

Rules concerning queuing and mediation



Uppsala
Bostadsförmedling

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1. Queuing rules

The queuing rules issued by Bostadsförmedlingen set out the fundamental rules for the housing queue, queuing times, and queue fees. Uppsala Bostadsförmedling is referred to below as 'Bostadsförmedlingen'.

1.1 Fundamental rules

You can register in the housing queue from the calendar year you turn 16. You can only have one spot in the housing queue.

1.1.1 Registration

You will need to provide your email and personal identity number (ID) or coordination number when registering in the housing queue or when you register to become a co-applicant. You can provide your date of birth (day, month, year) if you do not have a personal identity number (ID) or coordination number.

1.1.2 Information about applicants and co-applicants

By registering, you consent to Bostadsförmedlingen storing, saving, and processing your personal data in Bostadsförmedlingen's database in accordance with the General Data Protection Regulation (GDPR).

Bostadsförmedlingen will request complementary statements of earnings and tax required that ensures that you meet the landlord's criteria for approval as a tenant or co-applicant.

It is your personal responsibility to ensure that the information held by Bostadsförmedlingen about you is correct.

1.1.3 Deregistration

If you no longer wish to remain in the housing queue, do not pay the queue fee for the renewal of the next payment period. You cannot get your

queuing time back when you leave the queue. Bostadsförmedlingen carries out a deregistration from the queue:

- at your request
- if you do not pay your queue fee within 60 days of registration or 60 days after the end of the preceding payment period
- In case of abuse of the service or other misconduct, see section 2.4.4
- if the person is deceased.

You will lose your queuing time if you decide to leave the queue or are deregistered due to an unpaid queue fee. You will get a new queuing time if you decide to reregister.

You have the possibility to get your queue fee repaid by sending us a written request within 14 days after registering. We will then deregister you and repay your queue fee.

1.2 Queuing time

Your queuing time starts to count from the date we receive your queue fee. You may not transfer your queue time to another person, nor may another person transfer their queue time to you, except as stated in section 1.2.3.

If you pay your queue fee too late, you will be deregistered, and your queue time will be lost.

For applicants under the age of 18, queue time is calculated from the date of registration in the housing queue.

1.2.1 Your queuing time is set to zero if you get a tenancy agreement

Bostadsförmedlingen sets your queuing time to zero when you get a tenancy agreement. You will then get a new queuing time in Bostadsförmedlingen's queue, which will be counted from and including the tenancy agreement's day of taking possession. In some cases, you can keep your queuing time despite getting a tenancy agreement, see 1.2.2.

1.2.2 Special terms and conditions enabling you to keep your queuing time

You will keep your queuing time after you have signed a tenancy agreement in the following circumstances:

- You have signed a tenancy agreement without any security of tenure, for example a student accommodation or a fixed-term agreement (short-term agreement).
- You have signed a tenancy agreement via Bostad Direkt, see 2.6.

1.2.3 Inheriting/transferring queuing time

In the event of a deceased applicant, the surviving spouse or cohabitee (under the Cohabitees Act - SFs 2003:379) may inherit their queuing time. In order to inherit the queuing time, a cohabitee will need to have been registered in the Population Register (folkbokförd) at the same address as the deceased applicant for the past six months.

If the applicant moves into a permanent nursing home, a spouse or cohabiting partner may transfer the applicant's queue time. As a cohabiting partner, you must have been registered at the same address as the applicant for the six months preceding the move into the nursing home.

In order to transfer the queuing time, the spouse or cohabitee must contact Bostadsförmedlingen no later than six months after the applicant moves into a permanent nursing home.

In all other cases, queue time may not be inherited or transferred.

1.2.4 Credited queuing time from another queue

It is the board of Bostadsförmedlingen that decides to receive a queue and the conditions for it.

1.2.5 In case of abuse of the service or other misconduct

If you are suspended due to abuse of the service or other misconduct, you will be deregistered and your queue time will be removed. See section 2.4.4.

1.3 Queue fee

If you are over the age of 18, you are required to pay an annual fee in order to remain in the housing queue. If you have not yet turned 18, you do not need to pay a queue fee. You begin paying the queue fee from the date you turn 18.

Decisions on queue fees are made by the City Council in Uppsala. The queue fee is currently 305 SEK, including VAT.

You may pay the queue fee for one year at a time only. Your place in the queue is valid for 12 months from the date we receive your payment, from the end of the previous payment period, or from the date of registration if you are under the age of 18. When you pay the annual queue fee, you extend your queue place by 12 months.

