

UNITY Kista Campus Q & A

General information

The tenant must show consideration and respect their neighbours on UNITY Kista Campus and in the immediate area.

The tenant must be careful and take care of both their own rented apartment and the common areas and property within the UNITY Kista Campus.

For the well-being of all residents, nighttime peace is required in the property from 22:00 to 06:00. This means that the use of TV, radio, stereo and various machines must not disturb others. Please note that if you cause a disturbance during these hours, you may be charged for an on-call disturbance report.

Talk to your neighbours before you have a party. Remember - you are responsible for your guests!

No work that may disturb other tenants (see night-time peace hours) or professional or business activities may be carried out in the rented apartment without permission from UNITY Kista Campus.

How to change your address

Change of address must be communicated to the Swedish Tax Agency. Remember to also communicate your new address to friends, acquaintances, other private contacts and your insurance company.

When you move in

When you move in, we will go through your new apartment together and make sure everything is as it should be.

During the move in inspection we check the apartment, furniture and the inventory.

If there is damage or deficiencies in the apartment or inventory items that are not listed in the inspection protocol, we report this in the document.

If you find any further faults, please send your request to support.kistacampus@unity-living.com and write "Fault report" in the subject line. Give us your contact information and apartment number. We will answer Monday – Friday during office hours 09:00 – 14:00.

Questions regarding invoicing

When do you send invoices every month?

Every month somewhere between 15 – 18th to your e-mail.

When is the monthly invoice due?

The 1st in the coming month – you will typically have app. 15 days to pay the invoice. You are always invoiced one month in advance.

Where is the invoice sent to?

We use the email address you have given us when you arrived.

I get an invoice for more than one month, why?

When you have paid your deposit, we will start to invoice you. If you pay your deposit after we have made the monthly invoices, you will have to pay for the month you move in, and for the coming month.

I have paid my deposit, when will you receive the money in your bank?

Expect that it takes approx. 5 working days for the money to reach our bank account. Please do not pay before you get and invoice.

When I write to the finance mail, it sometimes takes some time, before I get an answer?

We strive to answer within 2-3 days, but close to invoicing it can take a little longer.

When I pay – how should I pay?

The cheapest is via a bank transfer, and you must pay the amount in SEK, meaning that any currency risk/upside is yours, not Unity's concern.

Insurance

You must have a valid home insurance policy for the entire rental period.

Burglaries, fires, floods and other accidents can affect us all. As a tenant, you may be liable for damage you cause to the property, for example through flooding from a blockage in the sewer caused by you. The same can apply to broken furniture, washbasins or toilet seats. If you do not have home insurance, make sure to get it immediately. Do you already have insurance? Make sure it is comprehensive enough.

We suggest you talk to your school or contact [Student insurance - Home insurance for students - Folksam](#)

If you don't have a Swedish personal identity number, call customer service 0771-950 950.

How to get you online

A shared broadband connection is available on campus and each apartment has broadband outlets. Connection can be done wirelessly or via a cable. Wi-Fi cost 219sek/month. You will receive login information when you move in.

The WiFi use will only aloud devices with web browsers eg, smartphone, tablets and laptops/PC.

If I do not want wifi, what do I do?

You write to the finance mail, that you do not want wifi. Send us an e-mail do at the latest on the 10th, and it will have effect for the coming months.

How to get a good night sleep

All apartments contain a sofabed.

A mattress cover must be used: this is a hygiene requirement.

This may be purchased from UNITY Kista Campus at the time of occupancy.

We recommend you buy a top mattress, duvet, sheets and pillow.

Where to park your bike

Bicycles must be placed in outdoor bicycle racks or in designated bicycle storage. The apartment key also fits the bicycle storage. Bicycles must not be placed in stairwells, against house walls, in basement aisles or in the corridors.

Take your bike with you when you move out.

Entrances, stairwells, basements and elevators

Doormats, shoes, bicycles, furniture, and other things may not be placed or laid in stairwells, corridors or in basement aisles. This is to facilitate cleaning and in case of evacuation in the event of fire and/or accident.

