

**WELCOME
HOME!**



mimer 

Many advantages as a tenant of Mimer

Welcome to life in your rented flat. To rent a flat is popular since it's an easy and safe form of housing that gives you time and money other than to own and operate a home yourself. Renting allows you the freedom to easily move or change to a larger or smaller flat without having to sell or buy. So congratulations to a comfortable way of living.

Local Housing Reps and Helpdesk

It's the Local Housing Reps that are responsible for development, upkeep and management of your housing area. They guarantee that all the small and big jobs are carried out properly in your neighbourhood and coordinate all of Mimer's subcontractors – for example property maintenance personnel, electricians and plumbers. The easiest way to reach the Local Housing Rep and receive help with practical issues surrounding your home is through the Helpdesk ("Felanmälan"). Once you have moved in they will book in a Welcome Meeting with you. There you will have the opportunity to put questions and queries that have arisen during your first few weeks at Mimer. Information about Local Housing Reps, helpdesk and other important information can be found on My Pages ("Mina sidor") and at the entrance of the stairwell. So please take a look now and then.

mimer.nu and facebook

Keep up with what's happening in your neighborhood and with Mimer through our website and facebook . On mimer.nu you can find e.g My pages and information about your home.

Customer Magazine

Four times a year you will receive, through your letterbox, Mimer's Customer Magazine called "Hemma Hos" (Home at). This provides you with an insight into what is going on in Mimer's housing areas, all from planned housing construction to fun tips for your home.



Mimerkortet

As a Mimer tenant you will receive a benefit card called "Mimerkortet". This gives you the right to offers, discounts and other benefits at many different places in Västerås. All the current offers can be found on the website mimer.nu/mimerkortet and in every edition of the magazine Hemma Hos.



Many smart ways to contact us

My pages (Mina sidor). On the website mimer.nu you can log into My pages and find masses of information about your home. You can report faults, check if your rent has been paid, order Plusval, apply for a parking space and much much more.

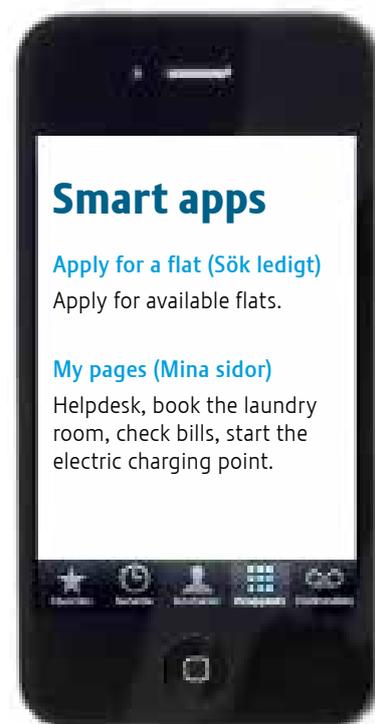
Helpdesk (Felanmälan). When something is broken and needs fixing, or if you need help with anything - contact Helpdesk. On My pages you can do it around the clock. You can also call 021-39 70 90, Monday-Thursday 8:00-16:00 and Friday 8:00-14:00. In the evenings and at weekends call the hotline at 021-39 70 70.

Local Housing Reps (Kvartersvärdar). For questions concerning your home or courtyard, your first point of call is always the Helpdesk, to reach the Local Housing Reps. Information about them are on My pages and in the stairwell.

