

POAS

TENANT GUIDE

Welcome to your new home!



Welcome to your new home!

This tenant guide provides useful information for tenants. Read it carefully! As you sign your tenancy agreement, you also commit to following the guidelines and advices in the tenant guide.

If you can not find something from the tenant guide, please don't hesitate to contact us!

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Service hours:

Mon: 9am–3pm

Tue: 10am–3pm

Wed-Fri: 9am–3pm

and on the first weekday of every month: 9am–5pm

Detailed contact information, your building's maintenance services and exceptions to service hours can be found from our website.

poas.fi

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Checklist for moving in

Make sure that:

- You have terminated all agreements including electricity, internet and so on from your previous apartment
- Previous apartment is cleaned and keys returned
- Moving notice has been made to Finnish Postal Service Posti and population register (see the QR code)
- You have notified insurance companies, banks, magazines, organizations that you are involved with, schools, nurseries and friends and family about your new address



When moving to POAS:

- Pay the security deposit before picking up the keys (You will get an invoice from POAS)
- Register to POAS tenant portal with digital authentication method Tupas (online banking authentication). If you can not use Tupas authentication method you can authenticate yourself at POAS office with passport or ID card. Read more about tenant portal p. 45
- Fill in a moving-in inspection in tenant portal within seven (7) days from the start date of your rental agreement
- Check out Kodinportaali reservation system for latest tenant bulletins and how to reserve saunas, laundry machines and other common spaces. Kodinportaali can be accessed directly from tenant portal. Read more p. 48
- Follow POAS on Social Media
- Get a home insurance or move your home insurance from your previous apartment to the new one

poas.fi



Follow us on Social Media!



poaskoti



Pirkan Opiskelija-asunnot – POAS



Pirkan Opiskelija-asunnot Oy – POAS

1 Contract matters

Good to know

Read this tenant guide thoroughly! As you sign your rental agreement, you also commit to following the guidelines and advices in the tenant guide.

Included in the rent:

- Electricity (except Nuolialantie 48, where tenant makes their own electricity contract)
- Water
- Cable TV provided by Elisa

Internet

Internet connection is provided. Our apartments have two types of Internet connections:

- DNA Netti broadband service (in Ritakatu 3 K-M and Ritakatu 13 E-J)
- POASnet (all other locations)

Read more p. 54

Parking spaces

All parking spaces are rented from eParking reservation system. Read more p. 52

Motor vehicles should only be parked in spaces intended for them. Parking in front of doors and on rescue routes is strictly forbidden. Parking spaces are not storage for scrap or unused vehicles.

Pets

We welcome pets in studios, two-room apartments and three-room apartments. Pets are not allowed in shared apartments or in shared apartments with common hallway.

Online services

POAS tenant portal: Tenant portal is our tenants' service system, where all living-related matters can be managed:

- View your rental agreement
- Rent balance, invoices and payment history
- Submit notices of defects and follow the processing of your matter
- Messages to POAS office
- Connect to Kodinportaali reservation system to book sauna shifts or laundry machines

Read more about tenant portal p. 45

Disorder notification: Disorder notification form can be found from our website. Fill the form to inform POAS about disturbance or vandalism in your building. Read more p. 19.

Security deposit

Amount of security deposit depends on the size of the apartment. It is paid to POAS bank account before your tenancy begins. You will get the invoice from POAS. Receipt of the paid deposit has to be presented when picking up the keys. Please note that we do not accept social assistance vouchers from Kela. Possible housing allowances should be paid directly to POAS account.



Please note possible banking fees when making payments from outside SEPA area. The payer is responsible of all fees and the full security deposit needs to be paid to POAS account. Ask more information from your own bank.

Security deposit is not same as a forehand rent. Therefore, the security deposit cannot be used to cover unpaid rents during the term of the tenancy. The deposit shall remain un-touchable until the end of the tenancy. The security deposit will be handed over to POAS as a confirmation of the fulfilment of all terms and conditions of the tenancy agreement (rent, separate compensations, management obligation for the apartment).

No interest is paid for the security deposit. The deposit will be refunded to tenant's bank account within three weeks from returning the keys, or when the apartment is vacated after possible second apartment inspection. The security deposit is refunded fully, if there are no deductions to be made. The apartment will be inspected when the agreement is terminated.

If required, for instance the following can be deducted from the security deposit:

- Unpaid debts (rents, separate compensations, collection charges, legal expenses, penalty interests)
- Possible re-serialisation of the lock and new keys and the office fee
- Repairing intentional damages of the apartment
- Cleaning and repairs that had to be made due to poor condition of the apartment
- And other charges incurred to POAS as shown on price list.

Price list can be found from p. 41-43. Updated price list can be found on poas.fi/en/prices



Paying the rent

Due date for rent payment is usually the 5th day of every month or the following business day. At the beginning of your tenancy, you will receive a compilation invoice with the rent due dates until the end of February of the following year.

Rents are reviewed annually, and new invoices are sent to tenants every year in November or December. Please inform rent collection if you have not received new invoices by 31st of December.

Trouble paying the rent?

If you have trouble paying the rent, contact rent collection immediately. If you contact us in time, we can be flexible with the payment schedule and draw up a payment plan with you.

If you don't contact rent collection and don't pay the rent despite payment reminders sent by us, we will begin debt collection proceedings through Intrum. After the debt collection has been assigned to Intrum and you have received a reminder letter from them, you are to agree upon payments only with Intrum as instructed in the letter.

Contact rent supervision by sending a message in POAS's tenant portal, read more p. 45.

Housing allowance

General housing allowance is paid directly to POAS. Please deliver the payment information you have received from POAS to Kela for the payment of housing allowance.

TENANT IS RESPONSIBLE FOR FOLLOWING AND TAKING CARE OF RENT AND RENT-RELATED ISSUES AND INFORM KELA IF PAYMENT DETAILS HAVE CHANGED.

Home insurance

You need your own home insurance to cover the belongings inside your apartment. For instance, in case of a fire, POAS's property insurance covers the building's structures and fixed furnishings only. Tenants' own furnishings and belongings are covered by tenants' own home insurance only.

In addition, property insurance does not cover damage caused by the tenants' furnishings or equipment. Damages resulting, for instance, from the breaking of a fish tank, washing machine, or something similar can only be reimbursed from tenants' own home insurance.

Make sure you have a valid home insurance when moving to a new apartment!

Keys

Handover of keys

The keys can be picked up after 12pm on the first day of tenancy, or on the following business day, if the tenancy begins during weekend or public holiday. If the apartment is empty and ready to move in, the rental agreement may begin earlier.

When picking up keys, you must bring an ID and a receipt of the payment of the security deposit. If someone else picks the keys up for you, they must present the receipt and a letter of attorney.

Returning the keys

When your rental agreement ends, you must return the keys to POAS office before 12pm on the first business day after the end of your tenancy. If the keys are not returned before 12pm, a fee will be collected as shown on price list. There is also a letterbox on the front door of our office for returning keys. If you wish to return your keys to the box, you need to provide us a confirmation of returned keys by email.

Having duplicate keys made is not permitted. Each tenant is responsible for the keys handed over to them. If tenant does not return all original keys the end of the tenancy, a sum equivalent to the cost of re-serialization the locks of the flat will be deducted from the security deposit. If the deposit does not cover all the costs, tenant will receive an invoice.

Lost keys

If you lose your key, inform the POAS office immediately. We will have new keys made. Costs for replacing lost keys and/or serialization of the locks will be collected from the tenant as shown on updated price list.

Price list can be found from p. 41-43 or our website: poas.fi/en/prices

Opening the doors

If you lock yourself out and need the door to be opened, contact the maintenance company of your housing complex. Maintenance companies' contact information can be found from our website: poas.fi/en/maintenance-company





Removal boxes to new tenants

POAS wants to make your moving-in easier! We offer removal boxes (strong cardboard boxes) free of charge to new residents moving to POAS properties throughout Finland (excluding Åland), but not abroad.

Single resident households are offered 20 removal boxes and households of two or more persons receive 30 boxes (the number of persons is equivalent of the number of persons who have signed the rental agreement).

To order removal boxes, fill and submit the form below. Our cooperation partner Hakonen Solutions will contact you within three (3) business days to confirm delivery time and other arrangements.

<https://portaali.tampuuri.fi/poas/muuttolaatikkotilaus>

Tenants who need help with moving in can also use the removal services of Hakonen at rates agreed between Hakonen and POAS. You can ask about additional services when Hakonen Solutions contacts you about the boxes.

After moving in, the cardboard boxes should be recycled properly or used as storage boxes.

Changes of tenants

An office fee will be charged for adding a new party or removing a party from a rental agreement. See the price list from p. 41-43 or from our website: poas.fi/en/prices

Adding a party to a rental agreement

If, during your tenancy, another person moves in with you, they shall provide POAS with an application stating the exact address they are moving to and the date of moving. A new rental agreement cannot be backdated. The application with necessary attachments shall be submitted electronically through POAS website. Notify POAS office about incoming application.

Inform POAS at least one month before you would like a new tenant to be added on the agreement. New parties are added to rental agreements in the beginning of the month, and POAS will send new agreements to all parties for signing. We also check the credit history of the person to be added.

Removing a party from a rental agreement

If you wish to terminate your part of a rental agreement, all tenants must terminate their mutual agreement first!

The termination notice of a rental agreement should be done electronically. Alternatively, you can also terminate your agreement in our office or by printing a termination notice and sending the completed and signed form to POAS. Downloadable termination notice forms can be found on POAS website. Read more: poas.fi/en/termination/

In connection with the termination notice, inform the office which tenant would like to continue renting the apartment. If there is no reason for discontinuing the agreement, a new agreement will be sent to be signed.

If one tenant remains in the apartment, the notice period is also one (1) calendar month, as per the Act on Residential Leases. **The notice period is calculated from the last day of the calendar month in which all parties have terminated their rental agreement.** For example, if all parties terminate their rental agreement during January, your shared agreement ends on the last day of February!

