

# HOM E G U I D E



MOVING IN ►

# Welcome home!

You've chosen to move to an apartment with right of tenancy, and we think you're doing just the right thing. Maybe you feel that there are more important things in life than maintaining and renovating your home. Or that you'd rather spend your time on experiences than on shovelling snow or clearing away weeds.

We hope that you as a tenant will want to help contribute to making this a good place to live. You can take part in home meetings and neighbourhood watch, and why not come and join us on one of our barbecue evenings in August? This Home Guide provides you with lots of tips on your accommodation and how to be a good neighbour.

You can find our news and current information about vacant apartments at [karlskronahem.se](http://karlskronahem.se). You can also use the website to report faults or register interest in a home.

We at Karlskronahem want you to really enjoy your time with us! Bobutiken – the Karlskronahem costumer center, our home hosts and other members of staff are all there for you, so don't hesitate to get in touch if you have any questions or need help.

Once again, a very warm welcome to Karlskronahem!

*Ann Winbom*

MARKETING AND BOBUTIKEN MANAGER, KARLSKRONAHEM

LIVING HERE ►

STUDENTS ►

MOVING OUT ►

[karlskronahem.se](http://karlskronahem.se)

 Karlskronahem

**Bobutiken** | Norra Smedjegatan 12 | Telephone: 0455-30 49 00

Regular opening hours: Monday 10-17, Tuesday-Friday 10-15. Closed for lunch every day 12-13.

Regular telephone hours, Monday-Thursday 8-16.30, Friday 8-15. Closed for lunch every day 12-13.

See our updated opening hours at [karlskronahem.se](http://karlskronahem.se).

IMPORTANT NUMBERS ►



# Moving in with us

## Housing queue and points

Once you have signed the contract for your new accommodation with Karlskronahem, you are removed from the waiting list and your points are deleted. If you want to remain on the waiting list, you will have to register once more and your points will restart at zero.

## Before you move in

Make sure you give yourself plenty of time to prepare your move, clean the accommodation you are leaving before the changeover date. There are many things you can prepare, e.g. behind the fridge, cooker, cupboards, windows, under the bathtub, etc.

It can also feel as though there's not enough time on the day you move. According to the Swedish Tenancy Act, the old tenant has the right to hand in the key no later than 12.00 on the leaving date, and the new tenant has access to the key at 13.00 on the day they move in.

These days are one and the same day, and we recommend that you plan your move well in advance, as your belongings will sometimes need to be kept in a removal van before you are given the key to your new home.

Planning is the be-all and end-all when you decide to move home – feel free to ask us, as we have plenty of tips along the way.

## Pay the first month's rent before you collect your keys

You can collect the keys to your new accommodation on the 1st of the month at bobutiken, Norra Smedjegatan 12. **If the 1st falls on a Saturday, Sunday or public holiday, the keys can be collected on the next working day.** Bear in mind that the first rental payment must have been made and that you need to present ID when you collect your keys. The keys are valuable objects, which

All the information you need is updated on our website. Make it a habit to check it out every now and then.

you must replace if they are lost or destroyed. If there is a door code, this is issued together with your keys.

## Read the inventory carefully

Before you move in, your home host will have inspected your new home and written an inventory. Any faults in the apartment will have been written down here. It's important for you to review the inventory carefully. If you find any faults which haven't been included in the inventory, you'll need to report this to our fault report desk within eight days, otherwise you may end up liable for the repairs. You can require the inventory in bobutiken or from your home host.

## Renovating your home

Renovations or any minor or major jobs that have to be carried out in your home will be identified in the final inspection by the person moving out.

Any adjustments regarding what has to be done in your home will then be scheduled with you, the new tenant.

Under the Swedish Tenancy Act we have neither the opportunity nor the right to deal with any faults or renovations before you have moved in.

## Keep an eye on your storeroom

All apartments have a storeroom with the same number as the apartment. When you move in there must be a padlock on your storeroom. Ask your home host to remove it and replace it with your own lock. For reasons of safety it is important that you do not swap storerooms with any of your neighbours. If anything were to happen – such as fire or break-in – we need to know exactly whose belongings are in which storeroom.

## Time

We organise enjoyable activities, the purpose of which is to offer a taster of what you can do with your leisure time when you rent your accommodation and don't have to cut the grass, paint the house or replace the roof.

