



Information about your housing



skandia:
fastigheter

Skandia Fastigheter owns, manages and develops properties within the areas office space, retail/commercial, residence and public use. We mainly operate in Sweden's three major metropolitan regions: Stockholm, Gothenburg and Malmo.



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Moving in

Taking over the apartment

You take over the apartment at 12:00 noon on the start date of the tenancy agreement. If this falls on a Saturday, Sunday or public holiday, you can move in the following working day. The keys need to be signed out from the caretaker's office/management office.

Home insurance

In the event of an accident, home insurance is of the utmost importance. The property owner's insurance does not cover your personal property in the event of fire, water damage, flooding, burglary or other damage. Therefore, it's very important that you take out your own home insurance policy to protect yourself. Having a smoke detector, fire extinguisher and fire blanket can help keep you stay safe in the event of fire. Make sure that these items are kept in view and are easily accessible.

Change of address and forwarding post

Contact Svensk Adressändring, which works with PostNord, to register your change of address and arrange for the forwarding and storage of post. Phone 020-97 98 99 or visit their website at www.adressandring.se.

Energy contract

Contact the energy supplier to sign up to an energy contract for your apartment.

Apartment number

Sometimes we need to know your apartment number, for example when you report a fault, or need to hand in your key for some reason. Your rental contract states both the landlord's number and an official number. The landlord's number is your unique apartment number. Provide this number when you contact us. The official number is the number you use to register with the Swedish Population Register.

Information from the landlord

The notice board in the staircase has the contact details for Skandia Fastigheter. We also post other useful information here. You can also find information about us and your accommodation at www.skandiafastigheter.se and at www.skandiafastigheter.se/mina-sidor.

You will receive a copy of the newsletter "Mitt kvarter" through your letterbox. The newsletter has information about your accommodation and what's happening in the area.

Aktiv Bo customer survey – help us to help you!

We'd like to know if you are happy with us and in your building. So we carry out a customer survey every year. The survey answers help us to see where we could improve, and therefore play a very important role in our constant endeavour to improve satisfaction among our tenants.

Contact us



Reporting a fault/customer service

If you need to report a fault in the apartment or property, you can do so simply – 24 hours a day – via www.skandiafastigheter.se/felanmalan. A phone number has also been put up in the staircase, which can be used to report a fault any weekday from 07:00 to 19:00.

- In the event of a serious fault in the evening, at night or over the weekend or a public holiday, phone the after-hours company used by Skandia Fastigheter. The phone number can be found on the notice board in your staircase and on our website.
- Do not call the after-hours company if the response can wait. Situations that can rapidly deteriorate, such as water leaks and similar, must be reported immediately. Anyone who fails to report a fault that ultimately causes damage in the apartment or property could be liable for damages.

Contacting us about other issues

Please don't hesitate to register an issue via www.skandiafastigheter.se/felanmalan, whether you want to report a fault, make a suggestion or ask a question. The contact details for the people who deal with the building you live in can be found on the notice board in the staircase and on our website.

"Mina sidor" online (only available in Swedish)

The "Mina sidor" section has information about your accommodation, such as rental notices, OCR number, news, payments and contact details for example. You can also report a fault and follow the history of your reported fault here.

Register by going to www.skandiafastigheter.se/mina-sidor, or go to www.skandiafastigheter.se and click on the "Mina sidor" button. Select "Skapa Mina sidor-konto nu!". Enter your agreement number and national identification number. Next choose a user name and password for your "Mina sidor" account.

Report a fault 24 hours a day: www.skandiafastigheter.se/felanmalan

1. Enter the address that your fault report relates to.

2. Describe the issue and complete the contact details.

3. Click "Send".

Rules of conduct

Our goal is to offer safe, pleasant accommodation. To ensure that everyone is happy, it's important to respect each other, not to disturb the surroundings and to follow the rules that apply inside and outside of the building.



Tip!

Is a noisy neighbour disturbing you? Talk to them first. If that doesn't help, contact the team that manages the building you live in.



Noise

Noise can be very disruptive. You should show special consideration between 22:00 and 06:00 and avoid playing music, drilling or driving nails into walls and using domestic appliances, for example. Do not walk around in hard shoes or move furniture more than necessary. Let your neighbours know in advance if you're going to have a party. Remember that neighbours can be disturbed by large amounts of water if you have a bath or shower.



