

USEFUL INFORMATION FOR ALL TENANTS

# RULES, REGULATIONS AND MAINTENANCE

UTLEIEMEGLEREN





# INSURANCE, PAINTING, CLEANING, PERMANENT MOUNTING & KITCHEN COUNTERS

## 1. INSURANCE

When renting you are required to have insurance that covers all your belongings and movables in the rental unit.

## 2. PAINTING

Painting is only allowed with written approval from the owner. The colour, who will cover the costs and other details need to be stated in the written agreement before you start painting.

## 3. CLEANING

Regular cleaning of your rental unit is required, especially in the kitchen area where cooking grease and fat accumulate quickly. Remove burn stains regularly from your oven top using a recommended scraper and make sure that kitchen vents and filters are cleaned on a regular basis. If your kitchen vent has a carbon filter, this also needs to be cleaned and/or changed regularly. See product information and recommendations online for further instructions.

## 4. PERMANENT MOUNTING OF SHELVES AND OTHER ITEMS

Drilling holes or otherwise mounting or attaching any furniture or objects such as flat-screen TVs and bookshelves without written approval from the owner is not allowed. If the owner has approved mounting of curtain rods, shelves, etc. this is considered permanent and expected to remain in the rental unit when the lease runs out.

## 5. KITCHEN COUNTERS

Do not place hot pots or saucepans, wet glasses, etc. on the kitchen counter as they can leave permanent stains. Water and any other spills should be dried up immediately. Wood countertops need to be protected by applying a special countertop oil as required or at least once a year – remember to always follow instructions for the chosen product.

# WOODEN FLOORS, DRAINS, TAPS/SHOWERHEADS, DOORS & VENTILATION

## 6. PARQUET AND WOODEN FLOORS

Water and other spills need to be dried up immediately. The floor needs to be protected from movable furniture, by using furniture pads or other protective products that keep the floor from getting scratched.

## 7. KITCHEN AND BATHROOM SINKS AND DRAINS

All drains in your rental unit must be cleaned and if necessary treated with the use of a proper drain opener, usually on a regular basis. Accumulated hair or other items that may cause the drain to clog must be removed by hand by opening the lid.

## 8. TAPS, SHOWER HEADS AND WATER PIPES

Any visible water pipes underneath your washbasin can and should be tightened by hand at least once a year. Some leaky taps or shower heads can also be tightened manually to stop water from dripping. Use a towel or cloth for better grip.

## 9. CUPBOARD DOORS, OTHER DOORS, LOCKS AND HANDLES

If a cupboard door is loose, the hinges and handles can be tightened by simply using a proper screwdriver. In case of problems with any locks, apply lock oil or other recommended products that can help lubricate the lock.

## 10. DRYING CLOTHES

Avoid hanging clothes on doors and radiators. Avoid drying clothes indoors if the air is already humid in your rental unit.

## 11. VENTILATION

Airing rooms and letting clean air flow through your rental unit are vital for ensuring that the indoor air quality is satisfactory and that problems with fungus due to humidity and lack of circulation are avoided. During the winter season, "shock airing" may be necessary (open all windows for about two minutes). Ensure that all vents are open to ensure a steady flow of fresh air throughout the year.

Make sure to ventilate often when drying clothes or after using the shower and make sure kitchen and bathroom fans are in regular use. Any condensation that appears on windows must be wiped with a dry cloth, so as not to damage the frames and surrounding woodwork. Be sensible with your furniture: remember to always ensure that there is space between your furniture and any walls, so that oxygen may flow freely and prevent any fungus from appearing on your furniture or walls.





## FIRE SAFETY, LIGHTBULBS, THE HOUSING COOPERATIVE BOARD & KEEPING PETS

### **12. SMOKE DETECTORS/FIRE EXTINGUISHER**

Batteries in all smoke detectors need to be checked at least once a year. Turn your fire extinguisher upside down once a year and ensure that the arrow indicator is set to green.

### **13. LIGHT BULBS/DOWNLIGHTS**

All light sources need to be changed as needed and be in working order when vacating the rental unit.

### **14. MATTERS FOR THE HOUSING COOPERATIVE BOARD**

If you have questions regarding name tags for the calling system, common laundry room, janitor, complaints regarding neighbours, etc. you can

contact the Housing Cooperative Board or the janitor. The Housing Cooperative (“borettslag” or “sameie” in Norwegian) usually has a website, a Facebook page or contact information posted in the common areas.

### **15. BE A GOOD NEIGHBOUR**

Rubbish should not be left in any of the common areas and the rules of conduct of the Housing Cooperative (husordensreglene) should always be followed. Be respectful and friendly.

### **16. KEEPING PETS**

Pets are only allowed by written agreement with the owner and if the Housing Cooperative allows it.

# GET TO KNOW YOUR RENTAL UNIT

## **STOPCOCKS**

Familiarise yourself with the location of all stopcocks in your rental unit. Consider turning the water supply off if you are leaving for a long period of time.

## **REPORT BIG ISSUES AND ISSUES YOU ARE NOT ABLE TO HANDLE YOURSELF**

Any issues that you suspect can do damage to the rental unit or the building need to be reported to Utleiemegleren as soon as possible. As a tenant, you are required to do what you can to minimise any damage or economic loss if a crisis occurs. Minor maintenance issues such as ensuring that locks are in working order are the responsibility of the tenant. If in doubt, please contact us for clarification. If you wish to make a complaint, you must do so within reasonable time. If you fail to do so, the complaint might be rendered void.

## **FUSE BOX**

Localise and familiarise yourself with the fuse box and its index. Any electrical shortages can usually be fixed by flipping the right switch in the fuse box. If the fuses are all in their upright position and you are still experiencing a blackout or other electrical problems, contact Utleiemegleren for further instructions.

## **DUGNAD**

You are expected to participate in any voluntary work organised by the Housing Cooperative, known as “dugnad”. All common areas at your disposal are in need of work and depend on a joint effort from both owners and tenants in the building.





# WE ARE HERE TO ASSIST YOU

**UTLEIEMEGLEREN**



**UTLEIEMEGLEREN FORVALTNING**

For any questions regarding your rent, notices received, payments or errors and omissions, feel free to contact our caseworkers at Utleiemegleren Forvaltning at: [boligforvalter@utleiemegleren.no](mailto:boligforvalter@utleiemegleren.no). We are here to assist you, alongside your real estate agent.

**CLEANING AGENCY**

We recommend the use of a professional cleaning agency when vacating your rental unit. Contact your real estate agent for details and a non-binding price estimate from one of our trusted suppliers.



[www.utleiemegleren.no](http://www.utleiemegleren.no)