

OikeaKoti Asunnot

Housing and maintenance instructions

Contact details

Lessor:
OikeaKoti Asunnot
Ratamestarinkatu 7B
00520 Helsinki

You can submit a fault report on our home page at www.oikeakoti.fi/asukkaalle

You can contact the customer service between 9 a.m. and 4 p.m. on weekdays:

Customer service
tel. 040 921 0980
koti@oikeakoti.fi

At other times, please contact the maintenance company for any urgent property maintenance matters.

You can find the contact details for the maintenance company in this folder at www.oikeakoti.fi/asukkaalle or the housing company's noticeboard.

Faults and reporting them

In general, you should report any repair needs by using the fault report form at www.oikeakoti.fi/asukkaalle or contacting the OikeaKoti customer service. Outside working hours, you should contact the maintenance company if there is an emergency situation that has an immediate impact on the condition of the property and that cannot wait until the next working day.

Ventilation unit filters and small defects that do not impact living in the apartment are taken care of during the biannual maintenance visits. Residents are informed of these maintenance visits beforehand.

You are responsible for the costs of the maintenance services that you order if the service is not the responsibility of the maintenance company (as stated in the responsibility matrix included in these instructions) or if the service does not concern an urgent property maintenance matter. The costs depend on the maintenance company for your housing location. In 2023, a typical short emergency maintenance visit was approximately €400.

Keys

Tenants in single-room and two-room apartments are provided with three keys, while tenants in three-room and larger apartments receive four. New keys can be made by contacting the lessor. The delivery time for additional keys is around three weeks, and the cost is approximately €50/key.

Keys are signed for when signing the Tenancy Agreement and handing over the apartment (at the beginning and end of the tenancy). If the tenant is unable to return all of the keys, the locks will have to be rekeyed. The costs of rekeying will be deducted from the tenant's rental deposit on the basis of actual costs. In 2023, the cost of rekeying was approximately €350.

The shared storage space can be accessed by all of the residents of the building as well as the maintenance and electric company. The tenant is responsible for acquiring a padlock for their own storage locker and removing it at the end of their tenancy.

The maintenance company can open the door for a resident whose residency in the apartment can be confirmed through the population register. The maintenance company will charge the resident according to its own pricing.

Ceilings

You are not allowed to mount anything to the ceilings or make holes on them.

Wall surfaces

Making holes on the walls in wet rooms and sauna as well as walls between apartments is forbidden (e.g. by drilling or nailing).

You are allowed to mount items, such as paintings, on the non-adjointing walls of dry rooms. When mounting anything on the walls, we recommend that you use mounting tape. Tenants can mount items on plasterboard walls using mountings suitable for plasterboard on their sole responsibility. In other words, 1) the tenant is responsible for any damages caused by the mountings and 2) if the tenancy lasts less than three years, the tenant liable for the actual costs of filling in the gaps and painting the areas of the wall where they had mountings.

Floors

Making holes in the floors is forbidden. The floors in dry spaces are laminate, which is sensitive to moisture. Pouring water and mopping the floor with water is not allowed. Laminate floors can only be wiped with a damp cloth. Any spilled liquid on the floor must be wiped immediately.

Drains

The tenant is responsible for the maintenance of drains in their own apartment. If a drain becomes clogged as a result of the tenant's own actions, it is their responsibility to take care of the problem. The clog may also affect other drains in the building by preventing the flow of replacement air, which in turn weakens the functioning of other drains. Therefore, it is important to take care of clogs as soon as possible.

Water pipes

Water pipes and other water points must not be modified or branched in any way. Only a washing machine can be attached to the water trap in the vanity unit.

Electricity and fuses

The apartment has automatic fuses that are located inside a switchboard on the wall. If electricity is not flowing to a device, the tenant must check the fuses and residual current device. If a fuse or the device has tripped, they must be flipped back on. If the fuse or residual current device trips again, the fault is likely in the electrical device. In this case, you should stop using the faulty device and flip the tripped fuse or residual current device back on. If the faulty electrical appliance belongs to the apartment, you should notify the lessor who will take care of fixing the device or replacing it.

