



Welcome to LudvikaHem!

Here you'll find important information to keep in mind before moving into your new home.

Sign up for an electricity grid agreement

Before you move in, you need to sign an electricity grid agreement for your new address. You sign your electricity grid agreement with **VB Energi** (sign your agreement no later than five days before your move-in date). You can do this by calling +46 771 98 70 00 or by visiting **vbenergi.se**. If you are moving to Fredriksberg, **Ellevio** is the electricity grid operator instead. In that case, you can sign your electricity grid agreement by calling +46 771 53 53 00.

WHERE AN ELECTRICITY GRID AGREEMENT DOES NOT NEED TO BE SIGNED

You do not need to sign an electricity grid agreement if you are moving to one of the following addresses; Vasagatan 4, Fredsgatan 28 and 30, Köpmansgatan 11, Ljunghällsvägen 39, Ljunghällsgården 4 and 5, Höbergsgatan 93, 95, 99, 101 and 109, Gamla vägen 62, and Ängsgården. The electricity grid agreement for these addresses has already been signed by LudvikaHem.

CHOOSING AN ELECTRICITY SUPPLIER

You can choose to buy your electricity from any electricity supplier you wish. However, you cannot change your electricity grid operator (VB Energi). If you choose to change your electricity supplier, VB Energi must be informed of the change.

Home insurance

As a tenant with us, you must have valid home insurance. It is a requirement for you to receive compensation if your belongings are lost or damaged. Home insurance also helps you if you are responsible for causing, for example, water damage or a fire.

Change of address

It is important that you change your address when you move. By law, you must report your change of address to the Swedish Tax Agency (Skatteverket) at **skatteverket.se**. If you wish, you can also arrange for your mail to be forwarded via **adressandring.se**.



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Rent

According to the Swedish Tenancy Act, rent must be paid in advance and no later than the last weekday of each month. Your rent invoice shows the date by which your rent must be paid. Your rent is adjusted once a year following negotiations with the Swedish Union of Tenants (Hyresgästföreningen). The new rent usually takes effect at the beginning of the year.

RENT INVOICE AND PAYMENT

When your new tenancy agreement has been registered, your rent invoice will automatically be sent to you by **e-mail**. This applies to all new tenancy agreements. If you later sign additional agreements with us, for example for a parking space or a storage unit, those rent invoices will also be sent by e-mail. Your rent invoices are also available on **My pages**. Remember to check that we have the correct contact details for you there.

If you would like to receive your rent invoice in a different way than by e-mail, you need to make an active choice yourself. You can choose to receive your rent invoice through **Kivra** or as a **paper invoice by post**. In that case, please contact our Customer Centre on +46 240-869 00, and we will help you change your delivery method. If you would instead like to pay your rent by **e-invoice**, log in to your online bank and activate the service there. You can also apply for **direct debit** by completing our digital form at ludvikaHem.se, where you sign using BankID. A direct debit application form is also available there for you to download, print, sign, and submit to our Customer Centre.

WHAT HAPPENS IF I DO NOT PAY MY RENT ON TIME?

We cooperate with *Inkasso AB Marginalen*. If you do not pay your rent on time, you will receive a debt collection notice from *Marginalen*. This means that a fee of 180 SEK plus default interest will be charged. We do not send payment reminders. Unpaid rent is transferred to Marginalen and is immediately subject to debt collection proceedings.

Key collection

Before it is time to move into your new home, you need to collect your keys. You can do this either at our Customer Centre or at your new home. We will contact you to let you know what applies in your case. Please note that your first rent invoice must be paid and that **you must present valid identification when collecting your keys**. Remember to bring your ID!

COLLECT YOUR KEYS AT OUR CUSTOMER CENTRE

If you are collecting your keys at our Customer Centre (Bobutiken) at Köpmansgatan 2 in Ludvika, you will be contacted by our Customer Centre to arrange a time for key collection.

COLLECT YOUR KEYS FROM YOUR PROPERTY MANAGER

If you are moving to Ludvika Gård, Notgården, Nyhammar, Grangärde, Saxdalen, Sunnansjö, Fredriksberg or Ängsgården in Marnäs, your keys will be handed over by your property manager. Approximately one week before your move-in date, your property manager will contact you by phone. You will then agree on a time and place for the key handover. Remember to bring a padlock for your storage unit and valid identification in order to collect your keys!



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TV and broadband

As a tenant with us, you have free access to Telia's TV service, "TV and Streaming Start", as well as broadband with a speed of 2/2 Mbit/s. The TV service is based on fibre technology and allows you to watch live TV and stream content both via the TV box and the free "Telia Play" app. The channel package includes seven free channels: SVT1, SVT2, TV4, SVT24, Kunskapskanalen, Barnkanalen and Axess TV. To access the free channels, you must activate the service with Telia. You can do this at telia.se/aktivera or by calling Telia Customer Service on +46 20-20 20 70.

If you wish, you can order additional TV channels or a faster broadband connection through zmarket.se. There, you will find a wide range of service providers to choose from. Services through **Zmarket** are available at all our properties, with the exception of certain addresses in Fredriksberg and some of our residential care homes. At the residential care home Ängsgården, a TV box and router with Telia's basic package "TV and Streaming Start" are already installed in each room. However, residents can still upgrade to additional TV channels or order a faster broadband connection through zmarket.se there as well.

CALL A ZMARKET ADVISOR

If you would like information about which TV and broadband services best suit your needs, you can receive impartial advice by calling +46 10 130 79 79. If you have already chosen a TV and/or broadband service provider, you should contact them directly for help getting started.

Please note that all **enquiries** and **fault reports** regarding TV and broadband must **always** be made to the service provider you have an agreement with.

Fault reporting

If you experience any problems with your home after moving in, the easiest way to **report a fault** is **via My Pages** on ludvikahem.se. There, you can register your case and track its status.

Contact us

If you have any questions, you are welcome to contact us on **+46 240 869 00** or visit ludvikahem.se, where you will find more information.

We hope you will enjoy your new home!

*Kind regards,
LudvikaHem AB*



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