Bostadsförmedlingen will inform you through email when it is time to pay the queue fee.

It is always your responsibility to pay the queue fee on time to keep your queue time.

If you fail to pay the queue fee when you register or before the start of the next payment period, you will not be able to submit a notice of interest for vacant accommodation until the queue fee has been paid.

Bostadsförmedlingen will remove you from the housing queue if you do not pay the queue fee within 60 days of registration or after the preceding payment period has ended.

Bostadsförmedlingen will not demand payment of unpaid queue fees; you are personally responsible for ensuring that your queue fee is paid on time.

If Uppsala Bostadsförmedling receives the queue fee later than 60 days after the previous payment period has ended, you will be deregistered and your queue time will be lost.

1.3.1 Repayment of queue fee

Within 14 days of your registration, you may request a refund of the queue fee by contacting us with a written request. We will then deregister you from the housing queue and refund the queue fee.

You are entitled to repayment of a queue fee paid before the payment period in question has started, i.e., the period to which the payment applies. In order to have a queue fee repaid, you must notify Bostadsförmedlingen that you want

to have the fee repaid.

If you have paid your queue fee late and have been deregistered and lost your queue time, you will receive a refund of the fee in cases where the payment can be linked to you.

1.4 Co-applicants

If you want to become a co-applicant to an applicant, you can register as a co-applicant at Bostadsförmedlingen.

When you register as a co-applicant, you do not pay a queue fee nor get a queue time. You are also unable to submit a notice of interest regarding vacant accommodation. If you are already registered in the housing queue and want to become a co-applicant to another applicant, you do not need to reregister.

As a co-applicant, you must actively choose whether you want to be a co-applicant to a specific applicant. The applicant also needs to confirm you as a co-applicant. You can only be a co-applicant to one applicant at a time.

When an applicant applies for a vacant accommodation together with a co-applicant, Bostadsförmedlingen will request certificates and documents from both the applicant and the co-applicant. The applicant and the co-applicant are both responsible for uploading their own certificates and documents on My Pages.

for the accommodation, provided you meet the landlord's criteria.

If you have the same queuing time as someone else who has given notice of interest in the accommodation, the person who first gave notice of interest will be recommended as a tenant.

2.1.1 Requirement to live in the accommodation permanently

In order to get an accommodation via Bostadsförmedlingen, you need to intend to live permanently in the accommodation for which you have given a notice of interest.

2.1.2 Landlord's criteria

You will need to meet the criteria set by the landlord for the accommodation to be approved as a tenant. The criteria are always presented in the advert for the accommodation.

The criteria may, for example, apply to type of income, income of a certain amount or a certain age for the category of housing. The landlord may also set special criteria for certain accommodations, for example that no smoking or pets are allowed in the accommodation or property. The criteria are always presented in the advert for the accommodation.

If you do not meet the landlord's criteria, you may not be invited to view the accommodation or get proposed as a tenant, despite having the longest queueing time amongst those who have given notice of interest in the accommodation.

2.1.3 Compensation in the event of mishandling

If you gave notice of interest but were not offered the accommodation when you had the longest queueing time and met the landlord's criteria due to processing error on the part of the landlord or Bostadsförmedlingen, you may be compensated with an offer of an accommodation that is as equivalent as possible in terms of rent, size, and residential area. Bostadsförmedlingen has interpretative priority regarding what is an equivalent accommodation. You may receive no more than two such offers.

2. Mediation rules

2.1 Fundamental rules

Everyone in the housing queue is in a common queue. Vacant accommodations are mediated in order of queuing time. Bostadsförmedlingen will recommend you as a tenant to the landlord if you are the person with the longest queuing time among those who have given notice of interest

2.2 Mediation fee

You have to pay a mediation fee when you enter into a tenancy agreement through Bostadsförmedlingen. The City Council in Uppsala determines mediation fees; the mediation fee is currently 800 SEK, including VAT. The mediation fee for student accommodation is currently 500 SEK, including VAT. You do not have to pay a mediation fee if you sign a fixed-term (short-term) tenancy agreement.

If you do not pay the mediation fee, you will not be allowed to submit a notice of interest in vacant accommodation until the fee is paid, including any recovery costs.

2.3 Terms and conditions for being proposed as a tenant

Bostadsförmedlingen will obtain necessary information to ensure that you as an applicant or co-applicant meet the landlord's criteria. You will not be proposed as a tenant if you do not meet the criteria.

If Bostadsförmedlingen does not have your up-to-date contact details, you will not be recommended as a tenant for the accommodation in question, even if you have the longest queueing time. Nor will you be recommended if you do not respond to or contact Bostadsförmedlingen within the set time limits.

