



HSB – home of opportunities

WELCOME HOME TO HSB NORR



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MOVING IN

If the move-in day falls on a Saturday, Sunday, or another holiday, move-in will take place on the first weekday thereafter.

KEYS
The first rent should be paid before you collect your keys. The keys to your apartment can be collected at your local HSB Norr office from 12 A.M the day you move in. Check the opening hours of your local HSB Norr office.

HOUSEHOLD INSURANCE
Make sure you always have valid home insurance for the entire duration of your stay.

HOUSEHOLD ELECTRICITY AND TELEPHONE
If your rental contract is for an apartment in Luleå, Boden, or Skellefteå, HSB Norr will report to the local electricity grid owner. In other locations, you need to contact your local electricity grid owner yourself. You are free to choose which electricity supplier you want, no matter where you apartment is located. If you have a landline phone, don't forget to report your move to your operator.

REQUEST A NAME CHANGE
(Applies to HSB Norr renters in Umeå, Skellefteå, Luleå, Gällivare, Haparanda)
You can easily request a name change for your apartment door and mailbox yourself, by logging in to www.hsb.se/norr. Select the form for reporting faults. You can also call our fault report at tel. [010-303 20 00](tel:010-3032000) (press option 2). You can place the order after moving into the apartment.

In Kalix, your name will be automatically updated shortly after you move in.

CHANGE POSTAL ADDRESS
To register your move and forwarding your mail, contact adress-ändring: Phone [0771-97 98 99](tel:0771-979899) or visit www.adressandring.se.

YOUR RESIDENT

RENT

Rent is paid in advance and no later than the last weekday of the month. Delayed payments are handed over to Alektum, which will result in additional costs for you.

Don't hesitate to contact us if problems occur regarding the payment of your rent.

AUTOMATIC PAYMENT SERVICE

Save time by paying your bills via the automatic payment service. Your account will be charged the correct amount and you don't have to worry about due dates and keeping your bills in order. It also reduces the risk of penalties for delayed payments. You can apply for automatic payment through your online bank or by contacting HSB Norr, www.hsb.se/norr.

E-INVOICE

Save time and the environment! With e-invoicing, you receive your bills directly to your online bank. To apply for e-invoice, you connect through your online bank and enter the agreement number from your invoice specification below your address. E-invoicing is available for payments to the following bank giro number: 122-4344.

E-MAIL INVOICE

Would you like to receive your invoice as a PDF via email? Contact hsb.se/norr/kontakt/kundsupport/avgiftsavi or call us [010-303 20 00](tel:010-3032000).

KEYS

If you want additional keys besides the ones you get when you move in, contact your local HSB Norr office. You have to pay the keys yourself. All keys should be restored when moving out. If you lose your keys you will be charged for changing the locks.

PARKING SPACE

If you need a parking spot, you can join the waiting list as the leaseholder. You can do this through 'My Pages'. Once logged in, you can register your interest in available spots.

Keep in mind that if you have the longest waiting time when the publication ends, you'll automatically enter into a binding agreement.

CABEL-TV

HSB has an agreement with Tele 2 for all blocks of flats, except for those on Lottagatan in Luleå.

For more information, visit: www.tele2.se
Error reporting: Tele2 [0771-55 00 00](tel:0771550000)

On Lottagatan in Luleå, cabel-tv is available through Telia.
For more information, visit: www.telia.se

Parabolic aerials may not be rigged without permission from HSB Norr.

BROADBAND

All apartments, except for those in Kalix and on Lottagatan in Luleå, have access to broadband through Telenor.

Contact the operator to start a subscription.
Telephone: [0770-777 000](tel:0770777000), www.telenor.se

In Kalix, broadband is available through GlobalConnect's open network.
Tel. [076-0243469](tel:0760243469), www.globalconnect.se

On Lottagatan in Luleå, broadband is available through Lunet. Contact the operator to start a subscription. Tel. [0920 -236101](tel:0920236101), www.lunet.se



ABOUT THE APARTMENT

WALLS

The walls in your apartment can be made of different materials. Therefore, you may need different tools to hang things like pictures and paintings. Please note that it is not allowed to make holes in the tile yourself. The same applies to waterproof wallpaper or tiles in the bathroom, because it can cause water damage.

