

Most frequently asked questions from tenants about the Coronavirus

The landlord or the caretaker needs to enter my apartment – am I obliged to let them in?

- Yes, generally speaking you are obliged to let them in.
- If you are really worried about being infected, you can ask your landlord if it is possible to postpone the visit – if it doesn't involve emergency repairs or a matter that needs to be dealt with immediately.
- If you or any member of your family is ill, you must say so and you can agree on a new time.

What should I do if I don't have enough money to pay the rent?

- You must pay your rent on time. If you do not pay you could be evicted from your apartment.
- If you realise that you do not have enough money to pay your rent, you must talk to your landlord and explain the situation.
- We have sent a letter to landlords throughout the country asking them to be sympathetic towards tenants who are experiencing financial difficulties. However, it is the landlord who decides what course of action to take. It is important that you contact your landlord if you find you do not have enough money to pay your rent.

Can I use the utility room and other communal areas?

- Yes. There are no special recommendations regarding utility rooms or other communal areas. As usual, it is important to wash your hands with soap and water or use hand sanitiser.
- The landlord is permitted to post a list of rules although you cannot be prevented from using a utility room or other communal areas due to the risk of infection.
- If despite this the landlord closes the utility room to reduce the risk of infection, you are entitled to have your rent reduced. If you are a member of the Tenants Association, you can in that case contact our advice line for help. The telephone number is **0771-443 443**.
- If you belong to a risk group, or if you are ill and cannot go to the utility room, you are not entitled to have your rent reduced.

Can I receive help from my neighbours, or can I help them?

- It is tremendous that you are able to help each other. If you go to www.godagrannar.nu you can say if you need help or if you would like to help others. Staff at the Tenants Association will then try to bring people together so that as many as possible receive help with day-to-day matters, such as shopping.

You will find further information about how we are handling the coronavirus crisis at www.hyresgastforeningen.se/corona. As a member of the Tenants Association you can also call us for advice. You can reach us on **0771-443 443**. The waiting time will be slightly longer than usual as we are receiving a lot of calls at the moment.

You can also find information in your language about the Coronavirus/Covid-19 and the spread of infection by going to:

www.folkhalsomyndigheten.se

www.1177.se