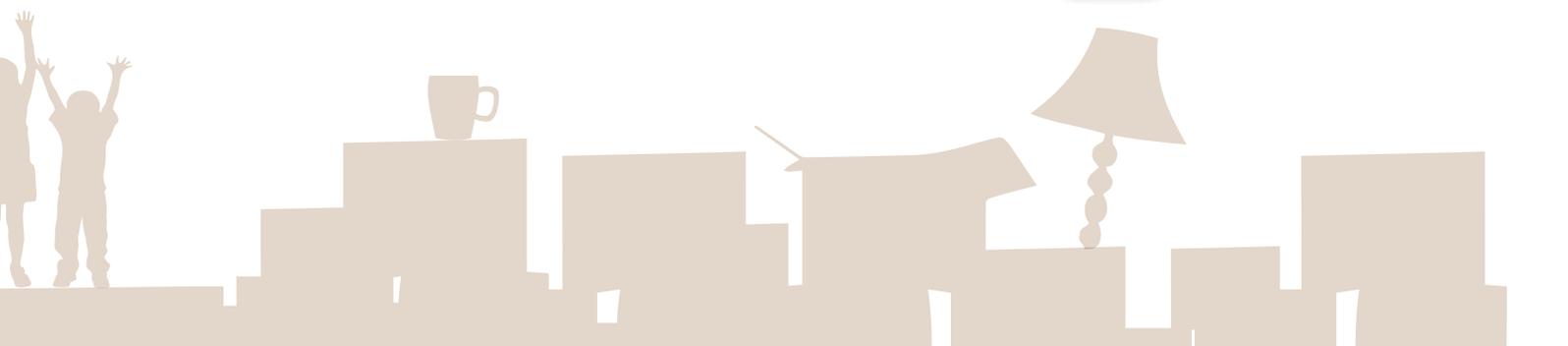
District offices (Områdeskontor). The Local Housing Reps are based at District offices in Bäckby, City Centre, Pettersberg, Skallberget, Vallby and Viksäng. The District offices have visiting hours Monday-Thursday from 15:00-17:00.

Customer Center & Showroom (Kundcenter). Our Customer Center will help you with questions about renting, contracts and Plusval. You are always welcome to visit us at Torggatan 4, Sigmatorget in Västerås City Center. We are open Monday to Friday 10:00-17:00. Call 021-39 70 10 or e-mail kundcenter@mimer.nu.

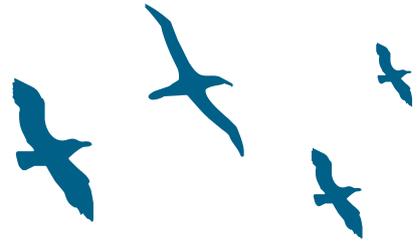
Subject to changing times and contact details. For current information: www.mimer.nu



Follow us!



Good to know when you move in



Change of address

The tenant should always inform the Tax Agency (Skatteverket) regarding a change of address and this is done through a free Change of Address Notification. The Tax Agency ensures that your new address is registered with most governments, businesses and key community organisations. You may need to make a change of address yourself to the associations, companies and organisations that do not receive your new address via the Tax Agency. Either you contact them directly or forward orders for a fee from "Svensk Adressändring". Be sure to make the notification of removal and change of address in good time before the transfer.

Relocation of electricity and telephone

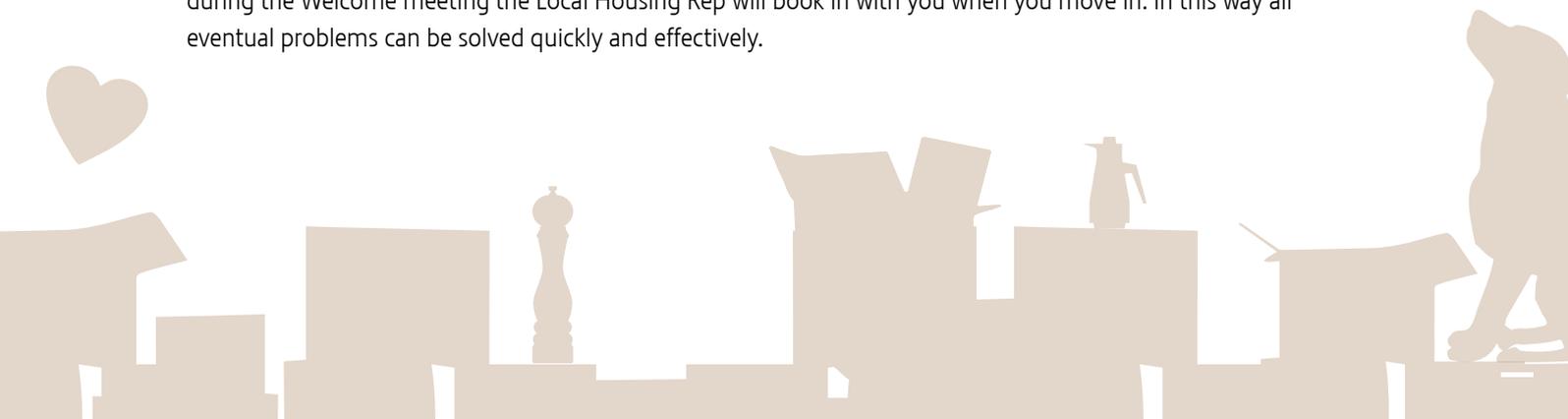
When you move you must start a new electricity subscription at your new address, and cancel your old subscription at your previous address. You must also notify your telephone and Internet providers about the new address. Contact your providers of electricity, telephone and Internet for more information.