Can I paint and wallpaper the walls?

The property owner can do this if needed, but if you prefer to buy wallpaper and paint and do the work yourself, that is also allowed. There are a few things you need to consider before you start.

- The work must be done professionally. This means it should be done as well as a painter would do it. If the work is done carelessly, if you have used poor-quality materials, or chosen very unusual colors, you may be required to pay for a painter to redo the job when you move out.
- Always talk to the HSB property manager before making any changes, including installing blinds or laying flooring. Painting wallpapered walls or interior door is not allowed.

FLOOR

A good way to protect the floor is to place felt pads under the legs of furniture.

Cleaning:

- Parquet: Wipe with a damp cloth and a mild detergent. Dry immediately!
- Linoleum: Clean with a damp cloth and mild detergent. Only use polish when the floor looks worn.
- Plastic: Follow the same instructions as for parquet floors.

KITCHEN

• Fridge and freezer

Regular defrosting maintains even temperature and saves electricity. Do not chop or chip away ice; allow it to melt naturally.

• Fan and vents

Regular cleaning of filters reduces buildup in the kitchen.

• Stove

Quickly wipe off grease stains from the stove and oven to prevent them from leaving a permanent mark. Use a damp cloth to clean.

• Household appliances

Always contact HSB before purchasing a freezer, dishwasher, washing machine, or any other major household appliances. The person installing the appliance needs to be qualified to avoid damaging the property. For insurance coverage, professional installation is necessary if something breaks.

OTHER

• Sink trap

Residents should clean the sink trap regularly.

Smoke detector

- Residents are responsible for replacing batteries in smoke detectors as needed.

KEEP IN MIND:

- To keep vents open; closing them affects ventilation and heating.
- To ventilate by opening windows for a short period.
- To avoid blocking radiators with furniture or heavy curtains.
- To contact maintenance if you suspect there is moisture or mold in the apartment.

COMMON AREAS

The laundry room and sauna are for residents only. It is not permitted to allow outsiders to use the laundry room. Children should not be in the laundry room without supervision because of the risk of accidents.

Users of the laundry room/sauna are responsible for cleaning up after themselves.

It is not allowed to clean carpets in the washing machine

Follow the instructions for the washing machines carefully. If a washing machine, dryer/tumble dryer breaks down, contact HSB Norr Felanmälan (HSB emergency maintenance): [010-303 20 00](tel:010-3032000).

