

The letting process

Monika Sahlin, 2010-12-15

How do the rental staff work in Sweden?

Letting

I am going to tell you how the letting process works.



Akelius website for tenants.

Our tenants enter Akelius website to see available apartments. They will be shown a picture of the area and plan of the apartment.

If we have any pictures from inside the apartment we add that also.



Through the Akelius website the customer is informed that if they save money in Akelius Spar they will have priority access to our apartments.

There is also a link directly to Akelius spar. I will tell you a little more about it later on.

In big city areas, even now you probably have to have a savings account to receive a rental offer.

Customers log on with user ID and their PINcode to show interest. They get this by registering on the Akelius website.

We have a well functioning website where both new and existing tenants can access the information they require. The rental staff are very pleased with the market system as it exists today.



Customers can read about our rental policy on our website. Questions and answers are also available.

Välkommen

Hyresobjekt
Lägerby

Område	Antal Lägenheter	Antal Sökande	Antal interna intressen	Antal externa intressen	Antal inbjudanden skickade	Antal inbjudanden mottagna	Antal utbudanden skickade	Antal utbudanden mottagna
(alla)	0	641	70	624	0	0	0	0
Borås	0	367	58	349	0	0	0	0
Erösby	14	332	55	328	0	310	11	40
Esthuna	0	297	22	289	0	0	0	0
Öddeborgsområdet	0	493	42	478	0	0	0	0
Hälsjö	0	767	25	794	0	0	0	0
Hägersås	15	83	16	82	0	21	0	17
Hörsnäs	0	952	121	918	0	0	0	0
Karlskrona	23	375	34	371	1	152	0	0
Karlstad	0	305	1	325	0	0	0	0
Lindås	0	503	40	494	0	0	0	0
Luleå	0	610	50	600	0	0	0	0
Lyså	1	81	2	82	0	1	1	1
Malmöregionen	0	540	26	521	0	0	0	0
Nyköping	0	99	3	100	0	0	0	0
Stockholm	0	1441	120	1383	0	0	0	0
Uddevalla	15	102	1	111	0	0	0	0
Umeå	0	431	23	427	0	0	0	0
Västervik	13	1416	142	1380	15	631	0	124
Åre	13	204	36	190	1	42	0	29
Östersund	12	1396	202	1337	20	1765	0	124
Hevlinge	4	870	85	836	0	64	4	12
Lund	0	1620	118	1583	0	0	0	0
Malmö	0	1647	135	1581	0	0	0	0
Trelleborg	23	938	110	867	0	285	10	28
Vadstena	3	1722	126	1882	0	0	0	4
Västerås	3	1712	140	1669	0	170	3	3
Västerås	2	1943	183	1981	15	183	0	0
Västerås	0	2053	181	1981	0	13	0	7
Millemången	0	2569	233	2461	13	181	0	0
Skanörp	0	2557	217	2479	22	305	0	1
Söderåkra (vid MAS)	4	2486	219	2469	0	8	0	1
Thuningen	4	2718	243	2831	0	0	0	0
Västman	0	2508	217	2429	0	0	0	0
Västman	0	2332	226	2247	0	85	0	5

Statistic list that the staff can see. It is updated every night.

The statistic shows staff all the available apartments in each city, how many interested customers there are for each apartment both the previous day and per month. They can also see how

many offers every city sends out the previous day and per month.