**SUMMER FUN**  
Staff from Karlskronahem welcome tenants aboard for a trip in the archipelago.

Make sure you do not place your belongings directly on the floor in the storeroom, as they may be destroyed in the event of a flood. Also check your home insurance policy – insurance companies often stipulate that you must keep your belongings a certain height above the floor.

The storeroom might sometimes be in another building – if you cannot find it, ask us for assistance.

## Internet

Most of our apartments have access to the urban network; check with us or with Affärsverken if you want to know for sure. If you want to connect, you either contact your preferred provider or choose one at [karlskronaporten.net](http://karlskronaporten.net).

## Well-being in the laundry room

Depending on which system is in operation in your building, you will be given either a laundry pin or a tag for the laundry. The laundry pin is a small metal plug that you place in a board when you book a laundry time. The tag is a plastic disc that you use to

make digital bookings via a display outside the laundry room. For everyone's convenience, it is important that you keep to your times and clean up after yourself in the laundry room.

## Sorting for the environment

Almost all of Karlskronahem's properties operate sorting at source. Most of our buildings have special recycling rooms or eco centres with sorting at source. It is important that you as a tenant sort as directed on the signs.

There is further information about the recycling rooms and sorting at source at [karlskronahem.se](http://karlskronahem.se) and [affarsverken.se](http://affarsverken.se).

## We want to welcome you

Within a short time of your having moved in with us, we follow up to see how you are settling in, including a review of the inspection record and how the planning of any renovation worked out, as well as whether you have found your recycling room and laundry room. We want to help you to quickly feel at home in your new area and new property.



## Comfort

– having the rental cost under control, knowing that someone else will clear the snow and grit the paths, and that the landlord is responsible for repairs and maintenance.

# Worth knowing if you're a tenant

## How to report a fault

If you discover a fault or defect in your home, it's important that you notify us as soon as possible. When you report the fault, we would like you to tell us whether we can enter the home if you are not there. Also let us have your phone number in case we need to contact you. **To submit a fault report online, log in using your personal ID number and your PIN code, which you can find on your rent notification.** Your fault report must be processed and rectified within seven days.

Do not delay in reporting the fault, as this could result in even worse damage. This may mean that you have to pay for the repair.

### REPORTING FAULTS ON OUR WEBSITE



**karlskronahem.se**

The easiest, quickest way to submit a fault report is via our website.

### REPORTING FAULTS OVER THE PHONE



**0455-30 49 49**

### REPORTING FAULTS EMERGENCIES



**0455-227 17**

After office hours and in the event of an emergency, such as water leaks or power cuts, you can phone our duty service.

## Indoor temperature

The temperature must be between 20 and 21 degrees when measured in the middle of a room, one meter above the floor. If the radiator is cold, this does not necessarily mean that anything is wrong. Quite the reverse, the most common cause of a cold radiator is that the temperature in the room is already 20 to 21 degrees. If you have rooms that face the sun, this can be enough to generate the correct temperature. So the heating does not come on.

### A few tips on what to do before reporting a fault:

- Check the radiator thermostat to make sure it is at the maximum setting.
- Avoid positioning sofas and long curtains in front of the radiator, as they prevent heat dispersion.
- Only use the kitchen fan's maximum setting when preparing food. A fan that is operating at full power extracts the heat more quickly than the radiator can deliver it.
- Valves in windows or behind radiators must be open to allow fresh air to circulate in the right places.
- Make sure you keep your home well aired. Letting in a quick draught provides plenty of fresh air, while at the same time you avoid cooling down your home.

## Safe and secure thanks to fire alarms

Together we can create safer, more secure accommodation. All apartments at Karlskronahem have fire alarms. We assume responsibility for installation, but we then need your help to check on an ongoing basis that the fire alarms are working. It's quick and easy to do. Submit a fault report if you discover that the fire alarm is not working.





Service Manager  
Peter Rasmusen.



Malin Frigghe and  
Ann-Christine Johansson.



Student Coordinator  
Thomas Åberg.



Anna-Karin  
Hallström.

## Moving within Karlskronahem

We approve relocation once you have lived with us for one year. If you need to move sooner for various reasons, we consider your request.

## Free for callout

For the safety of everyone, it is important to maintain free access for the emergency services in stairwells and external galleries. It is therefore prohibited to leave prams, walking frames or anything else that might represent an obstacle in these areas.

If there is a fire in the stairwell or in another apartment, we recommend that you stay in your apartment. Fire spreads more quickly when doors are opened. Wait for the emergency services, their first task is always to evacuate people from the building.

