

Heima

Heimstaden

Everything
you need to know
about your new
home

ALL ABOUT YOUR NEW FLAT

HOW TO SORT
YOUR GARBAGE

BETTER AIRING IN
YOUR HOME

WE CREATE SPACE FOR THE FUTURE

Unique
partnership
between Heimstaden and
SOS Children's Villages

Welcome Home!

Dear customer,

Welcome to Heimstaden, where our goal is to create safe, sustainable, and friendly homes that enrich and simplify your daily life.

It is our hope that the information in this brochure will help you to turn your new apartment into a home.

We encourage all of our customers to use **MyHome** in their communication with us. Doing so ensures that your requests are swiftly delivered to the right person so that they can help solve them as quickly as possible. We also offer **HEIMservice**, where one of our dedicated property maintenance workers can assist you with furniture assembly, wall mounting and other small handiwork for two hours in the first two months of your tenancy with Heimstaden.

All customers are automatically members of the **HEIMclub**. HEIMclub provides customers with an assortment of offers from various companies that we hope can help improve your home. See page 9 for further information.

This brochure also features important information on conduct and treatment of your home. Ensuring proper ventilation in your home is very important to avoid accumulation of moisture which can lead to mold and mildew, which can badly affect both the house and the health of the people who live in it. See page 19 for further information. It is also important to familiarize yourself with the code of conduct regarding garbage bins and garbage rooms, which is detailed on page 12. Sustainability and environmental issues are important to us all and we must all take responsibility to treat all our buildings well, both for the people who live in them as well as the environment.

Once again – Welcome **Home**

Gauti Reynisson
CEO of Heimstaden ehf



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Sustainability has many dimensions and requires social responsibility and protection for the environment, safe and attractive workplaces and a sustainable value chain. Thinking and acting sustainably is a natural part of our business and the only way forward.

Unique partnership between Heimstaden and SOS Children's Villages

AT HEIMSTADEN, our vision is to make life simpler and brighter with friendly homes. Our driving force is to give our tenants the best experience and to always be there for you, but also to contribute to society at large.



Patrik Hall and Anette Konar Riple

"We all have a responsibility"

It is really with people in focus that we, together with SOS Children's Villages, began what is the most ambitious partnership in our and SOS Children's Villages history. We have named it A Home for a Home and it helps children have a safer day-to-day life and a brighter future.

The partnership began on 1st of July 2021 and entails, among other things, that for every home Heimstaden owns, we donate 100 Euros to SOS Children's Villages, every year. Taking care of our tenants will always be our biggest focus, but as a value-driven company, we also want to make a contribution beyond the properties we manage and the districts in which we operate.

„We all have a responsibility to help improve the world we live in and create equal opportunities for all, and the best starting point for this is by giving children the best possible basis for growth and development. As a leading real estate company in Europe, we work every day to offer friendly and sustainable housing to our customers. With A Home for a Home, we can also do this for children and families around the world,“

says Patrik Hall, former CEO of Heimstaden AB.

10 million Euros every year

Anette Konar Riple is a programme manager for A Home for a Home. She says that over 200 million children live in unstable conditions and risk growing up without their parents or other family. „Together with SOS Children's Villages, we can make a big difference to children's lives,“ she says.

Heimstaden will donate 100 Euros to SOS Children's Villages for each home we own, which means that we contribute over 10 million Euros every year to SOS Children's Villages' local and international support programmes.

