

Moving in

Welcome to your new home

Moving house means big changes – a new home, new neighbours and new routines. We shall do our best for your well-being and you are always welcome to contact us.

When you sign for your keys you receive a copy of the inspection report showing what your caretaker has seen and noted in connection with inspection after the previous tenant.

The flat should be clean when you take it over. Contact your caretaker if you have views on the cleaning in your new flat or if you discover a fault that has not been fixed.

Make sure you have valid home insurance and that you update it when you move to a larger or smaller place or when you move together with or apart from somebody.

Rent is paid in advance, no later than the last weekday every month. It is easiest to pay by autogiro or digital invoice. You can always find your rent bills when you log in to Lulebo's My Pages (Mina sidor).

Internet and some TV channels are included in your rent. See separate information about this.

Remember to report your change of address to the Tax Agency so that you are given the correct civil registration address. It is free and you can do it simply and quickly through the Tax Agency.

If household electricity is not included in the rent (see your tenancy agreement for info) you as a tenant must have your own electricity subscription. As a service to our tenants we always notify Luleå Energi when a tenant signs a tenancy agreement. You are naturally free to choose a different electricity provider, in which case you take care of this yourself.

Under Section 25 of the Rent Act you as our tenant have a responsibility not to expose your surroundings to disturbances and to keep the property and the flat in sound, orderly and good condition. It is simply a question of your responsibility to take care of the flat and look after it in a good way and be a good neighbour. As a tenant you are also responsible for your family members and guests and their behaviour.

If you wish to install a dishwasher the job must always be done by a professional. **A washing machine must always** be installed by an electrician.

You are required to report faults that occur in the flat, either by calling 0920-23 67 00 or via WebbFelan, which you find when you log in to Lulebo's My Pages (Mina sidor). Acute faults must always be reported by phone. If you discover vermin in your flat you must immediately contact Lulebo and report it.

We at Lulebo aim to provide our tenants with enjoyable and safe living if you are disturbed by other tenants, you are welcome to contact us. If there is a disturbance during evening hours, at night or at weekends and bank holidays, you should instead call the Lulebo disturbance service on 0920-22 12 00.



Scan the code to read more about this on our website.

LULEBO

Lulebo's Customer Centre helps you from queue to contract and for as long as you are our tenant.

0920-23 67 00

kl. 07.15-15.30 (1/5-31/8; kl. 07.15-14.30)

kundcenter@lulebo.se

Lulebo, Köpmangatan 27, 972 33 Luleå | www.lulebo.se