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Lappeenrannan Asuntopalvelu Oy

Resident's guide

Welcome to your new home!

This resident's guide provides useful information on living in a rented apartment, instructions on caring for your home, and tips on maintenance of the apartment. Remember to read the guide carefully and store it for further reference.

We want to provide you with reliable, safe and comfortable housing.



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Moving in

Welcome home!

Rental agreement

A rental agreement for a residential apartment is made in writing either for an indefinite period or for a limited period. At the same time, an agreement can be made on a parking space and a reservation for a sauna shift.

Security deposit

Before the rental agreement is signed, a security deposit must be paid that is usually equal to one month's rent. The deposit can be a cash deposit or a voucher granted by the Social Insurance Institution of Finland (Kela). The landlord can use the deposit to cover any post-removal expenses. The deposit will be refunded within approximately two weeks after the rental agreement has ended, the apartment is empty and cleaned, the movables storage space has been emptied, all the keys have been returned, there is nothing in the apartment to be fixed outside normal wear and tear, and all rents and other charges have been taken care of.

Keys

You will receive the keys to your new home from the Asuntopalvelu office when your rental agreement commences. You can also agree to pick up the key outside of customer service opening hours in the automatic Smartpickbox for keys, located in the lobby of the office.

Be sure to insure your movables!

- Asuntopalvelu's property insurance does not cover any damage to movable property.
- We encourage residents to take out home insurance to protect their movable property in the event of damage.

Read more on page 12.



Customer pages

Once you have made the rental agreement, please begin to use the Resident's own Customer pages. Customer pages are our residents' electronic service channel. You can log in to the Customer pages at www.aspakoti.fi/asukassivut.

On the Customer pages, you can most conveniently make an entry check and submit fault reports, as well as contact customer service and building managers. You can also see important housing-related bulletins and contact information on the Customer pages. On the Customer pages you are able to view your rental agreement, rent payment information, property information, documents and consumption monitoring of property, too.

Entry check

After the previous tenant has emptied the residence, the building manager checks the condition of the apartment and orders any necessary repairs. The new resident fills in the entry check form, indicating any faults in the apartment. This ensures that the new resident will not be liable for faults caused by others. The most convenient way to make the entry check of a new resident is on the Customer pages, www.aspakoti.fi/asukassivut. A printable entry check form can also be found at www.aspakoti.fi.

Electricity contract

The resident signs an electricity contract with the electricity company of choice. The local electricity company is Väre. You can examine their services and make an electricity contract. www.vare.fi

Notification of moving

You should submit a notification of moving and direct your mail to the new address in good time. According to Finnish legislation, you must always submit a notification of move if you move permanently into a new home or if your temporary stay at another address is longer than three months. The notification may be made no earlier than one month before the moving date, but no later than one week after the move.

You can submit a notification either online at www.muuttoilmoitus.fi or with a form available in the post office or local register office.

Internet and cable TV

Rents of nearly all Asuntopalvelu residences include Telia's basic cable TV service and a broadband connection at a speed of 10 Mbit/s. Before the broadband connection is taken in use, the resident places an order and signs an agreement for Telia. If desired, the resident can also order additional speed for the internet from Telia, as well as other additional services, such as cable TV channel packages.

Depending on the internal network of the building, fibre connection enables a speed of 100 Mbit/s (in new houses up to 1,000 Mbit/s). You can check the availability of broadband to your own address and different connection speeds and place the order by contacting Telia directly: online www.telia.fi/asukas or by calling customer service tel. **0200 11611** (mnc/Inc). When the resident agrees the broadband connection with Telia, Telia opens the connection and, if necessary, assists setting up the internet access. If there are problems with the broadband connection while housing, residents are asked to call Telia customer service directly, tel. **0200 11611**.

Sauna shift

Sauna shift can be reserved from customer service upon signing the apartment's rental contract. Sauna shift can be reserved later on from customer service by calling tel. **0800 143 100** (selection 1) or through email aspainfo@aspakoti.fi.

Parking space

A parking space is reserved from customer service and is subject to a separate rental agreement. There is a limited number of parking spaces, and they are reserved for the residents' cars only. Visitor spaces are marked separately, and they are intended for short-term parking for residents' guests. Parking spaces cannot be rented to visitors with a fixed-term contract. Terminate the parking space if the car no longer exists or if the terms of the contract are not met. Termination is made in writing using a form available on our website at www.aspakoti.fi or at the office's customer service.

Determination of the rent

Lappeenrannan Asuntopalvelu Oy operates on a self-cost basis at properties subject to the limitations of the Housing Finance and Development Centre of Finland (ARA): revenue must cover expenditure. At the company, rents are determined on a building-specific basis. The rent of each apartment consists of capital and maintenance expenses.

Capital expenses include the building's:

- repayments and interest on construction and modernization loans
- repairs based on the long-term maintenance plan

Maintenance expenses include the building's:

- heating, electricity and water charges
- property maintenance and cleaning
- waste charges
- insurance policies
- rent of plots
- property tax
- other repairs
- other expenses for maintenance

These expenses must be covered annually with the rents collected from tenants. Thus the residents pay collectively for the costs of their building. Any delays and omissions in the payment of rents cause increases in rents.





Payment of rent

According to the rental agreement, the due date for the rent is the second day of each month. The rent can be paid with a traditional paper invoice or as an e-invoice, or it can taken to the bank to be paid as a direct payment. Our company adheres to good practice in debt collection of rents. Any overdue rents are subject to valid interest for late payment, as applicable. The landlord initiates debt collection measures for failure to pay even one month's rent. Efficient debt collection is in the customers' interest because, with rents specified on a self-cost basis, overdue rents that are not paid may become payable by other tenants.

When you pay the rent by the due date, you avoid unnecessary reminder letters and expenses. Upon the payment of rent, always use the reference number shown on the bank transfer form to ensure that the payments are directed at the correct invoices. If necessary, we use the Intrum Oy debt collection agency for managing payment claims which sends complaint letters and handles the recovery of any claims on our behalf. If you would like to discuss fees, please contact the rent control. Contact details of the rent control are available on our website at www.aspakoti.fi.

