

When you have comments about disturbances in your accommodation

Our vision is to simplify and brighten up life through thoughtful accommodation. We create thoughtful accommodation together with all our tenants. We primarily wish that you as tenants and neighbours talk to each other when you have comments about each other's way of life. What bothers one neighbour may not bother another, so a humble way of expressing your views is best for your continued neighbourly relationship.

Some tips that you can consider when contacting your neighbour:

- Make contact when your negative feelings about the disturbance are not at their strongest.
- Choose a time to speak to your neighbour when the disturbance is not ongoing.
- The importance of the word should not be underestimated. Present a "viewpoint" and not a "complaint".
- One way to phrase it is: "When you do X, it affects me through Y - I would like you to do Z".

If a dialogue with your neighbor does not work or if you do not want to contact the neighbor yourself, you as a tenant can contact us. We are available 24 hours a day on 0770-111 050. In urgent cases, it is fine to call after office hours, but if it is a recurring disturbance that can wait until the next day, it is better to talk to someone at our local management office during office hours.

In order for us to be able to handle your comments on disturbances in your accommodation effectively, we ask that you compile your comments in a disturbance journal, see page two. At least two weeks must have passed since the first disturbance before you submit the journal. Then send the disturbance journal to: kundservice@heimstaden.com, which will forward it to your local office from where our staff will contact you.

We want disturbances to be handled through dialogue with our tenants, but sometimes we are not successful in this. Ultimately, we may therefore have to terminate the lease agreement with the disturbing tenant. In these cases, the disturbance log may form the basis for a possible dispute at, for example, the rent committee between the person causing the disturbance and us as the landlord. We may also call for witness statements from you in such a process, but in that case we will contact you first.

What does the Rent Act say about disturbances?

The basic rule is that you should not disturb your neighbours, according to Section 25 of the Rent Act:

"When the tenant uses the apartment, he shall ensure that those living in the vicinity are not exposed to disturbances that may be harmful to their health or otherwise impair their living environment to such an extent that they should not be reasonably tolerated."

Living in an apartment building will still mean that you will hear your neighbours to some extent, such as children playing during the day, doors closing, someone dropping something on the floor, etc. What "should not be reasonably tolerated" means is a question of interpretation that the rent committee or court will ultimately have to decide. However, it is important that everyone remembers that between 10pm and 8am it should be extra quiet.

Heimstaden

Disturbance log

Date and time	Description of disturbance	Where the disturbance comes from?

Name:

Address/ city:

Phonenumber:

Other:

Processing of personal data according to the Data Protection Regulation

Your privacy is important to us, read more about how we process your personal data at heimstaden.se.

If you choose to be anonymous in relation to us, we will have difficulty processing the case. However, in a dialogue with you, we can choose not to say who you are in relation to the person you report as disturbing. We can initially offer this in dialogue with the person who is reported to be disturbing, but if the disturbances do not stop and the case goes to the rental board, you can no longer be anonymous in relation to the person who is disturbing.