

# ENJOYABLE HOUSING IN A STUDENT APARTMENT

A guide to student housing



**WHEREVER I LAY MY HAT THAT'S MY HOME**

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## **1. WELCOME**

A warm welcome to our new tenants! You have just moved into your new home, a student residence. We do our best to make you feel at home.

In your hand you have a tenants' guide, which is meant to ease your beginning as a new tenant and to inform you of our services and common rules. Please familiarise yourself with the guide and keep it for the duration of your stay.

This guide contains important information for you. You can find the necessary phone numbers and contact information on the last page of this guide.

## **2. THINGS TO REMEMBER WHEN MOVING IN**

### **Signing the lease**

The lease is either for a fixed period or until further notice. It is signed at the housing office, and for family residences both partners are to sign the lease.

### **Keys**

When the tenancy begins, you can collect the key from the housing office and move in to your apartment. With the key you also have entrance to common areas meant for residents. You are personally liable for the key and it should be used with care. When you move out, the key(s) must be returned to the Housing Office.

### **Inspection of the apartment**

When you move in, be sure to check the condition of your apartment right away, fill in the inspection form, and mark down any damage you find. Make sure that there are no cracks in the sanitary furnishings (toilet bowl, etc.). Be extra careful when filling in the form to ensure that you are not liable for any damage caused by the previous tenant. If you want the fault repaired, fill in the fault report at [www.koas.fi](http://www.koas.fi).

### **Decorating your apartment**

Walls and furnishings are to remain undamaged for future residents. Remember not to smoke inside the buildings.

### **When moving into or out of the apartment**

According to the law, the moving day is the first working day of a month. On the day of moving the tenant who is leaving must submit half of the apartment for the use of the new tenant. To avoid any inconvenience, we recommend that you move out before the first day of the month.

### **Renovations**

Renovations in the student apartments are usually carried out by the Foundation's maintenance personnel; renovating anything yourself is not allowed. Renovating on your own without permission can result in demands for compensation.



### 3. THE LEASE AND TERMS

#### Lease

In signing the lease, you are bound to follow the stipulations of the Tenancy Act, the terms of the lease, and all the directions given by the Foundation. Do not forget that the lease has been made **only for you** and a particular apartment. The right for tenancy in a Student Housing Foundation's apartment requires that you are a student. This status is checked periodically.

Usually the lease is made until further notice. **The notice time for the resident is one calendar month.** For example, the tenant gives notice on January 15<sup>th</sup>, the lease agreement ends on February 28<sup>th</sup>

If the tenant has finished their studies, this provides sufficient grounds for the lessor to give the tenant a notice of removal. The period of notice for the lessor is from three to six months depending on the length of the tenancy.

The law and the directions given by the Foundation also define the terms for subletting the apartment to another person. Subletting the student apartment is allowed only on special permission from the Foundation.

#### The deposit

The deposit, which you paid before signing the lease, is a guarantee that you will take care of your obligations (rent etc.) and take good care of the apartment. Once the lease has expired, the lessor can use the deposit to cover any possible damage you may have caused. If the apartment is in good condition and all the obligations have been fulfilled, the deposit will be returned to you.

#### Home insurance

A home insurance is a relatively inexpensive way to cover costs due to any damage to either your own or the Foundation's property. Please make sure your insurance is valid in Finland. The Foundation's real estate insurance does not cover the expenses for the tenant's damaged personal property.

### 4. RENT AND OTHER FEES

#### Pay the rent regularly

The rent must be paid by the sixth day of each month. Always use the personal reference number when paying the rent. **Keep the receipts** or your bank statements as proof of the paid rent.

The rent doesn't include the Koas furniture. If you have agreed to take an apartment with furniture the monthly fee for furniture is mentioned separately with the rent.

#### Other fees

- private sauna time
- parking place

If the payment of the rent is late, the tenant has to pay interest and the collection fee. Unpaid rent will lead to losing the lease.

If you have problems in paying the rent, always contact the Housing Office.

