

# POASTINEN

Asukkaiden uutiskirje ◊ Customer newsletter ◊ Pirkan Opiskelija-asunnot OY— POAS

3/2021

## Exceptions to service hours

In December, there are few changes in our service hours. See the exceptions below and check the on-call services outside our opening hours.

### Exceptions to our service hours:

- Monday 6 Dec closed, Independence Day
- Friday 10 Dec open 9am-1pm
- Friday 17 Dec open 9am-1pm
- Thursday 23 Dec open 9am-1pm
- Friday 24 Dec closed due to Christmas Eve

**In case of an emergency?** Urgent maintenance and repair needs must always be reported to the maintenance company on duty by phone, see [contact information](#) from our website.

In non-urgent cases, you can send a message to our customer service in [tenant portal](#). Please note that visiting our office is currently possible with an appointment only.

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## Wanted: Network representatives

Network representatives are our tenants, just like you. When there is a problem with the internet, the network reps are called. There is a small financial compensation, and you get useful experience for your resume, as well as the opportunity to get to know other network representatives. These buildings do not currently have one, so this position could be yours!

**Insinöörinkatu 66 and 68**

**Peltokatu 33**

**Vaahterakuja 3**

If you live in some of these buildings, and you have the knowledge to help neighbors with internet issues, contact: [helpdesk@poasnet.fi](mailto:helpdesk@poasnet.fi)



## Christmas calendar

POAS's traditional Instagram Christmas calendar is coming again this year! From 1 to 24 December every day there's a chance to win amazing prizes, such as gift cards and movie tickets. All prizes will be mailed to winners, so redeeming the prize does not require visiting office. The main prize is a €100 gift card to S Group!

**Follow POAS on Instagram and participate in the raffle!**

[instagram.com/poaskoti/](https://www.instagram.com/poaskoti/)

## Internet not working?

1. Make sure your own cable/router is working normally. If you are using a router, check if the Internet connection works by connecting the network cable directly to your computer. If the connection works, the problem is with your router.
2. Check possible updates of exceptions from Kodinportti or our website.
3. If there's no information of exceptions, contact your building's network representative for help. If your building does not have one, you can contact POASnet administrators.

**For more information,**

**visit [poasnet.fi](https://poasnet.fi)**

# Follow your rent payments

The due date for rent payment is always the 5th day of the month. If 5th is during weekend or public holiday, the due date is the next business day after 5th. You will not receive a paper invoice every month, but POAS sends an annual invoice where you can see the due dates for all 12 months. The next annual invoice will be sent by the end of this year.



## Tenant portal does not show the rent?

Economy section in [our tenant portal](#) was recently updated, and therefore the information of rent payments is now displayed differently. If your rent payments are up to date and you have no unpaid rents from previous months, you will not see the open balance before the due date. This means that if you visit tenant portal at the beginning of the month, you will not see anything to be paid, even if you have not yet paid the rent for that month. Only after the due date the rent amount will appear to the tenant portal (pictured above). Despite this, the rent should be paid at the latest on the due date.

We apologise for the lousy update, we're working on developing it! We recommend that you enable e-invoicing to avoid confusion with rent payments.

## Order an e-invoice and forget the due date

POAS has enabled e-invoicing so, if you wish, you can activate an electronic rent invoice sent directly to your online bank every month. Then you don't need to remember the due dates yourself! You need to have Finnish online banking credentials in order to activate the e-invoicing.

