



## **Nabo is now managing your BRF's finances – this is what you need to know**

Nabo has been trusted with the responsibility of managing your BRF's finances as of 2020-01-01. Simply put, this means we will be assisting the BRF with matters such as accounting and bookkeeping. We will also be the ones delivering your monthly invoice.

### **New Bankgiro number, starting with the January invoice**

We would like to notify you that the BRF will soon start using another bankgiro/transfer number. Make sure that you type in the bankgiro number written on the invoice.

### **How to change your way of paying and receiving invoices**

The first invoice you receive from Nabo will be sent by regular mail and is payed manually. This applies even if you have previously had your payment set up as autogiro/direct debit, as this has to be applied for again for us to be able to set it up. After the first payment has been done you will be able to choose if you would like to receive your future invoices by regular mail, e-mail, as an electronic invoice via your internet bank or if you would like to pay by autogiro/direct debit. However, if you do not choose, we will continue sending your invoices by regular mail.

Regardless of how you choose to receive your invoices, once created, you will be able to access them on your BRF's new member platform, the Intranet. To access the platform simply go to our website, [nabo.se](https://nabo.se), and log in using your BankId. If you do not have a BankID, any member of the board of your BRF can help you gain access to the Intranet using your email address instead.

Once logged in, you can change how you want to receive your invoices on your own by following the link directly below your invoices. You can also log on to your personal invoice-page (not the Intranet) at [nabo.se/avisering](https://nabo.se/avisering) using the invoice number and the internet code written on your invoices.

### **How to pay via autogiro/direct debit or an electronic invoice**

If you have previously paid your rent invoices with autogiro/direct debit and want to continue doing so, you need to apply for this once more since it is connected to your client number. You can apply for autogiro/direct debit once your first invoice from Nabo has arrived. Keep in mind that you need to change the settings on your personal invoice-page as mentioned above if you do not want the invoices to keep arriving by mail. You will find further instructions on how to apply for autogiro/direct debit or electronic invoices in the appendix of this letter and on our website [nabo.se](https://nabo.se)

### **Frequently asked questions**

The appendix contains a FAQ-section where we have answered common questions, we get from members of the BRFs we work with. This information can also be found on our website.

### **How to contact us**

Feel free to contact us with any questions you might have via the form on our website at [nabo.se/contact](https://nabo.se/contact) or by phone at 010-288 00 00 Mondays through Fridays 9am-11:30am.

Best regards,  
Nabo

## FAQ

### Invoices and payments

#### Where can I find the invoices regarding my rent/fee?

The invoices can be found on your BRF's member platform by logging in to [www.nabo.se](http://www.nabo.se) using your BankID.

Once you have logged in you will find your invoices at the very top of the screen. Below the invoices you will find news from the board of your BRF or from us at Nabo. To the left there are several sections containing information regarding your BRF or apartment as shown on the picture below.



Administration
<b>Aktuellt</b>
<b>Dokumentplatsen</b>
<b>Din lägenhet/lokal</b>
<b>Extranet</b>
<b>Ärenden</b>
<b>Övrigt</b>

**Aktuellt** contains news from your BRF's board or from us at Nabo

**Dokumentplatsen** contains documents that the BRF's board has shared with you.

**Din lägenhet/lokal** contains the information we have about you as the owner of the apartment

**Ärenden** is a contact form you can use if you want to get in touch with us.

#### How do I apply for autogiro/direct debit?

You apply via your internet bank. Select your BRF's name in the list of companies and enter your client number as payment number which can be found on your invoice. Remember to choose if you would like your invoices to be delivered by email or regular mail, if you do not make a choice, no invoice will be sent to you.

#### How can my invoice be delivered?

We can offer you to have your invoices delivered either by e-mail, regular mail, autogiro/direct debit or as an electronic invoice in your internet bank. More information on the matter can be found by logging in on our website at [nabo.se/avisering](http://nabo.se/avisering) with the client number and internet code written on your invoice, this information is also available in English.

#### How do I apply for electronic invoices?

You apply for electronic invoices via your internet bank. Select Nabo in the list of companies.

## FAQ

### **Why have I received a payment reminder?**

A reminder is delivered when full payment of the invoice has failed to arrive

- If you have paid the invoice in time and still received a reminder you need to send us a receipt of the payment. This is easiest done on our website.
- If you did not pay the invoice in time, please pay the amount declared on the payment reminder to avoid any further actions.

### **The bank is asking for a payment number when I am trying to register for electronic invoices/direct debit?**

The payment number is the same as your client number/kundnummer and can be found on your latest invoice.

### **Why have we received an electric bill even though we have just recently moved in?**

The electric bill is handled by the electric company that your BRF has chosen and is connected to the apartment itself and not any specific person. You need to contact the previous owner of the apartment to resolve the matter.

### **Who do I contact if I need to postpone my payment?**

You need to contact the board of your BRF for questions regarding postponement of your payment.

### **How do I contest my invoice?**

If you want to contest an invoice you need to do so by sending a regular mail or email to your BRF.

### **Why is the amount on this invoice higher than the last?**

There could be an extra charge on your invoice, check the specifics of the invoice.

## **Questions regarding moving and the apartment directory**

### **I'm moving out, what do we do with our invoice?**

Whoever owns the apartment on the first day of the month is the one responsible of paying the invoice regarding that month. If you have received an invoice for a period that occurred after the date you moved out of the apartment, please contact us at [avgifthyra@nabo.se](mailto:avgifthyra@nabo.se).

### **What is a överlåtelseavgift/sales fee?**

The överlåtelseavgift is a fee meant to cover any administrative expenditures the BRF has had due to the transfer of ownership. The BRF is permitted to charge the owner of the apartment with this fee if this is stated in the BRF's statutes.



## FAQ

### **What is a pantsättningsavgift/pledge fee?**

The pantsättningsavgift is a fee meant to cover the administrative expenditures the BRF has incurred if you have pledged your apartment as a security of a loan. The BRF is permitted to charge the owner of the apartment with this fee if this is stated in the BRF's statutes.

### **Is my pledge registered?**

We register pledges on a continuing basis. You can see what pledges are registered on your apartment by logging in on our website.

### **How can I get a copy of the apartment directory?**

By law the BRF has to keep a list of the apartments in the housing association. The list contains information about your apartment, and as the owner of the apartment you can always ask us if you need a copy of this.

### **Where do I apply for membership in the BRF?**

In most cases the board handle these applications, but you can send it directly to us and we will pass it on to the board.

### **My real estate broker needs information about my apartment in order to sell it.**

Your broker can access this information at [www.maklarservice.com](http://www.maklarservice.com)

### **There has been a change of ownership shares in the apartment, how do we update the apartment directory?**

For this to be registered in the apartment directory you need to send us a membership application for the co-owner of the apartment as well as the signed agreement.

### **Where do we send our application for subleasing our apartment?**

In most cases the BRF's board handle these matters, therefore you should contact them.

### **Where can my realtor send the sales contract?**

Your realtor can send it to [www.maklarservice.com](http://www.maklarservice.com)

### **Where do we send the deed of gift?**

You can send it to us, and we will notify and deliver the document to the board.

### **Where do we send our pledge of tenancy?**

You can send it to us directly and we will notify the board.