Remember!

- The due date for the rent is always
- the second day of each month.

Tenant benefits

After you have lived in a residence of Lappeenranta Asuntopalvelu for 15, 20, 30, 40 or 50 years without interruption, please contact your building manager. Upon request, the building manager will meet with you at your home. Together you will discuss, on a case-specific basis, what should be done to slightly improve your apartment.





Residents' influencing possibilities

- tenant democracy

Small deeds, a communal spirit and comfortable housing.

Tenant democracy enables residents to influence matters concerning their own building.

The aim is to influence the quality of living and the comfort of housing by paying attention to the house and yard, relationships with neighbours, and security. This action is based on the voluntary and active participation of the residents. A tenant meeting can be arranged in the building, where you select a tenant committee or, alternatively, a contact person for the building. Tenant committees can take a position on the budget, management of the building's communal and yard areas, and development of common activities for residents. Chairs of tenant committees and contact persons for buildings act as their respective building's representatives towards the landlord.



Are you interested?

Please feel free to contact us and ask more about tenant activities and opportunities! Contact details are available at: www.aspakoti.fi



Communal facilities and areas

Staircase

Staircases in buildings are common spaces for all residents. According to the Rescue Act, no goods may be stored in emergency exits or passageways in attics, basements or storage spaces (Rescue Act, 29.4.2011/379, section 10). A notice is submitted for any goods left in corridors, and these are not removed despite a request to do so, the landlord will have the space emptied against an invoice. The buildings have specific spaces for strollers and outdoor exercise equipment. Smoking is forbidden in all communal areas, including staircases. Make sure that the front door of the building is locked and that the door of the entrance tambour behind the front door, if there is one, is also closed.

Lift

The lift in the building is important for many residents, so normal use of the lift helps keep it in order. If the lift is defective, please contact the lift company directly. The contact details are available inside the lift

and on the bulletin board. Teach children how to use the lift correctly and remind them that the lift is not a playground. In the event of a fire or other emergency, use of the lift is prohibited.

Laundry and drying room

In most buildings, residents are provided with laundry and drying facilities either in their own building or in a nearby building owned by Asuntopalvelu. Use of the laundry room is not charged separately, instead it is included in the rent. The laundry room can only be used by the building's residents doing their own laundry. Shifts for use 2 hours/day/washing machine, these can be booked from the calendar in the laundry room. The utilisation time for the laundry room is daily from 07:00 to 22:00. All users must see to the cleanliness of the room and remove their own dry laundry in time, so other residents can use the laundry room according to their reservations. Many buildings also have a tumble dryer.



Sauna

The sauna is meant for washing up, and keeping it clean is important for all users. Do not throw water at the bench or wall of the steam room, and use water sparingly otherwise. All those who go to the sauna should take other people into account by using their own bench cloths, and ensure the cleanliness of the sauna facilities by removing any diapers and other rubbish that causes smells and other inconvenience.

If you use a bath whisk, clean off the leaves. Make sure that the facilities are in a tidy condition when you leave. Pets are not allowed in the sauna facilities.

Storage facilities

Buildings or outdoor buildings have storage facilities for outdoor exercise equipment, strollers and residents' other movable property.

Outdoor equipment storages are intended for bicycles and skis, for instance. Many buildings have specific storage spaces for strollers but if there are none in your building, you can store a stroller in your own apartment. There are apartment-specific personal storages for residents' other belongings, which must be kept locked even if no goods are stored there. You may not give your own storeroom to be used by other people. Residents who have a refrigerated cubbyhole are responsible for locking it and for the belongings inside.

Remember that mopeds or other motor vehicles must not be stored indoors. Also, any petrol canisters, gas or other flammable liquids must not be stored indoors. For fire safety reasons, no items may be stored along the corridors of the storage premises. Also, do not use the sauna in the apartment as a storeroom.

- | *You can reserve a sauna shift or ask about changing your current sauna shift from the office's customer service, via email, at aspainfo@aspakoti.fi or by calling tel. 0800 143 100 (selection 1)*
- | *Enjoy the sauna!*

Club room

Many buildings have a club room. The club room is intended for shared use by all the residents in the building. In some buildings the club room can be accessed with a resident's personal key, but in others only the building's tenant committee or contact person can enter the club room.

The club room can be used for arranging meetings, the housing company's joint celebrations or hobby activities, for example. Residents can also reserve the space for their own birthday parties or other events. Those who can access the club room with their own key can book the room from the reservation calendar on the wall; otherwise a reservation can be made through the tenant committee or contact person. The resident who has made the reservation is responsible for the club room and its movable property. Personal belongings may not be stored in the club room. The housing company's rules and regulation are in force in the club room also.

Every user of the club room is responsible for the cleanliness of the room. When leaving the club room, the resident should take out the garbage and make sure the room is tidy.

Parking

Parking spaces

There is a limited number of parking spaces for cars along the streets. Therefore, you should rent your own parking space in the yard of the building. Parking spaces with heating sockets, carport spaces and garages can be booked with the office's customer service. Every space is subject to a rental agreement, and spaces are rented only for the building residents' own cars. The space may not be assigned to another person without authorisation, and the spaces are intended only for parking of vehicles in traffic.

Vehicles that are unregistered, removed from the register and use in traffic, and vehicles with seasonal insurance and decommissioned vehicles are removed at the owner's expense, after a request to move them has been submitted. Guests can park their cars in designated visitor spaces or along the street.

For electrical safety reasons, heating cables of vehicles may not be hung in the outlet and extension cords must not be used. The landlord removes any cables left hanging. The enclosures of car heater outlets must be kept locked at all times. Please also note that campers/ caravans may not be recharged in car heating poles.

Yard and play area

There are people of many ages and sizes moving around in the yard area; those operating vehicles must drive as slowly as possible to avoid any hazardous situations. Children's playgrounds are often separated as a specific area. Pets may not be taken to playgrounds, and feeding of wild animals is also forbidden everywhere in the yard area. Cars may only be parked in spaces reserved for them, because elsewhere they hamper maintenance and prevent the operation of the rescue department.



