

WELCOME TO

# Heimstaden

YOUR TENANT GUIDE



## MyHome

Your tenant portal where you can access everything you need for a smooth living experience.

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## Shared responsibility

Together, we care for the home and property you live in.

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## Tips & tricks

Save water, energy and much more.

WELCOME



to your new home!

This magazine is your start-up guide to getting settled at home. Here you will find practical tips, useful information and advice on where to get help when you need it.

We want renting a home with Heimstaden to feel simple and stress-free. Our digital tools make it easy to find answers, request assistance and stay up to date.

We take care of our buildings, our tenants and the local communities – ensuring safe, well-maintained and pleasant surroundings for everyone.

While we take care of the building, it is you who makes your home a home. Being a good neighbour makes everyday life more enjoyable, so we encourage you to be the neighbour you would like to have yourself. You will find our tips on how to be a good neighbour later in this brochure.

A warm welcome once again – we hope you will enjoy your new home.

Kind regards,  
**Team Heimstaden**

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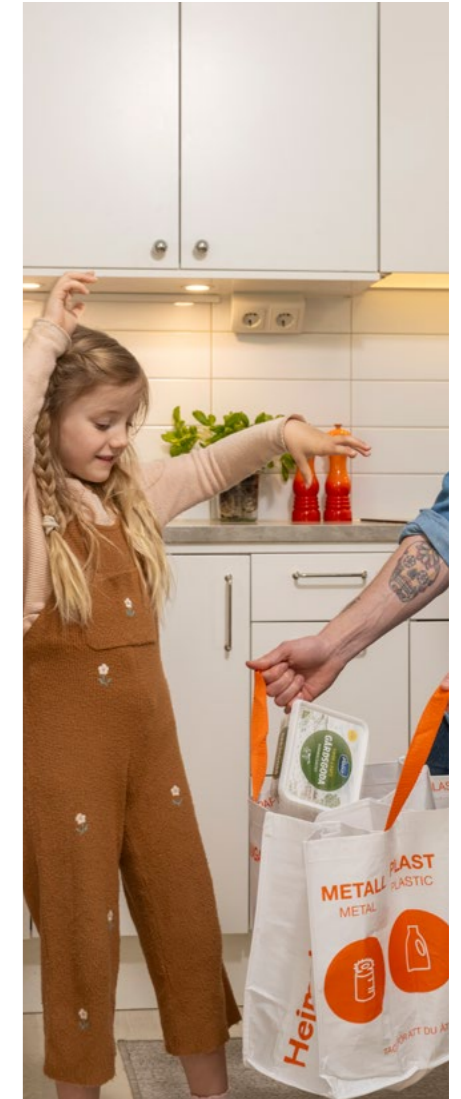
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*We reserve the right to any printing errors.*

## MyHome – everything you need in one place

**MyHome** is Heimstaden's digital tenant portal. Here you can report faults and issues, find your tenancy agreement and other useful information about your tenancy, as well as submit general enquiries.

## Find answers in the Help Centre or via AI chat

Visit our **digital Help Centre** at: [heimstaden.com/no/kundeservice/hjelpesenter/](https://heimstaden.com/no/kundeservice/hjelpesenter/). There you can search for answers to frequently asked questions or submit your own questions about your tenancy, the property or general topics related to your time with us – including moving in and out.

You can also ask our **AI chat** about anything you may be wondering.

## Customer Service

Our Customer Service is open Monday to Thursday from 10:00 – 14:00. If you cannot find answers in MyHome, the Help Centre or the AI chat, you can contact us via the contact form on our website.

## Emergencies outside opening hours

Emergency phone: +47 480 60 200

The emergency line is for urgent situations (e.g. water leaks) outside normal opening hours. For call-outs caused by circumstances the tenant is responsible for, a cost will be incurred which must be approved and paid by the tenant.



# MyHome

## Everything you need in one place

MyHome is Heimstaden's digital tenant portal – designed to make your everyday life easier. Here you get a full overview of your tenancy and easy access to what you need, when you need it. Whether you have questions, need assistance or simply want to stay updated, MyHome is your natural starting point

In MyHome, you can:

- submit service requests quickly and easily
- contact us with general enquiries
- view your tenancy agreement at any time
- find house rules and important information
- stay updated on matters relating to your home

[CLICK HERE TO LOG IN TO MYHOME](#)

## Home contents insurance

According to your tenancy agreement, **you are responsible for having valid home contents insurance** throughout the tenancy period.

Home contents insurance covers all movable property in your home – such as furniture, clothes, electronics, decorative items and sports equipment. It provides protection in the event of fire, water damage, theft and other unforeseen incidents.

**This is what you should check before purchasing insurance:**

- ✓ That the insurance covers the full replacement value of your belongings
- ✓ That it includes ID theft protection and legal assistance
- ✓ That pest control is included

**Remember:** The landlord is not responsible for damage or loss of your personal belongings.

**Useful tip:**

Upgraded insurance packages often cost only slightly more than the basic package but provide significantly better coverage. It is worth comparing options before choosing a provider.





