



Uppsala  
Bostadsförmedling

# Rules concerning queuing and mediation

*Revised 2018-10-18  
See list of revisions*

**Uppsala Bostadsförmedling**

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## 1 Queuing rules

The queuing rules issued by Bostadsförmedlingen set out the fundamental rules for the housing queue, queuing times and queue fees.

Uppsala Bostadsförmedling is referred to below as 'Bostadsförmedlingen'.

### 1.1 Fundamental rules

You can join the housing queue from the day you turn 16 years old. You can only have one place in the housing queue.

#### 1.1.1 Registering with the housing queue

You will need to provide your name, email and personal identity number (ID) or coordination number when joining the housing queue. You can provide your date of birth (day, month, year) instead if you do not have a personal identity number (ID) or coordination number

#### 1.1.2 Information about applicants

By registering, you consent to Bostadsförmedlingen storing, saving and processing your personal data in Bostadsförmedlingen's database in accordance with the Personal Data Act (PUL).

Bostadsförmedlingen will request complementary statements of earnings and tax required that ensures that you meet the landlord's criteria for approval as a tenant.

It is your personal responsibility to ensure that the information held by Bostadsförmedlingen about you is correct.

#### 1.1.3 Deregistration

If you no longer wish to remain in the housing queue, do not pay the queue fee for the renewal of the next payment period. You cannot get your queuing time back when you leave the queue. Bostadsförmedlingen will remove you from the queue:

- at your request,
- if you do not pay your queue fee within 60 days of registration or 60 days after the end of the preceding payment period,
- if someone has been deceased

You will lose your queuing time if you decide to leave the queue or are deregistered due to an unpaid queue fee. You will get a new queuing time if you decide to reregister. You have the possibility to get your queue fee repaid by sending us a written request within 14 days after registering. We will then deregister you and repay your queue charge.

### 1.2 Queuing time

Your queuing time is counted from the time of your registration. You cannot take over anyone else's queuing time or allow anyone to take over your queuing time, apart from in the event of death as explained in sub-section 1.2.3.

If you pay your queue charge too late your queue time will be set to zero. And you will get a new queuing time from the date of your payment.

#### 1.2.1 Your queuing time is set to zero if you get a tenancy agreement

Bostadsförmedlingen sets your queuing time to zero when you get a tenancy agreement. You will then get a new queuing time in Bostadsförmedlingen's queue, which will be counted from and including the tenancy agreement's day of taking possession. In some cases you can keep your queuing time despite getting a tenancy agreement; see 1.2.2.

#### 1.2.2 Special conditions to enable you to keep your queuing time

You will keep your queuing time after you have signed a tenancy agreement in the following circumstances:

- You have signed a tenancy agreement without any security of tenure, for example student accommodation or a fixed-term agreement (short-term agreements).
- You have signed a tenancy agreement via Bostad Direkt; see 2.6.

#### 1.2.3 Inheriting queuing time

If the event of an deceased applicant, the surviving spouse or cohabitee (under the Cohabitees Act (Swedish Code of Statutes – SFS 2003:379)) may inherit their queuing time. In order to inherit the queuing time, a cohabitee will need to have been

[Translation from Swedish into English]

registered in the Population Register (folkbokförd) at the same address as the deceased applicant for the past six months. Queuing times may not be inherited in other cases

#### *1.2.4 Credited queuing time from a another queue*

It is the Bostadsförmedlingens board that decides to receive a queue and the conditions for it.

### **1.3 Queue fee**

You have to pay an annual fee to be allowed to remain in the housing queue. Decisions on queue fees are made by the City Council in Uppsala. The fee is currently SEK 290, including VAT.

You can pay a queue fee for only one year at a time. Your queue place applies for 12 months from your registration or from the preceding payment period. When you pay the annual fee, you extend your queue place by 12 months.

Bostadsförmedlingen will inform you by email when it is time to pay the queue fee.

It is always your responsibility to pay the fee on time to keep your queuing time.

If you fail to pay the queue fee when you register or before the start of the next payment period, you will not be able to submit a notice of interest for vacant accommodations until this fee is paid.

Bostadsförmedlingen will remove you from the housing queue if you do not pay the queue fee within 60 days of registration or after the preceding payment period has ended.