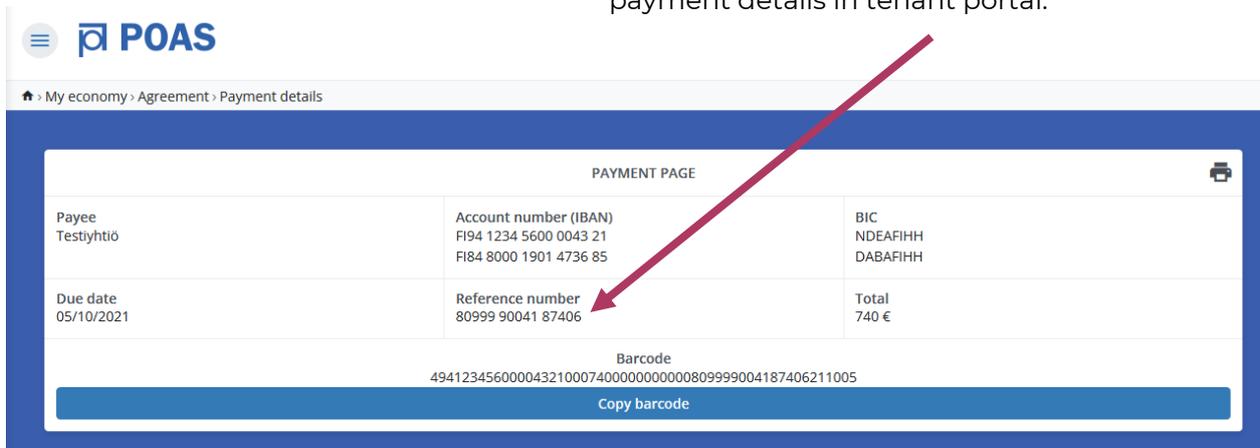
### How to order the e-invoice:

- Order the e-invoice in your own online bank. Navigate to the e-invoices section and subscribe to a new e-invoice. Search for a new e-invoice sender with the name of Pirkan Opiskelija-asunnot Oy or business-ID 0211539-7. (NOTE! NOT POAS or Pirkanmaan opiskelija-asunnot)
- When ordering an invoice, you must provide a reference number, which you can find from the invoices previously sent by POAS and/or tenant portal. Please make sure the reference number you provide is correct as you won't receive any e-invoices if the reference number cannot be found.
- Ordering an e-invoice varies depending on the bank. If necessary, ask for additional instructions directly from your own service provider.

**Recipients of Kela's housing allowance!** If Kela pays your housing allowance directly to the landlord's bank account, the amount of allowance is not considered in the e-invoice, and therefore you need to deduct the amount of housing allowance from the invoice and change the amount yourself in your online bank.

## Why is the reference number needed?

The reference number directs the rent you paid to the right apartment. A bank transfer that only shows the name of the payer have to be directed to the correct apartment manually. This is an issue especially if someone else pays the rent on your behalf. In addition, payments made without a reference number will not appear in tenant portal until those are manually fixed, so you will not be able to track your current payment status. You find your reference number in your payment details in tenant portal.



## Active tenant of the year 2021

Our tenant Toni Fürpass, is the active tenant of the year 2021, congratulations! The award is a recognition of tenant committee activities and the development of cooperation between tenants and POAS. This award was given for the first time this year, and we plan to make it an annual tradition.



The award encourages tenant committee members to develop tenant activities both in their own tenant committee and in general in POAS. The award was given in the annual seminar of tenant committees' cooperation body.

## Are you the active tenant of the year 2022?

## Cold inside? Is apartment heating on?

At this time of year, we get a lot of questions about indoor temperatures and apartment heating. The heating is on already! The apartment is heated even if the radiator feels cold when touching it - this is a sign that the targeted temperature has already been reached in that room. There is an article about this on our website, [from there you can read how to influence the indoor temperature yourself.](#)

## Information on parking space rent payments

Did you know that all POAS's parking spaces are rented from eParking system? There is a monthly rent for parking, depending on the location and the type of the parking space. Only Peltokatu 33 does not have parking spaces.

The due date of the parking rent is always the 15th day of each month. In the [eParking system](#), the invoice for next month's parking space rent is created already in the previous month, so you can pay your parking well in advance. If the invoice is not paid, the eParking system sends a reminder of the payment both on the due date and weekly after that. POAS does not send separate payment reminders in addition to those. If the payment has not been made, the parking space will be vacated in accordance with the terms of the contract. In many of our buildings, there is a high demand for parking spaces, and tenants may have to queue for months, so unpaid parking spaces will be vacated to the next users in queue.

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