

Welcome home

Good to know

Property owner

Granitvalvet Ludvika AB

block LODJURET 12

NEW ADDRESSES

No later than one week after you have moved in, you should have made a move notification and change of address! You make it easy, do it at [www.skatteverket / flytt.se](http://www.skatteverket/flytt.se) and www.adressandring.se. You will need the property designation which is "Granitvalvet 12".

KEYS AND LOCKS

Your apartment comes with three keys that open your front door, basement doors and garbage room. You also get three lock tags that are used to open the gate, garage and book a laundry room. Keys and tags are obtained by receipt. The keys are locked, which means that a revision is needed from us to possibly make more keys.

Extra keys, extra locks and a peephole to the front door are paid for by you as a tenant.

If you have an extra lock on the front door and are going to travel away for a longer period of time, it is good if you inform us about this and leave a copy of the key, so that we can enter the apartment in emergency situations in case of water damage. Since we do not perform a lock opening on call, it can be a good idea to keep a key with someone close to you.

INTERCOM / DOOR CODE

When calling from the gate, your phone rings. You answer the call as usual, the call comes from no. 071 900 002 531 74. For lock opening, press 5 on your phone. The door is unlocked and the call is ended. If you do NOT want the door to open, end the call immediately without pressing any number. The function is deactivated at night, from 21.00 to 07.00!

Tip! Save the door phone number as a contact in your phone to know immediately that the call is coming from the door.

To be able to connect you on the intercom down at the entrance, we need your telephone number. Let us know as soon as possible after you have moved in. The intercom works with both a landline and a mobile phone. 07.00-21.00

ELECTRICITY

If household electricity is not included in your contract (included in apartment 262-282), you must register yourself– and moved to VB Energi so that you will have electricity in the apartment when you move in. Remember that according to your lease, you are obliged to have a valid electricity subscription throughout the contract period.

You can reach VB Energi via info@vbenergi.se or 0240-876 00. Use of the kitchen fan, heated towel rail and underfloor heating is payed for by the tenant's consumption of household electricity.

HOME INSURANCE

Make sure you have a valid home insurance. The property's insurance never covers the tenants movable property. Keep in mind that you may be liable for compensation if you forget to turn off the stove and it starts to burn. If you do not have home insurance, you will not receive any compensation for your belongings in the event of fire or water damage.

TV

The property has channels via tele-2 and their basic offer is included in the rent. The current channels that are available are ATG LIVE, Dalavision, svt 1, svt 2, kanal 3, kanal 4, kanal 5, kanal 6, kanal 7, kanal 8, kanal 9, kanal 11, kanal 12, Kunskapskanalen, svt 24 and svt BARN.

Learn more about how to get access to customer service in the Tele2 app at <https://www.tele2.se/tv/play-grundutbud>

If you want access to more channels than you will need to contact Tele2 at 90 222

WASTE / GARBAGE

Residents in the "new part" (Carlavägen 1) and residents in the "old part" (Storgatan & Carlavägen 3) leave their household waste in bins set up in the cold garage, facing Eriksgatan. Waste bins for residual waste and food waste sorting are left there at the specified location. For other waste, we refer to the recycling center at the bathhouse on Prästgårdsgatan 13 where you throw away glass, cardboard, metal, plastic and newspapers.

LAUNDRY

Residents in the "new part" (Carlavägen 1) have a laundry room on floor 5 and residents in the "old part" (Storgatan 26 and Carlavägen 3) have a laundry room in the basement. The laundry rooms may only be used by the tenant. To book/cancel or rebook laundry times, use your lock tag against the digital display located by the laundry room door. Bookable days 31, maximum 3 simultaneous bookings during the period. Unstarted passes are released after 15 minutes and can then be booked again. Passage to the laundry room is allowed 5 minutes after the end of the shift. The separate drying room may be used 30 minutes after finishing the washing session. You are responsible for your own laundry. Damaged or stolen laundry is not replaced. When you have finished washing, you must clean up the laundry room after you! Wipe off/out the machines, clean the floor and clean the filter in the dryer. Leave doors to both washing machines and dryers open.

Last but not least, bring all your belongings.

