

# Comfort rules

## Error reports and Management

You can reach us by phone at 08-775 00 70 or e-mail [info@robutz.se](mailto:info@robutz.se).

Our opening hours are 9-16 on weekdays and expected response time is about 48 hours.

Other service numbers to such as the elevator, laundry room, internet and television, you can find on the bill-board in the entrance of the building.

For disturbance reports or error reports, we refer to our website:

[www.robutz.se/felanmalan](http://www.robutz.se/felanmalan).

If you make a disturbance complaint on a specific apartment, you need to write that apartment number in the box "meddelande". Of course, the report is anonymous.

## Consideration for neighbors

### Sound

There are a lot of sounds that can disturb you neighbors, especially during the evening. To minimize the risk to disturb your neighbors, you can for example have rugs on the floor which can tone down sounds, Further thing you can do is to not walk with heels och hard soles, play loud sounds as the piano, music and TV or screaming and shouting.

On weekdays, it must be quiet between 22.00-08.00.

On weekends, it must be quiet between 24.00-10.00.

If you are going to have some type of event that could make sounds during these times, you have to tell your neighbors in advance.

If someone of your neighbors is disturbing, it is good to first inform the neighbor and if that does not help, we can help you after receiving an error report on the website.

### Smoking

Smoking within the property is not allowed, neither inside or outside. If you have to smoke, there is an ashtray outside the property in the corner outside the gym.

### Other disturbances

You may not shake off dust from your bedding clothes or carpets from the window, you have to go outside to do this.

To feed or lay out food to animals like birds or cats is not allowed since this attracts vermin.

### Safety

When you meet someone in the building - say hi! A neighbor often appreciates this but an uninvited guest does not in general like to be observed. It is safe to recognize your neighbors and to greet them creates security and well-being.

### Shared spaces

All tenants have the same right to use stairs, the elevator, the room for bikes and their storage room. Therefore, it is important to show consideration so that this really is an asset for all residents. Bikes, prams, shoes, doormats etc, are not allowed to be placed in the stairwell or outside the doors. A free passage is also extremely important for the work of rescue and fire personnel in the event of an accident or illness. A cleaned stairwell and hallway also make sure that the cleaning staff can do their job.

### Common questions

If you ever need to ask something, you can start by checking the document Q&A! There, the most common asked questions are collected. If you still haven't find an answer to your question, you are of course welcome to contact us!