Music

Playing loud music is not permitted, including in the day. If you want to listen to loud music, wear headphones.



Staircases

By law staircases, galleries and entrances must be kept free from bicycles, prams, sledges and refuse. They constitute a fire risk and get in the way of the rescue services. They also make it harder to clean.



Doors

Keep entrance and cellar doors closed to help prevent burglaries.



Laundry room

Clean up after yourself when using the laundry room and leave it as you would like to find it. If you are unable to use your time slot, remember to cancel it as soon as possible so that somebody else can use it instead.



Smoking

Smoking is prohibited in all common areas such as staircases, lifts, cellars and laundry rooms. Remember that smoking on balconies or patios disturbs the neighbours. It goes without saying that anyone who smokes is responsible for clearing up their cigarette ends and ash.



Barbecues

Barbecues are not allowed on balconies or patios. Your neighbours could find the smoke unpleasant and an open flame can cause fire.



Balconies

You must not shake your rugs or bed linen from windows or balconies because the dust and dirt ends up at the neighbours'.



Satellite dish

Satellite dishes may not be installed on the property's balcony, facade or roof. They may be installed freely on the balcony floor, but they must not protrude from the balcony.



Signs and awnings

Signs and awnings may not be put up without the landlord's permission.



Flower boxes

Flower boxes on the balcony must face inwards, otherwise they could fall down and injure someone. When you water your flowers, make sure that the water doesn't run down onto your neighbour's balcony.



Feeding birds

Feeding birds can attract rats and other pests so it is not allowed.



Pets

If you own pets you must make sure that they do not foul or disturb the surroundings. Do not exercise your dog in the yard and make sure your cat does not foul the children's sandbox. Also, remember not to leave your dog home alone for long periods otherwise they may become upset and begin to bark and disturb the neighbours. Show respect by keeping your dog on a lead while you exercise him/her.



Traffic and parking rules

The prevailing traffic and parking rules in the area must always be respected. Motor vehicles must never be driven on pavements or lawns.



Pests

If you discover pests or vermin in your apartment, by law you must report it. Phone Anticimex. The phone number is posted up in the staircase.



Washing cars

Do not wash your car on the street, in the yard or outside your garage as the dirty water runs into surface water drains and damages the environment.



Guests

Remember that as a tenant of Skandia Fastigheter you are responsible for ensuring that all of your guests also comply with the rules that apply for the property.



Mopeds and motorbikes

Mopeds and motorbikes must not be left in the cellar due to the fire risk because they contain petrol or diesel.

Handy information for tenants

Painting and redecoration

Painting and redecoration are carried out if we consider it necessary following an inspection of the apartment.

You may paint and redecorate the apartment at your own cost provided that the work is carried out professionally and that the colours and patterns are acceptable to future new tenants. If these requirements are not met, there is a risk that you will be liable to pay compensation to restore the apartment.

Changes to the apartment

You may not make changes to the apartment's layout or interfere in the electrical wiring or water pipes. Always talk to your landlord before starting work on the apartment. The same applies if you are planning to put up Venetian blinds or change the carpets or flooring.

Installation of dishwasher and washing machine in the apartment

If your apartment is already equipped for a dishwasher or washing machine to be installed, this may be carried out by a professional. You are responsible for ensuring that the appliances work and also for any damage they might cause through water leaks etc. If the apartment is not equipped for such appliances, installation is not permitted without our approval.

Floors

Place furniture pads under chair legs, tables and other furniture to protect the floors. This also reduces the noise when you pull out a chair to sit down, for example. If you want to move furniture that is too heavy for you to carry, place a rug or blanket underneath the furniture and slide it carefully to its new position.

Abnormal wear/damage in the apartment

Swedish legislation regarding rentals states that you are liable to pay compensation for abnormal wear and damage you cause. This also applies to damage arising from careless or negligent behaviour by members of the household or their visitors.

Venetian blinds

You may put up Venetian blinds in the windows, but remember that you are responsible for looking after Venetian blinds and other equipment in the apartment that is non-standard. This also applies to Venetian blinds that were already in the apartment when you moved in. Awnings may not be set up without our approval.

