

Resident's Guide

for enjoyable living



Welcome to your new home!

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Rules and regulations

Welcome to your new home!

The Resident's Guide will inform you about the fundamental rights and responsibilities of a tenant. The guide is also made to inform you about some practical matters concerning life in an apartment.

All residents have the right to an enjoyable life and when everybody takes in account the neighbours and the rules of the house there are good preconditions for creating an enjoyable home. Read this guide carefully when you move in and talk to your landlord or the housekeeper.

Together we can create a safe home to live in!



General
emergency number

112

Moving in

The rental contract

A rental contract is made when you move into an apartment. The contract includes the conditions concerning your apartment. All the persons moving in have to be registered by the landlord. It is mandatory to report changes in the amount of residents in the apartment.

Notification of change of address

A notification of change of address has to be filled in and sent to the register office (Magistraten). At the Post Office you can also make an agreement on forwarding of the post. Remember to let your electrical company know about your moving. Contact your insurance company about the home insurance and check carefully up to which other companies and instances you have to report to, so that all your information will be updated.

Check of apartment

When you move in you pay a guarantee fee. When you have received the apartment it is important to carefully fill in the inspection form of the apartment, where you note all the defects and deficiencies. Here it is important that you note everything so that you will not later be liable to pay damages that have not been noted. The form has to be returned to the landlord at the latest one week after moving in. The guarantee fee will be paid back to you without interest when you move out from the apartment if the apartment in the control is stated to be well cleaned and in order.

Remember!

- notification of change of address
- home insurance
- electrical contract





Duties

As a tenant you are responsible to take care of your apartment properly. If you mismanage the apartment you will possibly be liable to pay compensation. If the apartment will be empty for a longer time the landlord should be informed about it.

Payment of rent and other charges

You have to pay the rent and other charges according to the agreement you have made with the landlord. In case of delayed payment the landlord has the right to charge penalty interest and late payment fee. Remember to use the right reference number and account number when you pay. If you have made an incorrect payment you have to contact the landlord as fast as possible to correct it. If nothing else have been agreed unpaid rents will be brought to collection and ultimately eviction may be appropriate.

Rules of order

You and your guests have to follow the rules of order of the house and other regulations. See the rules of order on page 11 in this guide.

Notification obligation

You have to report damages that have happened in the apartment or the house to the housekeeper or the landlord without delay. It is particularly important to immediately report the water leakages or broken electrical equipment. If water leaks in the constructions it may cause great damage. Other things that have to be reported immediately are for instance broken windows and doors, dripping taps, leaky toilets, broken locks etc.

Failure to report damage may lead to liability!

You are responsible to report about damage, vandalism and disturbance so that the matter can be dealt with as fast as possible. You have to report possible police visits in disturbance situations so that the landlord gets information about what has happened.

Smoke detectors

It is your duty to ensure that there is a working smoke detector in the apartment. Check periodically that it works.

Home insurance

The landlord requires that you have a home insurance. Having a home insurance is a security for you if any damage occurs.

Subleasing

It is forbidden to rent out your apartment secondarily. Illegal out renting causes immediate termination of contract.

Take care of your apartment

Maintenance of the apartment

The tenant has to take good care of the apartment. Damage in the apartment has to be reported immediately to the landlord, if not, the resident himself might be responsible for the damage that has been caused by neglect. The resident is responsible to compensate damage that he himself, his family or a person being in the apartment on his permission have caused the apartment on purpose or because of carelessness.

The apartment and specially the bathroom is sensitive for moisture damage. Constant moisture creates favourable conditions for moulds, so keep it dry and warm (at least 20°C) and check that the ventilation works. After taking a shower always dry the floor and leave the door slightly open to make the room dry faster. The walls and the floor of the bathroom should be washed regularly with detergent. Check periodically that all ceramic tile joints and seams between carpets and wallpapers in the wet rooms are whole and tight. To avoid moisture damage holes should be made in the bathroom walls only with permission and surveillance of the landlord.

The sauna

If there is a sauna in the apartment it should be taken care of as carefully as the bathroom. To avoid moisture damage the sauna heater can be left on a moment after the sauna visit so that the sauna will dry properly. Check that the ventilation works well.

Electrical devices

In wetrooms only devices fitted for the purpose should be used. No

electrical devices should be used during bath or shower. Only authorized electricians are allowed to make operations and couplings in the electrical system of the apartment. Outside only cords and equipment (ex. Christmas tree lighting) intended for use outside is to be used.

