

# HOUSING GUIDE KLOSTERGATAN 16



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# **Staying at Klostergatan 16**

# Welcome to Uppsala!

Uppsala University Housing Office (UUHO) rents the rooms at Klostergatan from the house owner Uppsala Akademiförvaltning (UAF) 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](http://www.housingoffice.se)  
[www.uu.se/welcome](http://www.uu.se/welcome)



## About Klostergatan

Klostergatan is located in the city center of Uppsala. Up until 2016 the building was a regular hotel open to the general public. Since then, the old hotel rooms have been converted to student accommodation specifically dedicated to international students and guest researchers at Uppsala University. Uppsala University Housing Office is housed in the same building but with entrance from the opposite side.

There are 233 student rooms at Klostergatan 16. The majority of the rooms are 23 square meters. All rooms have a private bathroom/shower and kitchenette (with fridge, microwave oven and basic kitchen equipment). The kitchenette is only for heating, not for heavy cooking or frying.



The rooms are furnished with a bed and mattress (pillow and quilt are not included), mattress cover, chair, table or desk, curtains, and ceiling lamp. There is also cleaning equipment. **NOTE:** Bed linen is not included.

On the ground floor there is a fully equipped common kitchen with ovens and stoves for more extensive cooking, a large social area and gym on the ground floor. These facilities are open between 8 am to 9 pm but are closed at night for security reasons.

## 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)  
Klostergatan 16, (lantmäterinummer\*)  
753 21 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, tags and cards

All tenants are responsible to keep their keys, tags and cards in a safe place. Never keep any information about your address or room number together with your keys.

**Note:** The doors lock automatically, so always bring your keys with you when leaving your room. The tenant may only have one keycard per room. The card can only be programmed one year at a time. **If you are staying longer, you must visit the reception to update your card yearly. It is responsibility of the tenant to extend the card before it runs out, otherwise it can result in extra costs.**

You will receive a keycard (entrance to the building and to your apartment), a tag (opens the garbage room and bicycle room, access to the booking system of the common kitchen and laundry), and a mailbox key.

## Loss of keys and tags

It is very important that you contact Uppsala University Housing Office (workdays and office hours) as soon as possible if you lose your keycard, key or tag. Telephone: +46 (0)18-490 51 00 or Email: [info@housingoffice.se](mailto:info@housingoffice.se)

Costs of new keys, tags or cards will be charged to the tenant.

If you lose your keycard or lock yourself out of your room during UUHO opening hours you can come to the office. **Note** that this will attract a fee of app. 300-600 SEK. If you lose your keycard or lock yourself out of your room during weekends or nights, you need to call the on-duty officer of Avarn. Please note that this will attract a fee of approx. SEK 1200 - 1600. Telephone Avarn: +46- (0)18-14 56 00.

## 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](http://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](http://www.studentboet.se) (under "Temporary Housing" for a list of hostels and hotels in and around Uppsala).





# Facilities at Klostergatan

## Garbage and recycling

In Sweden you are expected to recycle as much of your household waste as possible. There is a garbage facility marked “**Soprum**” located by the entrance to the garage. 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, eggshells, coffee grounds, unbleached kitchen paper.
- **Plast (Plastic packagings)** - Plastic containers, toothpaste 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 / Restavfall (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](http://www.uppsala.se).





## Common kitchen

The common kitchen is available for all tenants between 8 am to 9 pm. You have to book a time slot for one of the cooking stations to use it. The time slots are 30 min to 2 hours long. The booking board is located in the common kitchen. You use your tag to access the booking board.

**Note:** You are responsible for restoring the station to proper condition after use. Failure to do so may result in penalty fees. If the station is dirty on arrival, you must report it to [info@housingoffice.se](mailto:info@housingoffice.se) including pictures. The equipment and porcelain is only for use on the ground floor and should not be removed.

## 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 next to the common kitchen.

You have to book a laundry session in advance in order to do your laundry. To book a time slot, you do it by logging in on the booking board that you find in the common kitchen. Or you can do it online by visiting: [klostergatan.housingoffice.se/M5WebBokning/](https://klostergatan.housingoffice.se/M5WebBokning/) and you use your room number as username and you find the 4 digit password on the key receipt you sign when picking up your keys.