Bostadsförmedlingen will not demand payment of unpaid queue fees; you are personally responsible for ensuring that your queue fee is paid on time.

You will lose your current queuing time if Bostadsförmedlingen receives the queue fee more than 60 days after registration or 60 days after the preceding payment period has ended. You will then receive a new queuing time from the date of payment.

#### *1.3.1 Repayment of queue fee*

You are entitled to repayment of a queue fee paid before the payment period in question has started, i.e. the period to which the payment applies. In

order to have a queue fee repaid, you have to notify Bostadsförmedlingen that you want to have the charge repaid.

You can request to get your queue fee repaid by contacting Bostadsförmedlingen with a written request within 14 days after registering. We will then deregister you and repay your queue fee.

If you have paid your queue fee too late and your queuing time has been set to zero you can request to get your queue fee repaid. You have to contact Bostadsförmedlingen with a repayment request within 14 days from the date of your payment.

## **2 Mediation rules**

### **2.1 Fundamental rules**

Everyone in the housing queue is in a common queue. Vacant accommodations are mediated in order of queuing time. Bostadsförmedlingen will propose you as a tenant to the landlord if you are the person with the longest queuing time among those who have given notice of interest for the accommodation, provided you meet the landlord's criteria.

If you have the same queuing time as someone else who has given notice of interest in the accommodation, the person who first gave notice will be proposed as tenant.

#### *2.1.1 Requirement to live in the accommodation permanently*

In order to get an accommodation via Bostadsförmedlingen, you will need to live permanently in the accommodation for which you have given notice of interest

#### *2.1.2 Landlord's criteria's*

You will need to meet the criteria set by the landlord for the accommodation to be approved as a tenant

The criteria may, for example, apply to type of income, income of a certain amount or a certain age for the category of housing. The landlord may

[Translation from Swedish into English]

also set special criteria for certain accommodations, for example that no smoking or pets are allowed in the accommodation or property. These criteria will be shown in the advert for the accommodation.

If you do not meet the landlord's criteria, it may mean that you will not be invited to see the accommodation or get proposed as a tenant, despite having the longest queuing time among those who have given notice of interest in the accommodation.

#### *2.1.3 Compensation in the event of mishandling*

If you gave notice of interest but were not offered an accommodation where you had the longest queuing time and met the landlord's criteria due to processing error on the part of the landlord or Bostadsförmedlingen, you may be compensated with an offer of an accommodation that is as equivalent as possible in terms of rent, size and area. Bostadsförmedlingen has interpretative priority as regards what is an 'equivalent accommodation. You may receive no more than two such offers.

## **2.2 Arrangement fee**

You have to pay an arrangement fee when you enter into a tenancy agreement through Bostadsförmedlingen. The City Council in Uppsala determines arrangement fees; this fee is currently SEK 625 including VAT

You do not have to pay any arrangement fee if you sign a fixed-term ('short-term') tenancy agreement.

If you do not pay the arrangement fee, you will not be allowed to submit a notice of interest in vacant accommodations until it is paid, including any recovery costs.

## **2.3 Stipulations for proposal as tenant**

Bostadsförmedlingen Bostadsförmedlingen will obtain statements of earnings and tax to ensure that you meet the landlord's criteria. You will not be proposed as a tenant if you do not meet the criteria

If Bostadsförmedlingen does not have your up-

to-date contact details, you will not be proposed as a tenant for the accommodation in question even if you have the longest queuing time. Nor will you be proposed if you do not respond to or contact Bostadsförmedlingen within the set time limits.

## **2.4 Block on giving notice of interest**

Bostadsförmedlingen may prevent you from submitting new notices of interest or from pursuing existing notices of interest in some circumstances. Such a block does not affect your queuing time.

#### *2.4.1 If you have not paid your queuing fee*

You will not be allowed to submit any notices of interest if you have registered for the queue but have still not paid your queue fee. Nor will you be allowed to submit any notices of interest if you have not paid the queue fee for the payment period in question. However, your opportunity to participate in the ongoing mediation process will not be affected if you have submitted a notice of interest, but the payment period covered by the payment expires.

