Information for Tenants of LU Accommodation

SPRING SEMESTER 2015 | LUND UNIVERSITY
Information for Tenants of LU Accommodation

SPRING SEMESTER 2015
CONTACT INFORMATION

LU Accommodation  
Visiting address: Wistrupsgatan 8  
Regular visiting hours: Monday-Friday, 13.00 - 15.00  
Telephone: 046 - 222 01 00  
E-mail: luacc@se.lu.se

Photos on cover: Apelöga, Charlotte Carlberg Bärg, Mikael Kansi, Mikael Risedal  
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1. Welcome

DEAR STUDENT
We hope that you had a pleasant journey and we want to offer you a warm welcome to Sweden. You will now move into your new home and we hope that this information will help you during your time as a tenant of LU Accommodation.
If you have any questions you are welcome to contact us, but please refer to the information offered here and on our webpage first.

Start by reading through the first pages with information about things you will have to think about during your first days in Lund.

We wish you a great time in Lund and hope you will feel at home soon!

Sincerely,

The LU Accommodation Team

1.1 MORE INFORMATION ABOUT LU ACCOMMODATION ONLINE
If you wish to read more, please visit our website at www5.lu.se/lu-accommodation for a full list of housing areas, room types and important information that you as a tenant can benefit from. Rent is also paid by logging in to our system, luaccommodation.lu.se, where you can see your remaining instalments and your contract.
1.2 LU ACCOMMODATION

LU Accommodation is a part of Lund University and offers housing for international students. To be able to rent a room from LU Accommodation you have to be a student of Lund University.

LU Accommodation or Lund University doesn’t own any of the housing areas or buildings. These are owned by private landlords, but contracts are always signed between the student and LU Accommodation.

You are welcome to contact LU Accommodation by telephone, e-mail, by visiting our office or visiting our webpage. Please note that many people contact us in the beginning of every semester (August, September and January) and during these weeks it might take some extra time before we can get back to you.

Telephone 046-222 01 00, weekdays between 9.00 and 16.00

E-mail: luacc@se.lu.se
www5.lu.se/lu-accommodation

Address: Winstrupsgatan 8, Lund
Visiting hours: Monday-Friday 13.00 - 15.00
2. General Information

2.1 THE FIRST DAYS IN LUND
Welcome to your new home! The following things are important to deal with during your first days in your new room.

1. Complete and return your inspection report
You will be given an inspection report when you receive your keys. Please inspect the standard of your room when you move in. Return the inspection report to LU Accommodation within three days. The report is for both our own and your documentation, which is important when you move out. If we don’t receive your inspection report, you may be charged for all damages found in your room at your departure. However, please note that this report will not lead to any reparations or replacements.

2. Is anything missing or broken – make a fault report
If you find anything that is broken in your apartment, make a fault report. For more information see our webpage at www5.lu.se/lu-accommodation. Maintenance by the caretakers is free of charge. If you contact the caretaker at the beginning of the semester, please be patient. The caretakers usually have a lot to do when many tenants move in at the same time. Urgent problems will be prioritized. Note that you are responsible for buying and changing of light bulbs, which can be the problem if the light doesn’t work.

3. Make sure your name is on the letterbox
Please put a temporary note with your name onto the letterbox. It can take some time before the caretaker puts the right names on all the letterboxes. If your name is not stated on the letterbox, your mail will not be delivered, even though the address is correct.

4. Heating
The heating at your housing area is centrally regulated and the radiators are not always on.

The radiators are only turned on when the outside temperature is below a certain degree. This means that the indoor temperature is based on the temperature outside. Please also note that the room temperature in your room is often raised by the building’s ventilation system.

The general temperature in your room should be 20 degrees. Please note that this is based on a temperature reading carried out at a height of one meter from floor level in the middle of your room, during the day.

In certain housing areas the heating system in the building will lower the level of heating (by a couple of degrees) during the night in order to save energy and in order to create a room temperature which is suitable for tenants whilst they sleep.
If the temperature is lower than that described above then you should make a fault report. Please measure the temperature in the room according to the instructions found above before you make a fault report and state the temperature in your room in the fault report. For more information. See our webpage at www5.lu.se/lu-accommodation

2.3 IMPORTANT DATES 2015
We will have extended visiting hours at Winstrupsgatan 8, Lund from the Tuesday 13th of January 2015 until the Friday 23rd of January 2015. During this period we are open to visitors between 10.00 – 15.00 on weekdays (Monday – Friday).