PARKING

Under the property there are parking spaces that you can rent, contact us for availability and prices. According to fire safety laws, the parking spaces are only allowed to be used for motor vehicles, any other items are suggested to be put in the storage units.

FIRE ALARM

A smoke alarm is installed in your apartment. An accident can happen quickly and then it is extra important to make sure that it works. When the battery is low, the alarm warns with short sound shocks, which means that you have time to change the battery before it runs out completely. The smoke alarm is equipped with a test button and a function light that flashes to ensure that it works.

ERROR REPORT

Should something break in your apartment, you must report it to us as soon as possible between 07.00 and 16.00 via fault reporting telephone 010-470 57 43 or via form on our website <https://granitvalvet.se/felanmalan/>. Other time is considered on call! Reported errors are rectified as soon as possible, normally within three working days.

JOUR

In case of urgent emergency, in the event of water leakage, power failure or the like, at other times you call the emergency number 010-470 57 43 Securitas.

NOTE! This issue only applies to urgent emergency cases!

In the event of a lockout, the emergency department can be called. Lock opening is paid for by the tenant. Currently, the price is SEK 900 per call.

INTERFERENCE

There is also access to emergency services at Securitas surveillance. If you are disturbed by loud neighbors during the evenings and nights, call Securitas, 010-470 57 43

Securitas then comes to the property and finds out where the disturbance comes from and tells the person / persons who are disturbing that they must stop immediately.

Avarn then reports to us as a landlord. According to the Rent Act, you can be fired from your apartment if you disturb the order in the property and the landlord applies this.

Apartment owners where the disturbance comes from will be charged the cost of the call, SEK 1 600.

STOREHOUSE

Accommodation in the "new part" (Carlavägen 1) has storage on floors 5 and 6.

Accommodation in the "old part" (Storgatan 26) has storage in the basement. Stores are marked with apartment numbers. On the storage itself you put your own padlock.

Remember not to store theft-prone or valuable items in storerooms, unfortunately storerooms are occasionally affected by burglary. Also keep in mind that moisture can form in basement storage. Therefore, do not place objects directly on the floor or wall.

BICYCLE STORAGE

In the garage under the apartments at Carlavägen 1 there are two bicycle storage rooms. You enter there with your apartment key. In the garage under Storgatan 26B, there is a parking space for bicycles along one wall

ADDITIONAL EQUIPMENT

Contact us before you install your own larger household appliances such as freezer, dishwasher and/or washing machine. The property's electrical or sewerage system may not be dimensioned for additional installations. Always hire a qualified installer! Those who sell machines are usually able to help with this.

CARE OF THE APARTMENT

Some things that can be good to think about; Always put protection under heavy furniture that you are moving and cannot lift. Pull the furniture on a rug or wooden socks on the furniture legs.

WALLS

Can in the same apartment consist of different materials. Various aids may therefore be needed to set up paintings and the like. There are different types of hooks and screws on the market that fit different types of wall materials. Wallpaper tips! Before you make a hole in the wall, cut a small cross in the wallpaper and fold up the corners. When you then take down what has been on the wall, it is easy to glue the wallpaper again and the hole is not visible / smaller! Do not drill holes in the tiles or joints in the shower / bathroom. Moisture can easily get in there and cause moisture damage. If you absolutely want to put something up on the wall, contact us and we will help.

CLEANING OF PAINTED AND WALLPAPERED SURFACES

Painted wall surfaces can be cleaned with lukewarm water and a mild detergent. Some wallpapers can withstand a slightly dampened sponge / cloth to remove lighter stains, first try in a less visible place. If you have the bed placed against a wall, remember to have a headboard mounted on the bed. Otherwise, there will easily be grease stains on the wallpaper and the room must then be repainted when you move, even if it is freshly wallpapered when you move in and you have only lived for a short time.

FLOORS

Use primarily dry cleaning methods (vacuuming, sweeping, mopping). For possible moisture drying, use water added with a neutral detergent (pH 6-8, type hand dishwashing detergent). Do not use hot water, strong alkaline cleaners or strong solvents. The floor has a basic protection, but if you want to improve it or get a higher gloss on the floor, you can use special products intended for this that are available in the trade. Follow the instructions provided for the product you choose. There are funds for both linoleum floors and parquet floors.