#### *2.4.2 Number of notices of interest*

You can simultaneously have three notices of interest for accommodations that are being advertised. You can give notice of interest in either an individual accommodation or a group of accommodations. A group of accommodations means several accommodations presented in the same advertisement; for example, for newly built homes or student accommodation. Newly built homes are an exception from the rule about three simultaneous notices of interests.

You can personally remove your notice of interest at any time during the mediation process as long as you are not first in the queue after saying 'yes' in response to the accommodation.

#### *2.4.3 If your answer is 'yes' and you are first in the queue for an accommodation*

Your other notices of interest will be deleted if you have said 'yes' to an accommodation and are first in the queue for the accommodation

[Translation from Swedish into English]

Bostadsförmedlingen will contact you if you are first in the queue for several accommodations. You will then need to decide which accommodation you want. Your other notices of interest will then be deleted.

#### *2.4.4 You are bound by your 'yes' answer*

You are bound by your answer if you have said 'yes' to an accommodation and are first in the queue. You will be removed from the accommodation in question if you then change your mind, cannot be reached or do not contact us within the specified time frame. You will also be blocked for six months

You can personally remove a notice of interest as long as you are not first in the queue for the accommodation.

#### *2.4.5 If you have been proposed as a tenant but then do not sign the tenancy agreement*

If you drop out and do not sign the tenancy agreement, you will be blocked from submitting new notices of interest for six months.

#### *2.4.6 If you have not paid your queue fee or arrangement fee*

If you have not paid your queue fee or arrangement fee, including any recovery costs for the arrangement fee, you will be blocked until you pay. In that case you will not be allowed to submit notices of interests.

#### *2.4.7 If you have provided incorrect information*

You will be blocked from submitting notices of interest for six months if you have repeatedly disrupted the mediation process, for example by knowingly and incorrectly alleging that you meet the landlord's criteria for proposal as a tenant.

#### *2.4.8 If you breach the rules concerning queuing and mediation or provide false certificates*

You will be blocked for six months and any notices of interest will be removed if you breach the conditions of the queuing and mediation rules or provide a false document or certificate. You will be

reported to the police if Bostadsförmedlingen suspects that the document is illegal.

### 2.5 Queuing time after entering into an agreement

Your queuing time is set to zero when you sign the tenancy agreement. You cannot get the queuing time that you had before signing the tenancy agreement reinstated.

### 2.6 Bostad Direkt

Accommodations that have proved to be difficult to rent may be mediated through Bostad Direkt in order of queuing time. You will keep your queuing time after entering into a tenancy agreement via Bostad Direkt.

## 3 If you have a complaint

You should contact Bostadsförmedlingen if you have a complaint. Your complaint will first be dealt with by an officer who will explain Bostadsförmedlingen's rules and practice. If your complaint relates to a mediated accommodation, the officer will investigate whether the mediation was conducted correctly

- If you are dissatisfied with the officer's response, you will be referred to the relevant manager who will verbally explain the applicable rules..
- If you wish to proceed further and have your complaint considered, your request have to be made in writing. The relevant manager will then respond to your complaint within three weeks.
- If you do not accept the written response, the CEO of Bostadsförmedlingen may conduct a final review of the complaint.
- If your complaint involves a deviation from current rules, the complaint may be referred to the Board of Directors of Bostadsförmedlingen.
- Decisions made by Bostadsförmedlingen

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cannot be appealed to any other instance.

## 4 List of revisions

*2016-05-25*

Revised by AU on 25 May 2016 following a board

- decision concerning an arrangement fee of SEK 0 for short-term agreements, 2.2. Arrangement fee

*2016-11-10*

Revised following a board decision concerning

- inheriting queuing times, 10 November 2016, 1.2.3 Inheriting queuing times.

*2017-02-27*

Revised following a board decision concerning

- withdrawal and repayment of queue fee, 1.1.3, 1.2, 1.3, 1.3.1

*2017-05-18*

Revised following a board decision concerning

- Decision about unlimited notices of interests for newly built homes.

*2017-05-29*

Revised

- Decision about reducing the arrangement fee to 625 SEK.

*2018-10-18*

Revised following a board decision concerning

- Decision about credit queue time off from another queue, see point 1.2.4.
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*Translation note:*

We reserve ourselves for any eventual incorrectness in the translation from Swedish to English. In the event of a dispute it is the Swedish version of the queuing- and mediation rules that applies.

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