

Welcome as a tenant in Fredrikstad Municipality's housing

Information for our tenants





Welcome as a tenant in municipal housing.

In this brochure, you as a municipal housing tenant will find useful information. Here you will find most of what you need to know about your rights and responsibilities, and what expectations we have of you.

Fredrikstad Municipality owns and rents out approximately 1,000 dwellings. Each year, around 150 people are allocated housing with us. Sometimes the dwellings require maintenance and repairs. Some of this is your responsibility, and some is the responsibility of the Housing Services Unit (virksomhet Bolig). You will find more information about this in your tenancy agreement with house rules, as well as in the Tenancy Act. You may also contact us if you are unsure what to do.

We kindly ask you to take good care of the dwelling and contribute to a positive housing environment during your tenancy.

We want all tenants to have a safe and comfortable home.

Sincerely,
Virksomhet Bolig





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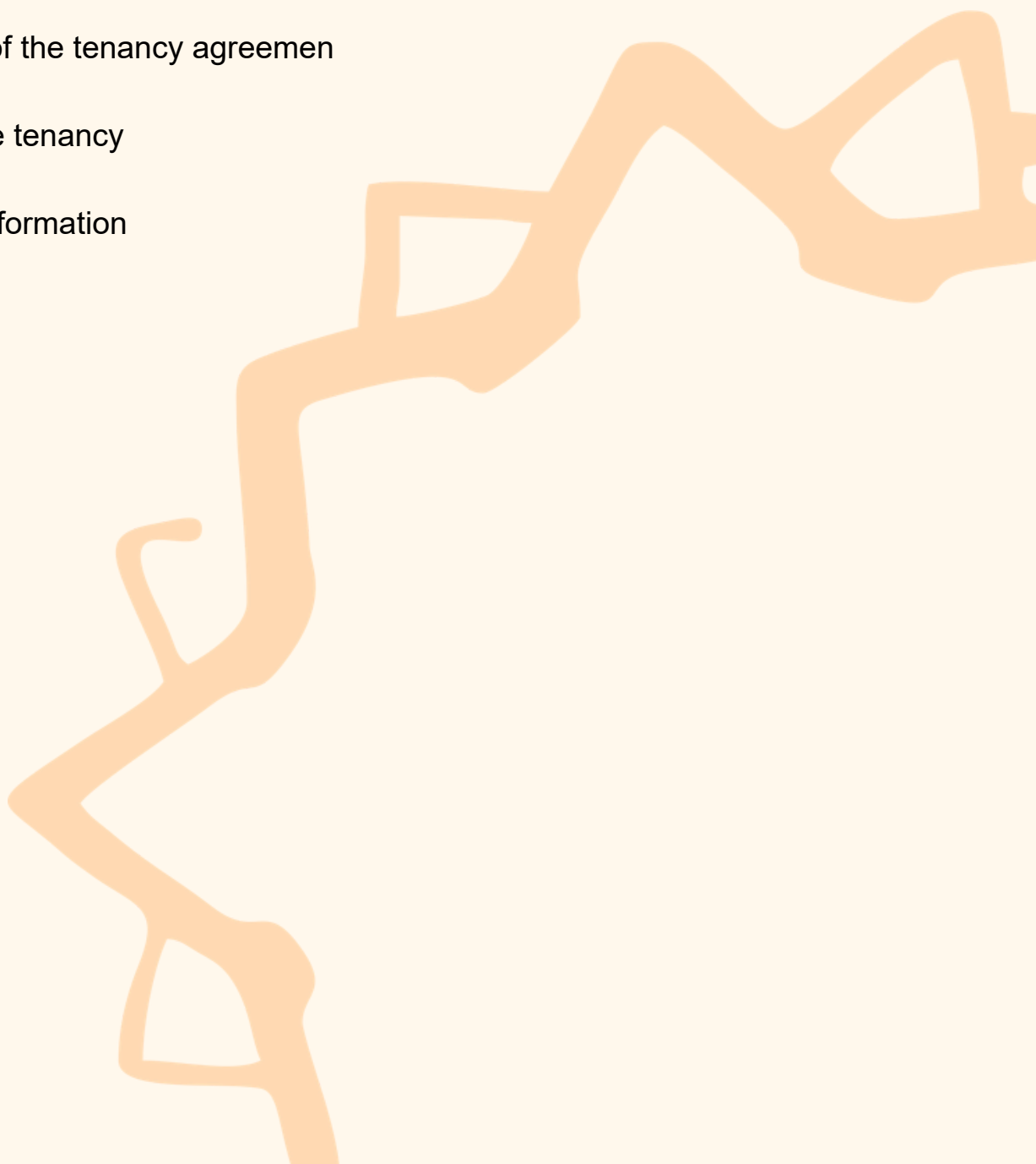
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Who Should You Contact?