The tenant changes broken lamps and fuses himself. This is not the landlord's task.

Fridge/Freezer

The fridge/ the freezer has to be kept clean and be melted periodically. Check that the outlet pipe for ice water on the back wall of the fridge is open and works as it should. If the pipe is blocked the ice water will run on the floor causing moisture damage. Pull out the fridge and wipe away the dust on the pipes and clean under the fridge. The freezer has to be melted when ice begins to accumulate in it. Never use sharp objects when cleaning and melting because this can damage the walls and the cooling system of the freezer.



Electric stove

The electric stove is connected directly to the power grid and may be detached only by an electrician. Clean the stove and oven carefully with detergent meant for this purpose. Do not use steel wool or other sharp objects that can damage the surfaces. Possible leftovers come off easiest if they are wiped off immediately when the oven cools down. Keep the oven trays clean from grease in the same way.

Stove hood

The stove hood and the filter has to be kept clean and free from grease for the best function and fire safety. In blocks of flats with top suction the grid in the stove hood has to be detached and washed in warm water with detergent. The valve behind the grid has to be cleaned as well.

In apartments with separate stove hood the instructions of the manufacturer have to be followed. If you are not sure about how to do ask the housekeeper.

Kitchen sink unit

Keep the kitchen sink unit clean and check periodically that the silicone joint against the wall is tight and intact. Check also that the p-traps and the drain pipes under the sink are tight. Check that the connection against the floor is tight.

It is not allowed to rinse down food leftovers, coffee grounds, oils or grease in the drain.

Water taps

Check that all the water taps in the apartment are tight and do not drip. Also small leakages increase the costs.

Toilet

Use special cleaning products for the toilet to keep it clean and fresh.

Do not flush down anything else in the toilet than toilet paper. It is forbidden to flush down any kinds of napkins, diapers etc. Greases, leftovers, cat litter and other things may neither be flushed down in the drain as they can cause blockages. The tenant has to pay the costs if the drain is blocked because of incorrect use.

Floor drains

The tenant has to clean the floor drains in the apartment. If it smells drain this can depend on that the water level in the floor drain is too low. Add a little bit of water and see if the problem disappears.

Washing machine

The tenant is responsible for the correct connection of the washing machine to drain and water taps. The connections have to be tight to avoid moisture damage.

If there are no connection points ready for the washing machine in the apartment, contact the landlord. The tenant is not allowed to do installations himself in the water piping but all installations of this kind should be done by an authorized ventilation and sanitation engineer with permission of the landlord. The washing machine must not be installed in other rooms than wet rooms with floor drain.

Dishwasher

Check in the maintenance manual how the dishwasher in the apartment should be taken care of and used. If the tenant wants to install a dishwasher in apartments that do not have it from before contact the landlord. The washing machine should be installed by an authorized VHVAC-fitter and with permission of the landlord. Under the dishwasher there should always be a plastic tray placed to detect possible water leakages.

Report immediately about leaking taps, pipes and WC!

It pays off to economize with water, because a higher water consumption is reflected in higher water charges!

Energy saving

Ventilation

Check that your apartment has enough ventilation. Stagnant humid air makes the mold spores grow and that in its turn makes the indoor air quality so poor that the apartment will get destroyed. Depending on which type of ventilation systems is installed the maintenance is taken care of differently, but the main rule is that the ventilation channels should not get blocked and the valves should be kept clean from dirt and grease. In an apartment with mechanical ventilation no other airing is normally needed. The supply air has to come through special supply valves or from an opening up in the windowframe. Ask the housekeeper if you are not sure!

Tips! To improve the suction of the cooking fumes the kitchen windows can be kept closed so that the supply air comes from another room.

Warmth

The room temperature is very important for the wellbeing and energy consumption. The best room temperature for sleeping is about



19°C in the sleeping room and +20-21°C is good in the rest of the apartment.

For the best regulation and function you should check that the thermostat of the radiator is not covered by curtains or furniture. The ventilation flap should not be kept open close to the thermostat because the radiator then becomes too hot leading to higher energy consumption.

Drafts from doors and windows have to be sealed by rubber seals, not by higher room temperature!

Remember that higher heating costs are reflected in a higher rent!

Remember that a radiator that is 30°C can be felt cool, as your hand is about 35°C, but it can still heat the room temperature to 21°C.

