

## HOUSING GUIDE

OPPILASTALO LTD has 1200 apartment units for students in Lahti. The company has committed itself to taking care that all apartments are in good condition, good quality and cosy. Apartments offer a healthy living-environment to their tenants - now and in the future.

Some of the maintenance related tasks are tenants own responsibilities. The tasks are mentioned in this **HOUSING GUIDE**. If you need, you get guidance from the maintenance man, housing secretary or the house manager.

You can find the contact information of the house manager as well as the property maintenance company in the message boards in staircases and on our websites ([www.oppilastalo.fi](http://www.oppilastalo.fi)). **The instructions for making a fault report you can find on page 14.**

If you notice a fault or a damage in your apartment or the machinery belonging to the apartment, please report it immediately to the maintenance company or to Oppilastalo Ltd to avoid extra damage. Oppilastalo Ltd's real estate insurance does not compensate damage caused to the tenants' personal property or tenant's other caused damages to the property. We recommend taking a **home insurance**.

Please check the latest version of the housing guide on our website, [http://www.oppilastalo.fi/the\\_guide\\_to\\_good\\_housing.pdf](http://www.oppilastalo.fi/the_guide_to_good_housing.pdf).

Please read the guide carefully and act according to the given instructions - not forgetting the other tenants. ENJOY YOUR STAY!

23.4.2010

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## 1. WELCOME

You have moved to your new home, a student flat. We make our best to make you feel comfortable in your study town and flat. ***Oppilastalo Ltd was founded by student unions.***

This guide includes the most important things promoting your enjoyable stay in your student flat. Contact the housing office if you have any questions. Phone numbers and other contact information can be found on Oppilastalo Ltd homepages ([www.oppilastalo.fi](http://www.oppilastalo.fi)) and in this guide on **page 20**.

## 2. ENTER SMOOTHLY

### ***\*Keys***

As a tenant you have the right for the apartment and its keys when the tenancy period begins. With your key you can also enter common rooms, which are for the use of tenants. The key is personal; it must be used responsibly and carefully. If you lose or break a key, you must report it immediately to the housing office/ maintenance company. Keys in wrong hands can cause problems. When you move out, the key must be returned to the housing office.

### ***\*Name on staircase list and door***

Your name appears in the staircase name list usually in the beginning of the next month. Put the name sticker on your door to its correct place.

### ***\*Rules of changing tenants***

Moving date is, according to the law, the next weekday after the tenancy agreement ends. Usually it means the first day of the month. A common practise is that the moving takes place on the last day of the tenancy agreement when the apartment is reserved completely for the use of the new tenant. You can ask the moving-out date from the previous tenant. Remember to make the final **cleaning according to the cleaning instructions** before you hand over the apartment.

### ***\* Renovations and wall attachments***

Oppilastalo Ltd takes care of all renovations. Tenants are not allowed to make any renovations. It results in damage compensation. All drilling, changes etc. are forbidden and even in special cases they must be made together with Oppilastalo Ltd. Using hooks for picture hanging is allowed at a moderate scale.

### ***\*Tenant Card***

Check your apartment and fill your tenant card in address [www.oppilastalo.fi/extranet](http://www.oppilastalo.fi/extranet). You get your codes at office.

## 3. TENANCY AGREEMENT, DEPOSIT AND HOME INSURANCE

### ***\* Tenancy agreement***

When signing the tenancy agreement, you commit to follow the act of residential leases, tenancy agreement conditions and all apartment community rules. Studying is the prerequisite for the right of tenancy in student-apartment community. Law and apartment community instructions also define subletting the apartment. Subletting without the permission of Oppilastalo Ltd as well as accommodating any outsiders are forbidden, and these actions can cause annulling the tenancy agreement and they can also cause economic onsequences to you.

### **\* *Deposit***

The deposit is a tenant's guarantee for taking good care of one's duties and his/her apartment. The deposit must be paid before signing the tenancy agreement. After the tenancy agreement ends, the Lessor can recover the cost of damages caused to the real estate, costs of losses or extra cleaning caused by the tenant or by tenant's visitors. If the apartment is in good condition and all fees are paid, the deposit is returned to the bank account the tenant has specified in the giving notice – form.