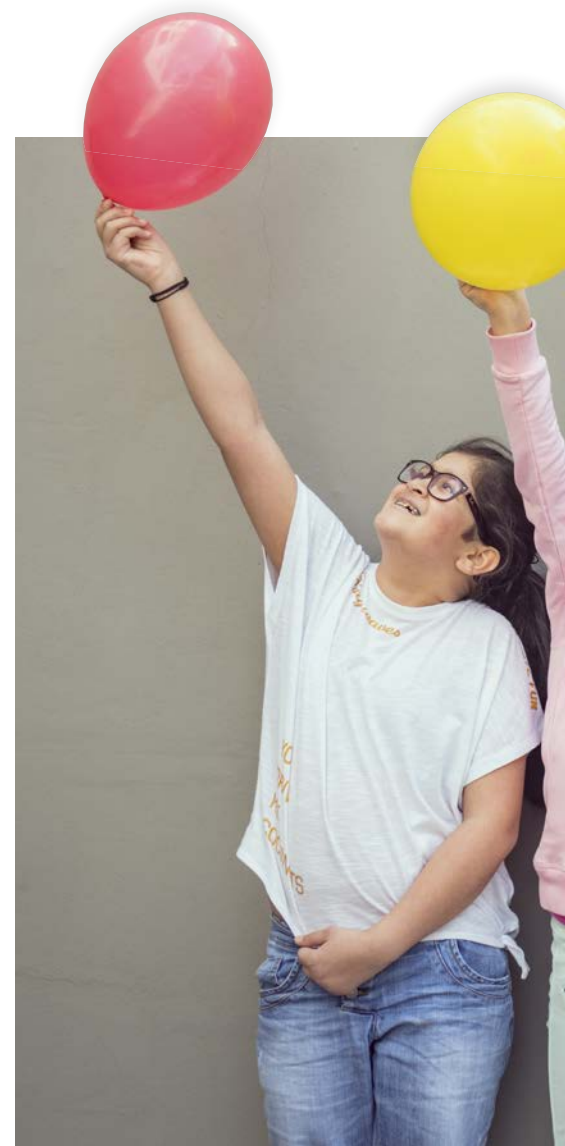
As a tenant, you can be proud that you give children around the world the opportunity of a safe home and a good upbringing. You enable A Home for a Home and everything good that comes out of it.

„It is fantastic to know that the more customers we have, the more children and families we can help,“ says Patrik Hall.

The more the company grows, the more money will be donated to SOS Children's Villages.

Setting a new standard

Together with SOS Children's Villages, Heimstaden wants to set a new standard for how non-profit organisations and com-



panies collaborate, not only through money donations, but also with a commitment from employees through knowledge exchange and joint projects.

„A Home for a Home is much more than just donations, it is a long-term partnership between our two organisations, which we hope can inspire other companies to start similar partnerships,“ says Patrik Hall.

Setting a new standard is ambitious but Heimstaden is an ambitious company. This way of developing projects, together with SOS Children's Villages, both locally and globally, is unique.

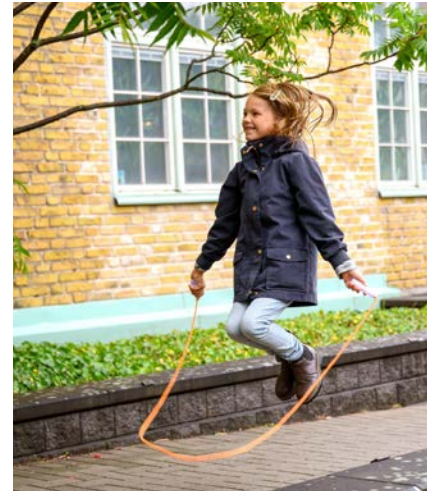
In less than a year, A Home for a Home has reached over 50,000 children through more than 40 different programmes in 25 countries. We are really focusing on creating a broad commitment to make a better society.

As an example, in Sweden and the Netherlands we work to draw attention to the situation for children and young people in foster homes and influence politicians to keep them in mind when developing regulations,



Heimstaden donates 100 Euros to SOS Children's Villages for each home we own, which corresponds to more than 10 million euros every year.

PHOTO: GERHARD BERGER



so that they will have better conditions to manage themselves in adulthood.

We also support SOS Children's Villages with expertise in various areas to make them even more effective as an organisation and to be able to help even more children and families, such as organisational development, performance, measurement and process development.

Changing people's lives

SOS Children's Villages are very happy to be able to support more families, young people and children in vulnerable situations through A Home for a Home.

"A Home for a Home helps us strengthen children's rights and expand our programmes, and it also gives us the opportunity to test new approaches. Together with Heimstaden, we can have a significant impact on many people's lives," says Anna Ernestam, Secretary General of SOS Children's Villages Sweden.



A fun-balloon set up in Ásbrú in collaboration with SOS Children's Villages

IN SEPTEMBER 2022, Heimstaden held a successful event in Ásbrú, where a new fun balloon was inaugurated. A large number of people showed up and we offered presents for the children, hamburgers and entertainment from Sportacus from LazyTown.

The fun balloon is the newest project in the Heimstaden and SOS Children's Villages collaboration project, the intention is both to make the children happy and to promote their increased physical activity.