The heating poles are equipped with a clock timer with a scheduled number of hours. Car washing and repairing is also forbidden in the property area.

Electric car charging points

Electric cars must not be charged in normal heating poles without modifications. We install electric car charging points for residents to use as needed.

Residents who need an electric car charging point will pay for the extra electricity consumption in addition to the normal parking fee. The decision to install a charging point is made by Lappeenrannan Asuntopalvelu, so if you need a charging point for your electric car, please contact your building manager to arrange this.

Using the car's inside heater

To avoid any problems, use type-approved equipment for heating the interior of your vehicle.

Housing safety

Fire safety

Fires cause damage, inconvenience and high costs every year. Most of them are caused by people's negligence, such as smoking and burning of candles or tealights without supervision. The best way to protect your home is to acquire smoke detectors and ensure that they work properly, keep fire extinguishing equipment easily available, and be aware of the escape routes.

Smoke detector

According to the Rescue Act, each apartment must always have one smoke detector for every part of 60 m². For example, an apartment 70 m² in size must have two smoke detectors. In addition, a two-storey apartment must have a detector on each floor even if the total number of square metres does not exceed 60 square meters. The resident is responsible for the acquisition and operation of smoke detectors. In new and modernized buildings, smoke detectors are connected to the electrical network and the landlord is responsible for their maintenance. If such a smoke detector requires servicing, report this to the landlord. The resident is responsible for regular testing of the operation of smoke detectors.

Emergency access roads

Yard areas of buildings have routes marked with "emergency access road" signs ("pelastustie" in Finnish), and these must be kept free from obstacles for rescue purposes. Parking on them is strictly forbidden.

Home insurance

You should definitely acquire home insurance, so you receive compensation for your belongings in the event of an accident. The insurance policy should also include legal expenses and liability insurance. Asuntopalvelu has its own property insurance, but it does not compensate for any damage to residents' movable property. If an accident occurs, the resident's own home insurance covers the deductible in the landlord's property insurance for the amount of the damage incurred. It is a large amount of money if you have to pay it out of your own wallet.

Keys and locking

If you lose a key or need additional keys, contact the office. Residents pay for any additional keys themselves, and the price is not refunded upon moving out. If you cannot get into your apartment, property maintenance will open the door for a fee. Be prepared to prove your identity at the same time. The standard equipment of the apartments does not include a peephole or safety chain. If the door has the accessories mentioned above, they must be left in place when moving out.

Disturbances

If a neighbour causes disturbances, do not hesitate to report it to Asuntopalvelu and to the police if necessary. We only accept notices of disturbances in writing, with signatures from several residents. The form is available on our website at www.aspakoti.fi.

After receiving the notice of disturbance, we will contact the party causing the disturbance and investigate the situation. Notice of disturbance will be handled confidentially. The party causing the disturbance will not find out who has filled the notice of disturbance about them.



Use and maintenance of electric keys

Abloy Protec -keys

Use:

Push the key into the lock cylinder

- **1 beep** = the lock can be opened
- **3 short beeps** = the key is not authorized to open the lock, or the lock does not identify the key
- **3 long beeps** = the voltage of the key is low, i.e., the battery is low or the key is cold
- **No beep** = try again, the battery may be empty so the lock will not open

Maintenance:

If the key gives long beeps, bring it for maintenance in time! The key should be serviced in good time, to avoid having to pay extra door opening fees. If the battery is completely discharged or key maintenance has been neglected, the lock will no longer open. Upon request, the property maintenance company will open the door and charge a fee for this.

Instructions:

- Avoid dropping the key
- Keep the key clean and dry
- Do not pull the door open with the key
- Do not leave the key in a hot (max. + 50 °C) or very cold (max - 10 °C) place
- Do not lubricate the key or the lock case yourself

Abloy Pulse -keys

Use:

Push the key into the lock cylinder. The electric energy is harvested for operations when the key is inserted into the cylinder. If the push is too slow, not enough energy will be produced to open the door. Turn the key once the green light flashes on the key. If red light flashes, there is no right to open the door. If no light flashes on the key (too slow push), try again.

| Please check our website
 | for current information about
 | maintaining the keys:
 | www.aspakoti.fi

iLOQ-keys

Use:

Insert the key into the keyway and turn the key. If the cylinder does not open, remove the key and re-insert it into the cylinder again, this time more slowly. The electric energy is harvested for operations when the key is inserted into the cylinder. If the movement is too fast, the cylinder is kept in the locked state.

Maintenance:

The contact wire on the metal part of the key must be clean and smooth. If the contact wire is dirty, wipe it clean using a soft tissue. Replace the key if the contact wire is damaged.



Caring for the apartment

Heating

Most of our buildings are heated by district heating. The apartments have radiators equipped with thermostatic valves. The thermostat regulates the temperature of the room, keeping it steady. The surface temperature of the radiator varies due to adjustments. If the radiator feels cool to the hand, this does not mean that the radiator is not working. If the room temperature does not seem appropriate, you can turn the knob of the thermostat in your desired direction. Thermostats must not be removed.

Ventilation

Apartment buildings have centralised ventilation that has enhanced operations according to a time programme, in cycles of a few hours.

Terraced houses have apartment-specific or centralised ventilation. With apartment-specific ventilation, the fan must always be kept at least at minimum power. When cooking or using the bathroom, the power needs to be increased. In apartment buildings with apartment-specific ventilation, the instructions in the apartment's resident folder must always be followed.

The discharge valves in the apartments have been adjusted so that the correct amount of air is removed through them. The adjustments of the valves must in no circumstances be altered as this will disturb the ventilation in the entire building. If the discharge valve does not appear to be working after the paper test, this may be caused by an equipment malfunction or obstruction of the valve gap. The discharge valves should be cleaned at regular intervals to prevent dirt from being accumulated in the valve. The valve is removed by turning it counter-clockwise from the outer rim, removing the gasket and washing with dishwashing liquid (the position of the valve centre cone must not be rotated).