### **\* *Home insurance***

Oppilastalo Ltd's real estate insurance does not compensate any damage to the personal property of the tenant in apartments or in storerooms, whether locked or unlocked. The insurance does not compensate any damage caused by the tenant. We recommend taking a home insurance.

## **4. RENT, UTILITY FEE AND OTHER FEES**

### **\* *Rent***

Monthly paid rent includes heating, water, other service and maintenance fees.

### **\* *Utility fee and other fees***

Utility fee includes electricity, house laundry, sauna and Internet. A separate fee is charged for furniture and car-parking.

### **\* *Due day of the rent***

The due date of the rent is written in the tenancy agreement. When you pay the rent, use the right reference, it makes the handling of the fee faster and prevents mistakes. The reference number is apartment specific and it remains the same during your tenancy. Check also that the amount is correct. Keep your fee receipts/bank statement as receipts for paid rents. If the rent is due, the tenant pays an interest fee and a notification fee. Due rents can cause losing the right for tenancy. Markings on your credit data can cause serious problems in the future. Both spouses are responsible for the rent in family apartments, even in the case when the other spouse moves out and does not give a notice. If you have problems with paying your rent, please do always contact the rent supervisor.

### **\* *Housing supplement and allowance***

Tenants with no family can obtain housing supplement to their study grants. Housing supplement can be applied at the same time as the study grant. Housing supplement is paid according to study months. The housing supplement of the study grant is applied from the students financial aid committee. Single parents, married or unmarried couples and families with children apply for the housing allowance from the local KELA (Social Insurance Institute of Finland). The allowance is granted for the applicants depending on their income, property, rent and size of the apartment. Additional information of the housing supplement and allowance can be gained from KELA financial aid committee or from KELA.

## **5. RULES OF LIVING**

### **\* *Live and let others live***

Live like at home and mind your roommate and neighbour. Student housing is about co-operation and minding your mates. Rules and instructions are to be followed to ensure co-operation and peaceful studying.

### \* **Common rules in shared apartments**

All tenants in shared apartments are jointly responsible for the condition and cleanliness of shared rooms. **Having pets in shared apartments is forbidden and it is also forbidden in all Ankkuri, Fellmanni, Konduktööro, Möysä and Paavola student apartments. Smoking is forbidden in all apartments and common areas (staircases, lifts, basements, clubrooms, sauna and laundry rooms).**

### \* **Conciliate first**

If somebody is causing problems for your living, try to talk about it with the person first. If the trouble continues, contact the housing office instantly so that we can interfere with the problem.

### \* **Do not stand vandalism**

Nobody has to stand vandalism. Reporting of it is everybody's responsibility. Notify the housing office of noticed intentional damages. The person who has committed the vandalism is always responsible for it, unsolved cases mount up to the rents. Maintaining public order and security belongs to the police. Everyone has the right to contact the police if needed.

## **6. SERVICES AND COMMON ROOMS**

### \* **Housing office**

The housing office (address Borupinraitti 4, **enter via Ankkurikatu 5 b**) serves you daily on Mondays between 10.00-16.00 and from Tuesdays to Fridays between 9.00-15.00. Note that the housing office is busy when the month changes. You can also send e-mail to the housing office: [toimisto@oppilastalo.fi](mailto:toimisto@oppilastalo.fi)

### \* **Maintenance company**

You can find the name of the maintenance company and the guard duty – number in staircases of houses, on doors and in the Internet. Fault reports can also be given in the Internet. The maintenance company takes care of all common property maintenance tasks such as electricity, infrastructure and environmental services, warming saunas, snow ploughing and gardening, outdoor lightning, and bulb changes in common rooms etc. The maintenance company also takes care of opening the doors when the key is lost temporarily. Door opening is chargeable and the fee is paid to the maintenance person. Remember that a lost key can be a safety risk, which must be reported to the **housing office** for possible renewal of the locks. Costs are covered by the tenant who has lost his/her key. **Maintenance companies have 24 hour guard duty.** The cleaning company is responsible for the cleaning of staircases and common rooms.