2.3.1 If you answer 'yes' and you are first in the queue for an accommodation

Your other notices of interest will be deleted if you have said 'yes' to an accommodation and are first in the queue for the accommodation.

Bostadsförmedlingen will contact you if you are first in the queue for several accommodations. You will then need to decide which accommodation you want. Your other notices of interest will then be deleted.

2.4 Block on giving notice of interest

Bostadsförmedlingen may prevent you from submitting new notices of interest or from pursuing existing notices of interest in some circumstances. Such a block does not affect your queuing time.

2.4.1 If you have not paid your queueing fee

You will not be allowed to submit any notices of interest if you have registered for the queue but have still not paid your queue fee. Nor will you be allowed to submit any notices of interest if you have not paid the queue fee for the payment period in question. However, your opportunity to participate in the ongoing mediation process will not be affected if you have submitted a notice of interest, but the payment period covered by the payment expires.

2.4.2 If you have been proposed as a tenant but then do not sign the tenancy agreement

If you drop out and do not sign the tenancy agreement, you will be blocked from submitting new notices of interest for six months.

2.4.3 If you have not paid your queue fee or mediation fee

If you have not paid your queue fee or mediation fee, including any recovery costs for the mediation fee, you will be blocked until you pay. In that case, you will not be allowed to submit notices of interest.

2.4.4 In case of abuse of the service or other misconduct

If you abuse the service or show other misconduct, you may be blocked or suspended for a period of time. A block entails that all your notices of interest are removed. You will also not be able to make new notices of interest. The block is valid for six months from when a decision on the block is made. The block does not affect your queueing time.

Abuse of the service or other misconduct can also lead to you being suspended. A suspension entails that your notices of interest are removed. You will also be deregistered from Bostadsförmedlingen and lose your queueing time. During the suspension, you cannot register in the housing queue again. The suspension applies from the moment a decision on suspension has been made. Bostadsförmedlingen decides the length of the suspension.

These measures may become relevant in the following situations:

- If you provide incorrect information or submit false documents and certificates, you will be blocked for six months.
- If you misbehave or behave threateningly in contact with an individual landlord's representative, moving tenant in connection with the showing or in contact with Bostadsförmedlingen, you can be blocked for six months or suspended for six months depending on the seriousness of your misbehavior.
- Bostadsförmedlingen can block or suspend you in case of other misconduct such as abuse and manipulation of the agency service.

Bostadsförmedlingen report all actions that are suspected of being illegal to the police.

2.5 Queuing time after entering into a tenancy agreement

Your queueing time is set to zero when you sign the tenancy agreement. You cannot get the queueing time that you had before signing the tenancy agreement reinstated.

2.6 Bostad Direkt

In certain cases, we mediate accommodations through Bostad Direkt. As always, the accommodation is mediated based on queuing time. The difference with Bostad Direkt is that you will keep your queueing time after signing a tenancy agreement.

3. If you have a complaint

You should contact Bostadsförmedlingen's customer service if you have a complaint. Your complaint will first be dealt with by a case worker who will explain Bostadsförmedlingen's rules and practices. If your complaint concerns a mediated accommodation, the case worker will investigate whether the mediation was conducted correctly.

- If you are not satisfied with the case officer's response, you are referred to contact Uppsala Bostadsförmedling Customer Ombudsman in writing.
- If your complaint involves a deviation from current queuing and mediation rules, the complaint may be referred to the Board of Directors of Bostadsförmedlingen.
- Decisions made by Bostadsförmedlingen cannot be appealed to any other instance.

Translation note:

We reserve ourselves for any eventual incorrectness in the translation from Swedish to English. In the event of a dispute, it is the Swedish version of the queuing- and mediation rules that applies.

4. List of revisions

2016-05-25, version 1.1

Revised by AU on 25 May 2016 following a board

- Decision concerning a mediation fee of 0 SEK for short-term agreements, see 2.2. Mediation fee

2016-11-10, version 1.2

Revised following a board decision concerning

- Inheriting queuing time, 10 November 2016, see 1.2.3 inheriting queuing times.

2017-02-27, version 1.3

Revised following a board decision concerning

- Withdrawal and repayment of queue fee, see 1.1.3, 1.2, 1.3, 1.3.1

2017-05-18, version 1.4

Revised following a board decision concerning

- Decisions about unlimited notices of interests for newly built accommodations.