## Peace of mind with home insurance

We recommend that all our tenants arrange home insurance cover. This provides you with good protection in the event of a burglary, fire, flooding or other damage. We all need to review our outgoings every now and then, but to cut back on home insurance can have major financial consequences if the worst happens.

## Small animals can cause major damage

If you find mice, ants or other pests in your home, submit a fault report to us. We will then contact Anticimex and they will take care of pest control at no charge at all to you.

## The whole world on your TV

Most of our tenants have access to cable TV. If you live in the outer areas, you have satellite TV instead. You can always find the current range of channels on our website.

## What are you allowed to do yourself when you live in a property with tenancy rights?

You may paint and wallpaper at your own expense, but it is a requirement that this is done to a professional standard. If it is subsequently assessed to be unprofessional, you may be liable to pay compensation. Feel free to contact your home host if you are unsure. We would also like you to make sure you paint and wallpaper in light colours and discreet patterns, so that the tenant who comes after you will also be comfortable. It is not permitted to paint on wallpaper.

## Subletting

The permission of the landlord is required if you wish to sublet your home. Permission must be sought in writing at Bobutiken. If the landlord does not consent to the subletting arrangement, permission may be sought from the local rent and tenancies tribunal.

## Your home host

The home host in your area organises basic repairs in your accommodation and will be happy to visit you if you have any questions about your accommodation. The easiest way to contact him is during his phone times. If you have problems contacting your home host during his phone times, call our customer service on 0455-30 49 00. We can often answer the same questions or point you in the right direction. The easiest way to find phone times, phone numbers and email addresses is on our website under Contacts.



### The right light bulbs create a better environment and lower electricity costs

Save around SEK 600 a year by switching to energy-saving lamps.

Calculated on apartment with 3 rooms & kitchen.

## Energy for the future

One of the most important issues for the future is how we will meet our energy needs. We at Karlskronahem work actively on the energy issue.

It is our aim to go over to environment-friendly and/or renewable energy sources. We are extremely proud of the fact that many of our buildings are supplied with renewable energy such as solar and lake heating. There are many simple things that you can do in your everyday lives to reduce your energy costs as well as our impact on the environment. If you have any more good tips, we at Karlskronahem are happy to hear them.

### Switch to water-saving shower heads

Karlskronahem is switching to water-saving shower heads, which halve the cost of water and heating it.

### Don't throw food away – plan and freeze

Save up to a whole bag of food by planning every month.

- Always use a lid on your saucepan and make sure you use a hob that is the same size or smaller than the object sitting on it.
- Don't leave lights on unnecessarily, switch off lights in rooms that are not in use.
- Do the washing up and rinsing in a washing-up bowl, not under running water.
- Dripping taps/toilets and draughty windows/doors have an unnecessary environmental impact. Submit a fault report as soon as you notice any such problems.
- Wash and tumble dry only if you can fill the machine.
- Defrost the freezer when ice starts to form, an iced-up freezer consumes more energy.
- Switch off all electronic devices with a switch, and don't leave them in standby mode. A power strip with switches can save a lot of energy.

### Cycle to work

Save SEK 500 a month by leaving the car where it is. Both you and the environment will benefit.



# A few basic rules for safety and well-being

## 🟢 Music and noise

Adapt the level of music and other sound so that you don't disturb your neighbours. This applies around the clock.

## 🟢 Pets

Pets are naturally permitted, as long as they aren't dangerous or aggressive. But bear in mind that dogs and cats must be kept under supervision and that dogs must be secured outdoors. Don't forget to clean up after your pets.

## 🟢 Free for callout

For the safety of everyone, it is important to maintain free access for the emergency services in stairwells and external galleries. It is therefore prohibited to leave prams, walking frames or anything else that might represent an obstacle in these areas. Uncluttered spaces also make everyday work much easier for those who have to clean the stairwells.

## 🟢 Smoking prohibited in all communal areas

For reasons of fire safety, smoking is not permitted in communal areas.

## 🟢 Cellar and storeroom

For everyone's safety, cellars and storeroom doors must be locked. It is important that you do not swap storerooms with any of your neighbours. If anything were to happen – such as fire, flood or

break-in – we need to know exactly whose belongings are in which storeroom.

## 🟢 Please don't feed the birds

It is not permitted to feed birds close to the building. Bird food that is left over attracts pests.

## 🟢 Satellite by arrangement

If you would like to set up your own satellite dish, you need the written permission of the manager responsible. It is important that the satellite dish is installed in the right way and in the right place.