The joint project between Heimstaden and SOS Children's Villages started in 2021 and is called "A Home for a Home". In addition to projects that contribute to the improvement of the local community, such as the fun balloon, a number of international projects receive funding.



All about your new home

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Heimservice simplifies things for you



WE KNOW THAT MOVING involves a lot of tasks. Therefore we are happy to help you get settled in your new home, so that you have time for other things.

If you have recently moved in, you can get two hours of help from our caretakers at some point during the first two months in your new home.

Among other things, we can help with putting up hooks, pictures and curtains. Also, we can plug your washing machine and dryer, show you how to clean your extractor fan and change the filter, as well as cleaning the drains.

You can contact us in phone number **517-3440** to get further information regarding Heimservice or read more on the service on our website, www.heimstaden.is.





MyHome customer service



MYHOME is Heimstaden's customer service application. Our main goal with MyHome is to offer a better user experience for you as a customer, and simplify life by making it even easier to communicate with us.

On MyHome you can update your profile information, send service requests, see your lease and house rules, track your payments and more.

On our website, you can find instructions on how to sign up for MyHome.



Our special offers enrich your day

AS A THANK YOU for being one of our tenants, we've put together special offers from selected partners – deals that can help you enrich your day, and save a little.

We offer a wide range of discounts which we update regularly. To be able to use the offers, you need to be a tenant of Heimstaden and have a MyHome account.

*On our website
you see what
offers are available
each time*





Together we create space for safety and well-being

With many people living in the same building, it's important that you and your neighbours are considerate of each other. You can help to create a friendlier neighbourhood for everyone by:

Safety and security

- Only letting people in the main entrance if you know they have a right to be there.
- Always closing the main entrance door after entering or leaving.
- Keeping stairwells and external balconies clear of private possessions.

Noise

- Showing extra consideration between 23 o'clock and 7 o'clock in the morning.
- Conducting daytime activities without disturbing your neighbours.
- Considering the volume and bass of your TV and stereo.
- Informing your neighbours when planning a party.
- Using floor protectors on your furniture and chairs.

Being a good neighbour

- Not smoking in communal areas, outside the entrance and in playgrounds, and avoiding smoking in your home.
- Keeping an eye on your children and talking with them about the importance of considering the neighbours.
- Respecting the established laundry times and cleaning the laundry room when you are done.
- Not shaking/airing bedding and rugs from your balcony or windows.
- Where dogs are allowed, to always keep your dog on a leash inside the building and in the yard.
- Not driving motor vehicles on pathways and green areas.
- Parking your car in the appropriate car park or garage.
- Only using an electric grill or gas grill on the balcony.
- Considering your neighbours' opinions.





**As a tenant,
it's your responsibility
to regularly:**

- Clean the filter in the extractor fan, or change the filter
- Clean drains
- Defrost the freezer
- Ensure that smoke detectors have working batteries
- Keep your surroundings clean and tidy

We have a shared responsibility for the flat

WE HOPE that you'll be happy in your new home. Together, as tenant and landlord, we now have a shared responsibility for the flat you live in.

We take care of all the maintenance so that you get more time to do things that are important to you. For example, in a rented flat you don't have to deal with broken radiators, cut the grass or fix dripping taps.

If you want to change anything in your new home, for example to paint walls or hang something on the walls, that is absolutely fine. However, if you want to go into any renovation work, you will need approval from Heimstaden. Keep in mind that you have to return the flat in its original condition when you move out.





If your waste cannot be reused, it has to be recycled. Feel free to involve the whole family and get help from our tips and tricks.

How to sort your waste

TOGETHER WE MAKE space for sustainable resource use, recycling, and a cleaner environment. The best thing we can do for the environment is to reduce waste. And of course, it's also important to recycle all that can be recycled, so that it will be disposed of safely. That way, we protect our environment and we save the

earth's resources. See our helpful guide on how you as a tenant should sort your household waste. Feel free to cut it out and stick it on the fridge door! Also remember to never leave waste on the floor of the recycling room.