You can find out if the floor heating system in your apartment also includes a cooling function by checking the housing location information (on the last page of the housing instructions). Turning the thermostats down does not cool your apartment during the summer unless the heating system in your apartment has the cooling function.

You can also find out if the wet rooms in your apartment have electric comfort floor heating by checking the housing location information. If your apartment does not have comfort floor heating, the floor temperature of the washroom is the same as in all of the other rooms during the heating season. The floor is not heated outside the heating season.

Ventilation

The apartments have mechanical ventilation, which has been implemented with a ventilation unit located in the washroom. The unit utilises heat recovery, which means that it takes in fresh air from the outside and heats it up using the heat stored in the indoor air that is being expelled from the apartment. The fresh air is collected from the exterior walls of the building. The tenant does not need to do any maintenance on the ventilation unit. The unit must not be turned off unless otherwise ordered by authorities.

The filters of the ventilation unit clean the air of impurities such as pollen. The filters are replaced twice a year free of cost. The lessor takes care of replacing the filters, which is carried out during the biannual maintenance visits. If you would like to replace the filters more frequently, you can do so at your own expense. You must follow the use and maintenance instructions of the unit and only use filters made by the original manufacturer for the device.

Despite the regular filter replacements, a service reminder has been set for the ventilation unit which activates every 6 months. Once the reminder activates, a red light will flash on the control unit outside the washroom, and the unit may also make a clicking or dripping sound. The activation of the reminder does not require any action from the tenant. However, if you are bothered by the sound or the flashing light, you can turn the reminder off by opening the switchboard and following the instructions on the sticker inside the switchboard (in other words, you need to switch off the fuse for the ventilation unit for a brief moment and then turn it back on).

The power controller for the ventilation unit is outside the washroom. The ventilation power can be adjusted: you can set the ventilation to I if you are going away for an extended period of time, II and III are the normal setting and setting the power on IV means that the ventilation functions at heightened power.

The adjustments for inlet and outlet vents are as they should be and must not be adjusted.

Heating and charging for cars

If you have a parking space with an electrical socket, you can use the socket to heat your vehicle and charge your electric or hybrid car on your sole responsibility. Depending on the housing location, the socket can supply either 10A or 16A (approximately 2.3 kW or 3.7 kW). However, when the socket is used continuously for longer than 2 hours, the charging has to be limited to 8 amps max (approximately 1.8 kW).

If the switch for the electrical socket of your parking space is located in the entrance hall of your apartment, the consumed electricity will be measured and charged as part of your apartment's electricity bill. You can purchase a time switch for the parking space socket at your own expense. If your electricity pole has a digital time switch, the cost of consumed electricity is included in the

parking space rent or you will receive a separate bill for it. Charging for the electricity depends on what has been agreed on in the parking space rental agreement.

If you want to install a separate charging station, you need a permission from the lessor, and you must carry out the installation at your own expense.

Appliances

You can find the instructions for the use and maintenance of the appliances in this folder.

Fire detectors

There are as many fire detectors in your apartment as there are rooms. The detectors are connected to the electric power network. They are maintenance-free and should not be tampered with. The fire detectors have a battery or accumulator backup in case of a blackout. The batteries are replaced during the biannual maintenance visits when necessary. However, if your fire alarm is making a beeping sound indicating that the battery is running out, you should notify the lessor.

Water meters and valves

The remotely readable water meters are located behind a hatch on the interior wall of the apartment (in some of the apartments in Siuntio, the hatch can be found on the ceiling of the washroom). Your advance water charges will be balanced based on your actual water consumption as seen from the water meter once a year and at the end of your tenancy. You can also monitor your water consumption yourself with the water meters. The water meters are maintenance free.

Water shutoff valves are also located behind the hatch. In case of a water leakage in the apartment, you should open the hatch and turn off the water valves. Be careful that you do not drop the hatch when opening it, as the hatch opens from the top downwards.

Dishwasher and washing machine

The dishwasher comes preinstalled with the apartment. You must not detach it from its water connections even temporarily. Clean the bottom of the dishwasher of any food residue regularly to ensure that the water drainage of the appliance functions properly. Aside from cleaning, the dishwasher is maintenance free. In case of potential malfunction, disconnect the power cord of the dishwasher for 10 minutes from the socket in the sink unit. Then, reconnect the cord and check if the problem persists. If this does not fix the issue, submit a fault report. Turn off the shutoff valve for the dishwasher (located on the kitchen tap) when the appliance is not running.