Produkt (N)	Adress	Typ	Stök	Yta	Hyra	Uppsett	VP	Ledg tom	Önskat ledig	Produktstatus	Sökning
	Lejonets gata 351	101	2RÖK	95	5 249	2011-01-31	8V	2011-02-01			
	Lejonets gata 365	101	3RÖK	84	6 671	2011-01-31	2	2011-02-01			
	Lejonets gata 346	101	5RÖK	118	9 715	2010-12-31	4	2011-01-01			
	Jurghans gata 415	101	2RÖK	63	5 180	2011-02-28	2	2011-03-01	2010-12-01		
	Jurghans gata 408	101	3RÖK	84	7 505	2010-09-21	3	2010-09-22	2010-12-17		
	Jurghans gata 404	101	4RÖK	96	7 438	2011-01-31	5	2011-02-01			
	Norra Kronans gata 425	101	3RÖK	82	6 271	2011-01-31	7	2011-02-01	2011-01-01		
	Norra Kronans gata 422	101	4RÖK	104	7 365	2011-01-31	3	2011-02-01			
	Norra Kronans gata 420	101	4RÖK	103	8 027	2011-02-28	5	2011-03-01	2011-01-01		
	Norra Kronans gata 428	101	4RÖK	103	8 027	2011-01-31	7	2011-02-01	2010-12-01		
	Tvillingarnas gata 337	101	3RÖK	80	6 765	2011-01-31	8V	2011-02-01			
	Tvillingarnas gata 337	101	3RÖK	80	6 671	2010-11-30	1	2010-12-01			
	Östens gata 237	101	5RÖK	88	6 288	2010-10-31	3	2010-11-01			
	Östens gata 238	101	2RÖK	46	4 242	2011-01-31	4	2011-02-01			
	Tvillingarnas gata 331	101	2RÖK	46	4 101	2010-09-31	1	2010-09-01			
	Tvillingarnas gata 332	101	2RÖK	66	5 665	2010-12-31	7	2011-01-01			
	Tvillingarnas gata 334	101	2RÖK	66	5 665	2010-09-30	8V	2010-10-01			
	Fiskarnas gata 164	101	4RÖK	97	7 933	2010-12-31	3	2011-01-01			
	Fiskarnas gata 174	101	2RÖK	46	5 125	2010-12-31	1	2011-01-01			
	Fiskarnas gata 174	101	2RÖK	46	4 101	2010-11-30	3	2010-12-01			
	Valltorstens gata 137	101	3RÖK	63	6 062	2011-02-28	8V	2011-03-01	2011-02-01		
	Valltorstens gata 144	101	3RÖK	88	6 791	2011-01-31	4	2011-02-01	2011-01-01		
	Stenbockens gata 117	101	2RÖK	66	6 540	2011-01-31	5	2011-02-01	2011-02-01		
	Norra Kronans G P18-20	101	2RÖK	48	3 386	2011-01-31	8V	2011-02-01			
	Norra Kronans G P15-27	101	2RÖK	48	3 396	2009-09-30	8V	2009-10-01			
	Vägens gata 461 A	101	2RÖK	52	4 814	2011-01-31	8V	2011-02-01			
	Vägens gata 470	101	3RÖK	85	8 015	2010-09-28	6	2010-09-27	2010-12-01		
	Vägens gata 470	101	5RÖK	156	10 333	2011-02-28	7	2011-03-01			
	Vägens gata 469	101	2RÖK	66	6 542	2010-05-31	8V	2010-06-01	2010-06-01		
	Vägens gata 444 B	101	3RÖK	84	6 414	2010-12-31	2	2011-01-01			
	Vägens gata 442 C	101	3RÖK	84	6 459	2010-12-31	1	2011-01-01			
	Vägens gata 441	101	2RÖK	66	5 818	2011-01-31	3	2011-02-01	2010-12-01		
	Vägens gata 438	101	2RÖK	66	5 568	2011-01-31	6V	2011-02-01			
	Skopionens gata 530	101	2RÖK	66	5 616	2010-12-31	1	2011-01-01			
	Skopionens gata 531	101	2RÖK	66	5 665	2011-02-28	5	2011-03-01	2010-12-01		
	Skopionens gata 519	101	3RÖK	84	7 675	2010-06-30	8V	2010-07-01	2010-12-01		
	Skopionens gata 526	101	3RÖK	84	6 414	2011-01-31	1	2011-02-01			
	Skopionens gata 536	101	2RÖK	66	5 721	2010-09-16	1	2010-09-17			
	Skopionens gata 533	101	2RÖK	66	5 665	2011-01-31	0	2011-02-01			
	Skopionens gata 533	101	2RÖK	66	5 712	2011-01-31	0	2011-02-01			
	Skopionens gata 517 D	101	2RÖK	53	5 294	2010-11-30	8V	2010-12-01			
	Skopionens gata 502	101	3RÖK	85	6 791	2010-12-31	8V	2011-01-01			
	Vägens gata 456	101	5RÖK	141	10 565	2011-01-31	8V	2011-02-01			
	Vägens gata 456	101	3RÖK	84	7 742	2011-01-31	2	2011-02-01			
	Vägens gata 448	101	2RÖK	63	5 358	2011-01-31	8V	2011-02-01	2010-12-01		
	Skyttens gata 547	101	3RÖK	84	7 027	2010-11-30	8V	2010-12-01			
	Skopionens gata 515	101	3RÖK	84	7 851	2010-08-31	8V	2010-09-01	2010-11-01		
	Skyttens gata 561	101	2RÖK	46	5 276	2010-06-30	5	2010-07-01			
	Skyttens gata 570	101	2RÖK	53	5 128	2010-12-31	1	2011-01-01			
	Skyttens gata 538	101	3RÖK	81	7 953	2010-09-21	8V	2010-09-22	2010-09-22		

Husar. Here are all the apartments which are being worked with actively.

