everyone to enjoy, between the buildings. Rackarbergsgatan houses a large community of Uppsala students in both traditional student corridors and modern private apartments.

UUHO offers 227 student rooms on Rackarbergsgatan. Each room is 13-17 square meters.

All the rooms at **Rackarbergsgatan 24-26, 32-34** include private WC. Some rooms in **building 22** have a private WC and some share a WC. The kitchen and the shower are shared with the other tenants of the corridor.

All rooms are furnished with a bed (90X200 cm), mattress and mattress cover (no pillow or quilt is included), a desk with chair and lamp, ceiling lamp, curtain rod, and floor bookshelf.

NOTE: Uppsalahem is planning construction work at Rackarbergsgatan and there may be disturbances during your stay. There is no compensation or reduction in rent regarding these disturbances.

Your Postal Address

(Your name)

Rackarbergsgatan (building number), (room number)
752 32 Uppsala
Sweden

*You find the "lantmäterinumner" 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

All tenants will receive 2 keys and a tag. One key opens your private room, the other is for the mailbox. The tag opens the front door of the building, the door into the corridor, the garbage room, 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.

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. The cost for this is approximately 5000 SEK. For your own sake, keep your keys safe.

If you lose your key during weekends or nights, you will need to call +46 (0)18-727 36 00 for opening assistance. This after hour service will attract a fee of approximately 5000 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.

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 Rackarbergsgatan

Garbage and recycling

In Sweden you are expected to recycle as much of your household waste as possible. There is a garbage facility marked "Miljöstuga" located in front of the building 26. 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.

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 packaging's)** - 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.
- **Metal (metal containers)** - Food tins, metal tubes for mustard, mayonnaise or such, aluminum foil, vegetable cans.
- **Färgat glas, ofärgat glas (Colored glass, uncolored 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.
- **Batterier (batteries)** – old empty batteries of any kind.

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 ("Tvättstuga") that you are welcome to use. You must book a laundry session in advance to do your laundry. There is a booking board besides the entrance door to the laundry room where you can easily book your session with your tag. Using the laundry room is free of charge. All laundry machines have automatic detergent and softener dosing therefore you do not need to bring your own.

Tenants at Rackarbergsgatan 22, 24 and 26

You find the laundryroom in the basement of no. 26.

Tenants at Rackarbergsgatan 32 and 34

The laundry room is located in the basement of no. 38. Entrance is from the side of the building. The machines are grouped and marked with numbers. You may only use the group of machines you have booked. Group number is displayed on the booking board when you open your session.



When finishing up in the common laundry room, make sure to leave it tidy and clean for the next person. There are instructions posted in the laundry that you should follow when using the facility.

If anything in the laundry room is malfunctioning, report the problem to the house owner Uppsalahem, email: info@uppsalahem.se or phone: +46 (0)18-727 36 00.

Bicycle storage

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

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, please report this **immediately** to your house owner Uppsalahem.

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. If there is a false alarm you can follow the instructions posted in every corridor on how to silence a false alarm.

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.

Please note that the alarm is not connected to the fire brigade. **In case of fire, call 112.**



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 bathroom 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 full name, 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. Describe the problem as clearly and detailed as possible.

All problems concerning **plumbing, heating, electricity or other installations** in the house should be reported to house owner Uppsalahem, email: info@uppsalahem.se or phone: +46 (0)18–727 36 00. For urgent matters on evenings or weekends, call the same number to reach the emergency after hours services.

Please note that there are security locks on the drawer in the kitchen as well as on the cupboard under the sink. To access the cupboard release the hatch underneath the door (see picture to the right).



There is a timer on the wall controlling the electricity to the stove in the kitchen. There is also a timer knob on the stove. To use the stove you must start both timers.

Problems concerning **furniture or kitchenware** are to be reported directly to Uppsala University Housing Office. Contact: info@housingoffice.se
Tel: +46 (0) 18-490 51 00.

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 house owner Uppsalahem.



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) 18-727 36 00.

Internet

Internet is provided through an agreement between the UUHO and an external supplier. In order to have access to internet you must buy/bring your own net cable,

there is no wifi.

For internet support contact the internet provider Bahnhof (Weekdays 08-18): phone: +46 (0) 10- 510 00 00 or +46 (0)10-510 30 19; support@bahnhof.net. If you send an email, please write that you are a tenant of Uppsala University Housing Office, your name, address, room number and "lantmäterinumner". You find this information on your contract. Also send an email to your houseowner, Uppsalahem.

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.

There is a small box mounted on the wall where you connect your internet cable. If the internet is not working, don't open this box or move any of the cables in the mediabox. If the internet provider cannot find any problems with the signal to your room, the problem might be with this mediabox, in this case you must report the issue to Uppsalahem for assistance (email: info@uppsalahem.se or phone: +46 (0)18-727 36 00).

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 Uppsalahem. 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.

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 in your corridor above the entrance door. 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:

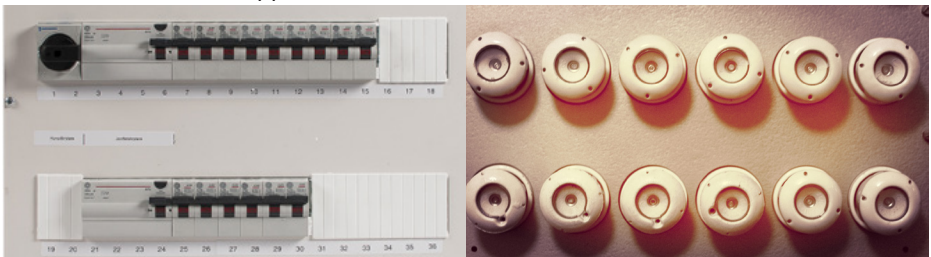
1. Make sure to unplug any device that may have caused the problem.
2. Check the fuse box to see if one of the fuses has blown.
3. There are two types of fuses: automatic fuse switches and porcelain fuses than you must change when blown.

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 the house owner Uppsalahem.



a.

b.

Vermin and pests

If you suspect your room has got vermin or pests it is important that you report this immediately to your house owner Uppsalahem: info@housingoffice.se, and to Anticimex to book an inspection.

Anticimex 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

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
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