Entrance doors should be kept closed: make sure that the door is locked after you.

Do not let unknown people into the building.

Property Management

Snow removal, sweeping in the yard and cleaning in stairwells, basements, laundry rooms are arranged by UNITY staff.

If extra cleaning is required due to littering that you have caused, you may be liable for compensation. Please keep the campus clean and tidy, and wipe surfaces clean after using public areas.

Storage

Each apartment has a designated storage unit in the basement. Here, you can store your belongings. You must not store anything that is flammable or anything that could otherwise cause inconvenience or damage.

You need to get your own padlocks.

Damage and fault report

Any damage or defect must be reported immediately. In the event of any pests, an on-call notification must be made immediately.

Fault reports can be made during weekdays, primarily to email: support.kistacampus@unity-living.com give us your contact information and apartment number.

see also the notice at the entrance.

In case of an emergency, please contact the on-call service and the fault report number which is posted in the entrance.

Facade

Signage by means of notices on the outer walls or doors of the building may not be posted without permission from UNITY Kista Campus.

It is forbidden to mount awnings or satellite dishes, or cause holes or damage to the plaster of the facade.

Common areas

There are several common areas on campus:

Study room, lounge, kitchen and gym. Show consideration for your neighbours and clean up after

using the area. Respect the stated opening hours.
Alarm is connected to a security company after opening hours.
If the security company is called out, you will be charged SEK 5,000.

Gym facilities

At UNITY Kista Campus you have access to our own gym. The gym is fully equipped with Tecnogym.

The window must not be opened, except in case of emergency as it is an emergency exit. A window alarm is connected to a security company.

If the security company is called out, you will be charged SEK 5,000.

The following rules of conduct should be taken into account in the gym:

- Wear indoor shoes and sports apparel, NOT outdoor shoes!
- Use machines and equipment with care.
- Always put weights and equipment back in place after use.
- In case of any malfunction of machines and other training equipment, notify the Unity Management Office
- Make room for others when you pause at a training machine.
- Doors should always be kept closed.
- Don't leave any heavy weights on barbells or machines: someone else may work out after you.
- Please use a towel during workout.
- Feel free to play music but keep a moderate noise level to respect others during their workout.
- Wipe the training equipment with disinfectant and paper towels when you finish, so that the next person who uses the equipment will have a pleasant workout session as well.

Barbecuing

Is not allowed.

Pets

Pets are not allowed in the apartment or in the common areas.
It is not allowed to feed birds from the terrace, patio or in the yard.

In case of fire

In case of fire - rescue - alarm - extinguish.
Call 112 in case of emergency.

Each apartment is its own fire cell, which means that the risk of a fire spreading is limited. With regard to evacuation in connection with fire and accidents, doormats, shoes, bicycles, furniture, etc. may not be laid or placed in stairwells, corridors or basement aisles.

Smoke alarm

Smoke alarms should be provided in every apartment. The tenant is responsible for the smoke alarm fulfilling its function and replacing the battery when necessary.

Check regularly that the smoke alarm works.

Occupancy & Occupants

You can move into your new apartment from 12:00 on the first day of your lease on a weekday.

If the occupancy date falls on a Saturday, Sunday or other public holiday, you may send a request to Unity to be able to move in during the weekend?

We do the Move-Inspection after you have moved in on a weekday. No physical keys need to be picked up in advance. You will have access by your mobile key.

Kitchen

All apartments are installed with a private kitchenette. Apart from this you have access to a common kitchen that you share with all tenants and where you can cook together.

The communal kitchen is fully equipped for you to borrow when you cook your food there.

Everyone helps to keep it neat and clean.

When you have finished cooking your meal. Clean, wash dishes and dispose of your garbage right away, so that the next tenant can prepare their meal. If the garbage bin is full, throw the garbage bag in the garbage bin in the yard.