### \* **Staircase**

**Staircase is not a store room.** Staircase is the most used room of all common areas. If you think that the staircase was your own hall, you see, that in order to give a tidy picture you should also do something yourself. Tidy and quiet moving, careful use of furniture and machines as well as instructions for children are usually sufficient actions to maintain premises in a presentable condition.

### \* **Notice boards**

Notice boards are situated in the staircases of the houses. The notice board delivers messages from the tenant board and to tenants. Read it!

### \* **Common storerooms and storage booths**

Sports equipment, prams and bikes have their own storerooms. Other storable goods can be stored in personal booths in basements or attics. Easily burning goods must not be stored in these store rooms, i.e. mopeds, tyres, accumulators, fuels etc. Storage of any goods in common rooms is forbidden. **Oppilastalo Ltd does not handle goods to be transferred to the dump if they are stored in incorrect places.** Oppilastalo Ltd is not responsible for loss, destruction or theft of stored goods. See *home insurance*.

### \* **Saunas**

Student housing sauna times are limited, so do not reserve more than one per week. **Saunas are reserved in the Internet, [www.oppilastalo.fi/extranet](http://www.oppilastalo.fi/extranet).** Common saunas are 1-2 times per week. Every user is responsible for a clean and appropriate use of the sauna. Remember to wash used bowls, benches and floors etc. Excessive use of water in the sauna is not recommended as wooden panels and benches will wear out faster.

### \* **Laundry and drying room**

Using the laundry is included in the utility fee. Machines should be used economically by washing more clothes at a time. Use all machines following the instructions and make a fault report immediately if a machine is not working. The cleanliness of the laundry room equals to the the cleanliness of the users.

**Book the laundry room in the Internet [www.oppilastalo.fi/extranet](http://www.oppilastalo.fi/extranet).**

### \* **Airing carpets**

Each yard comes equipped with an airing stand for carpets etc, and some locations also have an airing balcony for this purpose. It is forbidden to use the apartment balcony for this purpose.

### \* **Yards**

The yard is an important aspect of comfortable student housing. Tenants can help to maintain the yard by keeping it tidy, minding the plants, flowers, green areas and so on. Pet owners are requested to be mindful of other inhabitants: dog droppings do not belong to a cosy environment. Pets should be walked where they do not disturb other people. Droppings must be collected and taken to garbage cans or compost. Pets must be on leash on yards.

### \* **Parking places and car hook-ups**

There are electrical hook-ups for cars in parking places. Available car parking places can be rent from the housing office. Car parking is for cars in active use, so that the cleaning of places is easier when the cars are away during the day. You can use the electricity to warm up the engine either via shared or a socket-specific timer, when the power can be on for two hours each time. Internal heaters are allowed in Ankkuri and Möysä apartments. Electrical cables must not be left to sockets unless attached to the car. If there is no parking space in the yard, you must keep your car somewhere else. Parking in the pathways is forbidden. Parking is supervised and parking tickets are given in these areas, too.

### \* **Internet connection**

All our student apartments have a fixed internet connection. **The connection speed is 2 Mbps. Costs of the internet are included in the utility fee.** The use of the internet requires absolute compliance to the rules of internet use. All commercial activities are forbidden and capacity overload especially during working hours must be avoided. Internet fault reports are sent to the internet - support (see contact info in the notice boards).

### \* **Mail delivery**

Options for mail delivery in student housing are either mail slots in doors or post boxes are collected to a certain place. To ensure your mail deliveries see that your address information is correct. Mail to Oppilastalo Ltd can be left in the maintenance person's mailbox where the maintenance person delivers it to the housing office.

## **7. MACHINERY, APPLIANCES AND THEIR CARE**

All machinery and appliances in apartments should be used carefully and according to the regulations. All faults must be reported immediately to the maintenance company.

### \* **Fuses**

Tenants change fuses themselves (not in Ankkuri and in Möysä). Before you change or connect a fuse, find out what caused the initial problem. Remove a faulty machine from use. If the fuse burns again, contact the maintenance.

