

Our contractor handbook



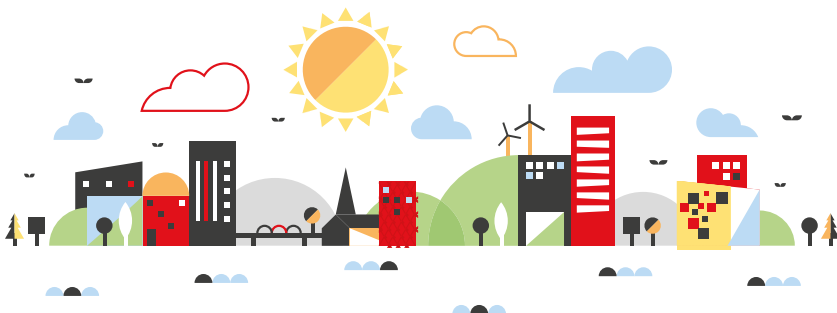
 **Bostaden**
För ett bättre Umeå

What you need to know as a contractor for Bostaden

A warm welcome to Bostaden! As one of our contractors, you are our public face. With clear procedures, we create peace of mind for both tenants and for those that work with us. We therefore appreciate you taking the time to read the following information carefully, from start to finish.

In short, it covers three areas:

- 1 ▶ Respecting tenants' integrity through clear communication, good conduct and confidentiality.
- 2 ▶ Knowing our rules for key management, cleaning, parking and more.
- 3 ▶ Helping each other to ensure quality.



1. We show respect for tenants' integrity

First and foremost, as representatives of Bostaden, we will always:

- **Be professional and pleasant**
- **Be clear about who we are**
Wear ID badges clearly, always use work clothes and introduce yourself by name and division.
- **Be clear about what we do**
Explain your assignment, how long it is expected to take and when you will be there.

Follow these routines and regulations to avoid any inconvenience to residents:

- **Inform in advance**
Talk to your contact person to make sure that tenants know you are coming and what you will do. Tenants must be informed about any disturbances that will affect the building.
- **Ring the doorbell**
Always ring, even if you don't think anyone is home.
- **Lock the door**
While working, the door must be always locked and obviously when you leave the apartment as well, even if the door was unlocked when you arrived. Do not unlock the door for anyone.

- **Avoid visiting other rooms**
Only visit the room(s) applicable to the reported fault or assignment.
- **Notify that you have been present**
After completing the assignment, you must always leave a completed visitor's card. Visitor cards can be collected from the customer centre.
- **Do not use the toilet without permission**
- **If you smoke – do it from a distance**
Not on the property or on the balcony.
- **Keep your phone calls short**
If your cell phone rings during work hours and the tenant is home, try to keep the call as short as possible.
- **Apartment visits should be between 7:00 and 17:00**
If the assignment requires earlier or later visits, you must agree to this with the tenant first. Note that the same rules apply to apartments, garages and storage units.

! **Remember you have a duty of confidentiality!**

This means that you may not pass on what you see, hear or read in our tenants' homes or with us at Bostaden. Nor are you allowed to take photos or film on our properties if it is not necessary for the assignment. If you document your work and the apartment can be identified through pictures or otherwise, you must inform the tenant in advance.

2. Rules that you need to know

● **Keys and access**

Someone at your company should be given responsibility for key management. She or he registers which people need keys.

Once you have signed for a key, you may only use it for the designated area. The tenant must have approved of your entry into the apartment beforehand. This approval is included in our order. We have rules for notifying and accessing apartments that are important to follow. These also apply to storage rooms and garages. If you are unsure about what applies, you are welcome to contact us at Bostaden.

Please note that the same rules apply to apartments, garages and storage rooms.

● **Short-term key loans (max 7 days)**

You will receive a personal ID tag, which you can use to open an electronic key cabinet located in a camera-monitored room adjacent to Bostaden's head office at Östra Kyrkogatan 2.

These premises are open Monday to Friday from 06:30 to 16:30.

● **Long-term key loans (during renovations, etc.)**

Information about this is provided by your contact person at Bostaden.

● **Proper handling of keys**

Your company is responsible for providing you with a good key chain that can be attached to a belt or trouser belt loop. Attach both the borrowed keys and ID tag to the chain. At the end of the working day, they must be kept in a safe at your workplace or returned to Bostaden.

● **Marking and copying keys is not permitted**

You may not label keys, the key's ID tag or your ID tag with an address, code or similar, nor remove the key's ID tag or otherwise expose it to damage. You cannot copy keys that you have borrowed. If your employment ends, your company must notify us, and you must return your ID tag.

Cleaning

- As a contractor, you are responsible for leaving the site in a neat and tidy condition.
- Use plastic coverings when you deem it necessary.
- Vacuum if it is dusty and wipe away any traces of dirt.
- Take any rubbish and residual material away with you and handle it according to the accepted environmental requirements. No rubbish or waste should be left on the property or the rubbish room.
- Do not leave rubbish in the stairwell as it increases the risk of fire and makes the area difficult to access.

If something is broken

If something in the apartment is damaged or if anything in the tenant's property is broken, your company is responsible for replacing it. You must also inform the tenant and your contact person at Bostaden.

Quality surveys and random checks

To guarantee the quality of our maintenance work, we carry out random checks. But the most important assessments are the quality surveys, where tenants indicate how satisfied they are with the work carried out.



Service vehicles and parking

- All service vehicles must be marked with their company name.
- There are special parking permits, which can be collected from reception at Bostaden's customer centre. Use these to avoid parking fees.
- The parking regulations that apply on our properties also apply to our contractors.
- Do not obstruct emergency vehicles, transport services and other transportation when parking.
- Company cars can only be in front of an entrance when you are loading or unloading materials.



3. We help each other to ensure quality

We are all committed to ensuring our tenants are satisfied with the work done by Bostaden and by our contractors in our name. **This is what we expect from you:**

- When you have completed your assignment, check that it has been done correctly. Does everything look and work as it should? Go through everything on the spot.
- When the assignment is finished, you must report it via our property management system or in which ever manner has been agreed between you (or your company) and your contact person.
- You should always leave a completed visitor card for the tenant.
- We appreciate it when contractors themselves follow up on their work with the tenant and get confirmation that the customer is satisfied.