Weekend visiting hours: On Saturday 17th January 2015 and Sunday 18th January 2015 visiting hours will be 12.00 – 14.00. Please note that this is the only weekend during the Spring 2015 term with weekend visiting hours.

Ordinary visiting hours are 13.00 – 15.00 (weekdays only, Monday – Friday)

Our office is closed to visitors on:
3rd April 2015
6th April 2015
14th May 2015
15th May 2015

2.4 BUSES AND TRAINS
The company that runs the buses and trains in the whole Skåne area is called Skånetrafiken. It’s easy to search for buses and trains at their webpage, www.skanetrafiken.se, where you also find information about tickets and fares. It’s not possible to buy tickets in cash at the buses or trains. You will need a prepaid “jojo-card” (lowest prepayment is SEK 200) that can be used at the buses or in ticket machines at the train station. The city buses are green and the regional buses (between cities) are yellow.

How to get to your housing area by public transportation
When you arrive in Lund it can be confusing to know how to get to your apartment or corridor room. We have listed the public transportation routes to the housing areas on the next page.

Buses between Lund and Malmö
There are several buses as well as trains running between Lund and Malmö. The buses stop in different places in Lund. The closest bus stops to the housing areas in Malmö are:

Housing area Folkets Park - bus stop Spångatan (bus 130, 131, 169 and 171)
Housing area Rönnen – bus stop Värnhem (bus 130, 131, 169 and 171)

Buses in Helsingborg: Bus number 8 or bus number 7, bus stop Furutorpsplatsen, From Helsingborg C, Direction Lundsback/Adolfsberg.
### Area

<table>
<thead>
<tr>
<th>Area</th>
<th>Bus number</th>
<th>Bus stop</th>
<th>From</th>
<th>Direction</th>
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</thead>
<tbody>
<tr>
<td>Bautastenen</td>
<td>Train</td>
<td>Trainstation Gunnesbo</td>
<td>Lund C</td>
<td>Helsingborg</td>
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<tr>
<td></td>
<td>4</td>
<td>Lund Värmeverket or Gunnesbo Station</td>
<td>Lund C</td>
<td>Gunnesbo</td>
</tr>
<tr>
<td>Brunnsbo</td>
<td>3</td>
<td>Arkivgatan</td>
<td>Lund C</td>
<td>Linero</td>
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<tr>
<td>Biskopsgatan</td>
<td>1</td>
<td>Sölvegatan</td>
<td>Lund C</td>
<td>Östra Torn</td>
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<tr>
<td>Delphi</td>
<td>4</td>
<td>Delfinen</td>
<td>Lund C</td>
<td>N Fäladen</td>
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<tr>
<td>Greenhouse</td>
<td>161/162 (yellow)</td>
<td>Råbytorp Linero C Linero C</td>
<td>Lund Bangatan</td>
<td>Dalby Linero C St Lars</td>
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<tr>
<td></td>
<td>3</td>
<td>Linero C</td>
<td>Lund C</td>
<td></td>
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<tr>
<td></td>
<td>6</td>
<td>Linero C</td>
<td>Lund C</td>
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<tr>
<td>Klostergården Studenthouse</td>
<td>1</td>
<td>Klostergården C</td>
<td>Lund C</td>
<td>Klostergården</td>
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<tr>
<td>Klostergården Sunnanväg Blidvådersväg</td>
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<td>Sunnanväg</td>
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<tr>
<td>Kämnärsrätten</td>
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<td>Gambro</td>
<td>Lund C</td>
<td>N Fäladen</td>
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<tr>
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<td>3</td>
<td>Margaretavägen</td>
<td>Lund C</td>
<td>Nöbbelöv</td>
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<tr>
<td>Michael Hansen</td>
<td>1</td>
<td>Sparta</td>
<td>Lund C</td>
<td>Östra Torn Linero C</td>
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<tr>
<td></td>
<td>6</td>
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<td>Lund C</td>
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<tr>
<td>Micklagård</td>
<td>5</td>
<td>Västerkyrkan</td>
<td>Lund C</td>
<td>Pilsäker</td>
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<tr>
<td>Nya Magasinet*</td>
<td>3</td>
<td>Kung Oskars Väg</td>
<td>Lund C</td>
<td>Nöbbelöv</td>
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<tr>
<td>Parentesen</td>
<td>3</td>
<td>Arkivgatan</td>
<td>Lund C</td>
<td>Linero</td>
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<tr>
<td>Sparta</td>
<td>1</td>
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<td>Lund C</td>
<td>Östra Torn Linero C</td>
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<td></td>
<td>6</td>
<td>Sparta</td>
<td>Lund C</td>
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<tr>
<td>Spolertorp North* and South</td>
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<tr>
<td>Pålsljöäng</td>
<td>1</td>
<td>John Ericssons Väg</td>
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<tr>
<td>Ulrikedal</td>
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<td>Linero</td>
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<tr>
<td>Vildanden</td>
<td>4</td>
<td>Vildanden</td>
<td>Lund C</td>
<td>Gunnesbo</td>
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<tr>
<td>Östra Torn</td>
<td>1</td>
<td>Klarinettgränd Spelmansvägen</td>
<td>Lund C</td>
<td>Östra Torn Södra Sandby</td>
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<tr>
<td></td>
<td>166 (yellow)</td>
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<td>Lund C</td>
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* Walking distance from the central station, Lund C.