### **\* Fridges**

Fridges must be cleaned and the ice removed regularly. If the ice is collected to the fridge, it weakens its power and icy fridge uses more electricity. Do not use sharp objects to force the ice off. Newer fridges melt themselves if the melting water removal is taken care of. There is a removal hole in the bottom of the melting container at the back wall of the fridge and it must be kept clean for example with a cotton stick. If the hole is covered, the melting water gets to the fridge and to the floor and causes humidity problems. Airing holes of the fridge must not be covered.

### **\* Cookers**

Every tenant is responsible for clean and appropriate use of cookers. Oven, oven and cooker plates must be cleaned regularly so that they do not collect grease and dirt. Use only substances that are planned for cleaning oven and cookers, no scratching or surface damaging substances. Repairing the cooker requires always a professional.

### **\* Light bulbs**

The light bulbs in the apartment are responsibility of the tenant, including fridge and oven lamps.

### **\* Automatic air-conditioning**

Roof fans and exhaust valves of the apartment are adjusted so that the air-conditioning in the building is in balance. Blocking valves or changing adjustments mixes this balance and the air-conditioning in the whole house changes. In a balanced situation there is enough air for everyone and the air is clean and healthy. Functioning air-condition is the most important single health factor in apartments. There are **exhaust valves in kitchens and bathrooms** and their regular cleaning is the task of the tenant. Especially kitchen valves collect greasy dust blocking the valve. An easy and simple way to clean the valve is to put a wet rag around a knife and wipe the valve slots clean and finalize the work with a clean rag. Valves must not be taken off from the walls or their adjustments changed. The filter of the kitchen hood must be cleaned in the kitchen sink with a cleaning liquid.

### **\* Radiators and radiator valves**

Thermostat closes and opens the water circulation in a radiator so that room temperature is stable. Therefore the radiator may sometimes be warm and sometimes cool when the thermostat has noted that the room temperature is sufficient. The thermostat must not be covered by curtains because then the temperature raises higher nearby it. Then the radiator closes too early and the room gets cold.

### **\* Bathrooms and bath furniture**

Regular cleaning of floor drains in the bathroom is a tenant's task. Floor drains collect for example hair that does not pass the sink trap, and in the long run it blocks the drain. If the plug leading from the water well straight through trap to the drain is loose and the smell gets freely to the air, you must notify the maintenance company. You can clean the sink trap yourself by removing the water trap and removing all particles inside it. The lower parts of shower rooms collect easily grease and lime if they are not cleaned regularly. **Dry the floor after shower.** Remove possible mould by brushing it off.

## **8. YOUR OWN MACHINES AND APPLIANCES**

### **\* Washing machine**

If there is no existing attachment to the washing machine in the family apartments, ask the maintenance company whether it is possible to install one. The washing machine can be attached only to a socket designed for it. Do not use the washing machine while you are showering. To avoid humidity, do not dry your laundry on doors, windows or radiators. Do not leave the washing machine on without supervision. Tenants must purchase CHECK VALVE.

### **\* Dishwasher**

If there is no place for a dishwasher in your apartment but you would like one, contact the maintenance company to find out whether the installation is possible. The tenant pays the installation. Fixed electricity- and water furniture stay in the apartment. Electricity- and hosing work and installing as well as uninstalling a machine must always be left for a professional. **The dishwasher must not be left on without supervision.** Even a small leakage can cause serious injury. If the dishwasher is left on without supervision, **the insurance will not pay the damages.**

### **\* Pc and appliances**

It is important that the machines are not on day and night, even if it was easy and even possible for the machinery. Every appliance with its power on consumes energy. These small rivers cause suddenly a huge flow, which then shows in rents. You have a chance to effect on the use of electricity and also an obligation in order to keep the costs moderate.

## **9. FAULT REPORTS**

### **\*Principles of making a fault report**

Making a fault report is every tenant's responsibility, leaving it undone can lead to damages. When making a report, give exact data defining the nature of the problem as exactly as possible, so that the repairing can be done quickly and exactly and extra maintenance calls are not needed. Always leave your name and contact info, where the problem was and define it as clearly as possible. If it is with your apartment, please let us know whether maintenance can use the **master key**. Otherwise set an exact date and time. If you have a pet, inform us of that as well in the fault report so that the maintenance knows it beforehand. The maintenance always leave information in your apartment whether the damage was repaired, a possible new repair time and instructions to repair the damage yourself the next time or to avoid it in the future.