If you have just moved into a municipal housing unit, you likely have many questions. Here is an overview of who you should contact in Fredrikstad Municipality.

The Housing Services Unit (Virksomhet Bolig)

Virksomhet Bolig helps residents who need housing. We work to ensure that those who require municipal housing have a safe and secure place to live. With us, you can receive assistance in applying for municipal housing or a Start-up Loan, as well as advice and guidance. We are also responsible for the operation and maintenance of the municipality's rental properties.

In addition, we are responsible for planning new housing solutions, ensuring that the municipality can meet current and future housing needs.

Housing Allocation Department (Boligformidling)

The Housing Allocation Unit is responsible for receiving and processing applications for municipal housing. Most municipal dwellings are temporary housing, and most tenancy agreements are time-limited, usually with a rental period of three years.

If you wish to apply for an extension of your tenancy agreement, you must contact the Housing Allocation Unit. Has your situation changed during your tenancy - for example, have you gained a stable income? If so, a Start-up Loan (startlån) may be an option that can help you purchase your own home.

The Housing Allocation Unit also processes applications for Start-up Loans and helps facilitate access to housing in the private rental market.

Housing Management Unit

The Housing Management Unit owns, operates, and maintains approximately 1,000 municipal dwellings in Fredrikstad Municipality. This unit is responsible for showing you the dwelling, signing the contract with you, and receiving all enquiries related to your dwelling.

Housing Manager

The Housing Manager is responsible for preparing the dwelling for move-in and for taking over the dwelling at the end of the tenancy.

Contract Manager

The Contract Manager is responsible for showing you the dwelling and signing the tenancy agreement. The Contract Manager is also responsible for following up any breaches of the tenancy agreement or the house rules during the tenancy period.

Housing and Environmental Caretakers

The Housing Caretaker is responsible for following up reports of defects and deficiencies in the dwelling during the tenancy. The Environmental Caretakers are responsible for internal inspections (fire safety, radon measurements, and electrical safety) in our dwellings and make regular visits to tenants. They are also responsible for practical tasks in the residential areas, such as grass cutting, snow clearing, and gritting. In special cases, the Environmental Caretakers also assist tenants with practical tasks.



Housing Unit (Virksomhet Bolig)

main number:

69 30 60 00

Emergency phone (15:30–07:00): 974 29 688

(only for urgent issues like winter power outages or water leaks)

NAV

You can apply for housing benefit (bostøtte) if your household has a low income and high housing expenses. NAV Fredrikstad receives and processes applications for housing benefit (bostøtte). There is an upper limit to how high your income can be in order to receive housing benefit.

Phone: 55 55 33 33

Citizen Services (Innbyggerdialog)

You can contact Citizen Services (Innbyggerdialog) if you have questions about municipal services.

Phone: 69 30 60 00



Moving In

You have now been offered a municipal dwelling. You will meet a Contract Manager from the Housing Management Unit when you view the dwelling for the first time. After the viewing has been completed, you must inform the Contract Manager whether you wish to accept or decline the offer.



Home Contents Insurance (innboforsikring)

You must have valid home contents insurance and pay for it throughout the entire period you live in our housing. You must present this to us before you can receive the keys to the dwelling. Remember to arrange your insurance before attending the contract meeting. If an accident occurs, you risk being left with a large bill that you will have to pay yourself if you do not have home contents insurance. Your insurance also covers temporary accommodation if your dwelling is damaged in a fire.

Tenancy Agreement and House Rules

When you have accepted the offer to rent the municipal dwelling, you will schedule a meeting with the Contract Manager to sign the tenancy agreement. During the contract meeting, the Contract Manager will explain the responsibilities that come with the tenancy, such as staircase cleaning, grass cutting, checking the smoke detector, etc.

We will also go through the content of the tenancy agreement and the house rules.

Keys

When the tenancy agreement has been signed, you will receive the keys to the dwelling. You must take good care of your keys. If you lose system keys that provide access to common areas, you must notify the Housing Services Unit immediately. New keys and spare keys can be purchased through the Housing Services Unit.

If you lock yourself out or lose the key to your dwelling, you must contact and pay for a locksmith yourself. Please notify us if you change the lock on your dwelling.

TV og Internet

If you want TV and internet services, you generally need to order and pay for these yourself. If you live in a housing cooperative, these services may be included in your rent. Contact the board chair of the cooperative or the Housing Services Unit if you are unsure. If you want to install a satellite dish, you must ask us for permission before installing it.