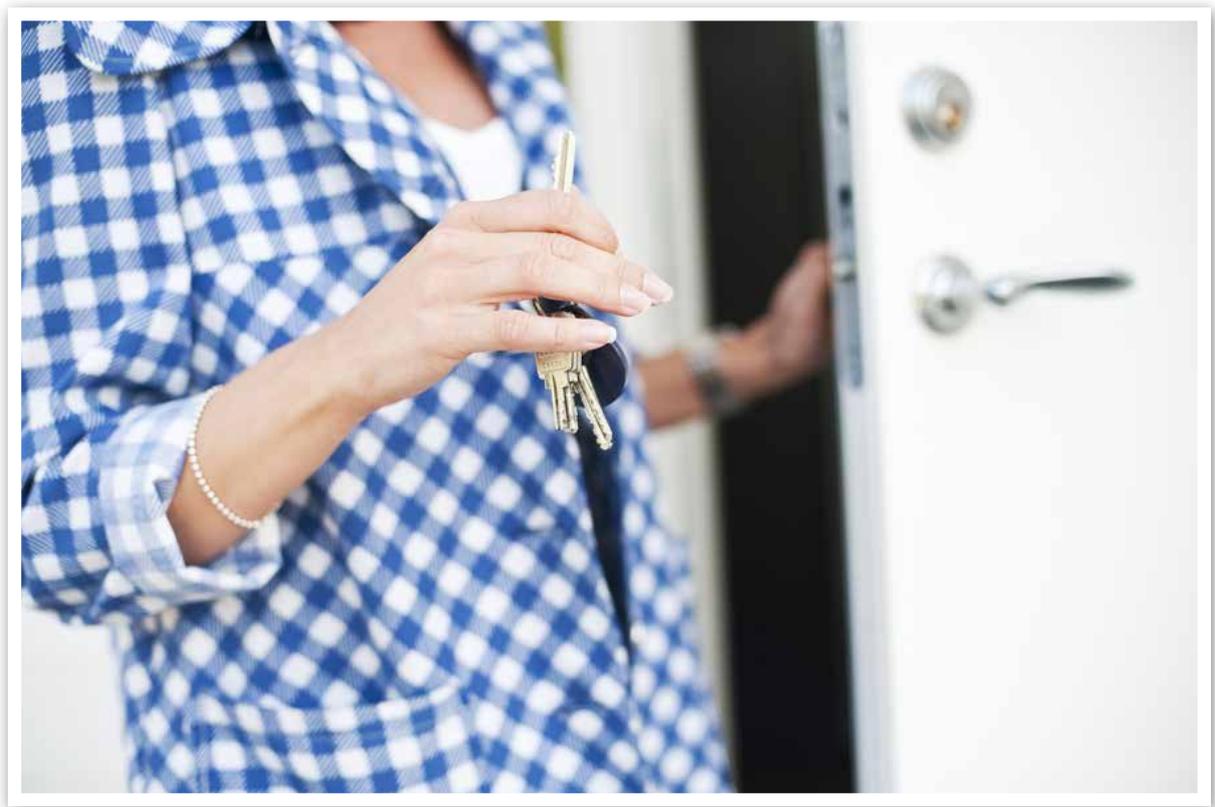


Inspection of the apartment

We will carry out two inspections of the apartment you are moving to. First we inspect the apartment before the previous tenant has moved out, then an inspection of the cleaning once the apartment has been emptied and cleaned. The first inspection is always carried out however the second inspection is only carried out if the previous tenant hands in the keys to Mimer. If you receive the keys directly from the previous tenant we do not carry out the second inspection. In this case it is your responsibility to check and accept the level of cleaning. If you are dissatisfied with the level of cleaning you cannot receive any cleaning services from Mimer, therefore we always recommend that Mimer manages the keys between the previous tenant and the new tenant.

The first inspection is carried out before the old tenant moves out. There is often furniture in the apartment however we note down all damage and faults we find. The inspection report can be found in the apartment when you move in. If we have missed