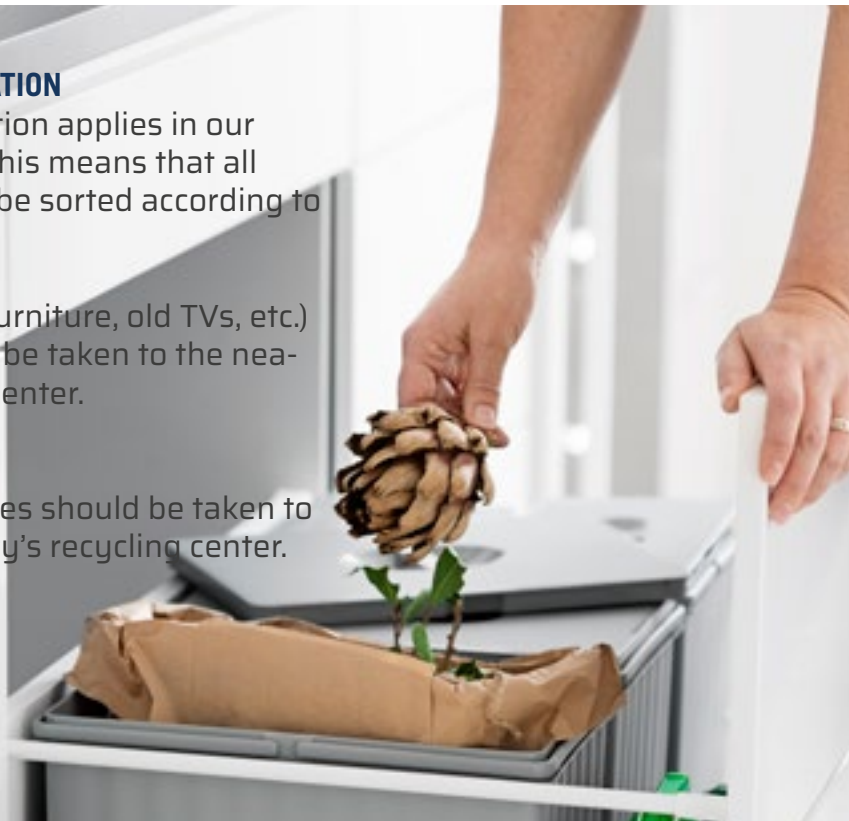
SOURCE SEPARATION

Source separation applies in our municipality. This means that all garbage must be sorted according to instructions.

Bulky waste (furniture, old TVs, etc.) should always be taken to the nearest recycling center.

PLEASE NOTE

All moving boxes should be taken to the municipality's recycling center.



BE A GOOD NEIGHBOUR

When you live in a block of flats you live close to your neighbours. It is important to show consideration and try not to disturb your environment.

IN CONSIDERATION FOR YOUR NEIGHBORS

- Don't have too high of a volume when listening to music, radio or when watching TV.
- Do not dust your carpets or bed linen from your balcony.
- It's not recommended to barbecue or smoke on your balcony.
- Feeding birds is not appropriate in our residential area. It causes littering which attracts mice and rats.
- Show extra consideration between the hours 10.00 P.M and 8.00 A.M.
- If you have a pet, make sure that it doesn't disturb the environment.
- Exercising your cat or dog within the residential area is not allowed. Dogs and cats running loose should be avoided to show consideration for your neighbours as people may be allergic or afraid.
- Washing is done during bookable times, and according to the instructions in your laundry room.
- Speak kindly to your neighbors if a disturbance occurs.
- Hosting a party? Inform your neighbors beforehand by posting a notice in the stairwell. Remember, this doesn't mean unlimited disturbances. End at a reasonable time and keep music volume low to avoid disturbing your neighbours sleep.

This applies if you live in the properties on Lottagatan in Luleå

The property is a smoke-free accommodation, which means that it is not allowed to smoke inside the home, on the balcony / terrace / patio, in common areas such as stairwells, bicycle storage, environmental houses or in the outdoor environment around the property. As a resident, it is your responsibility to ensure that your visitors comply with the smoking ban.

TELEPHONE NUMBERS

CONTACT HSB NORR

For questions about your residence, membership, or to report a non-urgent error, visit our website at www.hsb.se/norr or call [010-303 20 00](tel:010-3032000).

For emergency maintenance, available 24/7, please call 010-303 20 00. This number is for urgent issues like water leaks, lockouts, or electrical faults. For emergencies such as fire, accidents, or break-ins, dial 112.

Error reporting cable TV: Tele2 [077-225 25 25](tel:077-2252525)

Error reporting broadband: Telenor [020-222 222](tel:020-222222)

Error reporting broadband: GlobalConnect [076-0243469](tel:076-0243469)