## Buses in Malmö

<table>
<thead>
<tr>
<th>Malmö Folkets Park</th>
<th>5</th>
<th>Folkets park</th>
<th>Malmö C</th>
<th>Stenkällan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malmö Rönnen</td>
<td>3</td>
<td>Ellstorp</td>
<td>Malmö C</td>
<td>Södervårn</td>
</tr>
</tbody>
</table>

## Buses in Helsingborg

| Helsingborg | 7 or 8 | Furutorpsplatsen | Helsingborg C | Lundsäckb/Adolfsberg |

See www.skanetrafiken.se for time tables, maps, fares and tickets.
2.5 SPECIAL REQUIREMENTS FOR TENANTS LIVING IN AN AF BOSTÄDER-BUILDING

This information applies to students living in a house owned by AF-bostäder:

Delphi   Magistratsvägen
Kämnärsrätten   Kämnärvägen
Nya Magasinet   Spolegatan
Parentesen   Södra Esplanaden
Sparta   Tunavägen
Ulrikedal   Ulrikedalsvägen
Vildanden   Ällingavägen

Fault reports and booking of laundry sessions through www.afb.se

As a tenant in one of the buildings of AF Bostäder you will have access to fault report and booking of a laundry session through their website: www.afb.se

To access this service you have been registered at the AFB-website. Log in-information has been sent individually to each student by e-mail from an e-mail address belonging to AFB. Please search for the information in your email-inbox. If you have not received this information please contact LU Accommodation.

Membership in Studentlund required

As a tenant in one of the buildings owned by AF Bostäder, a membership of Studentlund is required. The registration is also needed for participation in the student life in Lund. For registration and more information please visit www.studentlund.se/eng.

If the student and membership requirements are not met (AF Bostäder checks this on an ongoing basis), a tenant might risk his or her tenancy contract.
2.6 CORRIDORS

Respect your corridor mates
Living in a corridor means that you live close to other people, and share your everyday life with them. To create a safe and nice living area, showing respect for your corridor mates is very important. Easy things like always cleaning after yourself, not storing things outside of your room and keeping the noise down in the evenings are important to keep the corridor a good place to live in.

Shared kitchen: Kitchen duty
All corridors have shared kitchen, shared between around ten students. As a responsible corridor mate you are expected to take your turn on kitchen duties. There is usually a list in the kitchen on which you can sign up for the week(s) that you will be expected to see that the garbage is carried to the garbage room, and counters stove, top, oven, oven ventilator, refrigerator, freezer, windows and tables are cleaned. If applicable the person on kitchen duty should also clean the shared toilets and shower rooms.

The students are responsible for buying detergents used for cleaning the kitchen themselves. Remember to use environment friendly detergents. Often the students living on the corridor have a common fund to buy common supplies.

Garbage and other waste
There are special containers in the kitchens in order for you to separate glass, plastic, metal, paper and food wastes. Note that bottles, cans and cartons should be washed, dried and folded before placing them in the containers in the separate garbage room. Follow the instructions under “Waste Separation Guideline“ at our webpage, www5.lu.se/lu-accommodation. It is prohibited to store things in entrances, staircases, corridors or balconies.

Cleaning of corridors, common kitchens, living rooms, toilets and shower rooms, terraces/balconies.
• Do not store any waste in your room or the common areas. Use the special waste separation containers.
• Remove the garbage and empty packages, bottles and cans in the separate garbage room regularly, by leaving it in the garbage room.
• Always keep the stove and other areas in the kitchen clean.
• Clean the floors at least once a week.
• Remove things that do not belong in any of the rooms/ common areas.
• Don’t move blankets or pillows between the rooms, to reduce the risk of spreading vermin like bedbugs.
• Do not throw away any oil (like frying oil) used while cooking, in the sink. The oil should be put in a carton and thrown in the garbage bag.
2.7 STUDIO FLATS AND APARTMENTS

**Kitchen equipment**
The kitchen is equipped for basic cooking. If you need anything else you will have to buy that on your own. There are several shops where kitchen equipment can be bought. Please remove these things when you leave your apartment.