If the security deposit is in the name of the person moving out, it will be returned to them in full, unless they gives permission to transfer the security deposit into the name of the remaining tenant(s). If the security deposit is returned to the person moving out, the remaining tenant(s) will have to pay a new security deposit. If the person moving out agrees to leave the security deposit in the name of the tenant(s) remaining in the apartment, a written consent is required from that person.

If you terminate the contract by filling out the termination notice form, also fill in a security deposit form that can be found on POAS website. If you terminate your contract electronically, inform us on the electronic form what we should do with the security deposit.

Moving from one apartment to another

If you would like to move from one POAS apartment to another, you need to submit a new application on our website. Application is valid for three (3) months. You can edit or renew your application in tenant portal, read more p. 45. An office fee, as per the price list valid at any given time, will be charged for changing apartment. See the price list p. 41-43.

The need of another apartment and the urgency of the situation are taken into consideration when changing apartments. **Tenants cannot agree upon exchanging apartments between themselves. All tenant selections and agreement-related matters are handled in POAS office.** When moving from one apartment to another, the move can be scheduled flexibly and the security deposit of the current apartment can be transferred to the new one. Security deposits paid by Kela can not be transferred since those are apartment-specific.

Subleasing and temporary assignment of apartment

Subleasing part of the apartment means that you sublease a maximum half of your apartment to subtenant's use. If you wish to rent your entire apartment, you can make a temporary assignment of residential apartment.

The form of subtenancy agreement or temporary assignment need to be signed by both parties and delivered to POAS office with necessary attachments. The forms can be found from our website. Before making an agreement, please refer to the Act on Residential Leases for further information. Temporary tenant or subtenant is also required to follow POAS's general rules and regulations, read more p. 14-15

Subleasing part of the apartment

You can sublease a maximum of half of your apartment to a subtenant's use indefinitely. When subleasing only a part of the apartment, subtenants don't need to meet POAS's tenant criteria.□

Temporary assignment of apartment

If you wish to rent your entire apartment, you can assign your apartment temporarily to another person due to your temporary absence. Depending on the housing complex, also the temporary tenant needs to be either a student or a working person of under 30 years of age. Please note that POAS's tenant remains responsible for the obligations placed upon the tenant under the lease such as responsibilities of the apartment or rent payments. **NOTE!** POAS does not check the credit history of temporary tenants. The rent amount asked from temporary tenant should not be any higher than the amount POAS's tenant is paying to POAS.

Both POAS's tenant and temporary tenant are required to deliver the necessary attachments to POAS. The filled and signed agreement form with attachments need to be delivered to POAS minimum one (1) month before the temporary assignment of the apartment begins.

POAS is not responsible for filling out the agreement or finding temporary tenants to apartments. NOTE! Renting apartments forward through Airbnb or other similar services is prohibited!

Termination

Rental agreement is always terminated in a written form. A telephone call or email notification is not sufficient termination of the agreement. If you wish to terminate your part of the rental agreement, both/all tenants must terminate the shared agreement.

How to terminate rental agreement:

- Electronically: poas.fi/en/termination
- In POAS office
- By filling out and signing a termination notice form found from our website, and sending it to our office either electronically or by mail

The notice period is one (1) calendar month, as per the Act on Residential Leases. The notice period is calculated from the last day of the calendar month in which notice was provided to POAS.

When the lessor gives termination notice on a rental agreement, the notice period is six (6) months if the lease has lasted uninterruptedly for at least one (1) year immediately before giving the notice. Otherwise, the notice period is three (3) months.

Read more about final cleaning p. 39, returning the keys p. 9 and refunding the security deposit p. 7.

Termination bonus

If the rental agreement is terminated a minimum of two (2) months beforehand, POAS provides a termination bonus of 50,00 €. Termination bonus is paid to the tenant if notice of the termination of the rental agreement is submitted no less than two (2) months before its end.

The termination bonus is paid on the following conditions:

- The termination notice is submitted no less than two (2) months before the end of the rental agreement.
- The tenant does not have any debts (unpaid rent, parking space fees, or other) to the lessor. The bonus cannot be used to reduce debts.
- The security deposit is fully returnable (the apartment has been cleaned properly, the keys have been returned, etc.).
- Termination bonus is paid at the same time with the security deposit refund, to the bank account provided by the tenant.
- The bonus does not apply to moving from one POAS apartment to another, or to cases when another party/other parties of the rental agreement remain in the apartment (i.e. the apartment is not vacated).

General rules and regulations

1. POAS must immediately be notified of any tenants moving in or out of the building so that they can be recorded in the residents list.
2. Activities that disturb the peace of the tenants in your apartment, the shared spaces, and the yard areas are forbidden, especially between 10pm–7am, when silence must be observed. Any complaints must be made in writing.
3. Sounds that cause structure-borne noise are only allowed on weekdays between 8am–8pm.
4. Dusting carpets and bedclothes etc. is allowed on the carpet rack on weekdays between 8am–8pm as well as on Saturdays and on Eves between 8am–5pm. Do not reserve the rack for a longer period of time than what it takes to clean a carpet or some other textile.
5. All manner of dusting is forbidden on balconies and in staircases. Drying your laundry and storing goods on balconies is allowed only below the rail level.
6. Airing apartments by leaving the door(s) to the staircases open is forbidden.
7. Trash, waste and papers must be taken to the appropriate containers. The lids of these containers must be kept closed at all times. Tenants are responsible for taking any items unsuitable for the waste container to a rubbish dump.
8. Cleanliness and order must be followed in the shared spaces and the equipment and movables in them must be handled appropriately. When leaving the shared spaces, lights must be turned off and the doors closed.
9. Storing goods in the staircases and basement corridors is forbidden.
10. Only sports equipment that is actually being used can be stored in the sports equipment storage. Everyone has to make sure that bicycles, skis and other similar equipment are in an appropriate order.
11. Smoking, unauthorized stay, and playing in the staircases and other shared spaces is forbidden.
12. Parking cars in the yard areas of the building is forbidden. Only necessary maintenance drive to the building plot is allowed. Cars must be kept in the parking area. Washing vehicles on the plot and in the parking area is forbidden.
13. Tenants who are responsible for damaging property are obligated to report this to our office as well as to compensate for the caused damage.
14. Different kinds of leaks in pipes and toilet appliances or their malfunctioning must be reported to the maintenance personnel immediately. Damages to electrical, water, drainage, and heating equipment caused by the tenant's negligence must be compensated by the tenant.
15. Use of open fire, as well as storing flammable and explosive substances in the shared spaces and storages, is forbidden. Using a gas grill on balconies is forbidden. A gas grill can only be used in apartments that have their own backyard. However, using an electric grill is allowed on balconies.

16. If a tenant asks the maintenance personnel to open a door to a staircase or an apartment, he/she must pay the fee requested by the maintenance company. If asked, the tenant must provide proof of identity.

17. Bringing pets into sauna, club room or other common spaces is not permitted. Pet owners must make sure that the pets do not make the building's shared spaces or yard areas dirty, and that they do not disturb the other residents. Pets are not allowed in shared apartments or in shared apartments with common hallway.

18. Feeding birds on the balcony or outdoor yard of the apartment/room as well as all outdoor facilities of the housing complex is strictly forbidden.

19. Mounting plates and the like on the walls or doors, as well as installing antennas etc., is allowed only with explicit permission from our office.

20. Since 1st of Jan 2019 all POAS properties are smoke-free and smoking in the building is strictly prohibited. On the basis of the rental agreement, the ban on smoking includes the facilities in the tenant's possession: the apartment/room, the balcony of the apartment/room, and any outdoor yard. The smoking ban is also in effect in joint outdoor facilities managed by the housing community, in the vicinity of the building's entrances and air inlets, on the children's playground, and on shared balconies. Smoking is permitted only in a specifically designated place, on the yard of the building, if the building can designate such a place.

21. In addition to the above rules, tenants must follow all the general laws, decrees, rules and regulations of the city or municipality, as well as the decisions made in the tenants' meeting.



POAS's environmental certificate

In 2019, POAS was granted an EcoCompass environmental certificate. In accordance with the national EcoCompass system, we have committed to developing the management of our environmental matters and following the system's criteria in our operations.

For POAS, environmental responsibility means taking responsibility of the environmental impacts caused by our operations. The management of these impacts has been integrated into the everyday operations of our company. Our goal is to improve our current practices and find whole new operational models for the future in order to achieve the goals defined in our environmental programme.

POAS' board of directors, management and all employees have committed to taking environmental matters into account in their own work. We will maintain this commitment by providing all POAS employees with knowledge, training and other tools for managing and developing environmental matters. Our goal is to also increase the environmental awareness of our tenants and require commitment to environmental issues from all our partners in accordance with our values. Read more: poas.fi/en/environmental-liability



THANK YOU :)

FOR TAKING PART IN HELPING
THE ENVIRONMENT





2 Comfortably in your new home!

Disturbance and vandalism

It is tenants' responsibility to follow general rules and regulations. See rules from p. 14-15.

If you notice someone causing disturbance or vandalism, try to speak with the person first. It is possible that the person was not aware of disturbing anyone. If you have talked to the source of the disturbance, but the disturbing behaviour continues or the person is aggressive, please notify POAS by disorder notification form: poas.fi/en/disorder-notification/

You can fill the form also if you notice vandalism. Please note that we can not act on anonymous notifications. Your contact information will not be forwarded. Depending on the severity of the situation, contact the police.

Notice of defects

In urgent cases, contact your building's maintenance service immediately. Matters are urgent if they need to be handled immediately, such as water damages. Maintenance companies' contact information can be found from our website: poas.fi/en/maintenance-company/

Non-urgent matters, that need fixing or maintenance, need to be informed to POAS by submitting a Notice of Defects. Non-urgent matters can be issues in your apartment, building or outdoor areas (e.g. door doesn't lock, window is broken, broken plug etc.). Notice of defects is submitted in tenant portal, read more: poas.fi/en/maintenance-notice

Tenant committees

Tenant committee, together with POAS' tenant manager, is responsible for the internal governance of the housing complex. The tenant committee is chosen in an annual tenants' meeting where all tenants can participate. Tenant committee makes decisions regarding e.g. use of shared spaces as well as common events.