2017-05-29, version 1.5

Revised following a decision made by City Council in Uppsala

- Decision about reducing the mediation fee to 625 SEK.

2018-10-18, version 1.6

Revised following a board decision concerning

- Decisions about credit queue time off from another queue, see 1.2.4.

2019-05-23, version 1.7

Revised following a board decision concerning

- Decision to update information regarding GDPR, see 1.1.2.
- Decision about unlimited number of notices of interests.
- Decision about wording changes concerning Bostad Direkt, see 2.6.

2019-12-15, version 1.8

Revised following a decision made by City Council in Uppsala

- Decision to raise the queue fee to 305 SEK.
- Decision to raise the mediation fee to 1,000 SEK, excluding student accommodation.

2020-01-01, version 1.9

Revised following a board decision concerning

- Decision regarding change in the managing of incorrect handling, see 2.1.3.
- Decision to move section, see 2.3.1.
- Decision to remove section 2.4.4. You are bound by your "yes" answer.
- Decision to remove section 2.4.6. If you have provided incorrect information
- Decision about change in cause of blockage, see 2.4.4. If you provide false documents and certificates

2020-11-13, version 1.9.1

Revised following a board decision concerning

- Decision regarding change in the managing of complaints, see section 3.

2021-10-18, version 2.0

Revised following a board decision concerning

- Decision was made on 2020-11-13 but applies from 2021-10-18 regarding adding section 1.4 Co-applicants, as well as adjust sections affected by the addition: 1.1.1 Registering, 1.1.2 Information about applicants and co-applicants, and 2.3 Terms and conditions for being proposed as a tenant.
- Decision was made on 2020-11-13 but applies from 2021-10-18 concerning changing the text in section 1.2 Queuing time, ruling that the queuing time is counted from the time when the queue fee is paid, and adjust the text in section 1.3 Queue fee affected by the change.

2021-12-16, version 2.1

Revised following a board decision concerning

- Decision about a change in section 1.4 Co-applicants. A change to the digital mediation service is carried out, which means that co-applicants need to upload their certificates and documents on My Pages by themselves.

2023-02-16, version 2.2

Revised following a board decision concerning

- Decision about changing section 1.2.3 Inheriting queuing time. As a spouse or cohabitee, you can also inherit queuing time if the applicant moves into a permanent nursing home.
- Decision to lower the mediation fee for all accommodations, excluding student accommodations and short-term agreements, to 800 SEK and 500 SEK for student accommodations.

2024-05-30, version 2.3

Revised following a board decision concerning

- Decision to change the required age to register in the housing queue to the calendar year you turn 16.
- Decision about changing section 2.4.4 If you provide false documents and certificates to 2.4.4 In case of abuse of the service or other misconduct.

2025-11-20, version 3,0

Revised following a board decision concerning

- Decisions take effect as of 2026-01-01.
- Decision to amend section 1.1.3 Deregistration: wording changed from "deregisters a person" to "carries out deregistration". The wording "his/her" is changed to "your" in point 2. Addition of a new point: If you are suspended due to abuse of the service or other misconduct.
- Decision to amend section 1.2 Queue Time: wording changed from the date you pay the queue fee to the date we

receive your queue fee. Corresponding amendments are also made in section 1.3 Queue Fee. Wording changed from your queue time will be reset and you will receive a new queue time from your payment date to you will be deregistered and your queue time will be lost. Corresponding amendments are also made in section 1.3 Queue Fee.

- Decision to amend section 1.2.3 Inheriting Queue Time to 1.2.3 Inheriting / Transferring Queue Time. Wording changed from inherit to transfer in cases where the text concerns a move to permanent nursing home. Wording changed from Uppsala Bostadsförmedling to Bostadsförmedlingen.
- Decision to add a new section 1.2.5 Abuse of the Service or Other Misconduct.
- Decision to amend section 1.3.1 Refund of Queue Fee: wording changed from your written request to a written request in the first paragraph. Paragraphs one and two are reordered. In paragraph three, wording changed from having had your queue time reset, you may request a refund of the queue fee to having been deregistered and had your queue time lost, you will receive a refund of the fee in cases where the payment can be linked to you. The sentence: You must contact us within 14 days of the payment date to request a refund of the queue fee is removed.
- Decision to remove the wording: responds within two working days in point 1 of section 3 If you have a complaint.

Revised by the Board of Directors in accordance with a decision by the Uppsala Municipal Council

- Decision to introduce a fee-free housing queue for all people under the age of 18 as of 2026-01-01. This results in

amendments to section 1.2 Queue Time
and section 1.3 Queue Fee.

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