The replacement air valves are located in the apartment either on the top of a window or behind a radiator. They are designed to bring fresh air into the apartment, and they must also be cleaned regularly.

The grease filter in the cooker hood also needs cleaning once a month. To clean, remove the metallic grease filter and wash it with either a brush and dishwashing liquid or in the dishwasher.

- The suitable room temperature is 20–21 degrees Celsius, higher temperature dries the room air.
- In the bedroom the appropriate temperature for sleep is lower, about 19 degrees Celsius.
- Radiator thermostats must be not covered with curtains or clothes.
- Arrange the furniture so there is space for the radiator and heat can circulate.
- Ventilate the room quickly so the radiator does not overheat and consume energy unnecessarily.
- A decrease in the temperature of just one degree reduces energy consumption by 5–7 %, affecting the costs of the building and thus the rents.





Electrical equipment

The resident is responsible for the replacement of bulbs and fuses for both fixed lighting and the oven lamp, for instance. Electricity must not be taken with own cables from the staircase or the car's heating pole, nor taken out through the window with an extension cord. Avoid using electrical outlets during a shower due to the risk of electric shock. Report any defective electrical device or outlet immediately to the property maintenance company.

Bathroom, water fittings, washing machines and sewer

Clean the ceiling, floor and walls of the bathroom regularly. Choose the detergent according to the surface material, and be careful not to rub the seams between the tiles too hard. Also, remember to dry the floor after washing. Clean the sink strainer in the washbasin. If the basin does not remove water properly, submit a fault report to the property maintenance company. Do not throw rubbish into the basin to prevent it from becoming clogged.

Caring for household appliances

- Clean the background of the refrigerator and cooker regularly so that no dust accumulates there.
- Defrost the fridge regularly, and also make sure that the discharge outlet inside the refrigerator is clean to prevent melting water from draining onto the floor.
- Clean the cooker and oven immediately after use, so grease does not burn onto them the next time they are used.

Excessive use of water increases the water bill and costs of the building and is thus a contributing factor to the amount of rent.

Clean the floor trap and its inside parts at least twice a year. Remove the lid of the trap and clean the accumulated dirt with a brush. Gently pull out the odour trap and remove dirt accumulated in the floor trap, such as hair. Finally, spray water into the floor trap. Be sure to put the odour trap tightly back into place. You can buy a screen or filter for the floor trap to make it easy to remove hair. If a faucet or the toilet bowl is leaking, submit a fault report to property maintenance as quickly as possible after you have noticed the defect.

If the apartment does not have an interface for the dishwasher or washing machine and one is required, first contact your building manager and ask for permission for this measure. Also note that the installation may only be done by a professional in the industry. The resident is liable for the installation costs.

If the drain hose of the dishwasher is too short and does not reach the connection point, the resident should obtain a longer, uniform drain hose. When installing the dishwasher, a protective leak pan should also be installed under the machine.

If you are having installation for the washing machine, remember that the non-return valve must be in working order to prevent dirt from flowing back into the water mains. Close the faucets when the washing machines are not running, and wash on the machines only when you are at home. It is also good for the resident to understand that in the event of water damage caused by the resident's own equipment, resident should have home insurance to reimburse the landlord for the damage costs. It is a large amount of money if you have to pay it out of your own wallet.

If there is a cabinet in the place of the dishwasher, the resident is responsible for removing it. The cabinet should be taken to resident's own storage, and when moving out, neatly returned to its place. Removing and reinstalling the cabinet is not the responsibility of the property maintenance, but the residents should take care of these their selves or with the help of a professional. When removing the dishwasher, remember that the connections to the drain pipe and the water inlet pipe must be plugged, so that the water in the kitchen sink cannot drain into the cabinet below.



Smoking

Smoking is forbidden in communal areas and on children's playgrounds, as well as in apartments subject to rental agreements signed after 1 March 2018. In buildings with a no-smoking policy, smoking is also forbidden on balconies, terraces and apartment yards. These buildings have a separate smoking place in the yard, and smokers must ensure the cleanliness of this place together. Violation of the rules and failure to comply with the rental agreement are one of the grounds for termination of the rental agreement. Smoking in the apartment causes extensive damage to the surfaces for which the resident is liable. The yellowing of walls and fire traces left by tobacco on the floor are not normal wear and tear of the apartment; instead, they are the resident's responsibility.

Pets

The keeping of pets is allowed within reasonable limits. Keep the animals on leash in the yard and in staircases. Taking pets to the children's playgrounds or in their vicinity is forbidden. Taking pets to common sauna, washing and dressing rooms is also forbidden. The pet holder must ensure that the animal does not disturb the environment and the residents of the building with repeated noise. Remove all pet droppings from the yard. Residents are responsible for any damage done by their pets both in the apartments and in the entire property area. The feeding of wild animals is forbidden.

Balconies

A balcony is a pleasant addition to an apartment, and it is a good idea to ensure its cleanliness. For fire safety reasons, balconies may not be used for storing items, and especially storage of flammable liquids is absolutely prohibited. Cooking on balconies is forbidden, but you can barbecue in the building's communal barbecue area, if there is one. According to façade regulations, any fixed items such as nets, blankets or parabolic antennas may not be mounted on balconies. Do not dust mats or anything else over the railing of the balcony – dusting racks can be found in the yard.

Cleaning

Caring for your home includes regular cleaning of the apartment. If such cleaning is not done, the apartment cannot be restored to normal condition without a renovation as time passes. Costs for neglecting to clean the apartment are payable by the resident.



The following cases, for example, do not constitute normal wear and tear of the apartment:

- Shower wall breakage
- Cracks in the toilet seat and washbasin
- Traces left by furniture and carpets
- Damage to floor surfaces due to failure to clean
- Traces left on surfaces by cigarettes or the equivalent
- Cavities and rubbing of doors and walls
- Drawing and other fouling of walls, and tearing of the wallpaper
- Traces and odours left by pets
- Large holes caused by the fastening of mirrors and paintings and an exceptionally large number of them
- Defrosting of the refrigerator and freezer with edged weapons
- Damage caused by failure to clean

Modifications and renovations

Repairs or modifications may not be made to the apartments without permission. These include painting, wallpapering, replacement of stationary fittings or installation of new fittings. In modification and renovation matters, please contact your building manager. A list of building managers is available on our website at www.aspakoti.fi.