A washing machine can only be installed in the bathroom. It can only be connected to the washbasin tap and the water trap branch that has a black cap and that is located inside the vanity unit. When installing the appliance, remove the black cap from the water trap branch and ensure that the water connection in the inlet and outlet hoses is tight during the installation and a few days after. The connection must not leak. Turn off the shutoff valve for the washing machine (located on the washbasin tap) when the appliance is not running.

Kitchen appliances

The extractor hood in the kitchen is equipped with an activated carbon filter which filters and cleans the air before it is released back into the room (from above the cabinets). The lessor will replace the activated carbon filter every year where necessary. If you would like to replace the filter more frequently, you can do so at your own expense, and you can only use filters made by the original manufacturer for the extractor hood. The extractor hood also comes with a metal grease filter that can be easily washed in the dishwasher with other dishes. Remove the black cloth-like filter from the grease filter (if included) before washing the grease filter. Place the cloth-like filter back once the grease filter has been washed and dried. The tenant is responsible for cleaning the grease filter when necessary.

The kitchen has either a ceramic or induction stove. If your apartment has an induction stove, you can only use cookware suitable for it. Induction stoves are marked with the text "Induction". You can usually check if a cookware is suitable for an induction stove by checking its bottom.

The refrigerator-freezer has a single controller that controls the temperature inside the refrigerator and the freezer. You cannot turn off the freezer without also turning off the refrigerator. When defrosting the freezer or turning it off for any other reason, do not leave the appliance unattended and make sure to collect melt water in a container. If left unattended, defrosting may result in water damages. The tenant is liable for paying the repair costs.

Waste

The housing company has collection points for mixed waste, cardboard and paper as well as organic, glass, metal and plastic waste. Waste must be sorted according to these types. You can find more detailed sorting instructions at the waste collection point or this folder. By sorting your waste, you minimise the amount of mixed waste, which affects the waste costs of your housing company and ultimately your rent.

You **must not** take any electronic scraps, tires, furniture, hazardous waste (oil, paints, etc.) or any other type of waste that was not included in the list above to the housing company's waste collection point. Removing unwanted waste from the collection point significantly increases waste costs for the lessor, which also impacts your rent. You can take the waste that cannot be left at the housing company's collection point to the municipal collection point. You can check the contact information for the municipal collection point at the waste company's website (see the recycling instructions).

Apartment terraces and yards / balconies

Terraces made from impregnated wood can be treated with suitable protective oil (such as Teknos Woodex Brown). The lessor will treat the terraces once every 5 years where necessary. You can clear the terrace and balcony of snow during the winter, but it is not mandatory.

If your apartment includes a private yard, you are responsible for mowing the lawn. You can use the housing company's battery-powered lawn mower which must be returned after use.

Front yard

The maintenance company takes care of the mechanical removal of snow in the inner yard and antiskid treatment for the parking area and main passageways to the buildings.

You are responsible for any snow work concerning the private steps (if any) at your apartment's entrance. You can use the snow scoop and shovel from the storage to remove snow. Chippings are kept inside a container in the yard which you can use to prevent slippiness.

Insurances

The Tenancy Agreement requires tenants to have a home insurance for their apartment. The real estate insurance only covers damages suffered by the housing company excluding any damages caused by negligence on the tenant's part (e.g., water damages typically have to be covered by the tenant's home insurance). The real estate insurance does not cover any damages to the tenant's property.

Termination of the tenancy agreement

You must terminate the tenancy agreement in writing by using the form at www.oikeakoti.fi/asukkaalle or by sending an e-mail to the lessor at koti@oikeakoti.fi. When terminating the agreement by e-mail, the notice of termination should include the name of the tenant, address of the apartment, last day of the tenancy agreement and bank account number (for returning the rental deposit). When you deliver us the notice of termination via e-mail, we will confirm the termination of the agreement during the following working day.

The period of notice of a tenancy agreement is one month. The period of notice is calculated from the last day of the calendar month in which the termination has been carried out.