Pets

If you wish to have a dog, cat, or another pet, you must apply for permission. You can find the application form on our website



Electricity and Heating

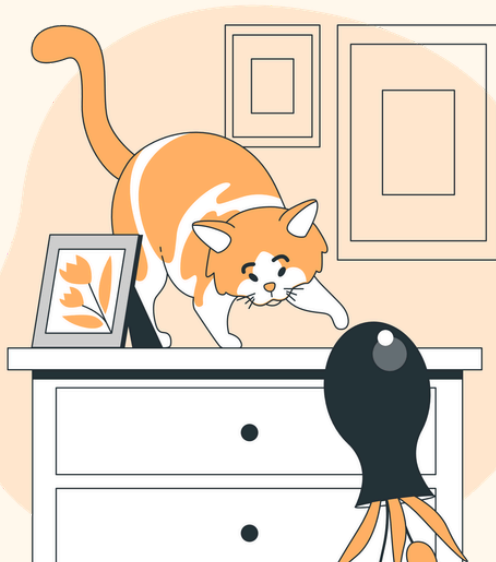
You must have and pay for an electricity subscription throughout the entire period you live in our housing. Some tenants pay for electricity and heating together with the rent—check your contract. The dwelling must be kept heated when there is a risk of frost. This is to prevent water and drainage pipes from freezing and bursting. It is also important that the apartment maintains a steady level of heat to prevent moisture and rot damage in the walls.

If you move out during the winter, you must keep the heating on during the notice period. You may be held liable for any damage that occurs during this time if you have turned off the heat.

Changes to the Home

If you wish to make any changes to your dwelling, such as painting the walls, you must obtain permission from us. All work must be carried out professionally and at your own expense. If you do not have an installation point for a dishwasher, a certified plumber must install it.

The application form can be found on our website.



Subletting and Adding Household Members

Subletting means renting out your apartment to someone else. We do not allow subletting in our dwellings. This also applies to parking spaces and storage rooms. Remember that a breach of this provision may result in termination of the tenancy, and that you are responsible for all obligations in the contract and house rules regardless of whether you are staying in the dwelling or not. This includes responsibility for ensuring that the rent is paid, and that you may be held liable for any damage to the dwelling.

If you want someone to move in with you, you must apply for permission in advance. This also applies to your own children, spouse, or other relatives who were not registered as part of your household when the tenancy agreement was signed. The application form can be found on our website.



Neighbour Complaints

If you want to submit a neighbour complaint, you must do so in writing, preferably using our form available on our website.



House Rules

The house rules are part of your tenancy agreement. Violations of the house rules may, in the worst case, lead to termination of your tenancy. Here are some important points about what is expected of you, and what you can expect from your neighbours:

- Quiet hours inside and outside the dwelling between 23:00 and 07:00 (separate rules may apply in housing cooperatives).
- Keep the dwelling and the surrounding area clean and tidy.
- Contribute to a good living environment.
- You and your guests must behave considerately and politely.
- Boxes, furniture, TVs, refrigerators, and similar items must not be placed outside the dwelling. Items that appear to us as trash will be removed and disposed of at the owner's expense.
- Parking is only permitted in designated parking areas.



Rent

How Much Is the Rent?

The rent in Fredrikstad Municipality's housing units is set as fair market rent (gjengs leie). Fair market rent is based on housing market price and the standard of the dwelling. The rent is adjusted annually according to the consumer price index.

Paying Rent

Rent is due on the 20th of each month, and you must pay on time. If you pay late, fees and interest will be added.

If you have not received your rent invoice (giro) by the 10th, before the rent is due, you must contact us.

You can set up an automatic payment agreement (AvtaleGiro) or e-invoice; your bank can help you with this.

What happens if you do not pay?

- We will send a reminder with a fee 15–20 days after the rent is due.
- If you do not pay the reminder within 3 weeks, you will receive a notice that you may be evicted.
- You can receive financial counselling from NAV. Contact them as early as possible at tel. 55 55 33 33

Housing Benefit

Fredrikstad Municipality and the Norwegian State Housing Bank offer support schemes for individuals or households with low income and high housing expenses. NAV in Fredrikstad receives and processes applications for housing benefit. If you have any questions, please contact NAV at tel. 55 55 33 33.



Use and Maintenance of the Dwelling

Interior Maintenance – Your Responsibility

When you move into one of our dwellings, it is important that you inform us during the viewing, or within a short time after moving in, if anything in the dwelling is not in proper condition. For as long as you live in the dwelling, you are responsible for the maintenance inside the unit. You take over the dwelling in its current condition, and when you move out, it must be in the same condition as when you moved in. We ask that you take good care of the dwelling while you live there and ensure that it does not sustain damage due to incorrect use.