See your tenant committee's contact information from our website: poas.fi/en/tenant-committees/. If your housing complex has a Facebook group, it is also mentioned there. Facebook groups are not POAS's official media channels.

Using the shared spaces and areas

- A sufficient temperature of the shared spaces is 17-18 °C
- Inform POAS if there is any defects on shared spaces
- Close the doors, windows and lights when leaving shared spaces
- Washing machines, equipment in the drying rooms must be used in energy and water saving way
- Exhaust air vents must not be blocked and air exchange vents must always be left open
- Causing unnecessary noise must be avoided!

Waste sorting guide

Please don't throw usable items in mixed waste. Also, do not leave furniture etc. to the waste collection point or in yard areas! This is strictly forbidden! Many items that are in good condition will certainly find new owners. It's also strictly prohibited to leave items and furniture in stairwells, even with a note saying "free to a good home".

Note! Furnitures do not belong to housing complex's waste collection point. Cleaning those from collection points costs extra. If we are unable to identify the person who brought those, the extra costs are added into that complex's waste management costs. If these costs are constantly increasing, eventually it may lead to rent increases.

If you notice that somebody brings waste to the waste collection point that doesn't belong there, please notify POAS via [disorder notification form](#).

If you have items, clothes or furniture that are in good condition:

Sell:

The buy and sell groups on Facebook, Tori.fi and Huuto.net are good ways to sell stuff on Internet. There are also many self-service flea markets in Tampere. Your housing complex's own Facebook group is also good, especially for selling furniture. Sometimes a potential buyer is closer than you think!

Donate:

Did you know that you can also donate items, clothes and furniture on Tori.fi? Charity shops, such as Finnish Red Cross and Fida, accept clothes, decorative items and furniture as donations. Facebook also has various groups for making donations.

Many recycling centres also have a pick up service if the items are in good condition. See for example [pirkanmaankierratys.fi](#).

Nextiili workshop accepts clean, dry textiles like clothes, curtains and other household textiles. Permanent stains or holes don't matter. See more information [nextiili.fi](#).

Furniture in bad condition or scraps should be delivered to waste facilities/centers. Read more information: [pjhoy.fi/jateasemat/](#)

Repe&Romu

Repe&Romu tours around Tampere. Repe&Romu collects dangerous waste, scrap metal and electric appliances for free. Check their schedule: [pjhoy.fi/repejaromu](#).

General waste sorting guide:

Remember to check the sticker on the side of waste collection bin to make sure you choose the correct one. For more information on sorting waste and the different waste types, see pjhoy.fi



Biowaste: Food waste, spoiled foods without packaging, vegetable peels, coffee grounds and filter bags, handkerchiefs and napkins, wooden cutlery, plants, grass and leaves

No thanks: Chewing gum, tobacco quilts, liquids, ash, diapers and sanitary napkins

Paper: Newspapers, magazines, advertisements, envelopes, copy and output papers, telephone and product catalogs

No thanks: Wet or dirty paper, cardboard



Cardboard: Cardboard boxes, milk and juice boxes, cardboard disposable containers, paper bags, wrapping paper, paper reels and egg cartons

No thanks: Wet or dirty cardboard

Mixed waste: Dirty paper, diapers, porcelain and ceramic items, cosmetics, tobacco quilts and ash, pets' waste, broken cassettes, CD and DVD discs, light bulbs and halogen lamps



Metal waste: Cans, beverage cans, aluminum bins and foil, pots and frying pans, cutlery, empty paint cans and non-pressurized aerosol bottles

No thanks: Electrical waste, gas cylinders, hazardous waste

Glass: Empty glass jars and bottles

No thanks: Crystal, ceramic and porcelain, window glass, caps of the bottles and cans, light bulbs and halogen lamps

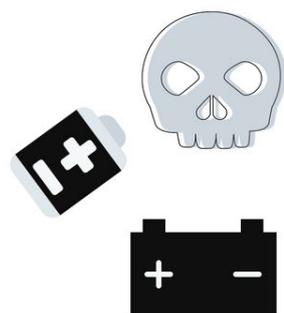


Plastic waste: Empty, clean and dry plastic packaging such as food and detergent packages, plastic bags and wraps, bottles and jars.

If there's no plastic waste container in your housing complex, you can take plastic waste to Rinki eco take-back points which be found on kierratys.info/

No thanks: Dirty plastic packages, PVC O3 packagings or larger plastic items such as toys, dishes or buckets

Electric appliances: Televisions, radios, washing machines etc. Take electrical appliances to waste facilities, the Repe&Romu tour, or to the SER recycling points



Hazardous waste: Paints, varnishes, solvents, thinners, chemicals, batteries, fluorescent tubes, etc.

Take to hazardous waste disposal centers or to waste facility/center. Also Repe&Romu tour collects hazardous waste. Keep hazardous waste always in its original package.

Take old medicines and mercury filled thermometers to pharmacy
Take batteries and cell phone batteries into stores selling them

Saving energy lowers your living costs

A significant part of living costs are formed by the consumption of heat, water, and electricity. Economical use of these commodities helps environment and to keep the costs of living as low as possible. Read tips on how to save energy at your home:

Heating:

- Get a thermometer to monitor room temperature and attach it to e.g. inner partition wall
- Ideal room temperature is between 20–22 °C; inform POAS via Notice of defects if the temperature is too high.
- Increasing room temperature by one degree increases heating costs by five per cent
- Adjust the temperature with the radiator valves; do not air out excess heat.
- Observe the condition of the weather strips and structures of windows and front doors, and if you detect faults, report them to POAS via Notice of Defects
- Use warm water economically – it's twice as expensive as cold water
- Make sure that the doors in the staircases and basement close properly.

Electricity:

- Read the manuals for your domestic appliances carefully and follow their advice.
- Do not adjust the thermostat of the sauna stove to unnecessarily high temperature.
- Make sure that there is room for air to circulate between the stove's stones and resistors.
- Clean the condenser of the refrigerator and freezer (behind the device) at least a few times a year.
- Make sure that air circulates freely around the refrigerator or freezer condenser.
- Defrost the freezer or freezer compartment at the latest when there is 5–10mm of frost on the cooling surfaces.
- Do not keep the temperature in the refrigerator/freezer unnecessarily cold.
- Buy a thermometer for your refrigerator and freezer.
- Do not put warm foods in the refrigerator/freezer.
- From time to time, check the condition of the refrigerator and freezer gaskets.
- Use fluorescent lamps or so-called savings lamps (compact fluorescent lamps) in places where the light is left on for long periods of time.
- Turn off appliances immediately after you stop using them (TV, computer, lights, outdoor lights, and so on).
- Wash full loads when doing laundry. Use energy-saving programs when possible.
- When cooking, utilise the after-heat of the oven and hot plates.
- When cooking food in a kettle, use a lid.
- Defrost frozen food in the refrigerator or in room temperature before using it in cooking.
- Do not connect your car to the heating post if you do not intend to use the car for a while.

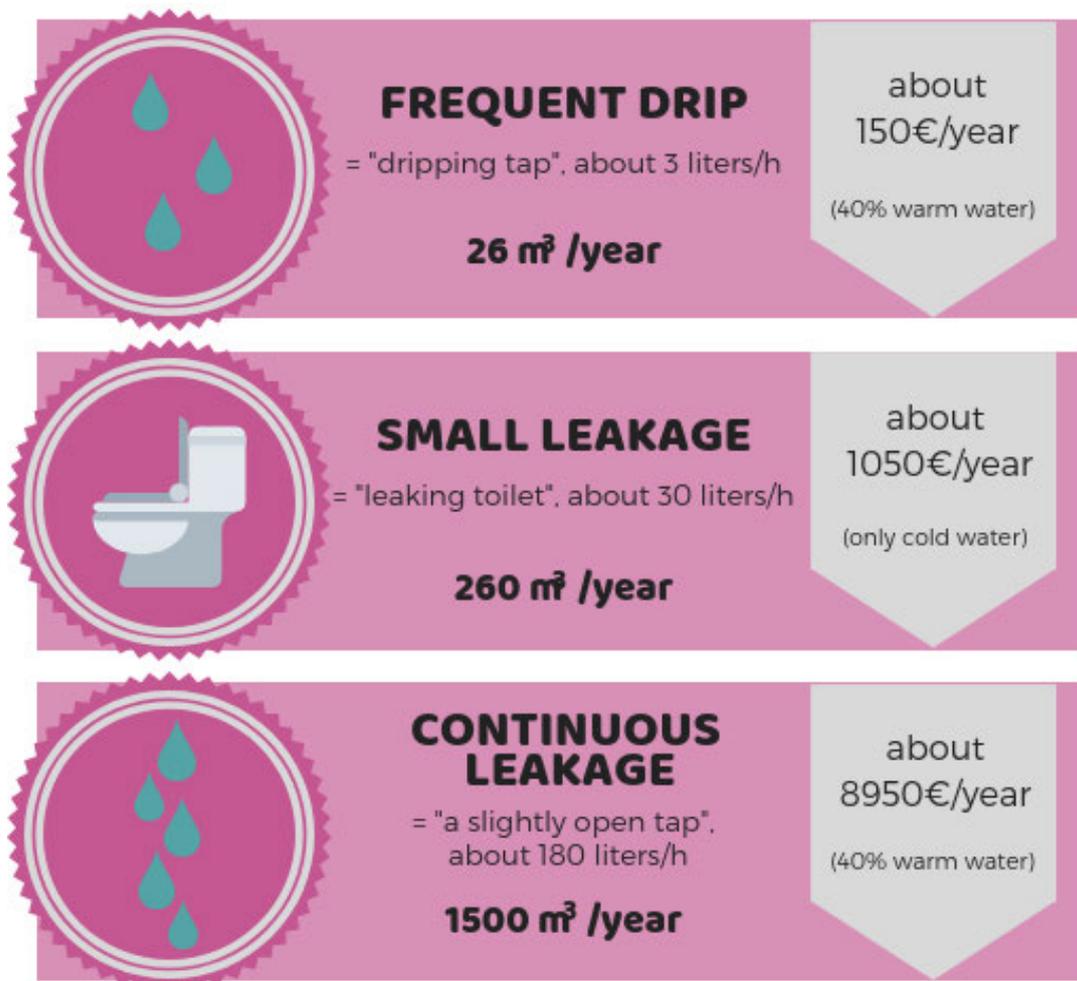
Water consumption

- Avoid washing or rinsing dishes under running water: this consumes multiple amounts of water compared to washing and rinsing in the sink.
- Keep the shower turned on only when you're washing yourself; avoid running water unnecessarily.
- Do not run water unnecessarily while brushing your teeth.
- When washing laundry, make sure to wash full loads.
- Close all taps carefully.
- Keep an eye on the taps and toilet equipment and report any leaks immediately

Warm water is almost twice as expensive as cold water!