Smoke alarm

The landlord has installed a smoke alarm in your apartment. You are personally responsible for ensuring that it works and for cleaning it as necessary. You must also replace the battery when it runs out. If your apartment has no smoke alarm, you must make a fault report.

If you're locked out

The landlord does not have any keys to your apartment. If you lock yourself out or lose your keys and need to engage the services of a locksmith, you will have to pay the costs yourself – for both the keys and the door lock itself.

Extra keys

Contact the caretaker via the report a fault function if you need extra keys. You will be charged for extra keys.



TV and broadband

Information about the property's cable TV supplier can be found on the staircase's notice board. Contact the cable TV supplier to find out information about which channels are included or if you would like to sign up for more channels and broadband.

Electricity

For your own safety, you must never interfere with the apartment's fixed electrical installations. Electrical work may only be carried out by professionals. If there are any faults, contact our service personnel. Only double-insulated and earthed appliances may be used in bathrooms and other wet areas. For example, it is extremely dangerous to run an unearthed cable into a bathroom, toilet or wet part of the kitchen. If you want to install a ceiling lamp and the plug doesn't fit or the fittings need to be screwed into the ceiling, contact the caretaker for advice.

Fuses and light bulbs

The only thing you can (and have to) do when it comes to electricity in the apartment is replace fuses, light bulbs and strip lights when they blow.

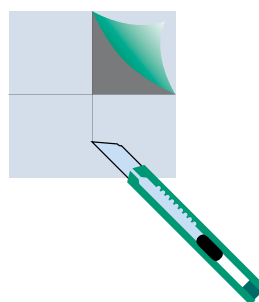
Vermin

If you discover any vermin in your apartment report it immediately. You are legally obliged to do this. Early detection makes it easier to resolve the problem. Phone Anticimex. The phone number is posted up in the staircase.

Putting things on the walls

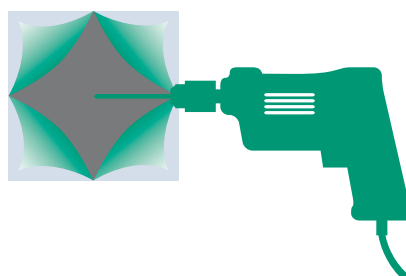
The walls of your apartment can be made of different materials. Make sure you use the right type of hook when you put pictures up, for example. Make a cross in the wallpaper and turn the tabs back before making a hole in the wall. Then you can fold the wallpaper back again later to conceal the hole.

Drilling into the bathroom's wet zone is not permitted owing to the risk of damage from damp.



Cut a cross in the wallpaper.

Use a hammer drill and a hard metal bit.



Common questions about your rental contract

How do I pay my rent?

Rental notices are sent out every quarter. Rent must be paid in advance, by the last working day before the end of every month at the latest. Remember that you are obliged to pay the rent even if you have not received a notice.

How can I arrange direct debit?

Contact us if you would like to pay by direct debit and we will send you an application form. You can also download the form from our website at www.skandiafastigheter.se.

What is e-invoicing?

If you have access to a computer, e-invoicing is the simplest, most eco-friendly way of paying your rent. The rental notice is electronically sent directly to your online bank and when you visit your bank's website you will be given a message about a new e-invoice. Contact your bank if you would like to apply for e-invoicing or find out more.

What happens if I pay my rent late?

If you make a late payment, you not only have to pay the rent but also interest and any costs for collection etc. Non-payment or several late payments could result in you losing your right of tenancy. We do not send out reminders to pay. If the rent is unpaid on the due date, the unpaid rent will be transferred to our debt-collecting company which will then send a debt collection demand. If you receive a debt collection demand and have questions or objections to the demand, you should always contact the debt collection company. The name and phone number are on the demand note. It is important that you get in touch within the period stated in the demand note.

May I sublet the apartment?

Not without our written authorisation. To get authorisation you must provide an acceptable reason, for example if you will be working or studying elsewhere temporarily or if you are planning to live with someone else on a trial basis. Hand in your application in plenty of time, at least one month before you plan to sublet the apartment. Contact us and we will send you an application form or download the form from our website at www.skandiafastigheter.se. We do not authorise subletting if you have bought another home or been given another rental contract. Remember that even though you have been authorised to sublet the apartment, you are still responsible for the apartment and rent payments. Illegal subletting means you will lose your right of tenancy.