We will visit you from time to time. We do this because we need to inspect the condition of the dwelling and carry out a fire safety check. We will notify you well in advance, but you are required to allow us access.

Residential environment and common areas

If you have a garden or small yard, you are responsible for mowing the grass, shovelling snow, and spreading grit in the area that belongs to the dwelling. You are also responsible for any staircase cleaning or other communal tasks (dugnadsarbeid) if these are duties that residents in the housing cooperative or joint ownership are expected to carry out. If you have difficulties fulfilling your obligations, you must contact us.

Fire Safety

All our dwellings must be equipped with smoke detectors, a fire extinguisher and/or a fire hose. You are also responsible for checking that this equipment is present in your dwelling and that it is in proper working order. You must make sure to replace the battery in the smoke detector when needed, at least once a year. You should also test the smoke detector regularly by pressing the test button.

The fire extinguisher must have a date stamp, and as a general rule, it should be inspected every 5 years and replaced every 10 years. The needle on the pressure gauge must point to the green area.

Clear escape routes: It is very important to ensure that no objects are placed in escape routes. This also applies to indoor charging of electric scooters. Smoking in bed is one of the most common causes of fatal fires, and smoking indoors is not permitted in our dwellings.

You must clean the kitchen fan filter regularly, as dirty filters can be a fire hazard. Avoid using extension cords; if you lack electrical outlets, you must contact us.

Cleaning

We recommend that you vacuum and clean regularly, as this is good for both the indoor environment and the dwelling. The drains in the kitchen and bathroom must be cleaned regularly because they clog easily. We recommend that you clean the drains four times a year.

Use and Maintenance of the Dwelling

Exterior Maintenance – Our Responsibility

The Housing Services Unit is responsible for the maintenance of common areas, building façades, technical installations (such as elevators and ventilation), and the fire alarm system.

If you experience defects or damage that you believe we are responsible for repairing, you must notify us. It is preferable that you report this in writing, but if the matter is urgent, you may call us at tel. 69 30 60 00.

In the event of emergencies such as water leaks or power outages during winter, occurring between 15:30 and 07:00, you may call our emergency phone at: 974 29 688.

You can find the form for reporting damage, maintenance needs, or defects in the dwelling on our website:



Pests

We do not want pests in our dwellings because they are unpleasant for you and can cause damage to the buildings. You must notify us if you discover pests such as rats, mice, cockroaches, bedbugs, or similar inside your dwelling or in the common areas. We will arrange for pest control, and it is important that you allow access to those carrying out the pest removal.

Ventilation

Your dwelling must be equipped with a ventilation system or several air vents that ensure fresh air flows in and out. If this is broken or missing, you must contact us. It is important that the air vents remain open to prevent mould and rot damage, which can be harmful both to you and to the dwelling.

Kitchen extractor fan

You should clean the filter of the kitchen extractor fan once a month. The grease that accumulates from cooking can be a fire hazard.



Waste Sorting

As a tenant with us, you are required to sort your waste. This must be done in accordance with the current guidelines from Fredrikstad Municipality.



Food waste:

Only organic, biodegradable waste should be placed in the food waste bin – in other words, food that is no longer edible. Before throwing food away, you should look, smell, and taste to check whether it is still safe to eat. Remember, food is not necessarily spoiled even if the 'best before' date has passed.



Paper and cardboard:

Paper, cardboard, and cartons placed in the paper bin must be clean. Soiled paper, cardboard, and cartons must be thrown in the residual waste bin.

Paper should be placed loose in the bin or in a paper bag, never in a plastic bag. Christmas wrapping paper and other glossy gift wrap is residual waste and must not be placed in the paper bin.



Plastic waste:

Plastic packaging must be sorted into transparent plastic bags. This includes items such as plastic film, plastic bags, plastic boxes (e.g., ice cream containers), plastic cups (yoghurt, sour cream, butter, etc.), plastic bottles, and similar items.



Glass and metal:

Glass and metal packaging that has contained food or beverages must be emptied and rinsed before being placed in the dedicated glass and metal bin. Items must be disposed of loose in the bin, not in plastic bags.



Textiles, clothes, and shoes:

You can deliver clothes, shoes, bags, belts, curtains, bed linens, tablecloths, and towels in a closed bag to textile collection points located throughout the municipality. Remember that bags must not be placed outside the collection containers.