ON-CALL DISTURBANCE SERVICE

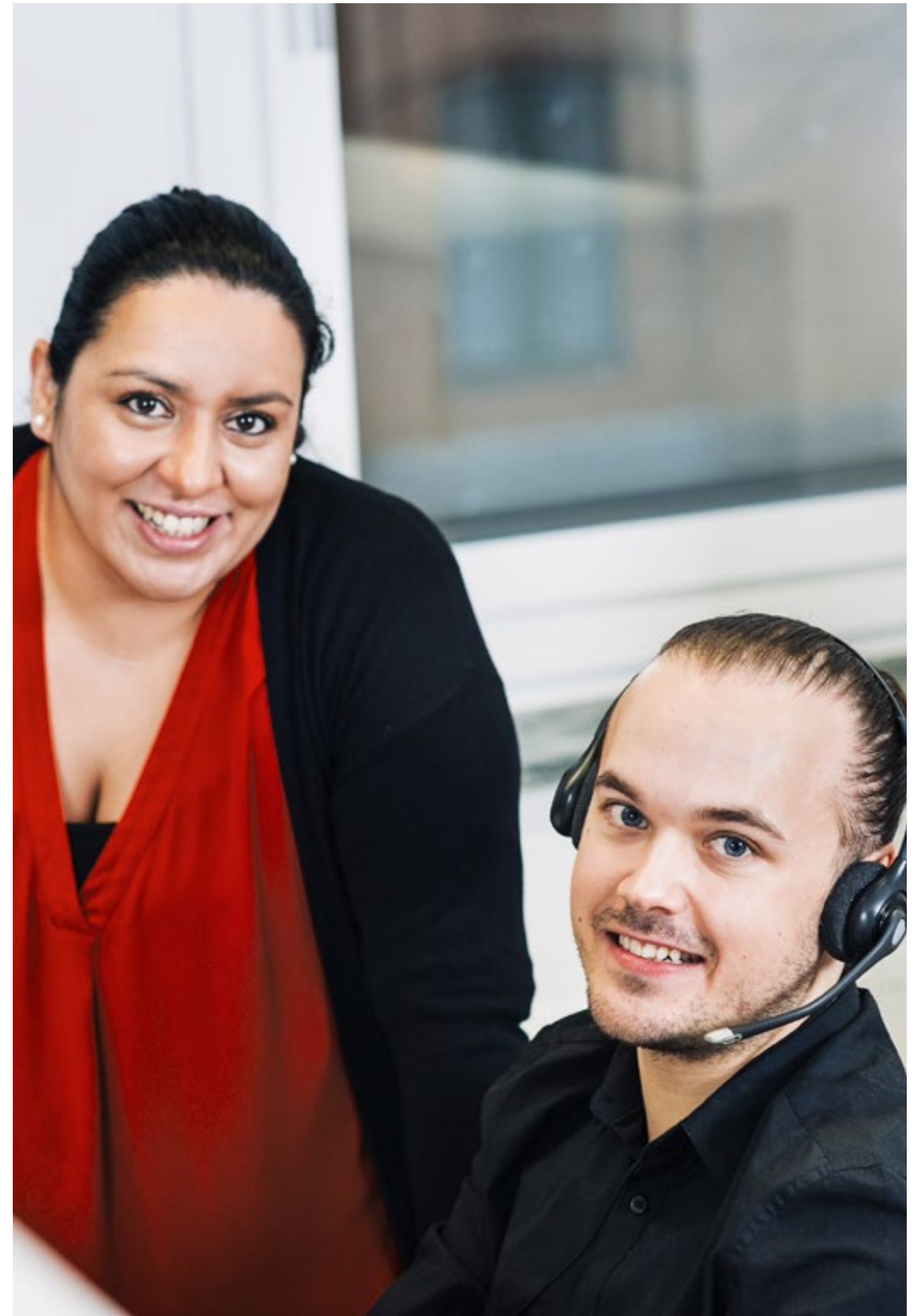
To occasionally hear children playing or neighbors hosting parties is to be reckoned with when living in a multi-family house. However, loud music late at night, arguments, disturbing noise in apartments and stairwells can be disruptive.

Residents who unintentionally disturb their neighbors may not realize it. It can help to kindly inform them before the issue escalates.

If you are experiencing disturbances you should contact:

During office hours: HSB Norrs fault report [010-3032000](tel:010-3032000).

During evenings and weekends: Disturbance service. Contact information can be found in your stairwell.



**We are happy to welcome you as a
resident with us and hope you will
enjoy your new home.**

Welcome home!



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HSB Norr
Smedjegatan 9, 972 33 LULEÅ
Växel 010-303 20 00
www.hsb.se/norr