May I exchange my apartment?

If you would like to exchange apartments with another of our tenants, or with a tenant with a different landlord, you must apply in writing and receive authorisation from us. Contact us and we will send you an application form or download the form from our website at www.skandiafastigheter.se. We do not authorise exchanges with owner-occupied apartments or houses.

May I transfer my rental contract to someone else?

Swedish rental legislation states that your rental contract cannot be transferred to another person. You must have a special reason and have written authorisation from the landlord. Applications must be made in writing. Contact us for an application form.

How do I terminate my rental contract?

You must always terminate your rental contract in writing. The notice period is usually three months and is counted from the next turn of the month. The notice must be signed by the contract holder.

What happens once I have given notice to the landlord?

If you have terminated your contract, rental legislation states that you are obliged to show the apartment to prospective tenants. You must have moved out and returned the keys by 12:00 noon on the day the tenancy agreement ceases to apply, unless otherwise stated. If this falls on a Saturday, Sunday or public holiday, you can move out the following working day. Before you move out, we inspect the apartment together. If there is abnormal wear, the tenant pays the costs for corrective measures or takes the measures him/herself.

How is the rent set?

The rent levels are determined after annual negotiations between the landlords and the Swedish Union of Tenants. We will inform you of any changes to the rent through notices in your entrance.

Rights & obligations

The rules that a landlord and tenant have to comply with are partly determined by the tenancy agreement. However, a tenancy agreement cannot cover everything. Swedish rental legislation therefore contains all the supplementary rules. Some of these are compulsory and cannot be contracted out of.



As a tenant you are entitled to expect:

- That you can reach the landlord or his/her representative.
- That the landlord responds to your questions or applications.
- That shortcomings and faults are rectified as soon as possible once you have notified the landlord.
- That heating and hot water are provided such that you do not have reasonable cause for dissatisfaction.

As a tenant you have obligations, e.g.:

- The apartment shall be used as agreed and you shall keep it clean and tidy.
- The rent shall be paid on time (usually in advance).
- You shall look after the apartment properly.
- You shall behave in a way that does not disturb neighbours and the immediate surroundings.
- You shall not transfer the apartment or sublet it without the landlord's consent.

Looking after the apartment – cleaning

Look after the apartment properly by cleaning it and keeping it nice!



Floors

- Clean parquet and other wooden flooring with a well wrung-out cloth and a mild detergent. Then wipe dry.
- Plastic flooring is cleaned the same way as parquet flooring.
- Linoleum flooring is sensitive to water. Clean with a damp cloth and a mild detergent. Then wipe dry. The flooring should be polished a couple of times a year.
- Clean clinker flooring with a mild detergent specially designed for clinker flooring 2-3 times a year.

Walls

- Clean painted walls and vinyl/plastic wallpapers with lukewarm water and a mild detergent.
- Paper wallpapers with a thin plastic layer on the surface can be cleaned with a damp cloth. Other paper wallpapers should only be dusted.
- Clean plastic wall coverings and tiles the same way as painted walls.

Ceilings

- Ceilings are more difficult to clean than walls and floors, and they can easily become patchy. Therefore, you should always consult the administration manager before cleaning the ceiling.
- Lamp globes have to be dismantled and washed.

Rooms

- Clean the floors, skirting-boards and thresholds. See section on 'Floors'.
- Clean radiators with warm water and a mild detergent. Use a slightly damp cloth to clean electric radiators. Make sure the power is turned off.
- Clean painted surfaces, window frames and skirting-boards with a mild detergent.
- Dismantle the windows and wash them on all sides.
- Clean doors and doorframes with warm water and a mild detergent.
- Do not use water to clean power sockets or switches as they are live.
- Remember to use vacuum cleaner brushes to look after the surfaces!