Do not glue anything to a wall with wallpaper, because it causes almost always damage to the surface. Also, it is not advisable to glue mirror tiles even to a painted surface, as the wall surface must be renewed after the mirror tiles have been removed. Nothing may be attached to cabinet doors, interior doors or the front door of the apartment, because they always leave permanent traces.

Resident's repair responsibilities

The tenant must look after the apartment with care. The tenant is not responsible for normal wear and tear caused by living in the apartment. Normal wear and tear means damage that has occurred gradually; however, incorrect or neglected care of surface materials, for example, does not constitute normal wear and tear. The tenant is obliged to compensate the landlord for any damage caused intentionally or through neglect or other negligence. The tenant is also liable for any damage caused by a person who has resided in the apartment with the tenant's permission.



Waste management and recycling

Waste sorting and recycling is an important environmental act. Correct sorting and recycling of waste reduces the environmental burden, and it also helps you look after your own finances. Waste management costs are paid for by every resident, so think about what you place in your rubbish bin. You should not place in the waste canopies any items that do not belong there, only waste intended for sorting containers.

Dry waste

- ✓ different plastics and packaging materials
- ✓ plastic sour whole milk and yogurt cups
- ✓ vacuum cleaner dust bags
- ✓ cigarette butts
- ✓ broken porcelain dishes
- ✓ window and mirror glass, incandescent lamps, and other specialty glass
- ✓ textiles, rubber and leather
- ✓ diapers and sanitary towels
- ✓ cat litter
- ✗ hazardous waste
- ✗ organic waste
- ✗ other waste that can be reused, such as recyclable paper, paperboard, packaging glass and metal

Waste paper

- ✓ in principle, all material coming from the mail drop
- ✓ newspapers
- ✓ magazines
- ✓ brochures and other printed advertising material
- ✓ envelopes (including ones with windows)
- ✓ recycled papers
- ✓ coloured copying papers
- ✗ wet and soiled papers
- ✗ soft papers (kitchen paper)
- ✗ wrapping papers (copy wrapping paper)
- ✗ waxed papers (gift paper)
- ✗ cardboard, milk and juice cans, fibre packaging

Papers may not be bundled with a string, staples need not be removed.

All buildings have collection bins for dry waste and organic waste, as well as a container for recycled paper. Buildings with at least 10 residences have a collection bin for recycled paperboard, and buildings with a minimum of 20 residences also have collection bins for metal, glass, and plastic.

Organic waste

- ✓ vegetable and fruit peels
- ✓ food scraps
- ✓ eggshells and egg cartons
- ✓ fish guts, bones
- ✓ coffee filters, tea bags
- ✓ kitchen paper, napkins
- ✓ garden waste, soil for flowers
- ✓ wastes from cleaning cages of pets
- ✗ carrier bags or plastic bags
- ✗ glass and metal
- ✗ textiles, rubber and leather
- ✗ milk and juice cans
- ✗ plastic sour whole milk and yogurt cups
- ✗ vacuum cleaner dust bags
- ✗ cigarette butts and ash
- ✗ hazardous waste
- ✗ diapers and sanitary towels (also "biodegradable" ones)
- ✗ cat litter

Plastic

Empty, clean and dry:

- ✓ plastic packaging for food, such as yogurt cups, butter boxes, and packaging for cold cuts, cheese and ready-to-eat meals
- ✓ detergent, shampoo and soap packaging
- ✓ plastic bottles, canisters and jars, preferably flattened
- ✓ styrofoam packaging and packaging fillings
- ✓ carrier bags, plastic bags and wrapping
- ✗ soiled plastic packaging
- ✗ PVC packaging
- ✗ other plastic products or plastic packaging from companies

Sort sensibly

All buildings have collection bins for dry waste and organic waste, as well as a container for waste paper. Buildings with at least 10 residences have a collection bin for paperboard. In addition, buildings with a minimum of 20 residences also have collection bins for metal, glass, and plastic.

Waste paperboard

Empty, clean and dry:

- ✓ milk and juice cans (even ones with aluminium lining)
- ✓ fibre packaging (biscuit and cereal packages, flour bags, egg cartons and disposable paperboard tableware) + wrapping and gift papers, paperboard for crafts (copy wrapping papers and paper bags lined with plastic)
- ✓ household brown cardboard
- ✓ cardboard boxes, corrugated cardboard
- ✓ brown kraft papers
- ✓ brown paper sacks, bags and envelopes
- ✗ soiled cardboard or paperboard packaging

Metal

Empty, clean and dry:

- ✓ metal tins
- ✓ aluminium foils
- ✓ empty aerosol cans
- ✓ metal caps and lids
- ✓ clean paint tins
- ✗ electrical equipment
- ✗ hazardous waste



Glass

Empty, clean and dry:

- ✓ glass jars and glass bottles
- ✗ window glass
- ✗ porcelain
- ✗ ceramic glass containers and casseroles
- ✗ incandescent bulbs
- ✗ fluorescent Tubes
- ✗ metal caps and lids
- ✗ lead glass

Recycle smartly!

Furniture and other usable goods

We recommend that you bring usable furniture to a recycling centre or a flea market. Broken furniture can be delivered to the Kukkuroinmäki waste centre or the Toikansuo waste station, where they are treated either as energy or dry waste. The aforementioned goods must not be left in the waste canopy.

Waste electrical and electronic equipment

Electronic devices at homes are covered by the producer responsibility for electrical and electronic equipment (EEE). For decommissioned electrical equipment, there is a reception station at the Kukkuroinmäki waste centre in Konnunsuo, for instance. The aforementioned goods must not be left in the waste canopy.