Electronic waste (EE waste):

Electronic waste can be delivered at Øra (FREVAR). This is free for households. Examples include coffee makers, TVs, shavers, computers, light bulbs and fluorescent tubes, battery-powered toys, toothbrushes, or tools

Tømmekalender



Renewal of the tenancy agreement

You may only live in our housing as long as you have a valid tenancy agreement. If you wish to apply for an extension of the agreement, you must contact us so that we can reassess your situation.

Remember to get in touch with us well before your current agreement expires. You can either submit an application form or call 69 30 60 00.

The application form for renewal of the tenancy agreement can be found on our website.



Before a new tenancy agreement is made, you will be invited to an assessment meeting so we can determine whether you still fall within the target group for the dwelling. In addition, the housing manager will visit your home for an inspection to check that the dwelling is in good condition and to answer any questions you may have.

If your renewal is approved, you will be invited to a contract meeting or receive a new contract for electronic signing



Ending the Tenancy

If you do not wish to extend the agreement, you must move out no later than the date stated in the contract.

If your contract does not have an end date, or if you want to move out before the agreement expires, you must submit a written notice of termination to us. Your notice period can be found in your tenancy agreement. In the event of a tenants death, we also ask next of kin to complete our termination form. The termination form can be found on our website:



You must thoroughly clean the dwelling and remove all personal belongings from the unit and any storage rooms when you move out. Apart from normal wear and tear, the dwelling must be in the same condition as when you moved in. You must book a handover appointment with us. We will meet you in the dwelling to approve the cleaning and tidying, read the electricity meter, and receive the keys.



Contact Information

Virksomhet Bolig
Postboks 1405
1602 Fredrikstad

bolig@fredrikstad.kommune.no
postmottak@fredrikstad.kommune.no
www.fredrikstad.kommune.no

Visiting address:

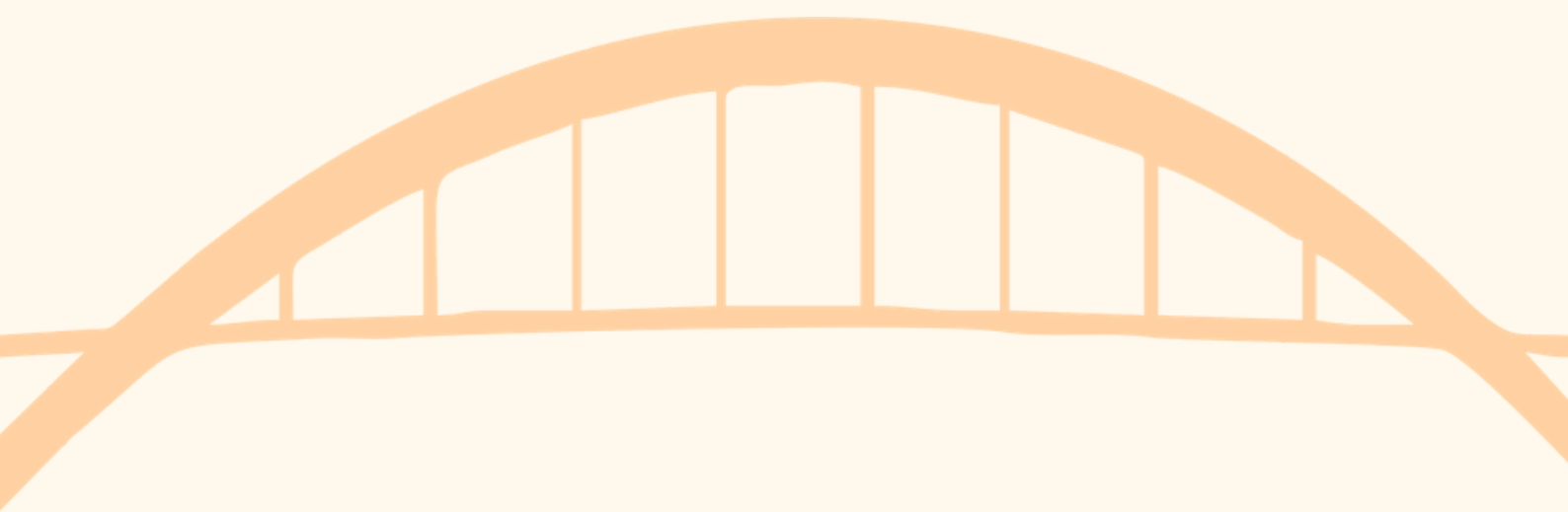
Bryggeriveien 2-4, 1603 Fredrikstad

Please note: You must have scheduled appointment to meet with us.

Telephone (weekdays from 10:00-14:00): 69 30 60 00

Emergency phone (evenings/weekends/public holidays): 974 29 688

Note: For emergencies only.



FREDRIKSTAD KOMMUNE

Virksomhet Bolig