To start your laundry session, you must log into the booking board to activate the station you booked.

Using the laundry room is free of charge and you do not need to bring your own detergents, the machines have automatic detergent. The laundry is open 24/7.

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.

## Gym

There is a gym located on the ground floor, next to the mailboxes. The gym is open to all tenants between 8am to 9pm. Please only use indoor shoes in the gym and wipe down the equipment after use (antiseptic spray is available).



## Bicycle storage

There is a bicycle storage in the parking garage under the building (floor -1) that you are welcome to use. You use your tag to access the room. Make sure you have an adequate lock on your bicycle and always keep the storage room closed and locked for the security of your and your neighbours bikes.

## Fire protection

Every room has a fire alarm installed in the ceiling and it is connected to the central fire alarm. Fire alarms are responded to by the fire brigade. In case of fire, call emergency number 112 immediately and/or press the fire alarm buttons found in every corridor that will sound the alarm in the whole building for evacuation. Fire extinguishers are also distributed in the building.

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 the houseowners caretaker Fastighetssnabben. Telephone: +46- (0)18- 143020  
Report online: <https://www.uaf.se/en/service-request/>

**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. The fire alarms are very sensitive and the charge is approximately **2500sek**.

**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. This includes taking out the garbage and waste to the recycling facilities on a regular basis.

### 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 the houseowners caretaker service (Fastighetssnabben), <https://www.uaf.se/en/service-request/> or call them during office hours: +46-(0)18-143020. For emergencies on evenings and week-ends you can use the same number to reach the emergency services.

Problems **concerning furniture, microwave or kitchenware** are to be reported directly to Uppsala University Housing Office. Contact: [info@housingoffice.se](mailto:info@housingoffice.se) Tel: +46 (0) 18-4905100.

Problems **concerning the laundry room** are to be reported directly to Uppsala University Housing Office. Contact: [info@housingoffice.se](mailto: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 Fastighetssnabben.

**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.

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. Reporting a problem to the wrong instance (House owner/UUHO) may result in unnecessary costs.

## 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)18-143020.

## Internet

Internet is provided through an agreement between the house owner and an external supplier. In order to have access to internet you must buy/bring your own net cable. Wifi is available in the common areas on the ground floor.

For internet support contact UUHO. Please make sure to describe the problem in as much detail as possible. Email address: [info@housingoffice.se](mailto:info@housingoffice.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 the houseowner UAF. Telephone: +46- (0)18- 143020 or report online: <https://www.uaf.se/en/service-re-quest/>

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 starts 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:**

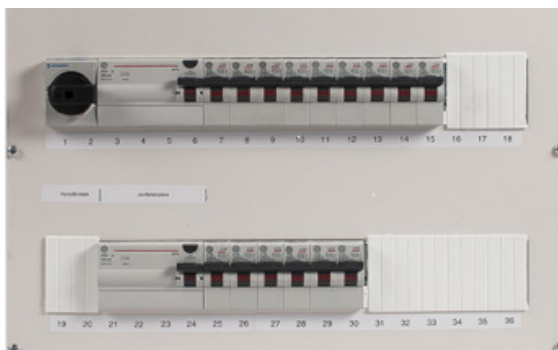
- Make sure not to put furniture or curtains in front of the radiator as they may prevent heat from spreading in the room.
- Close curtains or blinds during cold nights to reduce heat loss through the window.
- Wear a sweater and warm socks if you are inactive in your room, to keep yourself comfortable.
- 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 left or right side of your front door 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. If one of the switches are turned down, it means it has blown.
3. The fuse can simply be switched on again after you have unplugged the device causing the electrical problem.
4. If the problem persists or if you cannot locate the cause, make a fault report to Fastighetssnabben.



## 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](mailto:info@housingoffice.se), and to Anticimex to book an inspection. Anticimex phone: +46- (0)18 – 490 39 00.

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](mailto: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](http://www.housingoffice.se)



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**HOUSING  
OFFICE**

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