Dishwasher - start the dishwasher when it is full of dirty dishes. Help empty the dishwasher
Tableware and kitchen equipment may not be taken to your apartment. They should always be washed and put back in the right place in the kitchen.

The apartments

The apartment and its storage unit shall be well cared for and maintained by the tenant.

You are not allowed to renovate/modify anything in the apartment, repaint or put-up things and ornaments that cause holes or stains in the walls.

- Cleaning must be done regularly. Follow cleaning instructions.
- Do not forget to close windows after ventilation.
- Always have a closed shower curtain while taking a shower. Pay attention to flooding on the floor.

Contact information

Our Management Office is located in building 2 on campus. Please visit us if you have any questions or requests.

Our e-mail address is info.kistacampus@unity-living.com

Furnishings and inventories

Living room: Chair, Stool, Table, Bed/Sofa with mattress 90cm-160cm (can not be separated), Curtains, Lamps, Storage drawers, Mirror.

Kitchenette: Fridge with freezer compartment, hob and microwave

Bathroom: Mirror, garbage bin, shower curtain rod.

Your key

You download your digital key via the Livvi by ASSA ABLOY app at the time of occupancy. The digital key is the master key. You open your apartment door, entrance door, public areas, gym, laundry room, bicycle storage, storage unit, garbage bin and recycling room with this key. In exceptional cases, a key card can be obtained from the Management Office. Postbox key is obtained from the Management Office.

Lost keys are replaced by the tenant with the following sum:
Key card - lost key card SEK 50 per card.
Post box key - lost post box key SEK 500 per key.

Smoking policy

UNITY Kista Campus is a non-smoking facility. Smoking is prohibited in the apartments and all common areas. Cigarette butts or loose tobacco must not be thrown away in common areas, outside the entrance or in the yard. Use an ashtray or garbage bin.

Cleaning

Residential cleaning

The tenant is responsible for regularly cleaning his/her apartment properly.
Windows - Do not forget to close windows after ventilation.
Regular cleaning should be done once a week.

Cleaning tips

Clean regularly, at least 1 times/week.

Cleaning tips for living room/hallway

Floor

Daily or weekly cleaning, dry methods are used, such as vacuum cleaners and micro-mops. Never pour water on wooden floors. Use a cloth dampened with water and then wrung out. Remove stains as quickly as possible with a slightly damp cloth. Never leave water spills behind. Place a doormat in your hallway, so you avoid getting dirt. Put textile pads on the furniture to avoid unnecessary marks and scratches in the floor.

Furniture, surfaces

Wipe surfaces and furniture with a slightly damp cloth.
Vacuum the sofa/bed.

Windows

Clean the windows regularly.

Kitchen cleaning tips

Clean the fridge and freezer

Use: All-purpose cleaner, cloth, soft sponge, warm water in a saucepan, newspapers and an empty vessel.

Clean the refrigerator:

*Wipe with all-purpose cleaner and damp cloth. Remember the moldings. NB! Never wipe the outside with fungus, it can become scratched.

*Wipe dry.

Defrost the freezer

- *Turn off the freezer.

- *Place the frozen goods in newsprint and place the "package" in the sink or in the freezer in common kitchen.

- *Place the pot of hot water in the freezer.

- *Place a vessel under the freezer. Drain the water periodically.

- *When all the ice is gone, wipe clean and dry. If necessary, use some all-purpose cleaner to remove any dirt.

- *Turn the freezer back on.

Clean the stove tops

Use: soft damp sponge (scratch-free), Wipe clean and dry with paper towels.

Clean the microwave

Use: Bowl with water and a cloth.

- * Place a small bowl of water in the microwave and run on full power until it boils. Use bowls that can withstand the microwave.

- *The water evaporates and the moisture dissolves dirt and splashes of food debris.

- *Wipe clean with paper towels or a soft cloth.

HINT! Feel free to use microwaves when heating food in the microwave, so it does not get so dirty.

Bathroom cleaning tips

Clean the sink

Use: Limescale remover, scratch-free sponge and dry cloth.