### **Report always, when**

- a tap, toilet basin, kitchen sink trap leaks
- drain is stuck
- doors and windows do not close well
- air-conditioning does not work
- windows freeze or hoarfrost
- some appliance is broken
- there is a bad or strange smell
- water or humidity is in a wrong place

### **Fault reports can be made:**

- **Via Oppilastalo Ltd Internet pages ([www.oppilastalo.fi](http://www.oppilastalo.fi)); report goes straight to the maintenance company**
- \*by calling the maintenance company, telephone number can be found on the notice board**
- **by leaving a written notice to the mailbox of the maintenance person of the house**

## **10. WASTE SORTING**

### **\* Waste sorting**

Waste sorting is based on the orders of the waste disposal act and it is a remarkable environmental act. There are bins for different kinds of kitchen waste and there are bins for bio-waste, paper recycling, energy waste and dump waste in waste collection points. If you do not have corresponding bin in your kitchen you can replace it somehow. There are collection points for glass and problem waste, too, the locations can be found on [www.phj.fi](http://www.phj.fi). There you can also find other sorting instructions.

### **\* How to act in waste collecting points?**

- Put the waste in correct bins. Careless behaviour can spoil other people's sorting.
- Compress and flatten cardboard packings and tins. This leaves more room in the bin and they need not to be emptied so often!
- **Use all bins, not just the closest one.**
- Do not fill the bins so full in one time that nobody else's waste cannot fit in.
- **Do not put these in the bins:**
  - problem waste (incl. paints, glues, accumulators, fluorescent lamps, batteries, chemically handled wood)
  - electricity or electronically appliances (incl. fridges, televisions, computers, cookers, washing machines)
  - car tyres
  - big goods that should go to the dump or to recycling e.g. furniture and bathtubs
- Leaving extra waste must be agreed with the housing office
- Always keep the waste collecting point clean!

## **11. TENANT DEMOCRACY**

Tenants can affect on their own living and it is also stated in the law. The law defines the tenant rights and obligations in the decision making process of their own apartment.

### **\* Tenant board and tenant meetings**

Oppilastalo Ltd has a board of tenants. Its task is to represent Oppilastalo Ltd tenants in housing-connected topics. If you are interested in the tenant activities, contact the housing office. The board of tenants takes care of its tasks, keeps in contact with other tenants and housing office and gives its opinions of housing connected topics.

## **12. RIGHT FOR TENANCY**

The basis for the right of occupancy in the student housing is that you are studying in post- secondary school education. We check study data regularly and always when needed. When your studies end, your right for tenancy ends too, and if needed, the Oppilastalo Ltd annuls or terminates the tenancy agreement.

## **13. TERMINATION OF TENANCY AGREEMENT**

### **\* Termination**

**Termination of tenancy agreement is always given in written form (not by e-mail).** When you give notice, you also allow Oppilastalo Ltd to make the final inspection of the apartment. Ready-written forms for giving notice can be obtained from the housing office or from the Internet. A tenancy agreement, which is valid until further notice, has a notice period of **one month**. The notice period is counted from the last day of the month when the notice was given. (If the last housing month is May, the apartment is free on 1st June and notice must be given during April). The tenant is obliged to give notice at the end of his/her studies. The Lessor's notice period is **six months**, if the tenancy agreement has continued at least for a year and the notice period is **three months in agreements under one year**. Finishing your studies is a cause for a termination made by the Lessor. A temporary tenancy agreement ends as stated in the agreement without a separate termination.

### **\* Tenancy agreement annulment**

In serious cases the lessor has the right to annul the tenancy agreement without a notice period.

These are:

- **neglecting your rent payments**

- continuous disturbance
- subletting without permission
- accommodating outsiders without permission
- mistreating the apartment, causing hazard.

Tenancy agreement **ends immediately after giving the annulment notice**. If necessary, Oppilastalo Ltd will get an eviction order from the local municipal court.

