FAQ - answers to common questions - the property boxes

WHY DO SOME HAVE THEIR PROPERTY BOXES IN THE STAIRCASE WHILE OTHERS HAVE THEM OUTSIDE?
We on the board would have preferred to have a more comprehensive solution for all households. PostNord sees the gates to our yard and the doors to our stairwells as a permanent obstacle, according to regulations from the Swedish Post and Telecom Agency, and that their delivery personnel should only pass such an obstacle for delivery. This means that addresses that only have their doors facing the yard need to be placed outdoors to meet PostNord's requirements for a delivery environment.

HOW MANY KEYS DO WE GET PER BOX AND WHAT DOES AN EXTRA KEY COST?
2 keys. It is not possible to order an extra key, but you can have a locksmith make a copy. Keep in mind that if you lose your keys, you will have to pay for a new lock and keys.

LOCK REPLACEMENT.
As a resident, you are responsible for the keys to the box, which belong to your household. The keys should be handed over to the next resident on the day you move. The keys can be copied if the household needs more. However, if all the keys are lost, this should be reported to our manager who will replace them with a new lock cylinder. A cost that will then be charged to your next monthly statement

I DO NOT WANT ADVERTISING. WHAT DO I DO?
You change the advertising sign to red. This is done from inside the box. You are absolutely NOT allowed to put stickers on the box. If your box is damaged, you will be liable for compensation.

I WANT TO CHANGE THE NAME ON MY BOX.
Then you should report this to our manager. You are absolutely NOT allowed to put stickers on the box. If your box is damaged, you will be liable for compensation.

WHO IS RESPONSIBLE FOR THE SHIPMENT WHEN IT IS IN THE PROPERTY BOX?
The recipient of the shipment does this.

WHAT HAPPENS TO MY CURRENT MAILBOX/MAILBOX?
If you subscribe to a morning newspaper, it will continue to be delivered to your letterbox or mailbox.
If you plan to change your door, you should order one without a letterbox. Contact the board, which will then arrange for a newspaper holder with the resident's name to be placed at your door.
If you do not have a morning newspaper, you are free to close the letterbox.
You are NOT allowed to remove your letterbox yourself. If you want to remove it, contact the board and they will help you further.

WHAT ABOUT DELIVERY OF OTHER THAN REGULAR MAIL?
Letters, advertising and smaller packages delivered by Postnord, Bring, Citymail, etc. are placed in the box.
Other deliveries with Early Bird (Premo), such as pharmacy goods and other items, are delivered to your door according to your agreement with them.
Any other deliveries or pickups are arranged with your supplier.

WHAT ABOUT THE ELDERLY AND DISABLED?

Elderly people over 80 years of age or people with mobility impairments or illness have the opportunity to receive an exemption so that the postman will continue to deliver the mail to your door. If you are unable to collect your mail due to illness or age, you are usually also entitled to assistance from home services with this. To apply for an exemption, call PostNord's customer service at 0771-33 33 10.

For other concerns about this change, please contact styrelsen@luftskeppet.se.