## **5. MUTUAL UNDERSTANDING PROMOTES ENJOYABLE HOUSING**

### **Enjoy yourself, and let others do likewise**

Make yourself at home, but have consideration for your flatmates and neighbours. Student housing requires co-operation and taking your flatmates into consideration. Rules and regulations are meant to be followed to ensure smooth co-operation. By using common sense and listening to other people's opinions you can influence both your own and other tenants' quality of living in a positive way.

### **A shared apartment has common rules**

A shared apartment is like a small community where the rules are created jointly. Good co-operation begins by introducing yourself and telling what you expect from living in a shared apartment.

Each tenant has responsibility for the shared apartment. All tenants must do their share in keeping the kitchen, the hall, the toilet, and the bathroom clean. You must also have respect for other tenants' belongings.

If you have parties or invite guests, you should keep your roommates and neighbours in mind. Do not disturb people who are trying to study, show consideration for others.

Having pets in a shared apartment is not allowed!

### **Differences can be settled by communicating**

If your neighbours cause disturbance, first try to talk to them. Anonymous letters or hostile behaviour is rarely effective. If the situation continues, you can leave a written complaint in the Housing Office. Your complaint will be handled confidentially and the person (s) having caused the disturbance is given a note and asked for reply.

### **Vandalism should not be tolerated**

Vandalism is something no one should tolerate. It is the responsibility of every tenant to notify of any occurrences of such behaviour. All precautionary actions promote enjoyable housing on our sites. The person causing any damages is always financially responsible for them; unsolved cases are paid by the tenants in their rent, and therefore covering up for a friend is by no means advisable. It should be remembered, however, that people's safety comes first, and material and financial matters are secondary in cases of vandalism. Ultimately, maintaining order is the duty of the authorities, and everyone has the right to turn to the police if needed.

## 6. SERVICES AND COMMUNAL FACILITIES ON THE SITES

### Housing Office

Housing Office is the heart of our service organisation, through which all matters relating to housing are channelled.

For contact info see the last page.

Every contact is welcome; do not hesitate to contact us.

### Maintenance Company

The maintenance of the sites is looked after by a maintenance company. Each lobby and front door has the names and telephone numbers of the maintenance company and the phone number of those who are on call.

The maintenance company looks after the general maintenance tasks such as the upkeep of electrical fittings, heating, plumbing and ventilation system, cleaning, heating of saunas, clearing the snow, mowing the lawns, replacing light bulbs.

The maintenance company also opens your door if you have temporarily lost your key. You will be charged for this service, and usually you will pay the service man directly. Please remember that a lost key can be a security risk, and you should inform the Housing Office. If the locks have to be changed, the expenses obviously are to be paid by the person who has lost his or her key. The maintenance company is on call 24 hours a day.

Other maintenance work on the sites – like painting of the apartments, sauna renovations – is taken care by our own maintenance section, which either does the work itself or chooses a contractor suitable for the task.



## Notice boards

Notice boards are our official information channels. Some of the notices on the notice boards are there permanently, some only temporarily.

The tenants and the tenant committees can put up their own notices on the notice board, but only in the space reserved for them. In this way the notice boards remain tidy. You can also check **Koas news** from [www.koas.fi](http://www.koas.fi)

## Nameplates

Put a name tag on your letter box. You can make name tags in KOAS office. The tenant removes his or her name off the letter box when moving out.

## Storerooms

On each site there is a special storeroom for sports equipment and bicycles. Each apartment also has its own individual storeroom for other belongings, either in the basement or in the attic. In some areas you need to reserve the storeroom separately from the Housing office to get it in your use.

It is not allowed to keep any inflammable items (e.g. car batteries, petrol cans, mopeds) in these storerooms. Storing stuff in other areas is prohibited, and we hope that our tenants would not abandon their old belongings in these premises. **The lessor is not responsible for any items which have been stored in inappropriate places and have therefore been taken to the junkyard.**

## Saunas

Sauna times in student apartment blocks are organised according to the following principle: you can book your private sauna time (hour/week), which is chargeable or/and use the common sauna times for men and women separately. The Housing Office looks after the sauna times. The list can be found on a notice board in your building / sauna door /[www.koas.fi](http://www.koas.fi). Book / cancel the sauna time before the month ends.

## Laundry room

Each site is equipped with its own laundry room which contains modern washing machines, tumble dryers, and other facilities for drying your clothes. You can find the directions for their use in the laundry room. Remember to book your laundry time.