## 14. APARTMENT INSPECTION

Student housing follows the principle of continuous maintenance. This means maintenance work is performed always when the tenants are moving out. Apartments are checked when the tenants change and a list of needed repairs are written. In these inspections we go through the general condition of the apartment, cleanliness, fixed furniture, kitchen appliances, lamps, sockets, switches and other appliances, which have to be complete and in their right places.

If you do not make the final cleaning, Oppilastalo Ltd has the right to have the apartment cleaned at your expense. Possible cleaning and/or repair costs as well as costs caused by disposal of furniture left in the apartment/real estate are taken from the deposit or billed afterwards. Oppilastalo Ltd does not save/store things left in the apartment by the tenant. The apartment inspector inspects mainly after keys have been returned or during the notice period (the month prior to the move) 15th-31st days on weekdays between 8.30-15.30

There is no warning of the inspection beforehand. If you don't wish that the apartment were checked while you are gone, you have to report it in time to the housing office. **Tenants in shared apartments share the costs of cleaning common rooms.**

### *\* Returning the key*

Moving date is the end date of the tenancy agreement. All keys must be returned to the housing office. Keys must not be left in the apartment apart from Asikkala student apartments. **After the opening hours of the housing office they keys can be left only to the office mailbox in an envelope.** The envelope must contain the address, where the keys belong, your name, date and your signature. Remember, that the deposit cannot be returned until the apartment and the keys are handed over appropriately. If keys are not returned by the end date of the lease contract, the Lessor has the right to recover the cost for unreturned/late returned keys.

### *\*Returning the deposit*

The prerequisite for returning the deposit is that all obligations towards Oppilastalo Ltd have been handled. When everything is ok, the deposit will be returned to you in one month. If there are some things left undone, e.g. an unreturned key or an unclean apartment, or furniture has been left in the apartment / storage, the costs are taken from the deposit. If the deposit does not cover these costs, we will bill you afterwards.

**The deposit cannot be used for paying the last month's rent.**

## 15. A NEW TENANT, INTERNAL MOVE

### *\* How the renting after you works?*

After you have given notice of your apartment, the apartment is offered to a new applicant. The student offered the apartment, wishes often to see it beforehand. The housing office can give the new tenant your telephone number – if you have given it – for contacting you. We hope you take this positively. Oppilastalo Ltd has the right to show the apartment to the new tenant during the notice period during 15th-31st days of the month.

### **\*Moving out during the notice period**

If you move out of the apartment already during the notice period and you have agreed with the new tenant that he/she can move in, you have to make all needed arrangements yourself. If you give the keys to the new tenant, you must inform the housing office. Make a written contract of the assignment and send it to the housing office. If you move out during the notice period, you can leave the keys to the housing office and inform that the apartment is available. In that case we can give the apartment to the new tenant earlier. We do not charge rent from the new tenant if there is some overlapping, therefore you will not gain any returns of paid rent. According to the law, the apartment is in the use of the Lessor, when the tenant has returned the keys and the possession of the apartment to the lessor.

### **\* Internal move**

An internal move means a move from one Oppilastalo Ltd apartment to another one without a compelling reason. An usual wish for a move is to get closer to the city centre. The application can be printed from the **Internet**. A move from a shared apartment to a studio is also an internal move. **Note! You have to give notice of your current apartment normally also when you make an internal move. The transfer fee is 50 €.** If the notice period of one month is not fulfilled in the internal move, the current agreement can be terminated, provided that notice of the apartment is given by 15<sup>th</sup> day of the month. The applicant does not have to pay double rents and he/she pays a transfer fee of 100 €. If the applicant receives an offer of apartment in the beginning of May with availability in June, she or he can terminate the current agreement by 15th May and the agreement is terminated to the end of May. The new agreement starts on 1st June and transfer fee pays the double rent of June. Apartments terminated after 15th, are handled normally. **In an internal move you pay a new deposit for the apartment. The old deposit is returned normally as in the procedure of Oppilastalo Ltd.**

### **\* Notification of move**

You can make the notification of move in the Internet on: <http://www.muuttoilmoitus.fi/>