More information about recycling:

www.ekjh.fi

www.kierratys.info

Maintenance

Faults and notices

Building managers are responsible for the condition and maintenance of buildings and apartments. If you observe a problem in your apartment or in the communal facilities of the building, please report it directly to the property maintenance company with a fault report through the Customer pages, www.aspakoti.fi/asukassivut or by phone. When you submit a fault report through the Customer pages, the report is automatically routed to the correct recipient, and you can also track the progress of the repair work yourself. Problems requiring urgent response must always be reported immediately by calling the property maintenance company.

Building managers' responsibilities

An up-to-date list of building managers is available on our website at www.aspakoti.fi.

For other matters related to repairs and maintenance, please find up-to-date guidelines on our website at www.aspakoti.fi.



Please note that we bill the resident for repairing any non-existent defects as well as faults that are not the landlord's responsibility.

More information on the obligations of the tenant is available in the section Caring for the apartment on pp. 14–17.

How to submit a fault report:

- Through the Customer pages at www.aspakoti.fi/asukassivut
- In the event of problem requiring an urgent response, call property maintenance immediately
- If you have problems with your broadband connection or television cannot be seen in the entire building, contact Telia directly
- If the lift is defective, contact the lift company directly

Property maintenance and cleaning

Asuntopalvelu's buildings are managed by regional property maintenance companies. Contact details of your building's property maintenance company are available the bulletin board in the staircase and on our website at www.aspakoti.fi.

If water has leaked in your apartment, submit a fault report as quickly as possible, by phone, to property maintenance or to the building manager, if

- wall surface seams begin to crack
- seams or corners of the floor coverings open
- tile seams in tiled bathrooms chap

Matters to be handled by the resident:

- replacement of bulbs for fixed lighting that is part of the apartment (such as the refrigerator, oven and cooker fan) and fuses
- replacement of door buzzer batteries
- smoke detectors and replacement of their batteries (this does not apply to smoke detectors connected to the electrical network)
- antenna cables
- curtain hangers
- window key
- replacement of stones in the apartment sauna stove
- basin stoppers
- washing of windows
- defrosting and cleaning of the refrigerator and freezer (including behind them)
- cleaning of the cooker and its background
- cleaning of the exhaust and replacement air valves
- cleaning of the cooker fan filters
- cleaning of the odour trap of the wash basin and the floor trap
- keeping the balcony clean and dry
- all damage caused by pets, including urine and faeces

You can report most defects directly to property maintenance. Also check the responsibilities of the resident in the table of responsibilities.

Heating	
Radiator venting, radiator valve repair	Property maintenance
Apartment temperature	Property maintenance
Ventilation	
Ventilation system faults	Property maintenance
Apartment-specific and property air conditioners	Property maintenance
Cleaning of cooker fan grease filter once a month	Resident's responsibility
Cleaning of discharge valve externally every three months	Resident's responsibility
Cleaning of replacement air valves in spring and autumn	Resident's responsibility
Water and sewage equipment	
Leakage and other faults of toilet fixtures, piping leaks	Property maintenance
Hand shower hoses, shower grips, bidet showers	Property maintenance
Opening of blocked sewers and odour traps	Property maintenance
Additional installations of toilet fixtures	Resident must ask for permission from the building manager Property maintenance
Sink plugs	Resident's responsibility
Cleaning of sinks and floor drainage	Resident's responsibility
Electrical equipment	
Electrical system faults	Property maintenance
Cooker, cooker hood, refrigerator, freezer, hoods of lamps	Building manager
Bulbs of lamps, including cooker, refrigerator, oven and cooker fan lamps	Resident's responsibility
Additional electrical installations	Resident must ask for permission from the building manager
Apartment fuses	Resident's responsibility
Replacement of stones in the apartment sauna stove	Resident's responsibility
Lift	
Lift	Maintenance contact information can be found in the lift
Windows and doors	
Fixed seals in windows	Property maintenance
Repair of window frames, opening devices and fittings	Property maintenance
Apartment exterior doors, locks and fittings	Property maintenance
Mail drop, nameplate and doorbell	Property maintenance
Apartment exterior doors, locks and fittings	Property maintenance
Outdoor areas	
Cleaning of yards, snow clearing, other yard work	Property maintenance

The rental agreement defines any fenced yard patios and areas which are under the resident's care responsibility

Moving out

- thank you for allowing us to offer you a home

Changing apartments

Does the amount of space no longer match your current needs, or do you want to change the area where you live? If you have a need for a new home, you can make a housing application through our website www.aspakoti.fi. Please write in the application why you would like to move into a new apartment.

Termination of a rental agreement

The rental agreement can be terminated electronically with an online identification or with a signed notice. The link for electronic termination and the printable form can be found from our website www.aspakoti.fi. The termination form can be signed at our office if needed.

The period of notice is one calendar month, and the agreement expires at the end of the month following the termination. For example, if you want the rental agreement to expire on 31 May, termination must be made on 30 April at the latest. The sauna shift and parking space are terminated at the same time with the termination of the apartment.

After the termination, the condition of the apartment will be inspected by the building manager, either before moving out (advance inspection) and/or

after moving out. In the advance inspection, the building manager will contact the resident beforehand. Please make sure your contact details are up to date.

Notification of moving and other agreements

Submit a notification of moving in good time even when you are moving out. Terminate the electricity contract and move your Internet connection to your new address. Remember any other agreements and contracts also.

Keys

All the keys to the apartment, the key for the parking space and other keys must absolutely be returned to Certego Oy office, Myllymäenkatu 25, by the date and time indicated in the termination form. Keys must not be left in the apartment. If not all keys are returned, the lock must be re-serialized and the invoice for this must be paid by the resident who is moving out. Any lost keys are charged for according to the table:

- Apartment keys IQ, IQ protec and Iloq € 55 / each
- Re-coding of keys € 120
- Re-serialization of the lock in the apartment € 250
- A padlock that uses the apartment key € 80

Cleaning before moving out

Before moving out, the apartment must be cleaned so that the new resident can move into the apartment right away. After the tenant has moved out, the apartment is inspected by verifying its condition and cleanliness. If the apartment has not been cleaned and items have been left in it, the cleaning expenses will be deducted from the security deposit or charged to the tenant who has moved out. Normal wear and tear due to living and the age of the apartment will be taken into account during the inspection. Worn and dirty surfaces are different things.



