

A young man and woman are sitting on a bed, smiling and looking at a laptop. The woman is on the left, wearing a light-colored cardigan over a white t-shirt. The man is on the right, wearing a dark t-shirt. They are both barefoot. A floor lamp with a pleated shade is visible in the background on the right. The entire image has a blue tint.

Welcome home!

USEFUL INFORMATION FOR TENANTS



Ängelholmshem

Welcome to Your New Home!

Welcome to your new home! We are pleased that you have chosen Ängelholms hem and hope that you will enjoy living here.

Ängelholms hem offers many well-maintained apartments in both urban and natural surroundings. We have homes for different needs and stages of life.

This brochure contains important information about your new home.





Information and Contact

Website nad My Pages

Visit: www.angelholmshem.se

As a tenant, you can log in to My Pages using BankID or your login details.

On My Pages you can:

- Report repairs
- Search for apartments and parking space
- Advertise an apartment exchange
- View your rent invoice

Notices

When work needs to be done in your building or apartment, we will inform you by email, textmessage or a notice in the entrance.

Newsletter

We send digital newsletters several times a year with updates about your building and neighbourhood. Make sure your email address is up to date on My Pages so you don't miss any news.

Moving in

Apartment Inspection

After moving in, it is important that you read the apartment inspection report carefully. You will receive a copy of the report when you collect your keys. If you notice any issues that are not listed in the inspection report, you have the right to report them to your Kundansvarig within eight days of moving in. If you are moving into a newly built apartment, you will not receive an inspection report. However, you should still report any issues or defects you find.

Change of Address

When you move in, you must notify Skatteverket of your new address. You will need to provide your apartment number, which can be found in your tenancy agreement.

Electricity

You are responsible for notifying the electricity provider of your move-in and arranging an electricity contract from the date your tenancy begins. The electricity network operator in Ängelholm is Öresundskraft. You are responsible for your own electricity subscription and for paying for the electricity you use. Please note that you are free to choose which electricity supplier you wish.

Home Insurance

It is very important that you have valid home insurance from the day you move in. Ängelholmshem insures the building, but you are responsible for insuring your personal belongings. Most home insurance policies cover damage caused by events such as fire, water damage or theft. Your home insurance may

also cover the cost of temporary accommodation if your home becomes uninhabitable due to a fire or water damage.

Keys

You can collect your keys from your Kundansvarig on the day your tenancy begins. Please contact your customer representative to arrange a suitable time for key collection.

- Make sure to put a padlock on your storage unit, even if you do not use it.
- Your apartment door is fitted with a key tube. You can place your apartment key in the key tube to give our maintenance staff access to your apartment when repairs or maintenance work need to be carried out.
- Ängelholmshem does not have master keys. If you lock yourself out, you must contact and pay for an authorised locksmith yourself.
- If you need additional keys or access tags beyond those provided when you moved in, please contact your caretaker. Additional keys and tags can be ordered for a fee.

Moving in

Access to your apartment will be provided as agreed with Ängelholmshem, or no later than 12:00 noon on the first day of your tenancy. If your tenancy start date falls on a public holiday or weekend, access will instead be provided by 12:00 noon on the first working day thereafter.



Objektsnummer

Whenever you contact Ängelholms hem, please have your objektsnummer available. You can find it on your apartment door or in the top right-hand corner of your tenancy agreement.

Parking

Parking spaces can be applied for via My Pages on our website. Visitor parking spaces are available in limited numbers and are for visitors only. They may not be used by residents. You may park temporarily in the courtyard or near the entrance for a few minutes when loading or unloading. At all other times, vehicle traffic is not permitted in our courtyards.

Rent

Rent is paid in advance and must be paid no later than the last working day of each month.

Payment Options

Direct Debit:

With direct debit, your rent is automatically deducted from your bank account. An application form is available from our Customer Centre.

E-invoice:

You can apply for an e-invoice through your online bank. Once registered, you will receive your rent invoices electronically.

Swish Payment:

You can pay your rent using Swish by scanning the QR code on your rent invoice.

Invoice by email:

If you would like to receive your rent invoice by email, please contact our Customer Centre.