**Cleaning**
You are responsible for cleaning your own apartment. It’s important that you keep your kitchen, bedroom, living room, windows and bathroom cleaned, to keep the standard of the apartment. You are responsible for buying detergents used for cleaning yourself. Remember to use environment friendly detergents. Use the stove ventilator to eliminate cooking smells.

The refrigerator and freezer have to be defrosted regularly to use less electricity and to be easier to keep clean. To defrost the freezer, remove the food and turn off the freezer. The ice will melt and the water can then be dried off.

Do not throw away any oil (like frying oil) used while cooking, in the sink. The oil should be put in a carton (use a milk carton) and thrown in the garbage bag.

**Garbage and other waste**
There are special containers in order for you to separate glass, plastic, metal, paper and food wastes. Note that bottles, cans and cartons should be washed, dried and folded before placing them in the containers. Follow the instructions at www5.lu.se/lu-accommodation. It is prohibited to store any garbage in entrances, staircases, corridors or balconies.
2.8 INTERNET CONNECTION – GENERAL INFORMATION

All housing areas have internet connection in the rooms. You need a computer network cable, which is not provided. Visit www5.lu.se/lu-accommodation for more information about internet in your housing area.

There is wireless internet connection in all university departments and libraries, and most cafés in Lund. To use the internet at the university you will need to use your student login (“StiL”), which you will receive upon arrival. If you have lost your StiL-account, please contact the StiL-support: stil@er.lu.se or 046-222 01 00.

If you experience any problems with your internet connection, please read the following advice:

Connect your computer and network cord in a network socket in a friend’s apartment. Turn off any firewall (windows firewall as well) and disconnect any router. If all settings and hardware seems to be working, restart your computer and try to connect again. If you’re still having problems - try the following:

- Click ‘start’ and then ‘run’ to open a DOS-window
- Type ‘cmd’ > OK
- Type ‘ipconfig /release’ and then press enter (you should get IP addresses 0.0.0.0)
- Type ‘ipconfig /renew’ and then press enter (you should get an IP address). Please write down the IP address displayed.
- Try to connect again.
- If you still have a problem, restart your computer.

How to find your MAC address/physical address
Start > Choose run > Type ‘ipconfig /all’ > Scroll down to “Local Area Connection”. You should now be able to see the physical address. The address consists of 12 digits (0-9) and/or (a-f).

Network setting
Start > Control panel > Network connections > Right click on LAN-icon > Choose properties > Tick the “Internet Protocol (TCP/IP)” box. Go to Properties > Choose automatic IP address and DNS > Press OK.
Go to start > Run > Type ‘cmd’ > Type ‘ipconfig /release’ > Press enter > Type ‘ipconfig /renew’.
2.9 INTERNET CONNECTION – AFB AND MICKLAGÅRD
AF Bostäder has an agreement for a broadband package with Bredband2. This gives all tenants free access to a network with a speed of up to 1 Gbit/s. This package is very easy to use. The cost for the broadband package will be included in your rent. To get started please follow the information below.

- Plug in your computer to the internet socket in your room, using a network cable.
- Open the web browser.
- Follow the instructions given to you.

Problems with your internet connection
LU Accommodation can’t answer detailed questions regarding your internet connection. If you need support please contact the helpdesk at Bredband2 0770-811 000 or helpdesk@bredband2.com.
3. Lund Housing Areas

3.1 BAUTASTENEN

Fault report:
interbas.intsek.lu.se/caretaker/faultreport.html

Emergencies & disturbances outside office hours
Call LU-Security 046-222 08 00
3.2 BRUNNSBO

Fault report:
interbas.intsek.lu.se/caretaker/faultreport.html

Emergencies & disturbances outside office hours
Call LU-Security 046-222 08 00
3.3 BISKOPSGATAN

Fault report:
Please contact the caretaker (Stefan Rubin) by sending a text message (SMS) to 0735-992045.