This is what you must do:

- Turn off the refrigerator and melt the freezer compartment so the water does not leak to the floor, and leave the fridge doors open.
- Clean the cooker and refrigerator from the inside and outside, as well as their backgrounds.
- Clean the cooker fan grease filter.
- Clean the kitchen cabinets and drawers from the inside and outside.
- Wash the toilet seat and washbasin.
- Clean the floor trap.
- Wash the apartment sauna.
- Clean all ventilation valves.
- Vacuum all floor surfaces.
- Wash all surfaces and floors.
- Wipe all stains from doors and walls, including the front door of the apartment.
- Leave the mirror tiles in place because detaching them would break the surface.
- If any bulbs have burned out in fixed lighting in the apartment (such as the toilet and oven), replace them with new bulbs.
- Replace all parts of the light fitting, including screw terminals.
- Remove your own lighting fixtures.
- Leave the peephole and safety lock in place.
- Wash and close the windows (in freezing conditions only from the inside surfaces).
- Leave the blinds in place.
- If you had your own dishwasher, replace the cabinet that was in its place.
- Remember to plug the water and sewage connections in the dishwasher and washing machine.
- Empty and clean the balcony.
- Empty and clean the movables storage space.
- Empty and clean the refrigerated cubbyhole if there is one in the building.

Items to be disposed, pieces of furniture, TV sets etc. must not be left in the waste canopy.



Resident's responsibilities and compensation for costs

If the apartment has been poorly maintained and something has also been broken, the fees according to the table below will be charged for such cases.

The prices correspond to average repair costs and include the work done, supplies and valid VAT. Lappeenranta Asuntopalvelu Oy reserves the right to change the prices. Measures that are not indicated in the price list are invoiced according to actual costs.

Cleaning and emptying

Cleaning, empty apartment

- 1 room + kitchenette/kitchen€ 200
+ emptying (incl. movables storage space)€ 300
Total€ 500
- 2 rooms + kitchenette/kitchen€ 300
+ emptying (sis. movables storage space)€ 400
Total€ 700
- 3 rooms + kitchen€ 400
+ emptying (sis. movables storage space)€ 500
Total€ 900
- 4–6 rooms + kitchen€ 500
+ emptying (sis. movables storage space)€ 600
Total€ 1100
- Cleaning of the cooker and its background€ 40
- Defrosting/cleaning of the refrigerator€ 40
- Cleaning of the cooker fan grease filter€ 30
- Washing of windows€ 30 / window
- Cleaning of the floor trap€ 30 / each
- Toilet/bathroom cleaning€ 80 / instance
- Cleaning of drawers€ 100

Apartment repairs

Painting, empty apartment

- 1 room + kitchenette/kitchen (walls)€ 800
+ ceiling€ 150
Total€ 950
- 2 rooms + kitchenette/kitchen€ 1100
+ ceiling€ 300
Total€ 1400
- 3 rooms + kitchen€ 1400
+ ceiling€ 450
Total€ 1850
- 4 rooms + kitchen (or more)€ 1700
+ ceiling€ 600
Total€ 2300
- Painting of a wall in an individual room€ 180 / each
painting of the ceiling€ 250
- Grinding of an interior door
and painting renovation€ 220 / each
(not module-sized or wooden doors)
- Painting of the frame/
mouldings of an interior door€ 100 / each
replacement€ 180 / each
- Wallpapering€ 250 / wall

Repairs

- Replacement of the letter /
mail drop and mail box€ 180
- Replacement of an interior door
(module-sized door)€ 100
+ frame replacement€ 100
Total€ 200
- Replacement of clothes rack in the hallway€ 150
- Replacement of a kitchen or
clothes cabinet door (each)€ 180
- Replacement of floor material€ 400 / room
- Replacement of mat
in the damp room€ 1200 / bathroom
- Stopper painting (nicotine)€ 400 / residence
+ surface painting according to price list
- Replacement of the front door€ 900
- Replacement of the balcony door€ 700
- Replacement of window glass€ 250
- Tiling work bathroom€ 2500
patching€ 150 / m²

HVACS repairs

- Replacement of faucet/mixer or
dishwater connection€ 290
plugging€ 30
- Replacement of washbasin / sink€ 270
- Toilet seat cover€ 80
water tank€ 240
toilet seat€ 500
- Replacement of mirror cabinet (incl. lamp)€ 320
replacement of mirror€ 100
- Shower hose/handle or bidet shower€ 60
- Shower curtain railing installed€ 140
- Replacement of light switch/outlet/ceiling socket ..€ 80
- Replacement of radiator thermostat€ 110
- Smoke detector connected
to the electrical network€ 100
- Refrigerator-freezer€ 400
- Refrigerator-freezer with ice compartment€ 250
- Replacement of light switch and outlet€ 80
- Bulbs that are part of the apartment€ 15 / each

Refund of the security deposit

If the security deposit must be used for repair costs or overdue rents, we will notify you as soon as possible. If all housing obligations have been fulfilled, we will refund the security deposit to the account indicated in the termination form within approximately two weeks.



Property rules and regulations

1 June 2018

These rules and regulations are designed to ensure the comfort, domestic peace and security of residents. In addition to these rules and regulations, the provisions of the Public Order Act and other laws and decrees, as well as the company's Resident Guide (www.aspakoti.fi) must be respected in the property and buildings. The resident is required to carefully familiarise themselves with these rules and regulations and comply with them. The resident must also ensure that members of their family and any guests comply with these rules and regulations. Residents must consider other residents of the building, and no one may unnecessarily interfere with the peace and comfort of others. Residents must also comply with the manners of normal domestic peace.

Communal and yard areas

Those going through the external doors of communal areas must make sure the doors are relocked behind them.