Kitchen

- Clean the cooker with a damp cloth and a mild detergent. Pull the cooker forward regularly to clean behind and underneath it.
- The hob must be cleaned with a special detergent designed for use on hobs.
- To clean the oven, use a special oven cleaner or regular soap (see the instructions on the packaging). Do not use steel wool or similar as it can scratch the surface.
- Clean the kitchen's fan, filter, hood and ventilators regularly because a built-up of fat increases the fire risk. If you have a charcoal filter fan, you should replace the charcoal filter when it is full. Replacing the filter 1-2 times a year is recommended.
- Clean the refrigerator with a mild detergent and a damp cloth. Some refrigerators defrost automatically while others have to be turned off manually.
- The freezer has to be defrosted manually. Never attempt to remove ice from a refrigerator or freezer with a knife or other sharp object.
- The freezer is cleaned the same way as the refrigerator.
- Clean sink units and worktops with a sponge, cloth and detergent. Wooden chopping-boards and worktops can be treated with paraffin oil to stop them drying out and cracking. Remove stains with vinegar essence or another agent that will not damage sink units or worktops. Do not use steel wool or scouring pads that scratch the surface.
- The insides and outsides of the kitchen cupboard doors must be washed clean. Don't forget the upper edges of the doors.

Bathroom & WC

- Clean the washbasin with a sponge or cloth and a mild detergent. Do not use steel wool or scouring pads that scratch the surface.
- Clean the bath or shower area the same way as the washbasin. Remember to clean underneath and behind the bath.
- Clear and clean the floor drain regularly to avoid unpleasant smells and preventable blockages.
- Keep the inside of the toilet clean with a toilet brush and detergent. Wash the outside, seat and lid with a cloth and a mild detergent. Only flush toilet paper down the toilet, any other products could cause a blockage.
- Clean ventilators, mirrors and bathroom cabinets. Be careful not to change the ventilator's settings.

Common areas

Keep entrance and cellar doors closed to help prevent burglaries.



Staircase and entrance

The staircase is the normal emergency evacuation route from the apartments and you must not use it to store loose materials, whether or not they are flammable. This would increase the risk of fire and obstruct evacuation and cleaning. Bicycles, prams, sledges, paper collection bags, refuse, shoes, doormats and other items must therefore not be placed in staircases, galleries or entrances.

Remember that the staircase is your way out and the rescue services' way in if they are called out.

Laundry room

The laundry room can easily become a subject of contention among neighbours. Keep it nice and clean and follow the basic rules posted in the laundry rooms and there'll be no problems. If there are no rules up in your laundry room, get in touch and we'll arrange to have them displayed.

- The laundry room is solely for the use of the building's residents.
- It's important that you show respect to the people who use the room before and after you.
- You may only do your laundry during the set time slots. Using the laundry room at other times could disturb the neighbours who live next to the room.

Cellar/attic

Generally there is storage for the apartment that you can use in the cellar or attic. Put a strong lock on the door. Remember not to keep valuables in your apartment's storage area. Insurance policies do not usually cover thefts or other losses/damages from storage areas.

- It is prohibited to store items in the corridor outside of your storage area.
- It is prohibited to keep flammable goods in the storage area.
- Remember that damp can occur in cellar storage areas, so do not place items directly against the floor or walls.

Bicycle and pram room

To make sure there is room for everyone's bicycles and prams in the designated common area, it is important that the bicycles and prams kept there are working and in use. We shall provide advance warning before we remove broken bicycles by posting the information up in your staircase.



Separating refuse – the right way!

Together we can make a difference for the environment!



Every day we create a lot of refuse that needs to be dealt with. Together we can help protect our environment by not throwing away glass, newspapers and magazines, paper and batteries with the household refuse. If your property is set up for separating refuse at source follow the instructions provided. See the separate information for the property you live in.

It is important that everyone who uses the refuse/eco-room and recycling facilities helps to keep them clean and tidy by following the instructions and putting everything in the right place.

Any waste that cannot be separated in your property should be taken to the municipality's recycling centre. The addresses and opening hours for the recycling centres can be found on the municipality website.

Environmentally hazardous waste

It goes without saying that environmentally hazardous waste must always be taken to the municipality's recycling station as it contains substances that are very harmful. Environmentally hazardous waste includes car tyres, nail varnish, car batteries, strip lights, leftover paint/varnish/glue, waste oil, solvents, detergents, biocides, chemicals, refrigerators and freezers.

Look for the warning labels on the packaging. They will tell you if the leftover contents need to be treated as hazardous waste. Never store hazardous waste at home in the long term. Containers age and could begin to leak, cloths with oil could spontaneously combust and spray cans could explode if they get hot.