Even small leaks lead to high costs

Even small leaks from residential water fittings cause large expenses on the annual level. Please report all leakage to your housing complex's maintenance.



Average water prices for the entire country: cold water EUR 3.96/m³ and hot water EUR 8.39/m³**. Source: Finnish Water and Waste Water Works Association, 2012. Reference rate in blocks of flats. **The price of hot water is calculated on the basis of the Finnish Energy association's published district heating statistics (2012) as well as the energy required to heat water (55°C).

Electrical safety and electric installations

- Do not leave high-power electrical appliances on when you leave your apartment (such as electric stove, washing machine, smoothing iron).
- Electric radiators and other electric heaters must not be covered.
- In the bathroom, do not use any wall sockets when taking a bath or a shower. This means that all electric plugs must be disconnected when taking a shower or a bath. Splashing water may inadvertently cause an electric shock.
- When using a high-power electric appliance with an extension cord, do not roll up the extension cord in a tight roll; the cord may become hot and get damaged.
- For electric appliances situated outdoors, only use outdoor sockets. Electric appliances used outdoors must be suitable for outdoor use.
- Before changing a light bulb, make sure the fixture is dead (=not tensioned). Do not install light bulbs that are too efficient for a lamp.
- To prepare for blackouts, always keep a functioning, battery-operated lamp, candles, and matches in your apartment.
- Instruct and supervise children in matters related to electricity. Follow all safety instructions related to electric appliances.
- Follow all the safety instructions regarding electrical appliances
- You must immediately stop using defective electrical appliances
- Make sure sockets, switches and visible cables in the apartment are undamaged.

What can you do yourself?

- **In principle, fixed electrical installations can only be carried out by a professional electrician.**
- Tenants are only allowed to replace light bulbs. This must be done while the sockets and switches are dead (no active voltage)!
- Tenants can connect lamps to lamp connectors, either using a plug or a screw terminal. Don't leave the lamp hanging by the connectors, always hang it on a ceiling hook
- Tenants cannot carry out any electrical works by themselves — actual electrical work is subject to licence and always requires professional competence.

Remember that water conducts electricity well. Avoid using electrical appliances in places that have plenty of water nearby.

Good to know:

- Some domestic appliances are connected to both the water system and the grid. If the apartment does not have the necessary connection points, consult an installation company and also find out in advance which installation methods are allowed.
- Many local power plants and electrical supply shops give advice on energy consumption regarding household appliances and lamps.
- Read the appliance's user instructions and follow them
- If possible, use functions that conserve water and electricity.
- Leave sufficient free space around refrigeration machinery for air circulation, and clean the dust accumulated in the condenser once a year.
- Do not place a refrigeration machine near a radiator, stove or other source of heat.
- Check the seals of the door or lid of a refrigeration device from time to time.

Fire alarm

Fire alarm is a statutory safety device in every home! Each apartment must have a fire alarm!

Rescue Act, Section 29 §:

"It is the duty of the occupants of premises to ensure that the flat is equipped with an adequate number of smoke alarms or other devices that detect a fire at the earliest possible stage and alert those in the flat."



**REMEMBER
TO CHECK
THE BATTERIES!**



Fire alarms that operate with batteries

It is a responsibility of the tenant to make sure the fire alarm and the battery inside it are in working order, as well as purchasing a fire alarm. (Excluding fire alarms that are connected to the electrical network, see the list below.)

Fire alarms connected to electrical network

POAS is responsible for the maintenance of fire alarms connected to the electrical network, as well as for other electrical systems in the building. Fire alarms connected to electric network must not, under any circumstances, be attempted to disconnect or otherwise damaged. Tenant is responsible for regular testing of the fire alarm's condition by pressing the test button once a month and whenever the apartment has been unoccupied for a longer period of time.

Housing complexes with fire alarms connected to electrical network:

- Kärkikuja 2 & 6
- Leirintäkatu 2
- Insinöörinkatu 19
- Nuolialantie 48
- Perkiönkatu 85
- Peltokatu 33
- Tieteenkatu 18 (Sprinklers, and a fire alarm connected to the Emergency Center)
- Parantolankatu 7 (Sprinklers, and a fire alarm connected to the Emergency Center)
- Ritakatu 13 A, C-D & B (Fire alarm connected to the Emergency Center)
- Vaahterakuja 3A
- Ristinarkuntie 18

In fire alarm issues, tenants of these housing complexes should contact POAS by a Notice of defects, read more p. 19.



3 Apartment in good condition

Apartment maintenance

Keep a close eye on your apartment, this way it will remain in good condition for longer. If you notice defects or something breaks, notify POAS via Notice of defects. **In urgent cases such as water damage, call your building's maintenance company immediately.** See the contact information of maintenance companies: poas.fi/en/maintenance-company/

It is tenant's duty to notify

Act on Residential Leases §24

The tenant shall notify the lessor without delay of any damage to or deficiency in the apartment which it is the lessor's responsibility to correct. Notification shall be made immediately if, to prevent further damage, repairs must be undertaken without delay. A tenant who fails to make the required notification shall be liable for any damage caused by such failure.

Notify POAS immediately via Notice of defects if:

- Floorings change their colour
- Paint peels off or doesn't stick to the walls or ceiling
- Indoor air smells stuffy or mouldy
- Indoor areas have visible mould growth
- If you suspect that the weather strips / door gaskets are in poor condition or the windows fog up
- There are bugs or other pests in your apartment (POAS will arrange pests control)
- Bathroom's floors, seams, wall surfaces and tilings have cracks or other damages
- The lead-throughs are not intact or sealed.

Protect the balcony by:

- Keeping the water outlets open
- Observing the condition of the surface structures of the balcony's floor
- Sweeping off snow and slush
- Balcony carpets, furnitures etc. should not block waterways or prevent drying

If damages are not fixed at an early stage:

- The damage develops fast and becomes more extensive
- The repair costs increase
- More harm is caused to the tenants
- The health risks escalate.



Share of responsibilities for apartment maintenance

Abbreviations used in the table:

Professional	Work may only be carried out by a professional or a specialist company
Tenant	Tenant is responsible with no separate compensation
Pre-approved	Must be pre-approved by POAS
Left	Must be left in the apartment with no separate compensation when moving out
Case	Responsibility is determined on a per-case basis
Contact office	Contact POAS office
Company	Company or lessor is responsible

The table applies to cases that can be attributed to normal living, wear, and aging. Responsibility for damage caused intentionally and/or due to negligence is decided on a per-case basis.

Target, task	Performance responsibility		Cost responsibility			Remarks
	Profes- sional	Tenant	Tenant	Com- pany	Case	
Keys, locks						
servicing the original lock	X			X		
purchasing additional keys	X	X	X			Company
re-keying front door lock	X				X	
installing and maintaining a safety lock	X		X			Pre-approved, Left
installing and maintaining a door chain	X		X			Pre-approved, Left
Apartment front doors						
lubrication of hinges and the original lock	X			X		
repairing and replacing gaskets	X				X	
repair of door and original accessories	X				X	
installing and maintaining a peephole on door	X		X			Pre-approved, Left
cleaning the area in front of door		X	X			
cleaning snow in front of door		X	X			
antislip treatment in front of door		X	X			
Windows						
repairing and replacing gaskets	X				X	
repair of fittings and other equipment	X			X		
replacing windowpanes	X				X	
painting frames and casings	X			X		
repairing frames and casings	X			X		
repairing balcony glazing	X				X	
window blinds (installation by tenant)	X	X	X			Pre-approved, Left
Window blinds (installed by company)	X			X		
Interior doors in apartment						
lubrication of hinges and locks		X	X			
repair of doors and original accessories	X				X	
painting doors and frames	X				X	

Target, task	Performance responsibility		Cost responsibility			Remarks
	Professional	Tenant	Tenant	Company	Case	
Wall, ceiling and floor surfaces						
painting the walls	X	X			X	Pre-approved
repair of wall surfaces in wet rooms	X			X		
repairing sauna panelling	X			X		
painting ceiling surfaces	X				X	
repairing and replacing floorings	X				X	
inspection of floors and walls in wet rooms		X			X	
balcony surface maintenance	X			X		
balcony cleaning		X	X			
cleaning balcony water outlets		X	X			
Fixed furniture and cupboards						
painting furniture	X			X		
furniture maintenance	X			X		
sink maintenance	X			X		
repairing or replacing sauna benches	X			X		
Heating						
venting radiators	X			X		
basic adjustment of radiators	X			X		
repair and maintenance of radiator valves	X			X		
radiator cleaning		X	X			
monitoring radiator valves for leaks		X			X	
Ventilation						
cleaning exhaust air vents		X	X			
adjusting and repairing exhaust air vents	X			X		
cleaning ventilation ducts	X			X		
cleaning air exchange vents		X	X			
cleaning or replacing air exchange vent filters		X	X			
purchasing new air exchange vent filters	X			X	X	
cleaning of cooker hood grease filter		X	X			
purchasing new cooker hood grease filter		X	X			
repairing cooker hood	X			X		
Water and drain equipment						
cleaning of tap nozzles		X	X			
basic adjustment of tap flow rate	X			X		
replacement of shower hose and bidet shower	X			X		
repairing and replacing taps	X			X		
repairing toilet bowl	X			X		For whiteware, tenant
repairing washbasins	X			X		For whiteware, tenant
installing washing machine and dryer	X		X			
installing dishwasher	X		X			
cleaning water locks		X	X			