Tips & advices

Through common responsibility for the daily energy consumption the rental costs can be kept at a reasonable level. In the following we will give you some tips on how to save energy and keep the coasts at a low level.

- Keep the temperature moderate in the apartment. The rule of thumb uses to be that the heating coasts increase with at least 5 % for every degree (°C) that the temperature is raised over 20°C.
- Check that the doors and windows are tight without drafts. Seal with rubber strips if needed.
- Keep the ventilation flaps closed. To ventilate with cross drafts for some minutes is more effective than keeping ventilation flaps open for a longer time. When you leave home, check that all the ventilation flaps and doors are closed.
- Economize with water and check that there are no leakages.
- Check that the lamps are turned off (also in the public areas) and that your home electronics is not in Stand-by mode.
- Avoid having the engine pre-heater and the cab heater of the car on if not needed. Check that the engine heater timer works properly.
- Set the right temperature for the fridge and the freezer. For the fridge the recommended temperature is +5°C and for the freezer -18°C.

Pets

Ask the landlord if the pets are allowed in the apartment. If pets are allowed it is important that they don't disturb the neighbours or cause damage to the apartment. Remember to always keep your pet leashed when being outside the apartment and to remove any excrement of the dog from the yard. Dogs are not allowed to disturb others by barking and yelling. The doors to stairwells should be kept closed so that cats or other animals cannot come in. Pets are allowed to be in the stairwells only under the owner's supervision.



Common areas

Do not litter and throw trash. Keep the common areas of the house and the yard clean and tidy. Everybody likes cozy living and that begins with a nice outer area and clean common areas.

Smoking is forbidden in all common areas of the house property!

Stairwell

The stairwell is no meeting place or playground. In the stairwell you have to move quietly and avoid slamming doors. For fire safety reasons no loose objects are allowed to be stored in the stairwell. Bikes, baby carriages and similar things have to be stored in stores intended for the purpose.

Store rooms

Blocks of flats have special common stores for bikes, baby carriages and other sports equipment. In addition there is a separate store for every apartment, where you can store your movable property. The tenant provides himself a hang lock for his store. Mopeds are not allowed to be kept inside. Gasoline and other inflammable substances and gases are not allowed to be kept in the store. Rowhouse apartments have often the stores organized in the same way but in a separate building. Ask your landlord if you are not sure.

Waste sorting

Household waste and other kinds of trash has to be taken well packed to the waste containers. It is important that the waste is sorted correctly. Check the sorting instructions of the waste company if you are not sure. Check that the cap of the container is closed to minimize the smell and that the birds cannot pull out the wastes. Problem waste and large amounts of bulky waste cannot be put in the containers but everybody has to transport them to the nearest recycling point.

Laundry and drying room

Using of laundry and drying room is allowed only for the residents of the house. Instructions on how to reserve the laundry room and how to use the spaces and the machines are on the wall. In some houses the tenants have their own private washing machines in a common space. These washing machines are not allowed to be used without the owner's permission. Respect the hours for using the laundry and the drying room and remember to clean the room after using it. It is forbidden to wash carpets in machines that are not meant for this purpose. Remember to remove your laundry as soon as possible so that the following user can start washing.

Sauna

The residents of the house have the right to use the common sauna according to the reservation on the sauna list. Leave the sauna and other rooms clean and tidy for the next user. Washing carpets is forbidden in the common sauna area. Remember not to leave after you garbage that starts to smell.

Outdoor area

Playgrounds and playground equipment are intended for children. It is forbidden to walk the pets in these areas. Cigarette butts should be put in special reservoirs not thrown in the yard. If you live in a rowhouse apartment with your own outside place you have to keep it in order yourself.

Parking

If you need a parking place, ask the landlord about the rules. The main rule is that you can get the right to use one parking place with an engine heater socket per apartment. Only electric cables intended for outdoor use can be used in connection to the pole, and the cap has always to be closed. The parking is for cars that are in use every day. Cars not in use cannot be stored in the yard area and if the vehicle has to be towed away the holder of the car has to pay the costs. Always park your car so that rescue- and service vehicles can reach the apartments.

It is forbidden to park or drive vehicles on the lawn!

Before you move out

Moving out

You can apply for another apartment yourself if your living situation will change. You will then be put on the waiting list and the landlord will contact you when there is an apartment available that suits your wishes.

Termination of the lease of your apartment

If you want to terminate your lease agreement this has always to be done in written and given to the landlord. The termination period is one month from the last calendar date of the month when your termination message has been received. This means that if you terminate the agreement in January it will be finished the last of February. Remember to make the notification of change of address when you move out.