Strip lights and low-energy light bulbs

Strip lights and low-energy light bulbs must always be taken to the municipality recycling station, not to the property's refuse room or recycling facilities. Every low-energy light bulb contains up to five milligrams of mercury, one of the most dangerous known environmental toxins. If light sources are put into refuse bags, there is a risk that dangerous heavy metals, such as lead and mercury, could find their way into nature. If a low-energy bulb or a light strip blows it is important to do the following:

- **When a cold light bulb blows:**
Gather up the remains of the light bulb with paper and place them into a glass jar with a lid. Then wipe the floor with a damp cloth. Place the cloth in the glass jar too, close the jar and label it "may contain mercury from a low-energy bulb", for example. Do not use the vacuum cleaner as it could further pulverise and vaporise the droplets of mercury and spread them into the air.
- **When a hot light bulb blows:**
Air and leave the room for 20-30 minutes. Then clear up the remains of the bulb in the same way as for a cold light bulb.

Tips!

Ecolabelled products

Ideally use ecolabelled products and try to make consideration for the environment a natural part of your everyday life.

Clean packaging

Clean your packaging to get rid of any leftover food or similar that smells unpleasant and is unhygienic.

Separate packaging

If the packaging comprises more than one material, they need to be separated. If it is impossible to separate the materials, the packaging should be sorted by the most dominant material in terms of weight.

Plastics and metals

Keep plastic and metal packagings loose as they are sorted before they can be recycled.

Separate – the right way

Separate refuse the right way at the recycling station so that the products can be used again.



How we can save energy for a better environment

- 1 Turn off lights and do not leave electronics in stand-by mode. Remember to turn off items like TVs and computers properly.
- 2 Unplug chargers for mobile phones and cameras etc. when not in use. Plugged-in equipment that is not in use also uses energy.
- 3 Air rooms quickly and efficiently so that you don't cool down walls, floors and ceilings. Do not leave any windows ajar.
- 4 Position your furniture wisely. Keep the areas in front of and above radiators free so that the heat can spread freely into the room.
- 5 Scrape dirty dishes instead of rinsing them before putting them in the dishwasher.
- 6 Do not wash up under a running tap.
- 7 Have a shower instead of a bath.
- 8 Defrost your refrigerator and freezer regularly.
- 9 Report a fault if a tap or toilet is leaking.
- 10 If you can, leave your car at home. Travel to work by public transport or bicycle.
- 11 Always take environmentally hazardous waste to the municipality's recycling centre.
- 12 Set both your refrigerator and freezer at the right temperature. The recommended temperature is +5°C for refrigerators and -18°C for freezers. Every extra degree colder increases energy use by around 5%.
- 13 Planning on defrosting food from the freezer? Take it out in plenty of time and let it defrost in the refrigerator.
- 14 Put the lid on the pan when boiling water or cooking, this way you use just one third as much energy compared with having the lid off.
- 15 Use an electric kettle to boil water. This saves energy.

A good indoor climate and comfortable temperature

The apartment has a system for keeping the air and temperature pleasant. It's important that the ventilation and radiators both work. So remember not to block the supply and exhaust air valves and to keep radiators clear of large furniture and textiles.



Ventilation and temperature go hand in hand

Allowing the air to circulate spreads the heat evenly through the apartment. When the air can circulate, the thermostat detects the heat in the whole room. Large furniture can stop the heat from a radiator spreading into the room. So keep the areas in front of radiators free from large furniture and textiles.