Target, task	Performance responsibility		Cost responsibility			Remarks
	Profes- sional	Tenant	Tenant	Company	Case	
cleaning water locks		X	X			
cleaning floor drains		X	X			
repairing water locks and floor drains	X			X		
unclogging drains	X			X		
monitoring taps and toilets for leaks		X			X	
reading apartment-specific water flowmeters	X	X		X		
Electrical appliances						
purchasing and replacing bulbs and fluorescent tubes		X	X			
purchasing and replacing fluorescent light starters		X	X			
repairing light fixtures and their domes	X			X		Tenant to replace broken ones
purchasing and replacing fuses		X	X			
repairing wall sockets and switches	X				X	
installing decorative lamps	X	X	X			
purchasing and repairing antenna connection wires		X	X			
adding wired connections for telephone and data communications	X	X	X			Pre-approved
Machinery and equipment						
purchasing and replacing light bulbs of domestic appliances	X	X	X			
purchasing and replacing indicator lights of domestic appliances	X		X			
repair and maintenance of sauna stove	X			X		
purchasing stones for sauna stove	X	X			X	
replacing stones for sauna stove		X	X			
cleaning refrigeration equipment condensers		X	X			
cleaning of melt water outlets in refrigerator		X	X			
purchasing and maintaining fire alarms		X	X			Required see p. 21
purchasing fire blanket		X	X			
repairing and maintaining stove and refrigerator	X			X		
Fireplaces, ovens						
sweeping chimney	X			X		
repairing fireplace	X			X		
removing ash from fireplace		X	X			
purchasing and storing firewood	X			X		
Limited yard area for apartment, used by tenant						
cleaning yard		X	X			
caring for lawns and bushes		X	X			
mowing the lawn		X	X			
Other						
insuring property in the apartment (home insurance)		X	X			



Apartment equipment

If tenant has installed the following items to the apartment during their housing, they will not be compensated financially when they move away.

- Venetian blinds, which must be left in place when moving out, since holes have been made in the window frame.
- Safety locks, peepholes, door chains and hinge pins, which must be left in place.
- Mirrors, hangers or other similar wall-mounted items

There are spots on the ceiling for lamps with plugs. These covers must not be removed or changed.

Heating equipment

Even if the radiator may feel cool at times, the room temperature can still be appropriate. The radiator's temperature follows the temperature outside; it is the hottest in cold weather and coolest in mild weather. A standard value for indoor room temperatures is about 20–22 °C. **Rise of one degree in room temperature increases heating costs by five per cent.**

To avoid damage, the maintenance personnel carry out possible bleeding (de-airing) of the radiators. (Notify POAS via Notice of defects)

Important:

- Report radiator leaks immediately to POAS via Notice of defects.
- Purchase a precise room temperature thermometer. Place it in a living area, not on an exterior wall.
- Adjust the radiator heat if it is too hot, do not air out the excess heat by opening window. If you air your apartment during cold weather, turn the thermostat (pictured) to the 0 position for the duration of airing and utilise a quick cross-draught.
- Do not place furniture, curtains or other items in front of the radiator/ thermostat.
- If you hear trickling sounds coming from the radiator, it needs venting (Notify POAS via Notice of defects)
- The bathroom and sauna are equipped with a hot water radiator. The radiator is to maintain a small continuous flow in the hot service water line so that the temperature stays high enough. This prevents the growth of bacteria in the water line. **Bathroom radiator should be warm throughout the year.** You must not switch off the radiator even though the heat may feel uncomfortable during warm summer months.



Renovations and decorations

Painting singular walls is allowed in our apartments, as long as the work is carried out professionally, and the wall is returned to original condition when moving out.

Big renovations such as attaching wallpapers, changing floors or deattaching fixed furnishing is not permitted.

NOTE! Always ask POAS maintenance or apartment inspector for a permission to paint walls. The apartment inspector also needs to approve the end result.

**ASK FOR PERMISSION
BEFOREHAND
FROM POAS'S
MAINTENANCE!**

General instructions for hanging items to walls

You can hang paintings and such on the walls. However, please make holes in moderation and utilize the holes that may already be in the walls.

1. Select the location for attachment carefully. Apply attachments only to the permitted locations (see the list of prohibited areas below). Be careful of water and electrical pipes which have, for instance, electrical outlets and switches above and below.
2. Determine the wall material, then choose the right fasteners and mounting methods. When selecting fasteners, pay attention to the weight of the object and the strain being applied to the fastener. Assistance in matters related to mounting and fasteners can be requested at shops in the field, such as a hardware store.

If you're unsure or would like to have more instructions for mounting items on the walls, please contact POAS maintenance.

List of prohibited areas for fastening items and making holes:

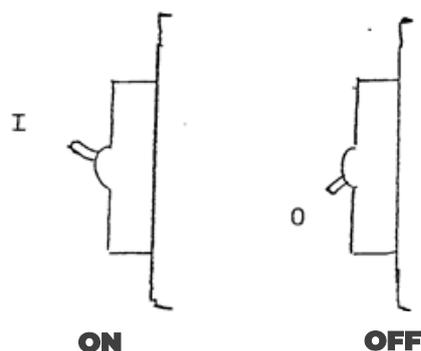
- | | |
|---|---|
|  Doors |  Fixed furniture |
|  Windows |  Areas exposed to splash water |
|  Ceiling |  Wet areas |
|  Flues | |

Automatic fuses

The apartments have been equipped with circuit breakers, which do not need to be changed like traditional fuses. Viewed from the front, the circuit breaker has a lever that normally has to be in position I (or ON) if a final circuit has been connected to the breaker (such as Lighting – living room).

The lever of stand-by circuit breakers should be left in position O (or OFF). In terms of personal safety, the position of the stand-by circuit breaker levers is insignificant.

In fault situations or in case of overload, the lever of the breaker automatically changes position to O (or OFF). In this case, you can “change the fuse” by turning the lever back into position I (or ON). If the lever does not stay in the previously mentioned position, the unit is overloaded or the device is faulty. In case of overload, reduce the load and try again. If, despite reducing the load, the lever does not stay in position I (or ON), contact POAS via notice of defects or, in urgent cases, call the maintenance company’s telephone service. Maintenance companies’ contact information can be found on POAS website from section “For tenants”.



Residual-current circuit breaker

The apartments have a residual-current circuit breaker, through which e.g. the sockets and bathroom lighting, as well as the outdoor socket, have been connected.

Due to moisture, equipment failure or a similar fault, the so-called leakage current can become greater than the triggering value for the residual-current breaker, in which case electricity goes out in the areas controlled by the above mentioned units. When the residual-current breaker is triggered, it can be returned to working condition by turning the lever from position O (or OFF) to position I (or ON).

If the lever does not stay in position I (or ON), find out what causes the triggering (device failure, too much moisture, or some other fault). If necessary, contact POAS via notice of defects or, in urgent cases, call the maintenance company’s telephone service. Maintenance companies’ contact information can be found from our website.

Testing the residual-current circuit breaker

The residual-current circuit breaker has a testing button that you can use to test its functionality. The breaker's lever must be in position I (or ON). Testing should be carried out at least once a year. Do not test the breaker too often, however, as it is an electromechanical device and includes parts that wear.

Laundry machine and dishwasher

Water consumption is significantly influenced by the tenants' water consumption habits. Leaks must be reported via notice of defects or by calling to building's maintenance company directly, if the leak is big.

Laundry machine is typically located in the bathroom. A washing machine should never be placed anywhere else than in a bathroom with a floor drain. Washing machines can only be installed in apartments that have an existing washing machine connection.

Dishwashers can only be installed in apartments that have an existing dishwasher connection and an allocated spot for it. **Dishwashers or laundry machines must be installed by a professional!** It is tenant's duty to make sure machines are installed properly and professionally. Read more information about POAS's cooperation partners from Kodinportaali.

When moving away tenant must re-install the original cabinet and door in place of the removed dishwasher. If dishwasher is left into the apartment, it must be agreed with both POAS and next tenant.

Cut off the water supply to the dishwasher and washing machine after each use.

Drains

It is tenants' responsibility to clean the water locks of the drains and the floor drains in the bathroom. Remove the floor drain cover before cleaning the water lock. Each drain has a water lock that prevents the smell of the drainage system from entering the rooms. If the bathroom is not used for a long time (such as during a holiday), the water may evaporate from the water lock and result in unwanted smell. It is normal and you don't need to inform POAS about it. Let the water flow a little longer when using the taps again to make the smell disappear.

Do not put the following in the drains or in toilet:

- Solid household waste and coffee grounds
- Wrapping paper and newspapers
- Construction waste
- Grease, oil, gasoline, solvents, sand etc.
- Condoms, diapers or sanitary towels
- Toilet refresher casings, cotton swabs etc.
- Hazardous waste
- Tobacco quilts
- Textiles



Ventilation

You should never completely close the air exchange vents!

Follow the use and care instructions for the ventilation equipment in the apartment. Ventilation is an important factor as it controls the moisture content and purity of the air and affects living comfort. Ventilation has been scaled to so-called normal living. It is not sufficient for controlling excess amounts of moisture and impurity; these discharges have to be reduced.

Insufficient ventilation can cause the following problems:

- Windows fog up
- There's insufficient circulation of air in the bedroom
- Cooking smells spread around
- Moisture damages develop

Ensure the correct functioning of ventilation:

- Keep the kitchen windows and balcony door closed during cooking; otherwise cooking smells will spread everywhere in the apartment.
- Clean the exhaust air vents regularly. Do not adjust the vent's central part and do not block the vent. If needed, instructions can be asked from POAS maintenance!
- Also clean the grease filter of the range hood once or twice a month. Wash the filter with dishwashing liquid or in a dishwasher.
- If you need extra ventilation, use a quick cross-draught
- Airing a room with an exhaust vent (such as the bathroom) interferes with the ventilation of the whole apartment, since the incoming air always passes through the easiest route, in this case the open window. In this case, the ventilation in the bedroom for instance does not function at all.



The cleaning of ventilation terminals is the responsibility of tenants!

Please turn to POAS maintenance if problems come up in cleaning the valves, or if you are uncertain about how cleaning should be performed.

