

28/09/2020

Sollentunahem is following the developments concerning the coronavirus very carefully. We comply with all Swedish Public Health Agency's recommendations, and we have well-prepared contingency plans that will enable us to take any measures that are necessary in order to respond to the changing situation.

We have also established internal regulations for how employees who are either unwell or have spent time in high-risk zones are to act in order to avoid spreading the virus to others, including to colleagues, our tenants, suppliers and other contacts.

**We would like to take this opportunity to inform you of our ambition to return to some form of normality with regard to conducting repairs in our apartments, as well as the situation that applies if there is conflicting information on our website and on our noticeboards at the entrance to our properties.**

### **Resumption of maintenance work in the apartments**

We hope to soon be able to resume work on resolving the large amount of reported faults that we have not been able to work on during this period. This work will soon begin and we hope you will continue to be patient, as it is our ambition to have resolved all outstanding faults during autumn 2020. We will be employing extra personnel who will be calling those of you who have previously reported a fault that has not yet been resolved in order to establish whether the fault still remains.

**Listed below are some of the rules by which we have been working** and that we ask all our tenants to comply with in your contact both with us at Sollentunahem and with your neighbours.

#### **Visiting Kundtjänst (customer service)**

We are gradually increasing our opening hours. The following times apply with immediate effect: Monday-Wednesday 07.30-10.00 and 14.00-16.00; Thursday 07.30-10.00 and 14.00-19.00; Friday 07.30-12.00. If you are unwell, you must refrain from visiting Kundtjänst in person. Instead, please contact us by email, telephone or via Mina sidor on our website. We plan to return to our regular opening hours from 12 October.

#### **Apartment viewings**

We follow the recommendations of the Swedish Public Health Agency, and ask everybody to keep at a safe distance from each other at apartment viewings, and to refrain from attending these events if they are at all unwell or experiencing symptoms.

#### **Fault reporting**

Faults can be reported as normal, by either logging in to Mina sidor on [sollentunahem.se](http://sollentunahem.se), emailing [kontakt@sollentunahem.se](mailto:kontakt@sollentunahem.se) or calling 08-626 08 00.

The following currently applies to the performance of inspections or work of various kinds in apartments:

- **The tenant is healthy and able to leave the apartment.** As a general rule, the tenant may not be at home while work is being performed in the apartment. Our personnel follow the general guidelines and wear personal protective equipment, such as safety gloves and safety shoes. Once the work has been completed, the equipment is thrown away and hands are disinfected using hand sanitiser.
- **The tenant is healthy but is not able to leave the apartment.** For various reasons, such as due to disability, old age or health issues, it may be difficult for a tenant to leave the apartment. In this event, our personnel may perform the work if the tenant waits in a different room or on a balcony.
- **The tenant is healthy but is not able to leave the apartment, and there is no access to another room or balcony.** As a general rule, our personnel can still perform the work, but only on the condition that a safe personal distance can be maintained. Our personnel may need to conduct a risk-assessment before work can be performed in the apartment.
- **The tenant has symptoms of COVID-19, or is confirmed to have COVID-19.** As a general rule, our personnel may not perform work in an apartment if the tenant is unwell. In this event, the tenant must refrain from reporting non-urgent faults until they are healthy again. If the fault is urgent – e.g. a water leak, power cut, blocked drain, or anything else that cannot wait – Sollentunahem will engage the services of a contractor who will sanitise the apartment and perform the work.
- **A contractor performs work in an apartment where the tenant has symptoms of, or is confirmed to have, COVID-19.** Sollentunahem will ensure that the contractor is informed that the tenant is unwell so that the contractor can take all necessary safety precautions.
- **Urgent work needs to be performed in an apartment where the tenant has symptoms of, or is confirmed to have, COVID-19, or has a long-term illness, and the work cannot be performed by a contractor.** Sollentunahem will conduct a risk-assessment on a case-by-case basis.
- **The tenant wants to show the personnel the fault in the apartment, and there is a risk that the required safe distance cannot be maintained.** The general rule is that a tenant may not be at home in the apartment when the work is being performed. We encourage tenants to attach pictures of what needs rectifying when reporting the fault, or alternatively to identify the fault by using Post-it notes, or similar.

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- **The tenant does not follow our instructions.** Sollentunahem shall inform all tenants of our procedures and conditions concerning the performance of work in apartments. This is done via our website. If the tenant fails to follow these instructions, no non-urgent work will be performed.
- **Sollentunahem needs to perform planned maintenance work in apartments, such as the cleansing of drains, etc.** The general rule here is that tenants shall not be at home while this work is being carried out. Due to the ongoing pandemic and increased home-working, however, compliance with this can be difficult. Tenants shall be informed of this kind of maintenance work plenty of time in advance. Tenants who are not able to stay away from home must notify us of this when they receive the information about the performance of this planned work. Please be aware that, in accordance with Sweden's rental legislation, tenants are obliged to allow landlords and their contractors to have access to the apartment, in order to (for example) perform preventive repairs and maintenance work.
- **Risk of infection in lifts and shared areas.** Avoid taking the lift with people other than your own family or friends. We ask our tenants to respect the fact that our personnel need to travel alone in the lifts.

Many people have become accustomed to the idea of keeping a safe distance from others and taking care to avoid the spreading of the virus. Each and every must take responsibility, and it is important that we remain vigilant for as long as the virus is still in circulation.