CEILING

If you disassemble the electrical sockets for the ceiling lamps to be able to set up your lamps, then you should keep in mind that you must reassemble them before you move.

ROOF CLEANING

Most roofs that are painted with a matte color are difficult to clean. Always consult with us before washing the roof. Keep in mind that an evenly dirty roof can often look better than a flaming roof after unsuccessful washing! The bathroom ceiling often gets dirty from e.g. soap residues. In most cases, it is good to dry these roofs because they are usually painted with a shinier color.

FRIDGE & FREEZER

If you freeze the freezer regularly, it gives a more even temperature and saves electricity. In addition, the goods last longer. Do not chop or break the ice, let it thaw! Otherwise there is a risk that you will damage the pipes with refrigerant.

FAN AND VALVES

If you keep the kitchen fan and valves clean, the pollution of other surfaces in the kitchen is reduced. Regularly clean the filter in the fan, it reduces the risk of fire.

STOVE

Wipe grease stains from the stove and oven as soon as possible, so that the fat does not burn. Be careful to use sponges with a rough surface, it can scratch the enamel and / or the ceramic hob. There are effective cleaning agents for the oven to buy.

PIPES ARE FRAGILE

Never pour leftover cooking oil and/or other fats down the drain. Instead wipe off the excess oil with a paper towel before rinsing. If there is an excessive amount of oil pour it into a plastic bottle and recycle the bottle accordingly

CLOGGED PIPES

Leftover food and cooking fat can easily clog the drain. In most cases a rubber sink cleaner, warm water and dish soap can fix the problem. Try avoiding unscrewing the pipes underneath the sink since putting it back together can be difficult and if done wrong can cause leakage . Isted contact us and we will help you.

TOILET AND BATHROOM

Use a soft brush or sponge and a mild detergent to keep the crockery and mixer in the toilet and bathroom clean. Dry tiles or wall mats regularly, especially at and in the shower so that limescale remains do not get stuck and become difficult to remove.

Do not flush objects down the drain that could cause a blockage!

Do not forget to clean the floor drain at regular intervals. If you travel away for a long time, ask a neighbor or relative to flush water in the sink, floor drains, toilet seat and sink. The water in the water traps evaporates over time and then it starts to smell like sewage in the apartment.

FLOURESCENT

if the fluorescent tube is blinking or is taking a long time to light up then it is time to change it. Make sure you buy the right one since there are a lot of different options.

HEATING

regular settings.

If the thermostat is set at 20 degrees for example and the room temperature is higher than the radiators will turn cold until the temperature adjusts.

the radiators should be warmer at the top since the water is coming from the top part. If the radiator is colder where the airscrew is then at the thermostat then your radiator needs to be aired out, contact us and we will help you. Make sure you don't for example put big pieces of furniture or curtains over the radiator so it covers them completely. This is so the heat will spread more evenly in your apartment.

Normally we keep the temperature at 20-21 degrees in the apartment. but when there are drastic temperature changes, it can take some extra time for the temperature to adjust to the

VENTILATION

Keep your valve open. For a good home environment, make sure the valves in your home work. The air in the kitchen and the bathroom is supposed to be sucked out through the chimney, and new fresh air is supposed to come through the valves that usually is in or near the window.

The house ventilation minimizes the smell from cooking in the kitchen but also moisture that can occur from washing and showering. There are many different types of valves for supplying air, but what they all have in common is that they should never be fully closed. If the air is not coming through the supply air valves then the air will come elsewhere such as in the hallway, at your neighbor or from the drainpipes. So if you close the valves then the air in your apartment will become worse.

It is also very important that you clean the valves sometimes, preferably two times a year. With clean and open valves you minimize the risk of unwanted drafts forming in your apartment. To clean them you can simply use warm water with a mild and gentle cleaning detergent. Also don't forget to clean the fan over your stove since it is also a part of your apartment's ventilation system.

NO POWER

If you experience a power outage, it could be the RCD or a fuse that has blown. If the earth-fault circuit breaker trips, you should unplug the appliance or lamp you last plugged in and used before resetting the breaker. If it trips again, switch off all fuses, switch on the earth-fault circuit breaker. Then turn on the fuses one at a time until you see where the RCD disconnects.