anything during the inspection there is plenty of time to go through the report during the Welcome meeting the Local Housing Rep will book in with you when you move in. In this way all eventual problems can be solved quickly and effectively.



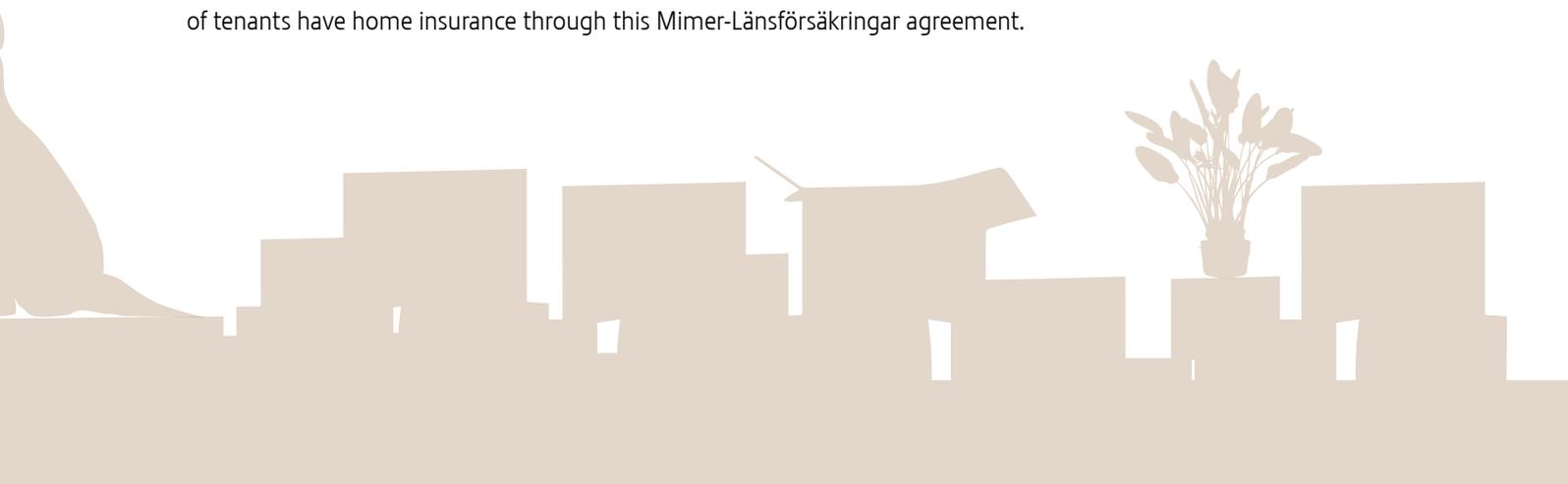


Locks and keys

When you move in you will receive three original keys to the apartment, sometimes even other keys will also be given. The apartment keys are always stamped with the same number. Please check that you have received all three keys and the same number is stamped on all of them. If you collect the keys from the previous tenant directly please make sure that all the keys are original and not copies. The responsibility to manage the keys and make sure everything is in order is on the new tenant. If you ever happen to get locked out during the day please contact the Helpdesk (Felanmälan), if it is in the evening or at the weekend, please contact your area security company. Information about this can be found on the website under My Pages or in the stairwell of your apartment building.

