

Questions & answers



How do I find my room once I arrive at my housing area?

Finding your room can be a bit tricky and therefore maps/pictures to help you find your room were sent via email, have a look in your inbox!

Because of the many corridors connected at Lappis, it is easy to end up in front of the wrong door – you may think that you are, for example, in Amanuensvägen 4, but you may have ended up being in Amanuensvägen 6 without even realizing it! Be careful and make sure you are in the right corridor! 📍📍

How do I open my door with electronic key? (Lappis/ Kungshamra)

The key set consists of one iLOQ key for the room door and one electronic badge for the front door and common spaces (laundry room and shared kitchen). When using the iLOQ key to enter your room, it needs to be inserted entirely into the keyway and then turned. If the cylinder does not open, the key need to be removed and slowly re-inserted into the cylinder again. *Make sure you are at the right room!*

How do I open the door to an Albano accommodation?

To open a door to an Albano accommodation you need to lift the handle.

What if any of the keys to my accommodation is broken or damaged?

Any sort of damage must be reported with pictures within 48 hours by making a *maintenance request* through your account in Mobility Online or by sending an email to housingoffice@su.se. *The set of keys you receive at arrival must be the exact same set of keys when you leave!*

What if something in my room doesn't work, is damaged or if the room is dirty?

Any sort of damage needs to be reported with pictures within 48 hours by making a *maintenance request* through your accommodation account Mobility Online.

What should I do if the common kitchen is dirty?

If you live in Lappis or Kungshamra a cleaning service for the common areas will be sent shortly after your arrival but after this occasion there will be no more cleaning service in the common areas. *Talk to the other tenants living in the same corridor and plan a cleaning schedule!* It is every tenant's responsibility to keep common areas clean and tidy at all times, therefore you should talk to your roommates about this!

Will there be any possibility to meet the Housing Office and ask questions about anything related to my accommodation after I move in?

Read carefully your housing contract and information on the web, especially the part *For tenants* and *Housing areas* to get answers to questions. If you cannot find your answer, you can join a Zoom drop-in time. Zoom drop-in times are on the 16th and 23rd of January between 11:30 -12:30, as well as on the second Tuesday of the month at the same time (11:30-12:30) – check the Housing Office web-page for links and updates!

Where do I find my housing contract?

A copy of the housing contract was sent to you via email when you accepted the accommodation offer.

Who is my landlord?

The Housing Office, Stockholm University is your landlord. Contact housingoffice@su.se in case of any inquiry.

Do I need to be a member of the Student Union?

All tenants at Lappis and Kungshamra need to be members of a student union. More information and a reminder will be sent by the Housing Office later during the semester!