If a fuse has blown, it is most likely an overload in the electrical system. Switch off appliances and change the fuse or, if you have an automatic fuse, fold back the rocker switch. The power station is usually located in your hall.

If you cannot find the reason why the earth-fault circuit breaker or the fuse is tripping, contact us.

ENERGY SAVING TIPS!

Air through fast cross strokes.

- Take a quick shower instead of bathing. Do not aim the water jet directly at the wall.
- Do not rinse dishes under running water.
- Do not place furniture in front of the radiators (elements).
- Draw for curtains and blinds at night.
- Let us know if taps or toilet seats drip or stand and run.

PESTS

According to the provisions of the Rent Act, you as a tenant must immediately notify us if you discover vermin in your apartment.

YOUR OBLIGATIONS

You pay the rent on time. You keep the apartment in good condition. Your rent covers so-called "normal wear and tear". Do you have e.g. If you break something, you will be liable for compensation. You may not transfer the apartment to anyone else without our approval. You may not sublet the apartment without our permission.

REPAINTING / PAINTING

You must always consult us first regarding the choice of color and wallpaper, but as a rule you have to repaint and wallpaper yourself. Remember that the work must always be carried out professionally! Your work may not be approved otherwise at the eviction inspection. If this is the case, you will have to bear the cost of the repainting / painting that must be done.

OUR OBLIGATIONS

Your landlord, Granitvalvet Ludvika AB, is responsible for normal maintenance of the apartment. We make sure you have water and heat. We look after disturbing tenants. We will fix reported bugs as soon as we can, normally within three working days.

WELL-BEING ISSUES |

in order for everyone who lives in the property to thrive, everyone must take each other into account. Think about the points below

- Do not disturb your neighbors by having a TV or music system at high volume, or making noise in any other way. This is especially important after 22.00 in the evening until 08.00 in the morning. If you e.g. should have a party, inform your neighbors by talking to them or put up a notice in the stairwell before the party. Most people understand that you have a party sometimes, and are happy to know in advance that it may sound a little extra much.
- Avoid wearing hard shoes inside. The sound from e.g. clogs propagate to other parts of the house and can not only disturb the nearest neighbors. The same applies if you nail or drill in the walls.
- Do not feed the birds outdoors. Birds litter and food that falls to the ground can attract rats.
- Do not shake carpets and the like from balconies or windows.
- Keep in mind that rinsing large amounts of water late at night or at night can be annoying.
- Balcony drawers and the like must be set up on the inside of the balcony.
- No smoking in the property's public areas. Smoking on the balcony is not prohibited, but you must not do it in a way that disturbs others. If you are bothered by a neighbor who smokes, please talk to the person and tell them that the smoke bothers you. If smoking still continues, call us.
- Do not grill on the balcony, patio or outdoors near the house
- Do not walk the dog in the courtyard
- The stairwell must not be blocked by prams or other loose objects

MOVE?

Of course, we hope that you will enjoy your stay with us and that you will stay for a long time. If you should come to the conclusion that the apartment you rent today no longer suits you, you can always go to our website, www.granitvalvet.se, where we regularly post current vacant apartments.

We do not have a queuing system, but through a written application, a decision is made on the right tenant.

The notice period is always three months and we want your notice in writing.

During the notice period, you will be contacted by housing applicants who want to see your apartment. You yourself agree on a time for it.

We will contact you in good time to book an inspection of the apartment. On the one hand, we make a preliminary inspection before the final inspection, which takes place when the apartment is emptied and cleaned when moving out. Remember to also empty and clean out any storage and not to leave anything in stairwells or basements.

CONTACT

If you have any questions or concerns, please contact us!

Granitvalvet Ludvika AB
 Carlavägen 3
 771 30 Ludvika

info@granitvalvet.se
 www.granitvalvet.se

PHONE

Rental, finances and rental issues	09:00-12:00	0770-33 75 55
Reporting errors during the day	07:00-16:00	010-470 57 43

JOUR!

	16:00-07:00	010-470 57 43
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(Acute faults include water leakage, power failure, completely stop in drains etc. who can not wait until the next weekday)

EMERGENCY SITUATIONS – SOS ALARM – CALL 112

Good luck with your new home!

Anders Skoglund med personal

GRANITVALVET
 — DIN FASTIGHETSPARTNER —