## **16. CONTACT INFORMATION**

### **Housing office**

Mon 10.00-16.00 and Tue-Fri 9.00-15.00

© 358-(0)3-882310, 044-5105321, 044-5105322

Telefax 358-(0)3-8823406

e-mail: [toimisto@oppilastalo.fi](mailto:toimisto@oppilastalo.fi)

### **Finances**

© 044-5105322 rents and deposits

### **Technical superintendent**

© 050-5340589

### **Apartment inspector**

tel. 050-5546568

**Visiting address:** Ankkurikatu 5b, Lahti

**Postal address:** Borupinraitti 4, 15140 Lahti

**[www.oppilastalo.fi](http://www.oppilastalo.fi)**

## **17. OPPILASTALO LTD AND ENVIRONMENT**

Oppilastalo Ltd (Board 20.11.1997) is committed to reduce environmental effects and to act to improve the quality of activities. We do it by the following:

- We minimize the use of energy and water consumption by acting sparingly and exploiting the newest technology
- We reduce our waste and recycle materials whenever it is possible.

- When we make purchases we pay attention to the environmental values of products and its manufacturers
- We train our personnel to act in an environmentally friendly way and encourage them to find and develop independently environmental friendly policies.
- We inform our co-operation partners, customers and tenants of our policies.
- We check our environmental policy and objectives regularly.
- We support our customers and tenants environmental friendly activities and develop our close environment according to the principles of sustainable development.
- We act in co-operation with environmental officers and other interest groups in environmental matters.

## 18. RULES AND REGULATIONS

- Oppilastalo Ltd apartments are mainly for full-time students. Living in these apartments requires following the rules. The right for tenancy is only for persons mentioned in the tenancy agreement.
  - **Silence in apartments is between 22-07.** The tenant is also responsible that his/her visitors are aware of this.
  - All tenants in all houses must follow good behaviour and cleanliness so that common rooms, rooms and furniture stay clean and undamaged. Whoever causes the damage is responsible for it and the reparation will be done at his/her expense.
  - Tenants of shared apartments are jointly responsible for their common rooms and their cleanliness. **Having pets in all shared apartments as well as all apartments in Ankkuri, Fellmanni, Konduktööri, Möysä and Paavola is forbidden.**
  - **Smoking is forbidden in all apartments.**
  - Tenants in shared apartments cannot change their rooms without the permission of Oppilastalo Ltd
  - No structural changes or painting are allowed in apartments. Drilling holes to the walls without the permission of Oppilastalo Ltd is forbidden.
  - Bikes, prams, sport equipment and other goods must not be stored in lobbies, staircases or other common rooms but they must be taken to places pointed to them.
  - You must make a fault report immediately if you note any damage in the apartment or its appliances. Air and heating radiator valves must not be aired or adjusted by yourself.
  - Avoid excessive use of water and energy. When you leave the apartment make sure that lights are off and windows, water taps and electricity appliances are closed. Excessive airing must be avoided, a few minutes of effective airing is enough.
  - Turn off the lights and close doors when you are the last person to leave common rooms.
  - Keys must be handled carefully. If a key is lost, Oppilastalo Ltd charges a fee of making a new one.
- Beside these, tenants must follow current laws, enactments, local bylaws and the decisions of the Boards of Oppilastalo Ltd.**

## 19. WHAT TENANTS MUST NOT DO

- No structural changes or painting!
- No drilling holes in walls! You can attach posters etc. only with such tape, which leaves no marks on the walls.
- No adjusting air-conditioning valves, because it mixes the air-conditioning of the whole house and causes humidity and health troubles.
- No adjusting radiator valves!
- No electrical work! They are only for professionals!
- No fixing of IT or antenna boxes, it causes trouble for the internet.
- No diapers, sanitary towels, cotton sticks, newspapers, textiles, plastic bags, earth, sand down the toilet!
- No solid kitchen waste or problem waste such as paints and solvents down the kitchen sink!

## 20. PRACTICAL HINTS

- melt the ice off your fridge regularly
- avoid excessive use of water
- air the apartment when needed
- turn off lights and other electrical appliances which you don't need right then
- use household appliances economically and as told in the instructions
- keep your appliances working
- report faults immediately

- clean your apartment regularly – it's cosier!

OPPILASTALO LTD

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**Emergency call** to emergency number 112