The operating costs of the laundry room are included in the rent. It is therefore wise to use the machines economically: washing only one item of clothing in a big washing machine is hardly economical.

Use all the machines according to their instructions, and leave immediately a repair notification if some machine is not working properly, [www.koas.fi](http://www.koas.fi).

Do not leave your clothes or washing powder in the laundry room, and always check that the clothes you have taken are really yours.

The tidiness of the laundry room equals the tidiness of its users. You surely want the next person to be able to do his or her washing in a tidy laundry room.

The front door for the laundry room always has to be kept locked so that no outsiders can enter. The Foundation is not responsible for any items of clothing taken from the laundry room.

## **Club room**

Student apartment blocks have club rooms for communal recreation. They are open to everybody.

The equipment in the club rooms varies from site to site. Tenant committees can organise their own furniture, magazines, TV, etc. to the club room.

When using the club room, other tenants should be taken into consideration: you should not disturb other tenants by loud singing, shouting etc.

KOAS has some rooms you can rent for private occasions. Ask more information from the Housing Office.

## **The yard is for everybody to enjoy**

The yards of student apartment blocks have been designed with enjoyable living in mind. You should think of the yard as a part of your own apartment, and then you probably end up paying more attention to its condition.

**The yard is not for parking cars.** Making an open fire in populated areas is prohibited and all rubbish has to be taken to the rubbish bin. The municipal regulations prohibit preparing food on balconies.

Maintenance takes care of the upkeep of the yard, lawn, and plants. The tenants can take part in the upkeep of the yard by looking after their own possessions, by respecting delicate plants, the lawn, etc.

## **Parking spaces and heating points**

There are electric heating points for cars in the car parks. You can ask the KOAS Office about available parking spaces.

The car heating points supply electricity, and their operation is controlled by a timer which has been pre-set for all heating points for a certain time. There are also heating points with individual timers, which you can set yourself for two hours whenever you like.

## **Internet**

Our student apartment sites have a permanent Internet connection. When signing the lease you also accept the terms of using the net connection. You will be given instructions how to get the connection open or see [www.koas.fi](http://www.koas.fi) for the instructions.

The use of the network requires the strict following of the network rules. All commercial activity is forbidden, and unnecessary use of network capacity during office hours should be avoided. The University Information Management Centre has a right to cut the connection in case of irregularities.



### **The mail**

You can ensure undisturbed delivery of mail by keeping the post office informed of any changes of address. The name tag on your letter box / door helps the postman to deliver the mail into the right flat.

Advertisements, etc. have to be taken out of the letter boxes so that mail fits in it.

## **7. APPLIANCES, FITTINGS, AND THEIR MAINTENANCE**

All appliances and fittings in the apartment must be used with care and according to their instructions, and any faults have to be reported to the Housing Office/maintenance Company. Faulty appliances can be dangerous.

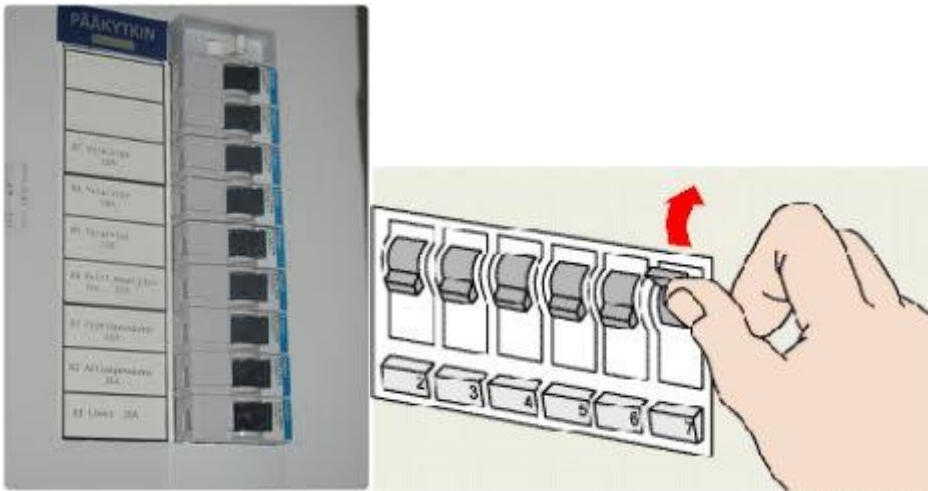
### **Fuses and fault current protectors**