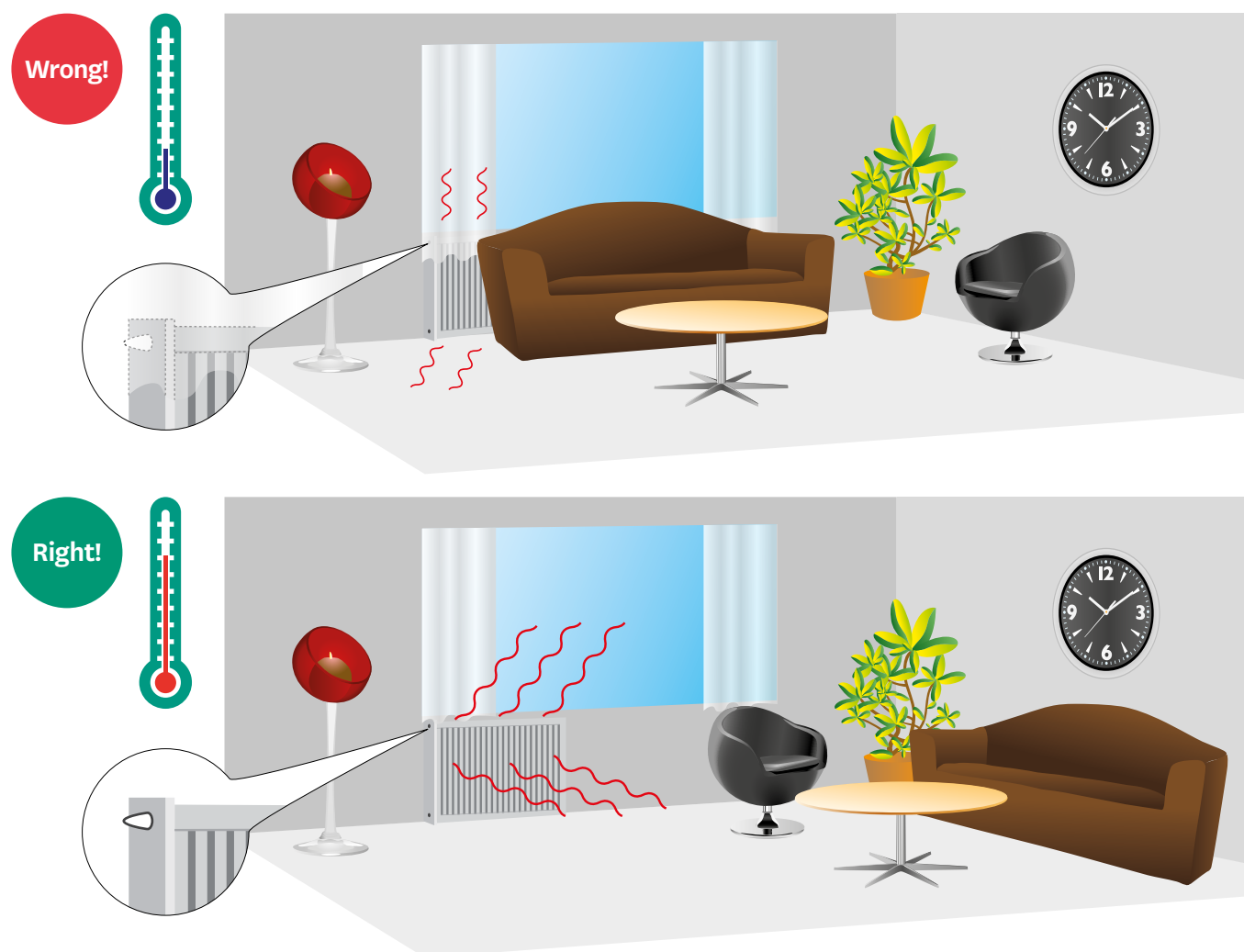
Useful information about ventilation

Ventilation helps to get rid of moisture from baths, showers, washing up and laundry. It also removes cooking smells, volatile substances from detergents and hygiene products as well as carbon dioxide and other substances that we emit ourselves.

For the ventilation system to work properly, the air must go in and come out unimpeded. This is why it's important to keep the ventilation openings free. If you obstruct or impede the air's path in some other way this will reduce ventilation in your home. Possible signs of reduced ventilation include the formation of moisture on the insides of windows and musty air. One example of inadequate ventilation is if it takes a very long time for steam to disappear from mirrors or windows in the bathroom after a shower.

Clean the supply and exhaust air valves regularly to help improve your indoor climate.

For your own wellbeing, the ventilation's pre-settings may not be changed or turned off.





Give the temperature a helping hand

1. Make sure the handwheels on your radiators are fully open for maximum heat.

2. Let the air circulate in the apartment.

3. Do not place furniture in front of radiators.

4. Keep ventilators open, and clean them as required.

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421 42 VÄSTRA FRÖLUNDA

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