Mimer's home insurance

It is compulsory to have home insurance when you rent a home with Mimer. Mimer has a favourable agreement with the company Länsförsäkringar. The agreement provides a comprehensive home insurance tailor made to Mimer tenants. The majority of tenants have home insurance through this Mimer-Länsförsäkringar agreement.



When you have moved in

Broadband, IP-telephony and TV

All Mimer's homes are connected to the City Net, a super fast broadband net that connects the whole city of Västerås.

In order to connect to the City Net you must obtain an Internet subscription. On Fibra's website fibra.se, you can find the different Internet providers and their different packages and select which package best suits your needs. The City Net can even be used for IP-telephony.

All our buildings are connected to ComHem, which provides a wide range of digital-TV packages. Please contact ComHem directly if you wish to extend or upgrade your TV package or if you have problems with the TV signal. Due to safety concerns satellite dishes must be approved by Mimer before installation. Please contact the Helpdesk (Felanmälan) if you have questions about installing satellite dishes.

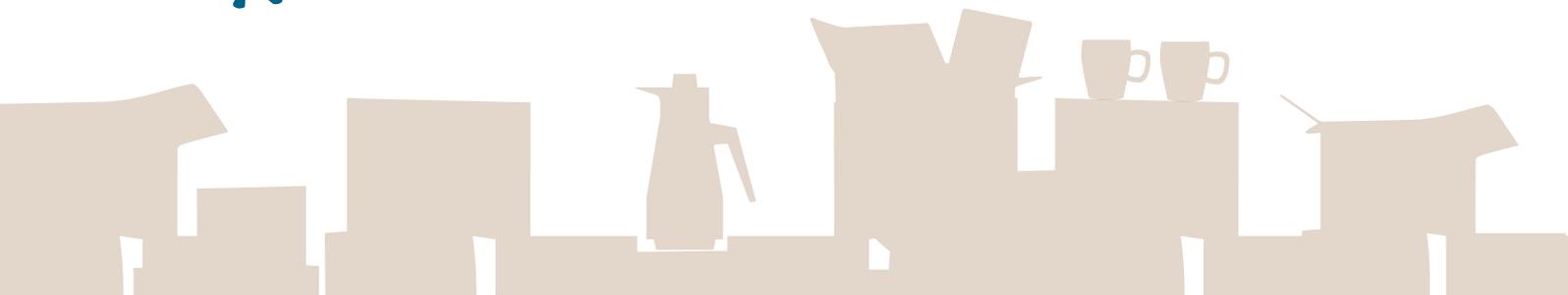


Plusval – improve your home

Many tenants value the ability to create a personal style in their home by, for example, changing wallpaper, floors and kitchen cupboards. Plusval makes this possible. Renting with Mimer gives you normally a lower rent than renting with a private landlord in order for you to create your home into a unique place that suits your own taste. Through Plusval you can order a wide range of wallpaper, flooring, and kitchen cupboards at reasonable prices. The cost of your Plusval selections is divided over 5-8 years and added to your monthly rent.

Maintenance and renovation

You are also able to increase your home standard by ordering Tillval, for example a dishwasher or washing machine. We also have agreements with local companies that offer good value household services. Mimer is responsible for maintenance of wet rooms and kitchen white goods.



Queue points!

When you have received a contract at Mimer your points disappear. To receive new points you must make a new application. You must also update your personal information every year to keep your points.

Parking place!

Once you have received a contract at Mimer, you can go in to My Pages and join the queue for a parking place.

Your rent!

The rent is paid one month in advance, and latest on the last weekday each month. The best way to pay your rent is either through e-invoice or standing order (autogiro).



Mimers Customer Center & Showroom
Torggatan 4, Västerås, Sweden | Phone: 021-39 70 10
For more information an opening hours: www.mimer.nu

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