Husar contains all the information about our apartments. Either they must be inspected before being posted on the website, apartments ready for web placements or the apartments already out for hire in which customers have expressed interest and should be treated. The blue marked ones are those that are already out on the website for hiring.

Vacant apartments are set out for six days for the customers' interest.

Rentaloffer is given to around four customers. The rental staff consider who should receive offers.

Property Name	Status	Price	Location
Brone E. 8521	Green	350.000,-	2010-11-08
Brone E. 8521	Yellow	418.200,-	2010-11-08
Brone E. 8521	Red	320.000,-	2010-11-08
Brone E. 8521	Green	350.000,-	2010-11-08
Brone E. 8521	Yellow	418.200,-	2010-11-08
Brone E. 8521	Red	320.000,-	2010-11-08
Brone E. 8521	Green	350.000,-	2010-11-08
Brone E. 8521	Yellow	418.200,-	2010-11-08
Brone E. 8521	Red	320.000,-	2010-11-08

Savings costumer are graded accordingly

- bronze (savings up to 20 000)
- silver (savings up to 40 000)
- gold (savings up to 50 000 which is the highest)

They are graded depending how much you save in Akelius Spar.

UC (credit check) is automatically done on every costumer which expresses interest. If a there is a partner with the applicant, a credit check is also made on them.

Credit checks help us see the customers economical situation. Unfortunately this is not going to be possible in the same way next year because of a new Credit legislation. Then every costumer will receive a letter stating that we have done a credit check on them, this is not sent to customers today.

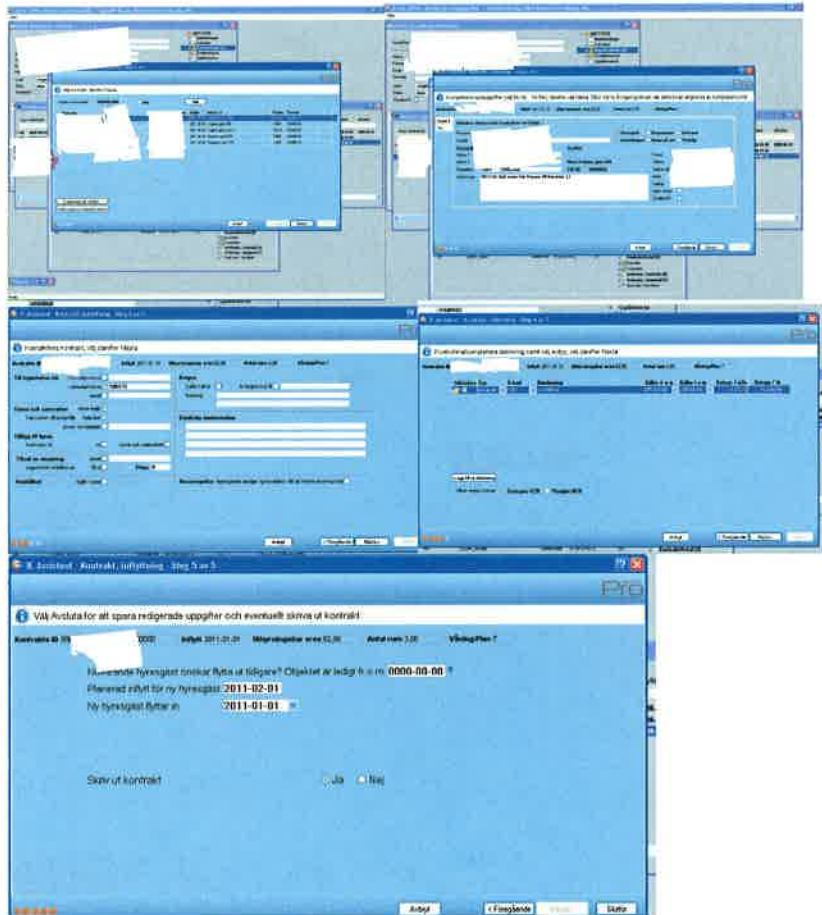
The different colours on the spots show us customers economical situation.

- Green spot means no payment default
- Yellow spot means one payment default under 5₂-000
- Green and red spot means that a couple has applied together where one has no default and one has several defaults.
- Red spot means several payment default and should not be offered any apartment.

Then a mail is sent out to selected customers.