- *Spray sinks and faucets with limescale remover.

- *Leave the product on for a few minutes (follow the instructions for the product).

- *Clean with a scratch-free sponge.

- *Then rinse off with cold water.

- *Finally, wipe dry and shiny.

Clean the toilet

Use: Toilet cleaner, toilet brush, cleaning agent and a cloth.

- *Pour toilet detergent into the toilet seat. Follow the instructions for the agent.

- *Wipe the toilet with detergent and a damp cloth.

- *After drying, dry with a dry cloth.

Clean the shower

Use: Limescale remover, scrubbing brush, squeegee and a cloth.

- *Spray shower enclosures and floors with limescale remover.

- *Then let the agent work for a few minutes. Follow the instructions for the remedy in question.

- *Rinse off plenty of cold water.

- *Remove excess water with a squeegee.

- *After drying, dry with a dry cloth.

Cleaning the floor drain

Use: Sponge/dish brush and possibly cleaning agent.

Garbage

Garbage must be sorted and wrapped well before being disposed of in the designated place.

Garbage may not be stored in the stairwell or common areas.

For the sake of the environment, sort out everything that can be recycled before throwing away the garbage bag.

Residual waste from household garbage is disposed of in the automated vacuum collection unit located in the yard. It can be opened with your apartment key. Here, things such as food waste, smaller packaging, sanitary napkins, envelopes, post-it notes, tops, toothbrushes, dishcloths, disposables and the like should be disposed of.

You must not throw the following items in the automated vacuum collection unit:

Larger packages/bags/residual waste as they easily get stuck in the automated vacuum collection unit.

No cartons like pizza or bag-in-box cartons.

Corrugated board, Newspapers

Electricity waste, Batteries

Glass, Furniture,

Pots and pans, Textiles, etc.

In the recycling room, there are designated bins for waste sorting.

Roof terraces

The terraces have specified opening hours which is informed on site.

Please respect these hours in consideration of your neighbours throughout the residential area.

Please use the furniture placed on the terrace; however, no indoor furniture may be taken out.

Please do not feed the birds.

Laundry room

The laundry room is equipped with washing machines and dryers that can be used as much as you need it.

We have a digital booking system in the app, Miele AppWash, where you book for the laundry service.

[Laundry guide](#)

Lease agreement

Our lease is a permanent agreement until a termination is made.

Termination

The leasing agreement must be terminated in order to end. Terminations shall be made at least three (3) months before the specified end date. The agreement can only be terminated prior the turn of a month.

Terminations shall always be made in writing to info.kistacampus@unity-living.com

All contract end on the last day of the month.

When moving out

When moving out, you should consider the following:

Final cleaning - [See check list](#)

The apartment and storage unit must be properly final-cleaned.
Find more information under Final cleaning.

Furniture belonging to the apartment

When inspecting in connection with moving out, all furniture must be present and in accordance with the inventory list in the apartment.

There is a risk that we will otherwise charge you for the costs of searching for, completing and/or transporting furniture that the new tenant cannot find. Equipment in addition to the apartment's regular furnishings may not be transferred to the next tenant. This also applies to the mattress / mattress cover. Belongings left behind will be taken care of at your expense.

Empty the apartment and storage unit of your belongings. Also check the laundry room, gym, bicycle storage and common areas and ensure that your belongings are removed.

All keys, the key card and the mailbox key must be returned to the Kista Campus office no later than 10:00. on the day your contract ends. If the date of moving out falls on a Saturday, Sunday or other public holiday, returned the keys on a weekday before the weekend, unless an arrangement has been made and confirmed by Unity. You will have access through your digital key until the last day of your lease.

We will contact you if any key is missing and you will then be liable to pay compensation.

To which email address do I send my questions?

Send an e-mail to finance.kistacampus@unity-living.com, when your question regards invoicing, payments and related questions.

Send an e-mail to info.kistacampus@unity-living.com for everything related to the apartment, move in – move out.