Instructions how to take care the ventilation terminals:

- Get acquainted with the ventilation of your own home. Observe all equipment manufacturer-issued instructions for use, care and maintenance.
- Look after the cleaning of exhaust air and air inlet valves and possible replacement of filters. Ensure that the setting of replacement air valves with adjustable settings is correct (e.g. summer or winter position in a valve above the window).
- Please note that air-conditioning valves can look different from one residence to another, so you should try to get acquainted with the ventilation of your particular home. For example, the exhaust air valves on the ceiling (usually round) separate from the outer framework. The rotatable regulator in the central section must NOT be changed.
- Normally a light dust wipe is sufficient, but an exhaust air valve in, e.g. the kitchen gets contaminated more quickly and requires better cleaning. The valve must not be detached except for cleaning periods. Valves must also never be blocked.
- The operation of the exhaust air valve can be tested easily with, for example, a paper towel. A suitable flow of air keeps the paper towel in place, whereas an air flow that is too strong tends to suck the paper into the duct. If the paper falls, this usually points to a fault in the air circulation.

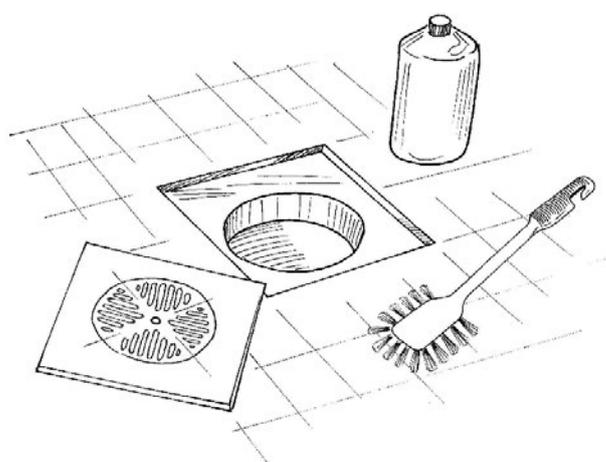
General cleanliness in the apartment

Keep your apartment clean and tidy — in addition to making your life more comfortable, this will lengthen the life of the apartment. Use appropriate cleaning agents for the different surfaces. If you wish to receive more information, do not hesitate to contact POAS.

Cleaning instructions for floor drains

The floor drains in wetrooms must be cleaned once a month, because a dirty drain will create a passageway for bacteria to enter the apartment's indoor air. In addition, an uncleaned drain makes the indoor air smell of sewer. Use, for example, rubber protection gloves when cleaning the floor drain and water lock. Do not use the same cleaning tools for other types of cleaning.

1. Remove the drain cover.
2. Remove hairs and other solid waste.
3. Clean the back of the drain at the end of the drainpipe as well as you can (the floor drain may have a plug that you can open to better clean this area).
4. Wash the drain and all its parts with warm water, detergent, and a brush. Finally, disinfect the drain. Rinse the detergent off thoroughly.



Care instructions for the sauna

- Clean the sauna benches with water and, if necessary, with a detergent specifically meant for sauna cleaning.
- **Do not throw water on the wall surfaces** especially when the sauna is hot
- The radiator or floor heating for the sauna must be switched on also during the summer
- Before switching on the sauna stove, check that there are no flammable materials in the sauna
- Make sure there is sufficient ventilation; do not block the exhaust air ducts or ventilating air pipes even in winter!
- **It is very important to let the sauna dry properly:** leave the stove on for at least 30 minutes after using the sauna so that the structures dry out and the sauna stays in good condition
- **Sauna is not a drying room** for clothes, as continuous moisture can damage the structures and furthermore, drying laundry in the sauna is not allowed due to fire safety reasons
- Always use a cloth as a bench cover to sit on when using the sauna.

Information about final cleaning and apartment inspection when moving out

Before you move out, we will inspect your apartment. The aim of this inspection is to check the apartment's current condition. Tenant's presence during the inspection is not required but desirable.

Tenants must perform final cleaning when moving out, before returning keys. If the tenant neglects to carry out the final cleaning, the lessor has the right to charge the cleaning costs from tenant in accordance with the current price list.

After the final cleaning, the next tenant will usually inspect the level of cleanliness, and sometimes this is done by the apartment inspector. If repair works have to be carried out in the apartment in order to ensure that its condition is the same as before the tenant moved in, the lessor will withhold the charged sum of the repairs from the security deposit. Costs caused by normal wear will not be deducted from the security deposit. Missing keys or keys returned late are charged as mentioned in the price list. **Specific costs can be found on the price list: poas.fi/en/prices.**

Final cleaning of the apartment includes:

THE WHOLE APARTMENT:

- Vacuuming & mopping all the floor surfaces & cleaning the radiators & floorlists
- Cleaning off stains from doors, closets, cupboards & walls
- Cleaning the windows and window gaps
- Cleaning the cupboards, closets and cabinets from inside out

SAUNA, SHOWER AND TOILET:

- Wash the toilet seat and sink
- Wash the shower room's walls & floors
- Clean the floor drains
- Clean the ventilation valves
- Capping the washing machine connection
- Wash the sauna and sauna benches
- Capping pipe of washing machine (Read more from the next page)

PAY ATTENTION TO THESE MATTERS:

- Tidying up the balcony/patio, washing the balcony windows (use a peduncular window squeegee for safety reasons)
- Clear the whole apartment, storage & bicycle storage from your own belongings
- Apartment's mirrors and window blinds must be left in place. Apartment-specific equipment, such as window key, need to be left in the apartment. Also, the apartment's mirrors and window blinds must be left in place.
- Return all keys to POAS office (read more p.9)

KITCHEN:

- Clean the stove from inside, out and behind
- Clean the oven and baking trays
- Defrost the refrigerator and freezer (under supervision) and clean those from inside, out and behind
- Clean the fridge and freezer from inside out
- Clean the ventilation valves and cooker hood
- Capping both pipes of the dishwasher connection (Read more on the next page) and reinstalling the original cupboard & door in the space where the dishwasher was (unless you've agreed with both POAS and new tenant about leaving the dishwasher into the apartment).

Plugging the washing machine and dishwasher pipe connections

When you do not intend to use a washing machine or dishwasher anymore, for instance because of moving out, they must be plugged. Plugging prevents potential water damages.

The kitchen/handbasin taps have been equipped with a dishwasher/washing machine valve that controls feeding water to the machines.

In the example photo, neither the incoming water pipe nor the coupling unit of the discharge pipe have been plugged. —>

When the valve is left open unplugged, water can reach e.g. the kitchen cupboards and cause possible water damage if the leak is not noticed in time. Water leakages are especially harmful in the kitchen, where there are no floor drains.

For the plugging, use a 1/2" brass cap with a rubber seal inside.

1/2" brass cap + seal —>

The coupling unit of the discharge pipe on top of the water lock must also be plugged. As the water lock fills up with hair and other waste, the water level in the lock may rise. However, this rise easily goes unnoticed since the water does not reach the hand basin easily; this is because some of the water exits through the unplugged coupling unit of the discharge pipe. Long-term water leakage, for example into a kitchen cupboard, may cause damage to the kitchen cupboards and other structures.

The coupling unit of the discharge pipe must be plugged using a shield plug.



Price list for tenant charges

Any costs resulting from the tenant's carelessness, improper handling or negligence will be charged from the tenant according to this price list. Tenant is not liable for so-called normal wear and tear.

It is the tenant's responsibility to read the instructions provided by POAS, so not being aware of the rules does not remove the liability to compensate for damages.

POAS reserves the right to charge the tenant the actual cost of the repairs. For example, the costs of repairs done outside of regular working hours are significantly higher. POAS reserves the right to make changes to the price list. **See updated price list: poas.fi/en/prices.**

Basis for charge		Euros
Office fee		€
	The office fee is added to the bill to cover the administrative costs resulting from changes in the agreement, serialisation of the apartment lock, and key orders.	20,00 €
Installation work		€
	Installation work, maintenance work/hour	50,00 €
	Heating, plumbing, ventilation, electricity installation work/hour	60,00 €
	Cleaning/hour	30,00 €
Keys and locks		€
	Keys not returned according to instructions (e.g. returned late or left in the apartment)	50,00 €
Charge for opening the door		
	The maintenance company charges the tenant according to their own price list.	as invoiced
	An unpaid invoice transferred to POAS, plus handling cost, will be charged from the client.	as invoiced
	The wrong type of key forced into the lock, causing damage to the lock cylinder (e.g., an Abloy key in iLOQ-lock)	as invoiced
Abloy	Lock serialisation cost In cells, the new keys to other rooms are added to the price (à 30 € per key) Please note that returning the wrong key will automatically lead to serialisation of the apartment's lock.	280,00 €
	Extra key (Abloy)	30,00 €
iLOQ	Re-programming of iLOQ-lock, including visit from the lock company	100,00 €
	Extra or lost iLOQ-key	25,00 €
	Returning a broken iLOQ-key, key unusable	25,00 €

Basis for charge

Euros

Cleaning		€
	Emptying and cleaning the entire apartment, including waste disposal fees	300,00 €
	Emptying and cleaning one room, including waste disposal fees	150,00 €
	Cleaning the stove/oven	50,00 €
	Cleaning the refrigerator and defrosting the freezer	50,00 €
	Cleaning the windows	Hourly charge
	Removing a large item (e.g. bed, sofa, bookshelf, washing machine), waste disposal fees included. €/ piece.	75,00 €
	Removing smaller items (e.g., lamp, mirror, small chair)	30,00 €
	Cleaning an uncleared storage unit	50,00 €
	Items left in the staircase or by the waste bins will be charged for according to the maintenance work hours and waste disposal fees	as invoiced
Heating, plumbing, ventilation, electrical devices/installation work		€
	Plugging a water inlet or outlet (e.g. dishwasher connections)	50,00 €
	Sink	110,00 €
	Toilet seat	350,00 €
	Replacing a light switch, wall socket	50,00 €
	Replacing a ceiling socket	50,00 €
	Replacing a network connection box, aerial socket	50,00 €
	Unnecessary maintenance visit (tenant's own device is faulty)	50,00 €
Paintwork		€
	Puttying and painting one wall	100,00 €
	Painting the ceiling/a room	200,00 €
	Painting the walls in one room	100,00 €
	1 room + kitchen, painting the walls	300,00 €
	2 rooms + kitchen, painting the walls	400,00 €
	3 rooms + kitchen, painting the walls	500,00 €
	Special paintwork (e.g. to remove cigarette smell)	as invoiced
Floor repairs		
	Replacing floor material	as invoiced
	Skirting boards/room	100,00 €
	Repairing the carpet	75,00 €
	Repairing laminate or vinyl floor	as invoiced