There may not be noise in communal areas. Loitering in communal areas is forbidden. Apartments may not be aired by opening the door to the staircase.

Smoking is forbidden in communal areas and on children's playgrounds, as well as in apartments subject to rental agreements signed after 1 March 2018. In buildings with a no-smoking policy, smoking is also forbidden on balconies, terraces and apartment yards.

For fire safety reasons, no items may be stored outside designated storage premises. The storage of flammable and dangerous substances in communal areas is forbidden. It is not permitted to store any items in the staircases and cellar corridors.

Waste must be taken to designated places, and the instructions on sorting must be followed.



Lawns and plantings must not be damaged.

It is forbidden to post advertisements and signs.

The utilisation times of laundry rooms are from 07:00 to 22:00.

Dusting and laundry drying

The dusting of carpets and beddings and drying of laundry are only permitted in designated areas. The airing of linen and drying of laundry are only permitted inside apartment balcony railings.

Waste must be taken to designated places, and the instructions on sorting must be followed.

Lawns and plantings must not be damaged.

It is forbidden to post **advertisements and signs**.

The utilisation times of **laundry rooms** are from 07:00 to 22:00.





Apartments and balconies

Neighbours must not be disturbed in the apartments and the building area. In particular, noise and other disruptive activity must be avoided between 22:00 and 07:00.

Apartments must be looked after with care. The smoke alarm must be kept in working order. Repairs and modifications may not be made to the apartments without permission from the landlord.

Water leaks and other defects must be immediately reported to the maintenance company. No waste may be poured or discharged into toilets and other drainage pipes which may clog the drains.

The presence of vermin or pests must be reported to the maintenance company.

It is forbidden to light an open fire in the property area. Grilling in the yard must be restricted to the designated area.

Fire safety must be observed. Grilling may not cause any inconvenience or disturbance to other residents.

Balconies and apartment yards must be kept tidy. Snow must be removed from balconies during winter. It is not permitted to collect storage material on balconies which adds to the fire load and disturbs the surroundings.

Balcony washing with running water is forbidden. Flower pots must be placed inside the railing. Structures that alter the façade of the property may not be attached to balconies or patios. Cooking is not allowed on balconies.

Parking

Parking is only allowed in designated areas. Visitor parking spaces are reserved for visitors to the property.

Parking spaces are for vehicles in traffic. Discarded or decommissioned vehicles or parts thereof may not be stored in the parking area or anywhere else in the property.

The enclosures of car heater outlets must be kept locked. The heating cable must be disconnected from the outlet after use.

The limits laid down for idling times must be complied with in the yard and parking area.

Car washing and repairing is forbidden in the property area.

Pets

Pets must be kept on leash in building staircases and in the property area so that everyone's safety is secured. Taking pets to common sauna, washing and dressing rooms is forbidden.

The pet's caretaker must ensure that the animal does not leave waste on the property and its yard areas, plantings or building walls. Animal droppings must be removed. Pets must not be allowed on children's playgrounds or in their immediate vicinity. The pet holder must ensure that the animal does not disturb the environment and the residents of the building with repeated noise. The feeding of wild animals is forbidden in the property area.

Violations of these rules and regulations

A violation of these rules and regulations may result in liability to pay damages or termination of rental agreement.

Residents must ensure that their guests also comply with these rules and regulations.

Report a defect

- By submitting a fault report through the Customer pages at www.aspakoti.fi/asukassivut
- In the event of problem requiring an urgent response, call property maintenance immediately

Heat with energy efficiency in mind

- The suitable room temperature is 20–21°C, 19 °C in the bedroom
- Leave room for the radiator so the heat can circulate
- Do not cover the radiator
- Ventilate the apartment quickly

Use and maintenance of electric keys

Abloy Protec -keys

Push the key into the lock cylinder

- **1 beep** = the lock can be opened
- **3 short beeps** = the key is not authorized to open the lock, or the lock does not identify the key
- **3 long beeps** = the voltage of the key is low, i.e., the battery is low or the key is cold
- **No beep** = try again, the battery may be empty so the lock will not open

Abloy Pulse -keys

Push the key into the lock cylinder. The electric energy is harvested for operations when the key is inserted into the cylinder. If the push is too slow, not enough energy will be produced to open the door. Turn the key once the green light flashes on the key. If red light flashes, there is no right to open the door. If no light flashes on the key (too slow push), try again.

iLOQ-keys

Insert the key into the keyway and turn the key. If the cylinder does not open, remove the key and re-insert it into the cylinder again, this time more slowly. The electric energy is harvested for operations when the key is inserted into the cylinder. If the movement is too fast, the cylinder is kept in the locked state.

If the key is not working properly, needs maintenance or needs to be replaced, check our website for current information about maintaining the keys: www.aspakoti.fi

Let's keep the communal facilities clean

Please do not store your belongings in corridors, attics, basements or passageways to storage spaces.

- Keep your own, residence-specific movables storage space locked at all times.
- Smoking is forbidden in all communal areas, including staircases.
- Laundry room:
 - Shifts for use 2 hours/day/washing machine, these can be booked from the calendar in the laundry room.
 - The utilisation time is daily from 07:00 to 22:00.
- Do not take pets to the children's playground
- Cars may only be parked in spaces reserved for them.
- Sauna shifts: you can book a sauna shift or ask about changing the sauna shift from the office's customer service at aspainfo@aspakoti.fi or **tel. 0800 143 100**

Sort correctly

You should not place in the waste canopies any items that do not belong there, only waste intended for sorting containers.

- Dry waste
- Organic waste
- Waste paper
- Plastic
- Waste paperboard
- Metal
- Glass

Recycling guidelines: www.ekjh.fi
www.kierratys.info

Resident activities – you can make an influence through participation!

Tenant committees can take a position on the budget, management of the building's communal and yard areas, and development of common activities for residents.

Please feel free to contact us and ask more about tenant activities and opportunities! Contact details are available at www.aspakoti.fi.



aspakoti.fi
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 www.intrum.fi/maksuvalvonta

 www.aspakoti.fi/asukassivut

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