Cleaning and returning of the keys

When you move out the apartment has to be left tidy and well cleaned. You can leave the keys to the landlord at the latest the day when the agreement is over. If you have lost some keys, the apartment is dirty or there are other faults in the apartment you have to compensate them. The whole guarantee fee will be returned to you if the apartment is in such condition that the landlord has nothing to remark on.

Cleaning when moving

It is important that you clean your apartment carefully when you are moving out. The following tenant has to be able to move in without cleaning. If you have not cleaned well you have to compensate it. Furniture or large amounts of garbage cannot be thrown in containers or left in the store rooms but they have to be taken to the recycling centre. All the costs from cleaning and transport of things that are left behind are invoiced or taken from the guarantee fee.

Remember these things when cleaning before moving:

- Clean and defrost the fridge and the freezer carefully. Pull the plug and leave the doors open. Remember not to let melt water run on the floor as it may cause moisture damage.
- Clean the stove carefully, also the oven and the baking plates have to be clean and free from grease. Pull the stove out from the wall without detaching the electric cable and clean the floor and the walls.
- Wipe all the cabinets and drawers outside and inside.
- Clean the kitchen fan/the stove hood and the grease filter carefully.
- Clean the toilet, the sink, the shower and all the water taps carefully.
- Clean the floor drains in all wetrooms and wash the sauna benches if there is one in the apartment.
- Vacuum and carefully wash all the floors.
- Empty the balcony, the terrace and store and sweep clean.

Typical things you may have to compensate:

- bad cleaning
- furniture and garbage left behind
- lost keys
- holes in walls and doors
- broken handles/hinges
- scratched, broken and spotted wallpapers and floor carpets
- doodle on walls and floors
- broken windows
- broken or missing heater thermostat
- missing cover plate by the roof hanging of lamps etc.



These rules of order are made to give housing enjoyment for everybody and they should be followed by all residents and their guests. The residents have also to follow the rules in the rental agreement, general laws and regulations and the prompts in the resident's guide.

Common areas

The outdoors have to be locked at night. When they are locked everybody passing has to ensure that the door locks again. The same applies for the door to the store, the sauna, the laundry room and other common areas.

Always avoid noise in the common areas. Smoking and unnecessary stay in the common rooms are forbidden. Order and discretion have to be respected when using the common rooms and outdoor areas. After using the laundry, the drying room and the sauna you have to clean it after yourself. These rooms have to be reserved by writing the name on the booking list, possible cancellations have also to be noticed.

For fire safety reasons things are allowed to be stored only in for the purpose reserved spaces. The fire safety regulations have to be followed when storing flammable substances.

The landlord should be informed without delay about errors and defects noticed in the house property.

Apartments

Making noise in the apartment is forbidden because it can disturb the neighbours. Especially at 22–06 you should not make noise or let bathing water.

Take good care of the apartment. The residents have to inform without delay about any water leakage or other defects in the apartment. It is forbidden to throw garbage in the drain, it can cause blockages or damage the pipes. The food fumes must not be ventilated to the stairwell.

Waste disposal

Household waste and other kinds of garbage have to be taken well packed to the waste containers. The instructions concerning waste

disposal have to be followed thoroughly. Recycling and appropriate waste disposal are to everyone's advantage. The transport of problem waste and large amounts of bulk waste should each resident take care of himself/herself.

Pets

The pets should be kept leashed when they are outside the apartment. They are not allowed to disturb the residents of the house or dirty the building or the outside area. It is forbidden to walk animals in or close to the area reserved for children. It is forbidden to feed birds or other animals.

Parking

Parking of motor vehicles is allowed only on reserved parking places. Idle running and unnecessary use of motor vehicles is forbidden. Driving on the lawn is forbidden.

Balconies

Dusting of carpets from the balcony is forbidden. Airing of bedding and other textiles and drying of small amounts of washing is allowed only inside the balcony railing. It is forbidden to make fire on the balcony. The balcony should be cleaned so that water or rubbish do not fall down on the balcony below.

Antennas

Installing parabolic antennas and similar things requires the landlord's permission.

Notification of change of address

The landlord must always be informed without delay about moving in or out.

Violation of rules.

Violation of rules may lead to liability for compensation, and termination of the rental contract.



**Your opinion is important,
so don't hesitate to contact us!**