Basis for charge

Euros

Basis for charge		Euros
Apartment inner doors		€
	Flush door	90,00 €
	Soundproof door	250,00 €
	Replacing a door frame	120,00 €
	Repairing a sliding door	50,00 €
	Sauna glass door	150,00 €
	Replacing a sliding door	250,00 €
Apartment front door		€
	Replacing a door frame	150,00 €
	Replacing a door	as invoiced
Windows, balcony and terrace doors, door windows		as invoiced
Appliance damage caused by tenant		as invoiced
Fixtures		€
	Replacing a wardrobe/kitchen cabinet door	100,00 €
	Abovementioned cabinet installed	250,00 €
	Bathroom cabinet mirror door	50,00 €
	Mirror cabinet	150,00 €
	Dishwasher cabinet installation	50,00 €
Fire alarm repair		€
	Repair of removed/breaked alarm / a mains-powered fire alarm	65,00 €
	Repair of removed/breaked alarm / a smoke detector of an automatic fire alarm	100,00 €
	An unnecessary maintenance visit (due to, e.g. empty batteries) related to fire alarm (tenant's responsibility).	50,00 €
	A fire alarm caused by, e.g. the tenant's careless cooking, resulting in an unnecessary visit by the fire brigade.	300,00 €
Special cases		€
	Damage caused by the tenant's carelessness or negligence (e.g. water damage, vandalism, repeated damaging of a certain item, etc.)	as invoiced

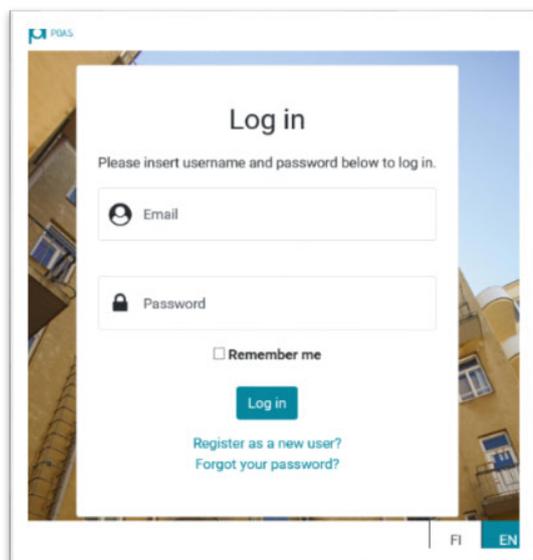


4 Guidelines for housing!

User instructions of POAS's tenant portal

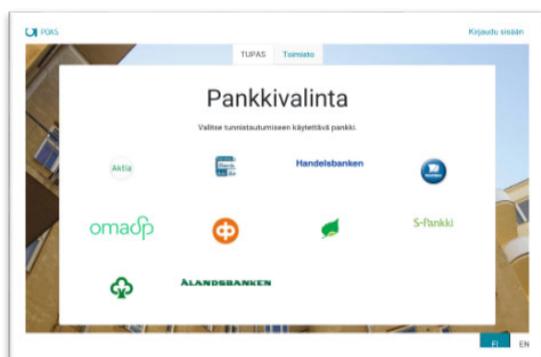
Tenant portal is our tenants' service system, where all living-related matters are managed: view your rental agreement, rent balance, invoices and payment history, submit notices of defects, send messages to POAS and connect to Kodinportaali reservation system to book sauna or laundry machines.

When moving in to POAS apartment, you need to fill out a moving-in inspection in tenant portal within seven (7) days from the beginning of the rental agreement. Moving-in inspection can be found from the Agreement section.



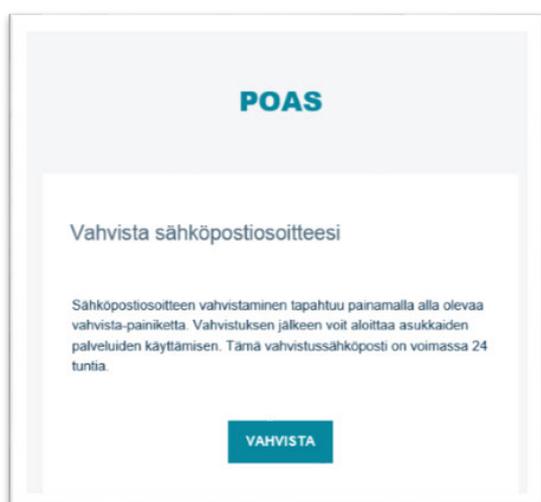
User registration

Tenant portal can be found in asukassivusto.poas.fi. When you visit the page for the first time, you need to complete registration, either by using TUPAS authentication method or by personal identification in POAS office. User's email address is used as the user ID. The user must confirm the email address given during the authentication through a confirmation email. After confirming the email address, the user can log in to tenant portal with their user ID.



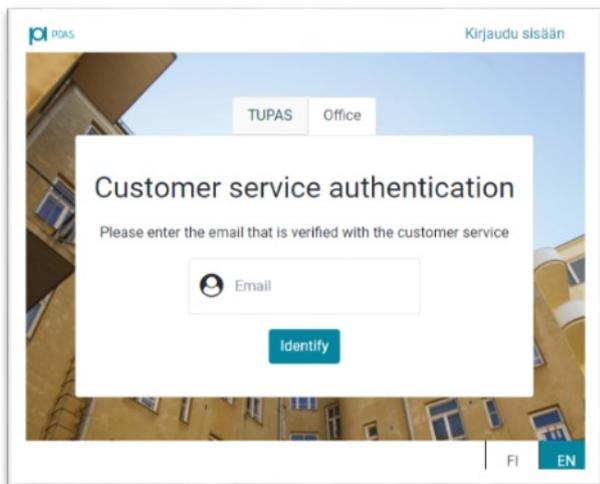
TUPAS authentication (digital banking authentication)

User can create a user ID through TUPAS authentication. In such cases, the user will perform TUPAS authentication with their online banking credentials, and the user ID will be created without visiting POAS's office.



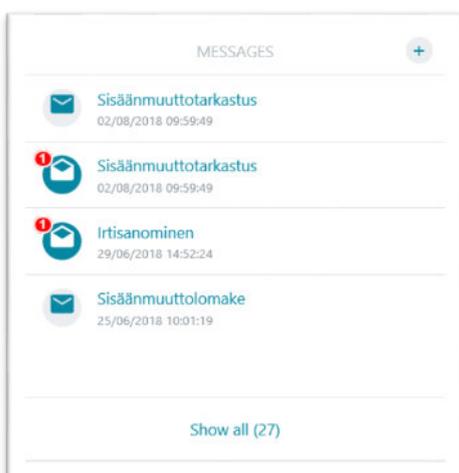
Email confirmation

After creating the login, an email message will be sent to the user with a link for activating the account. Before activating the account, the user cannot log in with their user ID. After clicking the link in the confirmation email, the user will be transferred to a page where they must enter their email address and password. This ensures that the account cannot be activated by another user, if a wrong email address was entered when creating the ID. **The confirmation link is valid for 24 hours.**



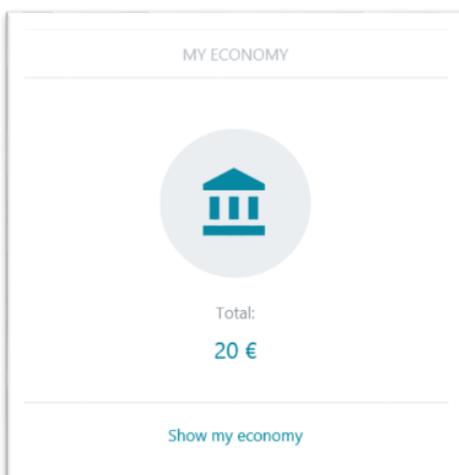
Customer service authentication (e-mail)

Customer service authentication is intended for people who are not able to use the TUPAS authentication method. When authentication is done at the office, the user will create their account based on their email address. Before creating their user ID, the user must visit POAS office personally for authentication. During the office authentication, the user is identified either by their passport or ID card.



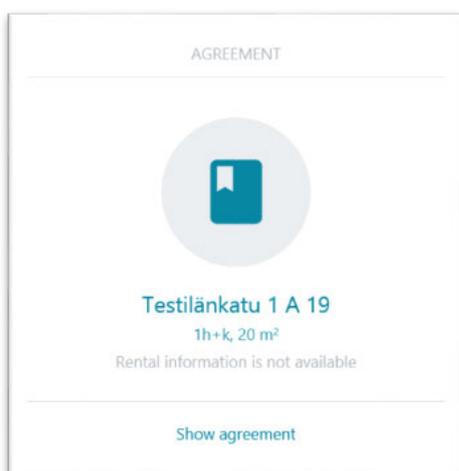
Messages

You can send messages to POAS customer service or rent supervision from the Messages section. Start a new message by pressing the + button. You can also add attachments to your message.



My economy

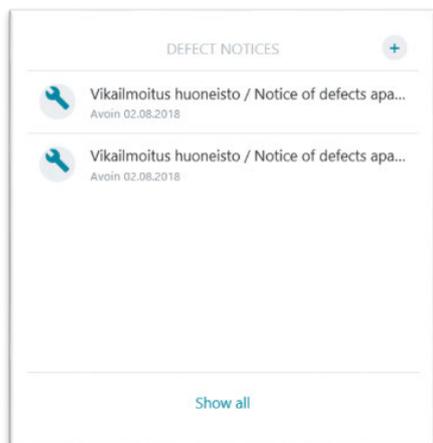
My economy section contains information on your rent amount as well as the open balance, rent invoice and payment history.