In case  
of fire  
– call 112

## Protect yourself against fire at home!

Your home should be a safe and comfortable place – and fire safety is an important part of that. Fortunately, it does not take much to reduce the risk of fire in everyday life.

Here are some important tips that can help you prevent fire and reduce the risk of it occurring in your home or building:

- **Make sure you have a working smoke alarm.** Test it regularly – it should give off a loud signal when you press the test button.
- **Keep a close eye on the stove** and never leave food cooking in the oven or on the burners unattended.
- **Never leave candles unattended** and always extinguish them before going to bed or leaving your home. Also, make sure to use candle holders made of non-flammable materials.
- **Be careful when charging electronics** – avoid charging phones, tablets or laptops overnight or on soft surfaces like beds or sofas, as they can overheat. Also, check that your cords and plugs are intact and not loose.
- **Do not use open flames or grills on balconies.**
- **Keep exits clear.** In case of a fire, every second counts. Stairwells, hallways and emergency exits must be kept clear at all times to ensure that you and your neighbours can get out quickly and safely if needed.

## 10 tips to save water and electricity

Water and energy are two of our most important resources, and we all need to do our part to reduce unnecessary use in our homes. Being mindful of how we use water and electricity not only benefits the environment but can also help lower your utility bills.

Here are some easy ways to save water and electricity in your home:

1. **Turn off the tap while brushing your teeth or washing your hands.**
2. **Take shorter showers** and avoid baths when possible.
3. **Only run your dishwasher and washing machine with full loads.**
4. **Don't rinse your dishes before loading them.** Instead, scrape plates and bowls with a spatula or a piece of paper towel directly into your food waste bin.
5. **Make a service request as soon as possible if your faucet or toilet is leaking.**
6. **Avoid placing furniture and curtains in front of radiators**
7. **Use lids** on your saucepans when cooking.
8. **Fill a jug of water and store in the fridge** - then you always have cold water to drink.
9. **Ventilate quickly and efficiently.** Air out your home briefly by creating a cross-draft, ideally in the morning.
10. **Check seals.** Do you notice draughts from windows or doors? The seals may be worn. Submit a service request if necessary.



A good habit is to never let the water tap run while brushing your teeth.



# A Welcoming Home Starts With You

Happy residents with a sense of good neighbourliness are the best foundation for a safe and welcoming living environment. Whether you're in your own apartment or in the shared areas of the property, you help shape the place you live and add character to the neighbourhood.

Here, we've listed a few simple tips on how you can contribute to a pleasant atmosphere, both indoors and outdoors, so you and your neighbours can truly feel at home.

## Safety and security

- Only allow people into the main entrance if you know they have a right to be in the building.
- Always close the main entrance after you.
- Keep stairwells and external balconies clear from personal belongings.

## Noise

- Show extra consideration between 22.00 and 07.00.
- Carry out noisy activities during the daytime and avoid disturbing neighbours unnecessarily.
- Be mindful of sound levels and bass from TVs and stereos.
- Inform neighbours if you are planning a party.
- Use furniture pads/felt pads under furniture and chairs to reduce noise.

## Being a good neighbour

- Say hello to your neighbours.
- Do not smoke in common areas, at entrances, on playgrounds or inside the home
- Keep an eye on your children and talk to them about being considerate towards neighbours.
- Respect agreed laundry times and clean the laundry room after use.
- Do not shake bedding or rugs from your balcony or windows.
- Keep your dog on a leash inside the building and in garden areas.
- Do not drive motor vehicles on pathways or green areas.
- Park your car in the designated parking space or garage.
- Only use electric grills if you are grilling on the balcony.



# We have a **shared** responsibility for the apartment

**As a tenant and landlord, we now share a common responsibility for the home and property you live in. We take care of major maintenance and repairs so that you can focus on the things that matter most to you.**

For example, in a rental home, you don't need to worry about practical tasks like stair cleaning, lawn mowing of outdoor areas, or dripping faucets.

However, **you have a responsibility to take care of the interior of the home you have moved into.**

### This means that you should regularly:

- ✓ Clean the shower drain
- ✓ Defrost the freezer and refrigerator
- ✓ Clean air filters
- ✓ Clean the oven
- ✓ Clean or replace the filter in the kitchen extractor fan
- ✓ Clean the lint filter in the tumble dryer
- ✓ Ensure that the smoke detector has working batteries
- ✓ Ventilate the home regularly to reduce the risk of damp and mould
- ✓ Protect floors by using furniture pads and adapting cleaning to the floor type

# Sort your waste – help the environment

Did you know that your waste can play an important role in creating a more sustainable future? Every little helps! By sorting correctly, we can give packaging new life, recycle valuable resources – and reduce CO<sub>2</sub> emissions.