Some tips for smoother recycling that takes up less space

- Cut off the lid and bottom of your cans and flatten them out. You have no idea how much space you save! Use a can opener to help.
- Pack smaller paper packages inside larger ones, and they will take up much less space! Did you know that one empty milk carton holds at least five folded ones? Try it yourself!
- Stack your egg cartons to save space.
- Put a string under the pile of newspapers, so it is easy to tie them together and carry with you to the recycling room. Do not forget to remove the string when leaving the newspapers in the container.
- Put some kitchen paper in the bottom of the food waste bag to absorb excess moisture.
- Do not overfill the food waste bag. It should be possible to close it properly.
- Peel potatoes and carrots directly into the food waste bag. Place the bag on the sink so you do not have to bend down.
- Label your sorting containers with what they should contain.
- Make your own battery case from a glass jar that entered the kitchen full of something delicious, and was soon emptied.
- Do not throw clothes and home textiles in the residual waste. Donate or resell them. If the clothes are worn or broken, leave them for textile recycling.

4 recycling categories in each home

In each home, there will be four recycling categories:

- Food leftovers
- Cartons and paper
- Plastic
- Mixed waste

MÁLUMBÚÐIR
METAL PACKAGING

GLER
GLASS

Metal packaging (cans, etc.) and **glass packaging** (glass jars, etc.), you will need to take the nearest **recycling center**.



MATARLEIFAR
FOOD WASTE

In the bin for food leftovers goes:

- Eggshells
- Food leftovers with bones
- Coffee grounds
- Fish waste

PLASTUMBÚÐIR
PLASTIC PACKAGING

In the bin for plastic goes:

- Plastic sacks
- Plastic film
- Plastic bags
- Shampoo bottles

PAPPÍR
PAPER

In the bin for paper and cartons goes:

- Newspapers and magazines
- Paper packaging, such as juice and milk packaging
- Paper bags
- Pizza boxes

**BLANDADUR
ÚRGANGUR**
RESIDUAL WASTE

In the bin for mixed waste goes:

- Tampons and sanitary pads
- Wet wipes
- Diapers
- Vacuum cleaner bags

Answers to frequently asked questions

Is it possible to hang pictures on the walls? Can I paint the flat in different colours? Can I use a grill on the balcony? Here are the answers to the most common questions we are usually asked. If you have your own concerns, you are of course always welcome to contact us through our digital customer service desk.

Can I use a grill on the balcony?

Yes you can, you can use a gas grill or an electric grill. The use of charcoal grill is not permitted.



Can I paint the walls in different colours?

You can paint the apartment in different colours, as we really want you to make the home your own. Keep in mind that when returning the apartment, you will need to return it in the same condition it was in when you moved in.



Can I hang pictures on the walls?

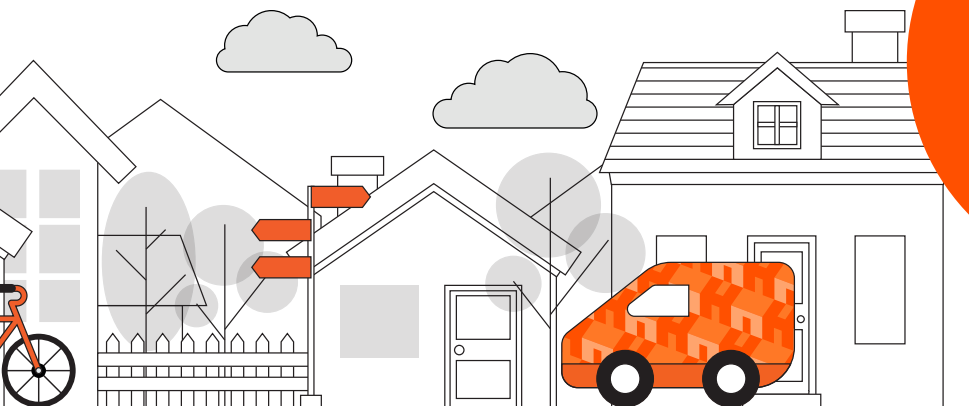
It's fine as long as you use the right materials to hang the picture.



My tap is leaking. What should I do?

Don't hesitate to contact us if this should happen. On MyHome, you can make a service report at any time.





Find more Q&As at our customer service desk on our website, www.heimstaden.is. You can also send us a question.

Get in touch however you prefer!

Read more on the website

At www.heimstaden.is you can find most of what you need. Here you can read about Heimstaden, get information and meet our staff. We have handy tips, good advice and interesting articles too. Our website also has the contact details of our offices and opening hours.

You can find everything about your home on MyHome

MyHome has everything you need as a tenant. Here you can easily report any problems with your flat that need fixing and then follow them up. You can also see your rent invoices and get the latest information about your home.