If you have any problems with electricity, for example lights and other electrical devices don't work in certain room, first check the fuses. Fuses are there to protect the electrical devices of overload or to protect you of electric shock. The fuse box is usually in hallway of the apartment. There are two types of fuses in KOAS-apartments:

Type 1 in pictures 1 and 2: The colored mark in the end of the fuse will go off if there is any problems with electricity. If the fuse goes off fuse needs to be replaced with a new one. You can find new fuses in a store. Before changing the fuse switch off the electricity by turning the main switch off.



Type 2 in pictures 3 and 4: This fuse type is called an automatic fuse. If the fuse goes off push it back to on position.



If the fuses go off often the reason could be a broken electrical device. In this case remove the broken device. Remember to switch the electricity off first by turning the main switch off.

## Refrigerators

You must regularly clean and defrost your refrigerator. The refrigerator does not kill bacteria, therefore it is important to be careful in storing food. It is advisable to defrost older refrigerators every few weeks. An icy refrigerator uses a lot of electricity and does not function effectively. When removing the ice, do not use force or sharp objects, as it can turn out to be expensive.

A clean and functioning refrigerator is also economical and safe. A dirty and dusty refrigerator can even cause a fire.

## Cookers

Each tenant is responsible for using the cooker in an appropriate way. The oven, the baking plates, and the hot plates must be cleaned regularly to prevent the build-up of burned grease and dirt. Follow the instructions when using cleaning agents meant for cleaning the cooker and the oven. Do not under any circumstances use abrasive cleaners or equipment which can damage the surface.

## Lights

The changing of light bulbs and the fluorescent lamps is looked after by the maintenance company; report [www.koas.fi](http://www.koas.fi). A broken or misused lamp can be dangerous.

## Mechanical ventilation

All our buildings are equipped with a mechanical ventilation system. From the apartments, the air goes to the communal areas via vents which are above the doors and which are also sound-proof. These vents must not be blocked.

## Radiators and thermostats

The radiator thermostat reacts to the outdoor temperature and controls the temperature in the apartment. The temperature is pre-set to be 21°C in all the rooms. The temperature cannot be raised any higher than this from the thermostat valve, it can only be lowered.

The thermostat turns the water circulation on and off so that the room temperature stays even. **Therefore the radiator may sometimes be warm and sometimes cold, because the thermostat registers the room temperature as being warm enough.** For the same reason, the thermostat must not be covered, e.g. with curtains: the temperature near the thermostat gets then higher than elsewhere in the room, and the radiator will be switched off earlier than it should, resulting in the room getting cold.

## Bathrooms

- Make a faulty report on [www.koas.fi](http://www.koas.fi) of the dripping bathroom fixtures.
- Remember to clean the drain from time to time. Just lift up the grating and scoop up the waste by hand.
- The shower curtain needs to be washed regularly. You can wash it in the machine.

## 8. CLEANING AND MAINTENANCE

Cleaning your own apartment and the shared areas is the responsibility of every tenant. Cleanliness not only shows consideration towards yourself and your roommates, but it is also very economical. There will not be any great need for repairs in a well-kept and clean apartment.

Special attention must be paid to the tidiness of the toilet, the bathroom and the kitchen. If needed, the Foundation can give the tenant a notice for cleaning, and can have the apartment cleaned on the tenant's expense.

## 9. NOTICE OF DEFECTS

### The principles of notices of defects

Each tenant has the responsibility to report any defects or damages, and if you neglect to do this, it may result in you being held responsible for the possible costs.

A notice of defects should be given to the maintenance company/Housing Office – you can make report [www.koas.fi](http://www.koas.fi).

When you give a notice of defects, give the information of the problem as identified and precisely as possible. This ensures that the defect can be repaired quickly and accurately.

Always give your name and your contact information. The maintenance company will use the master key to enter your apartment, or in other cases arrange a time when you can meet the repair personnel. After the personnel have made their call, they will always leave a note in your apartment.