As climate challenges increase, it is more important than ever that we all take responsibility – including for what we throw away. The good news? It does not require major sacrifices. With just a few small changes in your everyday life, you can contribute to a greener future.

By reusing, repairing instead of buying new, and sorting cardboard, paper, metal, food waste and plastic correctly, we are well on our way. If your waste cannot be reused, it should be recycled.

Feel free to involve your family and use our tips below.



Read more  
about correct  
waste sorting  
at [sortere.no](https://sortere.no)

## Tips for easier waste sorting

- Rinse packaging before disposal to avoid odours and mould.
- Flatten packaging so it takes up less space.
- Place a little paper towel at the bottom of food waste bags to absorb moisture
- Do not overfill food waste bags – they must be able to close properly
- Do not throw clothes and textiles in general waste. Donate, sell or deliver them for textile recycling if damaged.
- Hazardous waste must be handled with extra care. Batteries, light bulbs, electronics and chemicals must never be disposed of in general waste. Deliver them to your local recycling facility



Wash,  
dry, tidy!  
Leave it ready  
for the next  
person

## Good habits in the laundry room

In many of our buildings, there is a shared laundry room used by several residents. To ensure that everyone arrives at a clean and tidy space – and machines that work – we have gathered some useful tips:

- ✓ Remember to empty your pockets for coins and other small items.
- ✓ Use a laundry bag when washing underwire bras.
- ✓ Do not use bleach or fabric dye in the machines.
- ✓ Replace fabric softener with regular household vinegar – it also helps descale the drum and is better for the environment.
- ✓ Do not wash rugs or other large and heavy objects.
- ✓ Wipe down the washing machine and remove any leftover detergent.
- ✓ Clean the lint filter in the tumble dryer.
- ✓ Remember to take empty packaging with you when you leave.
- ✓ If a machine is broken or not working, submit a service request – and feel free to leave a note on the machine to inform others.

# Frequently asked questions

Are you wondering whether you can hang pictures on the wall? Unsure what to do if the flat feels too hot or too cold? Or perhaps you are wondering whether it is allowed to grill on the balcony?

We have gathered answers to some of the most common questions to make everyday life a little easier.



## Can I hang pictures on the wall?

Yes, that is fine – as long as you use the correct equipment. Remember that the wall must not be damaged. When you move out, you must fill and repair the holes.

## Where can I find my contract?

Log in to the MyHome customer portal and click on "My apartment" in the menu. There you can view and download a copy of your signed tenancy agreement.

## Is internet included in the rent?

An internet subscription – usually via Telia – is included in the rent for most of our flats, and there is often the option to upgrade or expand the internet package or establish a TV package. After moving in, the tenant contacts the relevant provider directly to set up the subscription.

## My partner wants to move in – what rules apply?

That's lovely! In that case, we ask that you contact us so that we can process the application and add it to the contract.

## It is too cold (or hot) in the flat. What can I do?

First, you should measure the temperature. Place a thermometer at least one metre from an external wall and approximately one and a half metres above the floor. If it shows around +20°C, the temperature is normal.

Our buildings have a centrally controlled heating system designed to provide optimal energy efficiency and comfort. This means that heating may be reduced or automatically switched off when it is not necessary, e.g. when the building retains heat well on its own.

Remember that cold radiators do not necessarily mean that the flat is too cold. For radiators to function properly, air must be able to circulate freely. Therefore, avoid placing heavy curtains or furniture in front of them.

For more efficient heating of your home:

- Do not block radiators
- Ventilate briefly and efficiently by creating a draught
- Avoid leaving windows open for a long time.



# A Home for a Home – Giving children a safer future

At Heimstaden Bostad, we believe that all children deserve the opportunity to grow up safely and reach their full potential. Unfortunately, millions of children around the world do not have this opportunity. That is why we have partnered with SOS Children's Villages – the largest partnership in the organisation's history – to give vulnerable children a better future.

Since the partnership began in 2021, we have supported over 120,000 children in 26 countries\*, with a particular focus on life-changing programmes in East and Southern Africa.

## An example from our work: Teye's story – escaping child slavery

When he was 14 years old, Teye was sold into forced labour in Ghana's dangerous fishing areas. He worked long days under brutal conditions – beaten, starved and forced to dive into crocodile-infested rivers to free fishing nets.

Three years later, he was rescued by SOS Children's Villages and their partner Challenging Heights.

At 17, Teye finally gained safety, care and access to education. Today, he is an apprentice car mechanic and is building a better future for himself.

***"If I had not been rescued, I would be dead,"***

*says Teye*

This programme is not only about rescuing children. It also helps them heal, rebuild their lives and – where possible – reunite with their families. Parents are also supported in creating stable incomes, so they can break the cycle of poverty and exploitation for good.

You can read more about the partnership on our [website](#).

\* Figures as of March 2026.



Photo: Henry KD

# Heimstaden

Heimstaden Norway | [www.heimstaden.no](http://www.heimstaden.no)