Emergencies & disturbances outside office hours
Please call 0737-681171
3.4 GREENHOUSE

Fault report:  
interbas.intsek.lu.se/caretaker/faultreport.html

Emergencies & disturbances outside office hours  
Ove Linde 070-8386650  
Mathias Linde 070-8323858
3.5 KLOSTERRÅRDEN STUDENT HOUSE

Fault report:
interbas.intsek.lu.se/caretaker/faultreport.html

Emergencies & disturbances outside office hours
Call LU-Security 046-222 08 00
3.6 Klostergården: Sunnanvägen and Blidvädersvägen

Fault report:
interbas.intsek.lu.se/caretaker/faultreport.html

Emergencies & disturbances outside office hours
Call LU-Security 046-222 08 00
3.7 MARGARETAVÄGEN

Fault report:
interbas.intsek.lu.se/caretaker/faultreport.html

Emergencies & disturbances outside office hours
Call LU-Security 046-222 08 00
Fault report:
Dag Hammarskjölds väg 4A Tel: 046-13 84 57

Emergencies & disturbances outside office hours:
Contact the building supervisors 0738-13 84 57
3.9 MICKLAGÅRD

Fault report: 046-14 12 66 or micklagard@gmail.com

Emergencies & disturbances outside office hours
Call Charlie Sporre 070-4027360
3.10 SPARTA AND SPARTA INTERNATIONAL

Fault report Sparta (International corridor):
interbas.intsek.lu.se/caretaker/faultreport.html

Sparta (other corridors shared with Swedish tenants):
Fault and damage reports are reported on the AFB webpage, www.afb.se. You log in with your e-mail address and an individual password.
3.11 SPOLETORP NORTH

Fault report:
interbas.intsek.lu.se/caretaker/faultreport.html

Emergencies & disturbances outside office hours
Call LU-Security 046-222 08 00
3.12 SPOLETORP SOUTH

Fault report: interbas.intsek.lu.se/caretaker/faultreport.html

Emergencies & disturbances outside office hours
Call LU-Security 046-222 08 00
Fault report:
interbas.intsek.lu.se/caretaker/faultreport.html

Emergencies & disturbances outside office hours
Call LU-Security 046-222 08 00
3.13 ÖSTRA TORN

Fault report:
interbas.intsek.lu.se/caretaker/faultreport.html

Emergencies & disturbances outside office hours
Call LU-Security 046-222 08 00
3.14 ULRIKEDAL - AFB

**Fault report:**
Fault and damage reports are reported on the AFB webpage, www.afb.se. You log in with your e-mail adress and an individual password.

**Emergencies & disturbances outside office hours**
Call LU-Security 046-222 08 00
Fault report:
Fault and damage reports are reported on the AFB webpage, www.afb.se. You log in with your e-mail address and an individual password.

Emergencies & disturbances outside office hours
Call Securitas 046-30 74 26
Fault report:
Fault and damage reports are reported on the AFB webpage, www.afb.se. You log in with your e-mail address and an individual password. To make a fault report regarding furniture in the studio flats, please contact LU Accommodation.

Emergencies & disturbances outside office hours
Call Securitas 046-30 74 26
3.17 NYA MAGASINET - AFB

Fault report:
Fault and damage reports are reported on the AFB webpage, www.afb.se. You log in with your e-mail adress and an individual password. Note that only one of the tenants in the apartment will be able to book a laundry session and make a fault report online (due to technical limitations).

Emergencies & disturbances outside office hours
Call Securitas 046-30 74 26
3.18 PARENTESEN - AFB

Fault report:
Fault and damage reports are reported on the AFB webpage, www.afb.se. You log in with your e-mail address and an individual password.

Emergencies & disturbances outside office hours
Call Securitas 046-30 74 26
3.19 VILDANDE - AFB

Fault report:
Fault and damage reports are reported on the AFB webpage, www.afb.se. You log in with your e-mail adress and an individual password.

Emergencies & disturbances outside office hours
Call Securitas 046-30 74 26
4. Malmö Housing Areas

4.1 Malmö Folkets Park

Fault report:
interbas.intsek.lu.se/caretaker/faultreport.html

Emergencies & disturbances outside office hours
Call LU-Security 040-689 24 80
4.2 MALMÖ: RÖNNEN

Fault report:
Please contact Stadsfastigheter:
Phone: 040-34 70 00
E-mail: kundcenter@malmo.se
Text message: 070-1957573
The caretakers will call you back, often in the morning the next day.

Emergencies outside office hours
Call Stadsfastigheter: 040-34 70 00

Disturbances outside office hours
Call G4S: 040-660 87 00
5. Helsingborg Housing Areas

5. FURUTORPSGATAN

Fault report:
interbas.intsek.lu.se/caretaker/faultreport.html

Emergencies & disturbances outside office hours
KF Fastigheter: 010-330 00 69