

# Quick guide to Hemtorget



## Hemtorget via the Internet

### 1. Preliminary application for a flat:

Go to [www.helsingborgshem.se](http://www.helsingborgshem.se)

Click on the heading "Hemtorget".

Log in with your customer number (= personal ID number without dash) and your password.

Click on heading "Lediga lägenheter" (vacant flats)

Search for flats that match your requirements by choosing "bostadsområde" (location), "antal rum" (number of rooms) etc and click on "Visa lediga" (Show vacancies)

A list of flats matching your requirements is displayed. If you require more information and/or wish to make a preliminary application, click on the relevant flat.

A detailed flat description is shown together with photos from the area and a map. If you wish to make a preliminary application click on "Gör intresseanmälan"

You can apply for a maximum of three flats at a time.

### 2. Monitoring your applications:

Go to [www.helsingborgshem.se](http://www.helsingborgshem.se)

Click on the heading "Hemtorget".

Log in with your customer number (= personal ID number without dash) and your password.

Click on the heading "Mina intresseanmälan" (My preliminary applications).

You can easily monitor the progress for each of the flats you have applied for. You can see the number of applicants for each flat and how long the first person in the queue has been registered. You can also see your place in the queue.

If the flat you are interested in is still being published, you can withdraw your application if you so wish.

### 3. Subscribe to information about vacant flats:

Provided you have an email address you can receive automatic notification of vacant flats that meet your requirements.

Go to [www.helsingborgshem.se](http://www.helsingborgshem.se)

Click on the heading "Hemtorget".

Log in with your customer number (= personal ID number without dash) and your password.

Click on the heading "Min prenumeration" (My subscription). A form will be displayed. Enter your requirements regarding number of rooms, location etc and submit by clicking on "Spara" (save). When a suitable flat becomes available we will send you an email provided you have entered an email address on your application. Unfortunately, for administrative reasons this service is only available via email.

## Hemtorget via the telephone, "talsvar" (self-service)

### 1. Preliminary application for a flat:

Call "talsvar" on 042-208100.

Log in by dialling your customer number (= personal ID number, 10 digits) and your password (4-8 digits). Dial #.

To find out what is vacant:

- One room - dial 1
- Two rooms - dial 2
- Three rooms - dial 3
- Four rooms - dial 4
- Five rooms - dial 5
- Six rooms - dial 6

When you wish to apply for a flat, dial 2.

To listen to the previous vacancy, dial 4.

To listen to the next vacancy, dial 6.

Dial 9 to be connected to Customer Services.

To finish replace the receiver.

You can apply for a maximum of three flats at a time. Contact Customer Services to remove or report on your applications.



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