## 🟢 Neighbours working together

Neighbours who show consideration for one another contribute to both safety and well-being. And if everyone also accepts responsibility for keeping an eye and what is happening in the neighbourhood, this also contributes to a safer home.

## 🟢 Balconies and terraces

For the sake of your neighbours, it is important to keep your balcony or terrace clean. It is not permitted to shake rugs from windows or balconies, as the neighbour below you should not have to be covered in dirt. Because of the risk of fire, it is only permitted to use an electric barbecue on the balcony. To prevent accidents caused by falling flower boxes, these must be mounted on the inside of the balcony rail.





## KUNGSMARKEN

The spacious balconies offer plenty of scope for furnishing.

LIVING HERE

### ☺ Sorting in environmental buildings

In most areas there is an environmental building where you leave household waste. For the sake of the environment, it is important that you sort waste in accordance with the signs in the environmental building. It is not permitted to leave bulky waste such as irons, computer equipment, rugs or furniture in the eco centre. You are always welcome to contact your home host if you are unsure of the rules. You can also find out more at [karlskronahem.se](https://www.karlskronahem.se) or [affarsverken.se](https://www.affarsverken.se).

### ☺ Pleasant laundry rooms

We at Karlskronahem want all tenants to be happy in the laundry room. In order to succeed with this, we need your help. You can easily contribute to well-being by keeping to your laundry times, cleaning the detergent tray, emptying the filter in the tumble dryer and wiping the floor when you have finished your laundry.

### ☺ Park your car in the right place

For everyone's well-being, we want to keep the areas around our homes free of cars. You can hire a parking space via [karlskronahem.se](https://www.karlskronahem.se) or in bobutiken. Any unauthorised use of parking spaces is monitored by our duty service and punished by a fine.

### ☺ Guest parking

If you are expecting a visit and need a guest parking space, you can book one via our security on tel. **0455-227 17**. Spaces are hired by the day and are charged to the subsequent rent notice.

### ☺ Noisy neighbour?

It is self-evident to most people that we treat neighbours with consideration and respect. If you are disturbed by loud music or anything else from your neighbour, usually it's enough to knock on the door and have a little chat with the person disturbing you. If you'd rather not knock on the door or if it doesn't help – please do contact us. Outside normal office hours you can contact our security

## Forgotten to pay the rent? Contact us straight away!

If you have not paid your rent for any reason, it is extremely important that you contact us straight away. We can then help you to find a solution to the problem.

The rent must be paid by the last day of every month. If you do not pay on time, you will receive a debt collection demand within a couple of days. A demand fee will also be added. If you still fail to pay, you risk having your contract terminated and you will then have to move out. The same applies if you pay your rent too late on several occasions.

One good tip is to pay rent via autogiro (direct debit). The rent is then taken automatically from your bank account every month – convenient, practical and safe. Contact Karlskronahem's Finance Department to set up the autogiro service, **0455-30 49 00**.

on tel. **0455-227 17**. All reports are treated in confidence, which means that the neighbour will never know who has submitted the report. If you are disturbed by a domestic fight and suspect a crime, we would ask you to call the police at once on tel. 112. Feel free to contact the security as well, so that we are informed about the disturbance.

### ☺ When you have a party

We all have something to celebrate at some time. If you're planning to hold a party, it's a good idea to let your neighbours know by dropping a note through the letterbox. Also make sure you end it at a reasonable time or lower the volume of the music if it gets late.

### ☺ If you are locked out

If you are locked out, you must always contact our security on tel. **0455-227 17**. They will unlock the outer door for you if you can identify yourself. You will then be invoiced for the labour cost.

LIVING HERE



ROSENFELDT  
Karlskronahem converted the  
old Rosenfeldt folk high school  
to create 22 modern student  
apartments.

# Students

student@karlskronahem.se

There is plenty of very useful information for students throughout the whole handbook. We have collected the points that apply only to students here.

## Accepted at BTH or Hyper Island

To be able to rent a student apartment from Karlskronahem you must have been accepted at BTH, Hyper Island or another equivalent vocational or higher education course. You may not remain in your student housing after you have completed your studies.

## First rent and deposit

All students must pay their first rent and a deposit before they move in. The deposit will be returned when you move out and have fulfilled all commitments, such as final cleaning and returning the keys.