If you have not paid all or part of your rent, you will receive a reminder by text message around the 3rd or 4th day of the month. If your rent remains unpaid, a collection notice will be issued. Repeated late or missed rent payments may result in termination of your tenancy agreement.

TV and internet

Bjäre Kraft is our provider of cable TV and internet services. Sixteen of the most popular TV channels are included in your rent. If you would like access to additional channels, these can be ordered directly from Bjäre Kraft. All our apartments are connected to a fibre-optic network. You can order an internet service from Bjäre Kraft based on your individual needs.

Living Considerately Together

Barbecues

You may use a barbecue on your patio or terrace, provided the smoke does not disturb your neighbours. If you have a balcony, only electric barbecues are permitted, and only if the smoke does not disturb your neighbours.

Being a Good Neighbour

Please keep noise to a reasonable level, especially when playing music. If you need to drill or hammer, please avoid doing so between 8:00 pm and 8:00 am. If you are planning a party, we encourage you to let your neighbours know in advance. If you experience a disturbance, please try speaking to your neighbour first. Many issues can be resolved through friendly communication. If the disturbance continues outside office hours, please contact our disturbance service on 0431 150 40. During office hours, please contact your kundansvariga.

Bicycle Storage

Please store bicycles in the designated bicycle racks or bicycle storage rooms. Bicycles must not be kept in the stairwell.

Doors and Gates

Please make sure you always close doors and gates behind you. This helps keep the building secure and prevents unauthorised access.

Flower Boxes

Flower boxes must be placed on the inside of the balcony railing. Water your plants carefully to avoid dripping onto your neighbour's balcony.

Heating and Ventilation

The normal indoor temperature is 20–21°C. Your apartment's heating turns on automatically when the weather gets colder. During spring and autumn, outdoor temperatures can change quickly. It may take a day or two for the heating system to adjust, so the indoor temperature may vary temporarily. Please do not cover radiators with curtains, furniture or other items, as this prevents warm air from circulating. Also, do not block the air vents, as this affects both heating and ventilation.

Maintenance and Renovation

Information about maintenance and renovation work is available on our website. You can also contact your customer representative if you have any questions.

Parking

If you have a car, please park only in designated parking spaces. Please leave visitor parking spaces available for your guests and those of other residents.

Pests

If you discover pests in your apartment, please contact Anticimex as soon as possible on 075 245 10 00. The cost of treating the apartment is covered by Ängelholmshem's insurance. However, damage to your personal belongings is not covered.

For hygiene reasons, please do not feed birds from your balcony or patio. Feeding birds can lead to droppings on windows and balconies and may also attract rats.



Pets

Pets are welcome, provided they do not disturb your neighbours. Please keep dogs on a leash within the residential area and always clean up after your dog.

Recycling and Waste

Please help keep the recycling area clean and tidy. By sorting waste correctly and not littering, we can keep the area pleasant and avoid unnecessary costs. Never leave rubbish on the ground, as it may attract pests. You are responsible for taking bulky waste to a recycling centre.

Report a Fault

You can report faults in your apartment or building at any time via My Pages on our website. For urgent repairs during office hours, call 0431 - 43 60 00. Outside office hours, please contact our emergency service for urgent matters on 0431 - 150 40.

Rugs

Please do not shake rugs over your balcony railing, as this may cause dirt and dust to fall onto your neighbour's balcony.

Satellite Dishes

Satellite dishes and other equipment must not be installed in a way that could damage the building or pose a safety risk. If you install a satellite dish, at least half of it must be positioned inside the balcony railing.

Smoking

Smoking is not permitted in the building's common areas. Please do not throw cigarette butts from your balcony.

Stairwells

For safety reasons, stairwells, entrances and walkways must be kept clear at all times. Please do not leave personal belongings in these areas, as they may obstruct evacuation during a fire and prevent emergency services from gaining access.

Subletting

If you wish to sublet your apartment, you must obtain our permission. An application form is available at our Customer Centre and on our website.

Fire Safety

Smoke Detector

All our apartments are equipped with a smoke detector. You are responsible for testing it regularly and replacing the battery when needed. If the smoke detector still does not work after replacing the battery, please report the fault immediately.