Always report if

- your apartment is either too hot or too cold
- the doors or the windows cannot be shut properly
- you notice any defects in the ventilation

- the windows steam up or freeze
- any of the fittings are broken
- a tap, toilet bowl, etc. is leaking
- the drain is blocked
- there are unpleasant odours in your apartment
- you are even slightly uncertain of how something or some appliance is functioning

## 10. TOWARDS ECOLOGICAL HOUSING

### Sorting of waste

From each site you can find different kinds of disposal units.

**BIOJÄTE = BIOWASTE** is for organic waste.

- food leftovers
- fruit and vegetable peels
- coffee filters and teabags
- eggshells, bones
- kitchen paper, napkins
- flowerpot soil, bits of plants



**DO NOT PUT PLASTIC BAGS IN TO THIS CONTAINER!**

**PAPERI = PAPER**

- dry and clean paper
- newspapers
- magazines
- advertisements

**KARTONKI = CARDBOARD**

- cardboard of food package
- corrugated
- egg carton,

**METALLI = METAL**

- tin cans
- metal lids and caps
- metal dishes and objects
- aluminium dishes

**LASI = GLASS**

- clean glass bottles and containers

**PLEASE REMOVE CAPS AND RINGS!**

**KUIVAJÄTE = DRY WASTE**

- non-recyclable waste
- plastic
- packing materials
- soiled paper and cardboard
- special glass, window glass, mirrors, light bulbs

## **Saving energy**

Here are some simple tips to save energy:

- defrost the refrigerator regularly
- avoid unnecessary use of water
- air the apartment only when needed
- switch off lights and other appliances if you are not using them
- use household appliances economically and according to their instructions
- keep your appliances in good working order
- report on defects immediately

## **11. TENANT COMMITTEES AND LEISURE TIME**

### **Every tenant's opinion counts**

Enjoyable housing should be much more than hiding inside your apartment. At its best it consists of learning to know your neighbours and your surroundings, having new opportunities, and having fun together with other tenants.

In Finland, the law stipulates the rights and responsibilities of tenants when making decisions on matters concerning the sites; thus you have a chance to influence your own housing.

### **Tenant committees and meetings**

On each site there are tenant committees, which are elected at the sites' tenant meetings, and which can name candidates for the administration of the Student Housing Foundation. We want the students to regard their apartments as their own, and to take care of the apartment and to participate in common issues with the enthusiasm and responsibility of an owner.

### **Appropriations for tenant committees are for funding common activities**

Housing Foundations contribute to the operation of tenant committees by reserving appropriations for the committees in their budget. The tenant committees can decide on the use of this money independently. By means of voluntary work and independent initiative more money can be saved than is actually given to the tenant committees' activities.

### **Hobbies**

Student apartment blocks have a variety of premises and equipment for pursuing different hobbies. These obviously vary from site to site, and you can influence these matters via tenant committees. Club rooms are either open to everybody or have to be booked in advance. Some sites have gym equipment, whereas on other sites you can play table tennis, etc. For details check the notice board on your site.

Remember that the equipment on the sites is meant for every tenant's use and enjoyment.



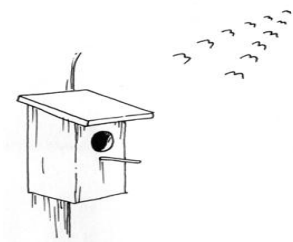
## 12. ENDING OF TENANCY

### Terminating your tenancy

**In a lease which has been made until further notice, the period of notice is one calendar month. The period of notice is counted from the last day of the month when the notice was given.** Temporary lease becomes invalid at the end of the tenancy period, and no separate termination of the lease is needed. You can leave notice online [www.koas.fi](http://www.koas.fi).

### Cancellation of the agreement

In serious cases of violation, the Foundation is entitled to terminate the lease without giving a period of notice. Such cases are, for example, neglecting to pay the rent, disturbing neighbours, etc. The tenancy expires immediately when the tenant has been given a notice on the cancellation of the lease. If needed, the Foundation can bring action for eviction in the district court. As a tenant, you are responsible for informing the Housing Foundation on any changes in the information you have given in the tenancy agreement (for example, finishing or dropping your studies). If you give false information or refuse to give required information, this can lead to the termination or cancellation of the tenancy agreement.