In the mail they are informed that we want to see

- the last three pay slips
- latest tax return and sometimes even certificates
- references from previous host



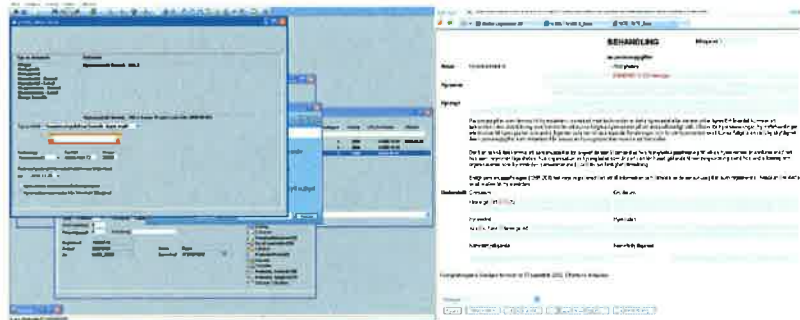
When rental staff work with the apartments they go into the Product Processing, market system.

FASTIGHETSÅGARNA		HYRESKONTRAKT FÖR BOSTADSLÄGENHET		Sida 1 (2) Nr 40266100172
Undertecknade har denna dag skaffat följande hyresavtal: Krysa i ruta innebär att den därefter följande texten gäller				
Hyresvärd	Akelius Fast. i Haninge AB		06-606 33 00	
Hyresgäster	c/o Jungfru gata 411 B, 13660 Haninge			
Lägenhetens adress m.m	Fastighetsnamn SÖDERBY 2: 23 Haninge	Trappor 7	Lägenhetens Hyresdörr nr	
	Postadress Norra Kronans gata 425, 136 50 HANINGE		Officell nr:	
Lägenhetens användning	Lägenheten utnyttas för all användning till bostad			
Lägenhetens storlek	Lägenhetens centrala rum med		Lägenhetens area i m ² ca. 82	
Till lägenheten hör	Växthusplan nr <input checked="" type="checkbox"/> 100172			
Hyrestid	år 1 Från och med den 2011-01-01 och till vidare		år 2 Från och med den _____ till och med den _____	
Uppsägning	Uppsägning ska ges skriftligen till hyresvärd och hyresgästerna i god tid innan uppsägning		Uppsägning ska ges skriftligen till hyresvärd och hyresgästerna i god tid innan uppsägning	
Förtäring	Lägenhet för att köpas med förbehåll för utvärdering			
Hyra	Priser 75 249		är förutseende <input type="checkbox"/> fakturerad <input checked="" type="checkbox"/> hyra exkl redovisning	
Förhandlingsklauv	<input checked="" type="checkbox"/> Parterna förklarar sig att godta den hyra och de andra hyresvillkor, lägenhetens och husets skick, gemensamma anordningar i huset samt hyresvärdens ansvar för skadade saker och förorening av gemensamma utrymnen och utrustning. Hyresvärdens ansvar för skadade saker och förorening av gemensamma utrymnen och utrustning ska inte påverka hyresvärdens ansvar för skadade saker och förorening av gemensamma utrymnen och utrustning.			

The contract when ready, is put on hold.

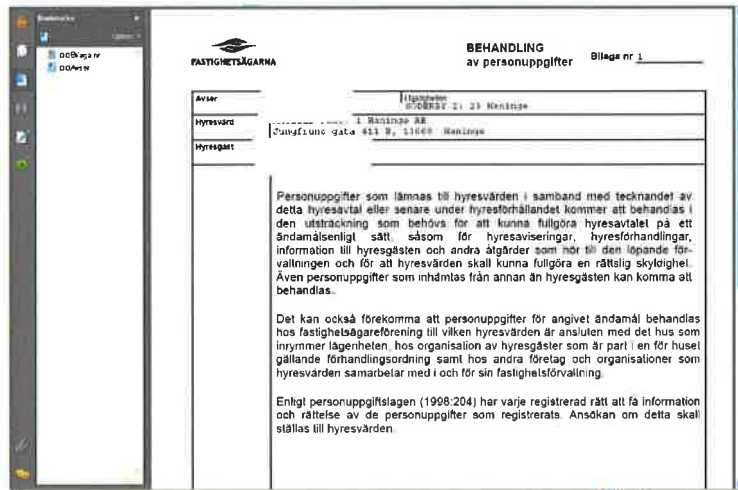
The Market system (Itkett) then puts the renters contract on hold until the customer is approved, and have responded if they want the flat or not.