## Rent

If you live in student housing, you will usually pay rent for ten months per year. This means that you have a rent-free period during the summer. See what applies for your accommodation on our website [karlskronahem.se/student](https://karlskronahem.se/student). The rental contract must, however, be signed and you must move in no later than 1 March for ten months' rent to apply for the first year. The only student accommodation that may not be used during the rent-free period is a small number of apartments on Bredgatan. Feel free to contact our student administrator for further information, [student@karlskronahem.se](mailto:student@karlskronahem.se).

## Student rooms for women only

Karlskronahem offers some student accommodation exclusively for women. This means that the kitchen, toilet and shower are only shared with other women.

## Living with your family

If you have your family with you, we offer a small number of homes for this purpose within our student accommodation portfolio. Contact us for further information via [student@karlskronahem.se](mailto:student@karlskronahem.se).

## Personal ID number/object number

We'd like you to state your personal ID number or object number when you contact us. This will make it easier for us to give you a fast service.

## Internet

Approx. 10 Mbps broadband is included in the rent and is supplied to every apartment. You can buy additional services and capacity via the [karlskronaporten.net](https://karlskronaporten.net) portal. If you have any questions regarding capacity, technology and services, please contact Affärsverken, which is responsible for the urban network, at [info@affarsverken.se](mailto:info@affarsverken.se) or by calling **0455-783 00**.

## When you move out

If you have been living in shared accommodation, we would ask you to lock your security lock before returning your keys. During a departure inspection, all areas are inspected, including communal areas such as kitchen and bathroom, so don't forget to clean there as well. The deposit is returned following an approved inspection to a specified bank account.

If you have any questions regarding your student accommodation, please feel free to contact our student administrator at [student@karlskronahem.se](mailto:student@karlskronahem.se).



# Good to know when moving out

## ❗ Cancel your apartment contract in good time!

There is a lot to think about if you are terminating your rental contract and moving out. It is important that you hand in your notice as soon as possible. Also bear in mind that it must be in writing.

You can also serve notice on our website, around the clock. The period of notice is three months, or one month in the event of a death.

Also make sure that you serve notice on any garage or parking space. The same applies for broadband, any home insurance and special cable TV subscription.

## ❗ Tips for simplifying your removal

Start your final cleaning the week before, defrost the fridge/freezer, clean floor drains, clean windows, dust outside and inside cupboards.

Attend the final inspection of the accommodation you are moving into, so that you can ask whether you can start to move your belongings into the storeroom or into one room a few hours earlier. It is, however, always the current tenant who makes this decision.

If you receive the consent of the guest who is leaving to collect the key a day or so earlier, we would like this to be confirmed on the key receipt by the guest who is leaving.

Book a removal firm or removal van/trailer well in advance.

## ❗ Viewing of your apartment

Karlskronahem will arrange for a viewing of your accommodation during your period of notice. We strive to make sure that we arrange a speedy re-letting of your accommodation and maintain ongoing contact with you during the period until a new contract has been signed for your apartment.

## ❗ Be present during the inspection

The accommodation must be inspected by your home host in connection with your serving notice on your rental contract. It is a good

idea for you to attend the inspection, as we would like you to mention any small problems that we can rectify before the next tenant moves in. Any damage or abnormal wear in the accommodation may mean that you are liable to pay compensation to Karlskronahem.

## ❗ Don't forget electricity and telephone

Don't forget to notify your electricity grid supplier no later than one month in advance that you are changing address. If you buy electricity from anyone other than your grid supplier, you must also tell the electricity supplier at least one month before you move. Also make sure you terminate or transfer your telephone and Internet subscription.

## ❗ Return all keys

When you move out, it is important that you return all keys, including any copies you might have had made. Don't forget the keys to the storeroom and the laundry room. If you don't return all keys, you will be liable for the cost of changing locks.

You must return the keys no later than 12:00 on the first day after your rental contract has expired.

## ❗ Focus on cleaning

You must take extra care with your final cleaning – the next tenant must be able to move in without having to clean the accommodation. Bear in mind that all areas belonging to the accommodation must be cleaned, i.e. including balcony, storeroom, garage and patio. If the cleaning is not sufficiently thorough, you may be liable to pay for extra cleaning afterwards. If you have any questions about cleaning, we would ask you to contact Bobutiken or use our checklist on the last page.

## ❗ Temporary parking permit when moving

You can borrow a temporary parking permit for a vehicle in connection with moving from bobutiken.

Cancel your apartment contract in time!

We often update our website with useful and interesting information. Don't forget to check it out every now and then, now that you have TIME to spare in your rented apartment.