Grease and Cooking Oil

Cooking oil and hot fat can catch fire. If this happens, smother the flames with a saucepan lid, a fire blanket or another suitable cover. Never use water. Clean the cooker hood grease filter every month. Grease build-up in the filter can catch fire.

Candles

Use candle holders made from non-flammable materials. Avoid decorative candle collars and dried moss. Always extinguish candles before leaving the room, and never leave children or pets unattended with lit candles.

Keep Stairwells Clear

Stairwells must be kept free from personal belongings and rubbish. Items left in stairwells can block escape routes during a fire and may also fuel a fire. Please keep pushchairs, shoes, doormats and other personal belongings inside your apartment. Some buildings have dedicated bicycle and pushchair storage rooms.



What Should I Do If There Is a Fire?

1. Contain the Fire

If there is a fire in your apartment, leave immediately and close the front door behind you. This helps prevent the fire and toxic smoke from spreading to the stairwell. Call 112.

2. Never Enter a Smoke-Filled Stairwell

If there is a fire in another apartment and the stairwell is filled with smoke, stay inside your apartment and keep your front door closed. Smoke is extremely dangerous. Call 112.

*Tip!
A security door provides better fire protection.
Contact your kundansvarig to find out whether this is available as an optional upgrade for your apartment.*



Caring for Your Apartment

As a tenant, you are responsible for keeping your apartment in good condition.

Keep your cooker and oven clean to prevent grease and dirt from building up. Defrost your freezer regularly, unless it is self-defrosting. Allow the ice to melt naturally. Do not use sharp objects to remove the ice, as this may damage the appliance.

About once a month, vacuum the air vents and clean the grease filter above the cooker. This helps keep the ventilation system working properly.

You are responsible for replacing light bulbs. Electrical installations and repairs must only be carried out by a qualified electrician.

You are responsible for cleaning the bathroom floor drain and water traps regularly.

Help prevent blocked drains. Only toilet paper, urine and faeces should be flushed down the toilet.

To keep your apartment in good condition, we occasionally need to carry out maintenance work. You are required to give us and our contractors access to your apartment. We will always notify you in advance. If you are unable to be at home at the scheduled time, please remember to leave your apartment key in the key tube on your apartment door.

Visit www.angelholm.se/dufixar to watch short videos with helpful tips on how to look after your apartment.

Working Together

We are pleased to welcome you to Ängelholmshem!
As your landlord, and you as our tenant, we each have rights and responsibilities. Some of these are set out in Swedish tenancy law, while others are governed by agreements with the Swedish Union of Tenants (Hyresgästföreningen). Here are some of the most important points:

We Promise

To repair faults you report in your apartment or building. For urgent repairs, our goal is to respond within 24 hours.

To offer redecoration when your apartment is due for new wallpaper or painting.

To ensure that the temperature in your apartment is at least 20°C in the centre of the room.

To give you advance notice whenever we need access to your apartment, except in an emergency.

To ensure that your apartment is equipped with a smoke detector.

To maintain your building and surroundings in good condition with the help of our staff and contractors.

You Promise

To report faults in your apartment or building.

To take good care of your apartment and the building's shared areas, and to avoid unnecessary wear and tear.

To keep air vents clear and not block the circulation of heat and fresh air in your apartment.

To give us access to your apartment at the agreed time when we need to carry out maintenance or repairs.

To test your smoke detector regularly and report a fault if it is not working.

To pay your rent on time every month.



Important Phone Numbers

You can find all important phone numbers on our website: www.angelholmshem.se

Report a Fault

You can report faults in your apartment or building at any time via My Pages on our website. The sooner you report a fault, the sooner we can fix it.

You can also report a fault by:

- Email: info@angelholmshem.se
- Phone: 0431 - 43 60 00

Urgent Problems

For urgent problems in your apartment during evenings and weekends, call our emergency service on 0431 150 40. You can also call this number if you are seriously disturbed by a neighbour during evenings or weekends.

Welcome to Our Customer Centre

Visiting Address: Thulingatan 1B

Phone: 0431 - 43 60 00

Email: info@angelholmshem.se

Website: www.angelholmshem.se

Opening Hours: Please visit our website for current opening hours.





Ängelholms hem

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