The customers have one week to look at the apartment and respond to the offer. Viewing of the apartment is managed by the departing tenant.



Itkett is the system that writes the contract templates.

That is where rental staff process the contract. What is written in red can be changed. For example address, name and city.



PUL – Personuppgiftslagen (Personal data act)

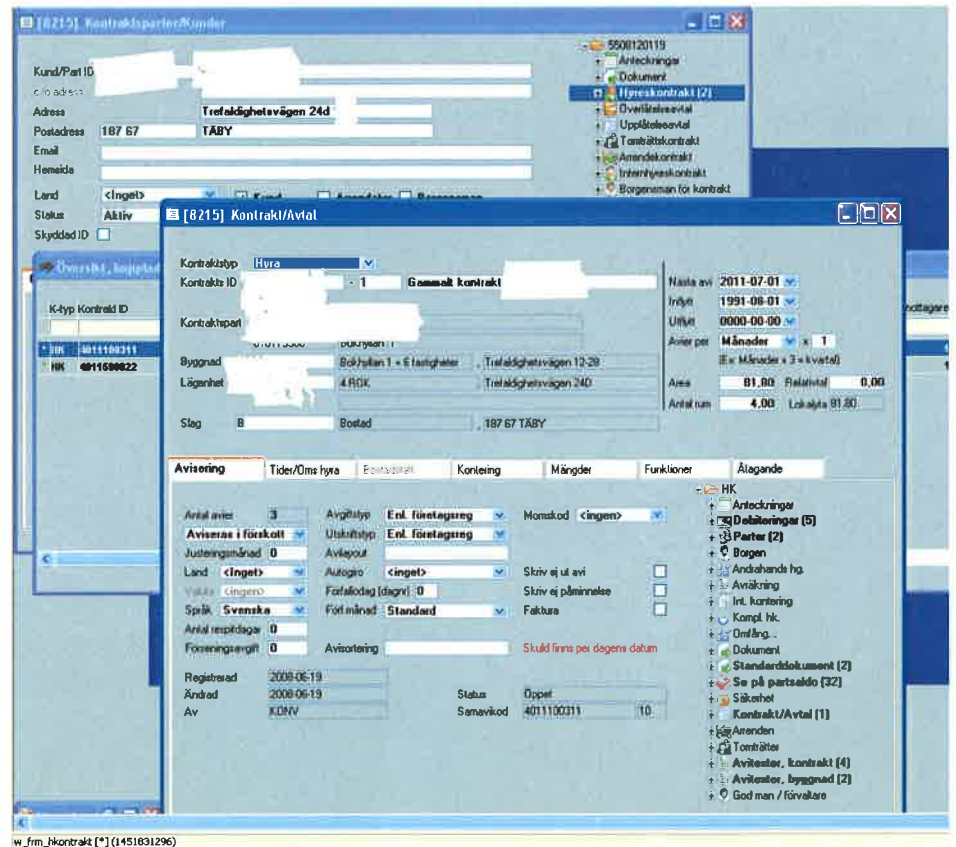
When the contract is saved, the PUL is printed out. In the new templates are also LMV (national land survey) number shown. It is tax numbers available for all apartments. When modified data is written into the contract it is the ready to be signed by the selected tenant.

All new tenants receive a folder containing

- copy of the agreement
- electrical information
- property information
- Insurance information
- direct debit details
- key management information
- welcome brochure

Our welcome brochure is about to be replaced. The first rental invoice is supplied with the folder, if the occupancy date is different, the invoice goes with the regular announcement. We announce quarterly, so tenants will have three rental notices at the same time. Tenants always pay the rent one month in advance.

The Brandbergen office give their tenants an Akelius umbrella and an Akelius pencil as welcome gifts.



The contract in 3L system when ready and active.

In 3L system we can see all the information about the apartment. The annual rent, surface area of the flat, date of occupancy, if the tenants has direct debits, all slips, if there is any outstanding rental debt, and much more.

If it is a commercial contract we can also see index debt and property tax.

Termination

When a tenant wants to move out, the contract is cancelled in The 3L system. The apartment contract runs with three months cancellation notice. For commercial contracts there must be a cancellation notice nine months prior to the contract expiring.

If the vacant apartment will go directly to another tenant for rent the rental staff put the apartment into the market system. Usually, it is inspected first and perhaps renovated. This is an excellent opportunity for Akelius to make refurbishments with a subsequent raise in standard.

For example, renovating the kitchen or bathroom to a higher standard.

Akelius can then rent out to new tenants at a higher rent.