## 13. A CHECKLIST FOR MOVING OUT

- Give notice if your lease does not have an ending day. Notice time is one calendar month.
- Give your account information for the deposit return. Make sure you give all the asked information – fill in the form.
- Check that all your rents have been paid.
- Reserve the flat check up before moving out. You'll get a link for this to your e-mail during the last month of your stay.

Note that the room has to be empty and clean! The common areas; kitchen, toilet and bathroom should be clean as well – inform your flat mates of the check up day. You are jointly responsible of the common areas.

- Return the key to the KOAS office. The key should be return on the check up day or the next working day. Do not leave the key to the flat! Unreturned key will be charged.
- After the check up the room will be locked. Don't leave anything that might be needed by you or your flatmates to the room. Any stuff left to the room will be taken to the junkyard and the costs will be charged.

If you have stuff you don't want to take with you, ask around if someone needs it – or maybe school would like to have some donation for the survival kits – **DON'T LEAVE IT TO THE FLAT.**

# The terms of the lease

## 1. Time of the lease

The tenant is entitled to move into his/her flat on the day the lease begins unless it is a public holiday or a weekend. The lease is continuous, with the conditions mentioned below, or it is valid for an agreed period of time.

## 2. Rent

The board of the lessor decides the square metre prices of the housing areas. The tenant pays the rent calculated according to the graduated square metre prices. In some areas the rent is graduated for each flat; it means that the number of square meters for the rent is different from the square area of the room. When signing the lease, the tenant accepts the fact that the grading procedure may be carried out again during the lease period. The new graduated rents will be informed to the tenant just as any other changes in the rent.

## 3. The use payments

In addition to the rent the tenant commits himself to making some payments which are not included in the rent. These payments are, for example, for furniture and parking place. The board of the lessor confirms these payments in each case.

## 4. Informing the tenant about changes in the rent and in the use payments

The changes in the rent and in the use payments are informed to the tenant on the notice board of the house or in a letter or by e-mail. The announcement can be assigned jointly to the tenants or be personal.

## 5. Payments

The rent and other payments are paid beforehand to the lessor's account by the 6<sup>th</sup> day of every month. If the tenant's payments are overdue, the interest for them is the official reference rate of interest confirmed by the Bank of Finland plus seven percent (7%). The lessor may also invoice the tenant for the expenses caused by collection.

## 6. Deposit

Before renting an apartment the tenant pays a deposit to the lessor as an assurance for fulfilling the tenant's obligations. The board of the lessor affirms the sum of the deposit. The lessor will pay the deposit back to the tenant only in the case that the tenant has handed over the key, the apartment is in normal condition, the tenant has paid all the rent and taken care of other obligations related to the lease. The lessor has the right to withhold the deposit if the lessor has accounts receivable from the tenant. The deposit will be paid back to the tenant's account within two months after the tenancy has ended.

## 7. Study control

All students at a more advanced level than comprehensive school are entitled to live in student flats. The lessor has a right to obtain information about the tenant's studies from the tenant or from his/her school. The lessor has a right to cancel the lease at a given time if the tenant has completed his/her studies, has stopped studying, gives wrong information or refuses to give information about his/her studies. The tenant is obliged to inform the lessor immediately about the changes that would have an effect on his/her right to live in a student flat.

## 8. Subletting residence to another person

The tenant has no right to sublet the residence or any part of it to another person nor accommodate anyone without the lessor's permission.

## 9. The notice of the lease

If the lessor gives you notice, the period of notice is three (3) months. If the lease has been in force for over a year just before the notice, the period of notice is six (6) months. If the tenant gives notice, it must be given in writing at least one calendar month before the tenant intends to move out. For example, if the tenant gives notice on January 15<sup>th</sup>, the lease agreement then ends on February 28<sup>th</sup>. The tenant must also inform the Housing Foundation of the tenant's account number into which the deposit money can be returned.

