

# Good neighbours

## Being considerate adds enjoyment

Below we look at some examples of everyday events and situations which can lead to complaints from neighbours but which are easy for everyone to avoid. When you think of this and adapt your own behaviour you show consideration and are thought of as a good neighbour.

**When you live in a block of flats** you have to be prepared to show your neighbours both understanding and consideration, for example by adapting your activities and your noise level in the daytime and show extra consideration in the evening and at night, from 22.00 to 07.00.

**Smoke from cigarettes and other tobacco** products (including vaping) can be troublesome for those suffering from asthma and allergies. Smoking in your flat and your balcony or veranda can spread the smell of smoke and get in to other tenants who use your stairs, which can be seen as a disturbance. Smoking is not permitted in or next to shared spaces, or in play areas. Cigarette butts may not be thrown from balconies or balcony access areas

**Dust from mats** can cause a lot of trouble for those with asthma and allergies. It is a good idea to walk out into the courtyard when you want to shake and air your mats.

**We welcome pets** but as a pet owner you have to show extra consideration since your neighbours can be afraid of, or allergic to, animals. Always pick up dog poo and leave the bag at the place provided. If the dog happens to pee on the stairs or in the lift, of course you tidy it up.

**Do not feed birds near** where you live, or near the building or places where there are many people. Feeding them attracts mice and very often leads to littering and complaints from the neighbours.

**As a tenant you have a responsibility** to keep your parking space tidy and free from snow. This also applies to your own balcony or veranda.

**Grilling on a charcoal grill or gas grill** causes smoke and cooking fumes which can be seen as a disturbance. These types of grill also present a fire hazard and therefore we recommend that you use them at the grill facility or on the courtyard instead of the balcony. If you want to grill on the balcony you should use an electric grill.

**Staircases and corridors are the main escape routes** if there is a fire and they must be kept completely free so that everyone who lives in the house can get past quickly and safely, even in the dark and in thick smoke. Keep your private possessions inside the flat, in the store or some other place provided instead of the staircase. An empty staircase also makes it easier for cleaning staff to do their job.

**Source separation of household waste is an important** part of our work for a better environment and therefore Lulebo offers very good source separation facilities in the environmental room in all our housing areas.

**Bulky waste is rubbish which does not fit into a vessel** or a sack, for example a broken bicycle or other oversized object. You yourself must first transport your bulky waste to the nearest recycling centre or to the neighbourhood bulky waste station if there is one.

Our tenants have the opportunity free of charge to book and use a laundry, sauna and tenants' meeting room belonging to the housing area. You share them with your neighbours. Respect times that are booked and always leave the premises clean and tidy for the next user.

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 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)

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