Flyttlåda

Flyttlåda

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## Freedom

– to be flexible when the changing situations in life demand prompt decisions on new accommodation and not having your money tied up in home ownership.

# Checklist for final cleaning

## Kitchen

- ☐ Cooker
- ☐ Top of the cooker
- ☐ Cooker plates, including edges
- ☐ Space behind the cooker
- ☐ Cooker fan
- ☐ Spice shelf
- ☐ Oven
- ☐ Baking trays
- ☐ Grille
- ☐ Drawer for baking trays

## Fridge, freezer and chiller

- ☐ Defrosting
- ☐ Cleaning

## Other items in kitchen

- ☐ Pantry
- ☐ Chopping board
- ☐ Lampshades
- ☐ Plug sockets and switches
- ☐ Doors
- ☐ Door frames
- ☐ Top edges of doors
- ☐ Walls and ceilings
- ☐ Windows, window frames and windowsills

## Bathroom

- ☐ Wash basin
- ☐ Taps
- ☐ Bath tub
- ☐ Behind front of bath tub
- ☐ Floor
- ☐ Floor drain
- ☐ Toilet
- ☐ Bathroom cabinet
- ☐ Mirror
- ☐ Valves
- ☐ Lampshades

## Other rooms

- ☐ Windows, inside and outside, and in between
- ☐ Radiators
- ☐ Doors – including top edges
- ☐ Floors
- ☐ Cupboards, wardrobes – drawers, shelves
- ☐ Plug sockets, switches
- ☐ Walls
- ☐ Ceilings

## Other areas

- ☐ Storeroom
- ☐ Garage
- ☐ Balcony



# Important numbers

## Contact Karlskronahem

Sometimes you may need to get in touch with us. Karlskronahem has a number of phone numbers and email addresses that you can use for various purposes – it must be easy to get in touch with us. You can also visit us at [karlskronahem.se](http://karlskronahem.se).

## Are you concerned about your neighbours?

When you live in an apartment building you can share fellowship, but sometimes also concerns about others. If you feel that a neighbour is disruptive, you should immediately notify Karlskronahem's security on tel. 0455-227 17, although you may also need to phone the police or an emergency service if you are concerned about what is happening. If you phone the police directly, you must also phone our security.

Even an apparently quiet stairwell can house domestic violence, personal misery, children being harmed, abuse or criminality. You are not obliged to act if you suspect that something is not quite right, but bear in mind that a call from you might make a difference for the person at risk of suffering!

We have gathered here all the contact details you may need.

<b>Bobutiken – costumer center</b>	0455-30 49 00
<b>Fault report</b>	0455-30 49 49
You can also report faults at <a href="http://karlskronahem.se">karlskronahem.se</a> or by email at <a href="mailto:felanmalan@karlskronahem.se">felanmalan@karlskronahem.se</a> .	
<b>Security</b>	0455-227 17
After office hours and in the event of an emergency, such as water leaks or power cuts, phone our security.	
<b>Finance Department</b>	0455-30 49 00
<b>Student administrator</b>	<a href="mailto:student@karlskronahem.se">student@karlskronahem.se</a>

## Do you suspect domestic violence?

Police	112 (akut) eller 114 14
Adult Section's reception team	0455-30 43 90
Kvinnojouren (women's shelter) in Karlskrona	0455- 188 03
Somaya – assistance in many different languages for woman and girls	020-81 82 83
Kvinnofridslinjen – national helpline offering advice and knowledge for women suffering violence	020-50 50 50

## Does a child appear to be suffering?

Helpline for children, Social Services	0455-30 43 09
BRIS helpline for children	116 111
BRIS for adults with concerns about children	077-150 50 50
<i>Please note that after office hours and in urgent cases social support is contacted via the police.</i>	

## Do you suspect misery or neglect?

In connection with personal misery, abuse, etc.	
Police	112 (akut) eller 114 14
Adult Section's reception team	0455-30 43 90
In connection with neglect of animals, etc.	
County Administrative Board, County Veterinarian	010-224 02 29
For support if you are the victim of crime	
Victim support service	0200- 21 20 19

*If any number has been changed, there is an updated list at [karlskronahem.se](http://karlskronahem.se).*



M O H  
U G E  
E D I



**Karlskronahem** | Norra Smedjegatan 12, SE-371 23 Karlskrona  
Telephone: 0455-30 49 00 | [karlskronahem.se](http://karlskronahem.se) | [f](#) Karlskronahem

**KARLSKRONAHEM** 