## 10. Special conditions

The lease agreement follows the Finnish building laws (ARAVA), tenancy agreement laws and the rules and regulations of the housing officials. For reasons of expediency, the lessor has the right to assign the tenancy rights to a similar type of housing. The period of notice is followed during the procedure. The tenant has to take care of his/her flat carefully and has to observe the lessor's rules and regulations. If it is necessary the lessor has the right to have the flat cleaned or repaired at the tenant's expense. In the flat the tenant cannot use other than normal household appliances or machines without the lessor's permission. The tenants are jointly responsible for the condition of the common premises of the flat. Smoking in the flats and common areas is forbidden. The repair of the damage done by smoking will be charged from the tenant. The condition of the flat must be reported to the lessor using the inspection form within a week from the day of moving into the flat.

# KOAS RULES AND REGULATIONS

**Apart from the Public Order Act and other statutory regulations, the present rules and regulations, prepared by the residents themselves, must be adhered to in the Koas apartments and the yard areas.**

## **1 § SHARED AREAS**

External doors must be kept closed. When passing through, the doors must be closed to avoid access of unauthorized to the staircase.

Making noise in shared areas must be avoided and the areas must be kept clean and tidy. For fire safety reasons, bicycles, baby carriages and other equipment must be stored in the appropriate space only.

Smoking is forbidden in the apartments, corridors and in all shared areas.

External antennas or advertising signs must not be installed without the permission of the house manager.

## **2 § OUTSIDE AREAS**

Refuse and waste must be sorted according to the instructions and put in the waste containers.

The residents must take care of delivering old furniture and home appliances to waste disposal centres.

Parking is allowed only in the areas reserved for parking. Storing wrecked vehicles is forbidden. Visitor parking slots are for visitors only.

## **3 § APARTMENTS**

Disturbing neighbours in the apartments must be avoided. Night-time silence lasts from 23.00 (11 pm) to 6.00 on Fridays and Saturdays and from 22.00 (10 pm) to 6.00 at other times.

Exceptions to this rule are allowed only at the neighbours' permission.

The apartments must be carefully cleaned and well-maintained. Water leaks and other pipe and conduit damages must be immediately reported to the maintenance company. Cell apartment residents are jointly responsible for the shared areas of the apartment.

## **4 § BALCONIES / DUSTING**

The balconies must be kept clean. It is absolutely forbidden to store waste in the balconies or to throw down cigarette ends.

Dusting carpets and bed clothes is permitted only in the shared dusting balconies or dusting racks.

## **5 § PETS**

Keeping pets is not permitted in the cell apartments.

Pets must be kept on-leash outside the apartments and they must not be allowed to disturb the residents. Pets are NOT allowed in the children's playground areas or their immediate vicinity and it must be made sure that they do not soil the buildings or the yard.

## **6 § BREACHING RULES AND REGULATIONS**

Failure to comply with the rules and regulations may lead to liability for damages or cancellation/termination of the rental agreement. Full compensation is required from the person responsible for damaging of constructions or furniture or for neglecting cleaning.

**Nobody is allowed to disturb the peace and happiness of others by inappropriate behaviour or otherwise. The residents must follow good manners required by the normal domestic peace also in other respects.**

**The residents are responsible for ensuring that their visitors also observe these rules and regulations.**

## WHO TO TURN TO?

Faults can be reported to the office or maintenance company. ([www.koas.fi](http://www.koas.fi))

If necessary the service man has a right to come into your flat by using the master key. Urgent faults and problems (leaks, blockages, opening the door etc.) are taken care of by the service man on call. He can be called at any time of the day, also at weekends and public holidays.

### **KOAS Housing Office**

**Mon 9.00- 17.00**

**Tue – Thu 9.00–15.00**

**Fri 10.00-15.00**

**Summertime 1.6. – 31.8.**

**Mon-Thu 9.00 – 15.00**

**Fri 10.00 – 15.00**

**Kauppakatu 11 A  
40100 JYVÄSKYLÄ**

**Tel. +358 10 820 4444**

[www.koas.fi](http://www.koas.fi)

koas@koas.fi

## MAINTENANCE:

You can check your area's maintenance company from the notice board of the building / entrance door. The maintenance companies are also listed with contact information in [www.koas.fi](http://www.koas.fi).