Follow us on social media



In social media, you can follow Heimstaden for information and inspiration. We offer tips and information about what's happening at Heimstaden. Follow us on **Facebook and Instagram**.



Pop into your local offices

Being close to our tenants is important to us. Visit our office in Hlíðarsmári 15, 201 Kópavogi or in Flugvallarbraut 937, Ásbrú on advertised opening hours.

Customer service at the ready



Customer service is ready to register any service requests and answer your questions. You can contact us by calling **517-3440** or send us an e-mail to **heimstaden@heimstaden.is**. We have a customer service desk online, where you can find answers to frequently asked questions and you can also send us a question and we answer as soon as possible.

We have an **emergency number that is open 24/7** all year around, if there is a water leak or other emergency outside our opening hours, our emergency phone number is **571-6655**.



Checklist for fuss-free moving

- Report your change of address in good time**
Notify Þjóðskrá Íslands, on www.skra.is to make sure they have your correct address. You need to report your change of address to make sure that all your post will find its way to your new address.
- Label your moving boxes**
Label your moving boxes when packing to save time when unpacking. Clearly label which rooms the boxes belong in and don't forget to label fragile items. You might have things in your current home that you won't need in your new home. A golden opportunity to clear out, recycle and donate.
- Electricity and telephone contracts**
When you move to a new home, Heimstaden will take care of registering the electricity to your name. You will need to inform your telephone and internet providers that you're moving.

- Take out home insurance**
Remember to take out home insurance for your new home. Home insurance protects you if your things are damaged. It also includes liability cover in case you are required to pay damages because you accidentally cause someone injury or damage something.
- Book Heimservice!**
You can get two hours of help from our caretakers at some point during the first two months in your new home. Among other things, we can help with putting up hooks, pictures, curtain rods and light fittings. We can also help replace light bulbs or fluorescent tubes. You can send us an email to heimstaden@heimstaden.is to book HeimService.

Better air in your home

Better air means better health,
and a better apartment.

IT IS IMPORTANT that you exchange some of the air in your apartment regularly, to ensure better indoor air quality. There are many good reasons for opening the windows at home on a regular basis. Fresh air is good for you and your health. We spend a large part of the day inside the walls of the home and therefore breathe the indoor air there.

Heavy air can cause fatigue, headaches and even a poor night's sleep. In addition, high humidity can lead to fungal growth. That's why you should ventilate every day.

***Here are five tips
to improve the air quality in your home:***

Ventilate properly

A good air exchange once a day increases the air quality in your home.

In order for the air in the apartment to be fresh and good, you have to open windows in each end of the apartment, then you ventilate properly! Even though it can get cold in the winter, this ensures that fresh air is delivered instead of the old, heavy air. You don't have to ventilate for a long time in this way, you will feel the difference after just a few minutes.

Air out especially when cooking

When cooking in the kitchen, it is important to ventilate during or immediately after cooking. Also make sure you have the kitchen fan on the highest setting – it helps a lot.

Close the bathroom door

There is more humidity in the air in the bathroom than in the rest of the apartment. Moisture comes from showering, washing and other things that can spread around the apartment. Therefore, be sure to close the door and keep the bathroom well ventilated, either with a window or a fan.

Open the blinds and curtains

When you wake up in the morning, it's a good idea to start the day by opening the blinds and curtains, and airing after the night. It both helps you wake up and ensures that moisture doesn't collect on the window, which can then cause mould growth.

Keep your home tidy

General hygiene also helps with keeping the air clean. By regularly wiping and vacuuming, the air quality inside will be better.



Always near you

Heimstaden currently has properties in over 30 different places in Sweden, as well as in Norway, Denmark, Finland, the Netherlands, Germany, the Czech Republic, Iceland, Poland and United Kingdom. In just over ten years, we've grown from a relatively small landlord in the Swedish housing market to one of the biggest in Northern Europe. We always want to be near our tenants, so we have two offices in Iceland, one office located in Kópavogur and one office in Ásbrú. Our properties range from new builds to those built in the 1800s, and we can fulfil most needs – from ground floor flats with the feel of a house to smaller, well-planned flats. No matter where in Iceland you live, you're the focus of our attention, and we'll do our utmost to create a comfortable home for you. Welcome to Heimstaden!



Iceland



Norway



Finland



Sweden



Poland



Czech Republic



Denmark



United Kingdom



Netherlands



Germany



Heimstaden

Customer service: 517-3440

www.heimstaden.is