Agreement

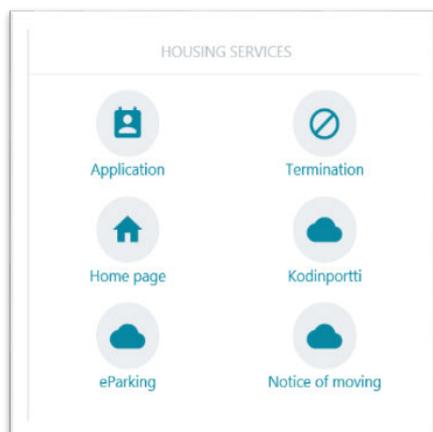
Agreement includes tenant's rental agreement, security deposit information as well as the agreement parties.

When moving in to POAS apartment, you need to fill out a moving-in inspection found in this section within seven (7) days from the beginning of the rental agreement.



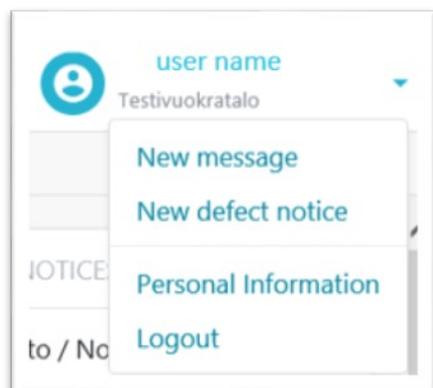
Notices of defects

Users can submit a new Notice of defect or view their previous notices of defect and see the processing of their matters. A new notice of defect can be submitted by clicking + button.



Housing services

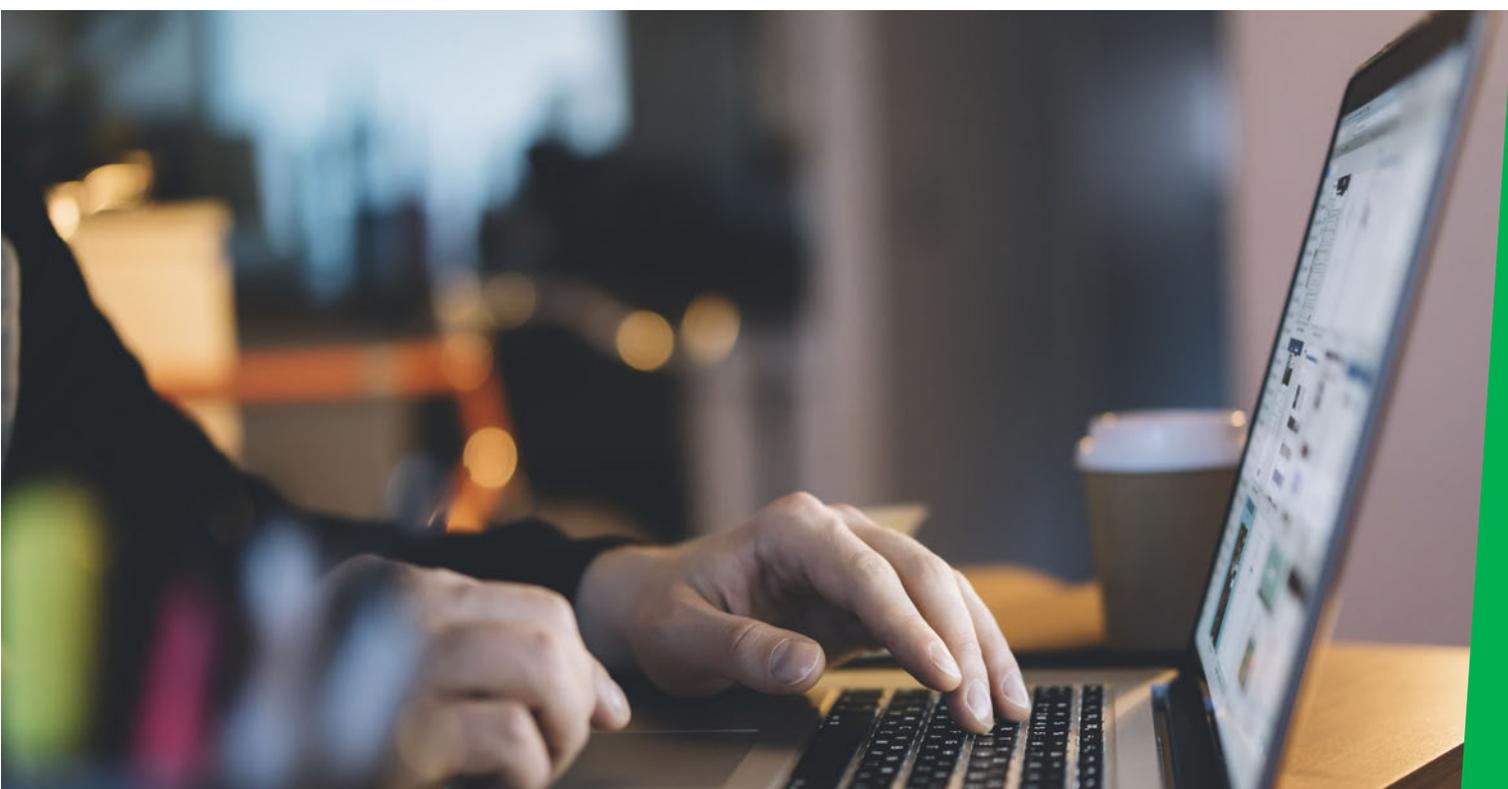
From Housing services you can find links for housing application, terminating the agreement, POAS's website, reservation system Kodinportti, eParking system and notification of moving.



Editing user information

Users can edit their personal information by clicking the arrow below their username.

From this menu, you can also submit Notices of defects as well as messages to POAS.



Kodinportaali/Kodinportti is an electronic bulletin and reservation system for POAS tenants. Via Kodinportaali POAS notifies tenants about current matters concerning their housing complex, such as upcoming events or maintenance works carried out in the building. With Kodinportti, Common spaces such as saunas as well as washing machines are reserved in Kodinportaali system.

There are three different ways to use Kodinportaali:

- Connecting to Kodinportaali from the link in tenant portal
- Digital touchscreens located in the buildings' hallways
- By downloading and logging into Kodinportti Mobile app

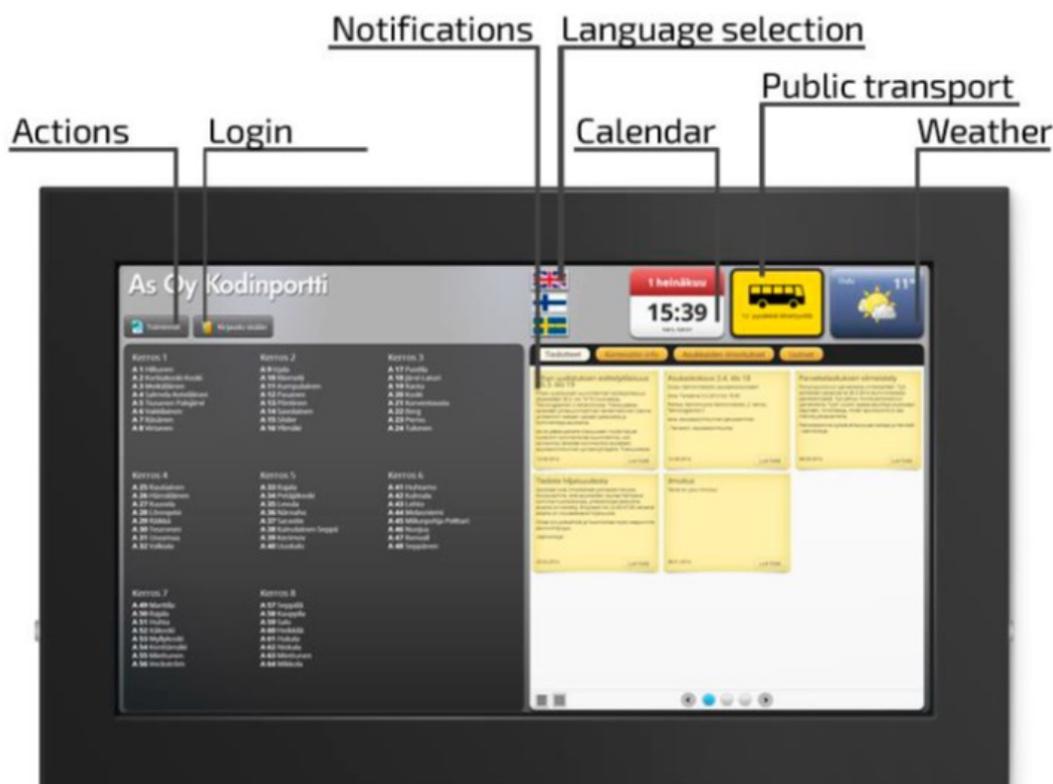
When you connect to Kodinportaali via tenant portal, you don't need separate username or password for the system.

If you wish to use Kodinportaali by a mobile app, you need a user account information. Logging into the touchscreen requires a 4-digit PIN code. Please see further instructions from our website: poas.fi/en/online-services/

Kodinportti touchscreens located in the hallways

With the Kodinportti touchscreen located in the hallway of your building, you can view the current bulletins of POAS and tenant committee, the list of residents of the building as well as the public transportation connections nearby.

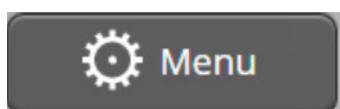
To access the functions that require user identification (such as reservations of common spaces), you need a personal PIN code. See instructions for creating PIN code from our website: poas.fi/en/online-services/



Kodinportti touchscreen functions



Making reservations for common spaces requires user identification. By touching the Login button, you get to select your apartment and insert your personal PIN code, after which you can use these functions. You can log out by touching the button again. **Always remember to log out of the system!** Should you forget to log out, the system automatically logs you out after a short timeout.



By touching the Open menu button, you get a list of all the reservable common spaces in your building. Touching a particular space opens up a calendar view of all the existing reservations made for that space. You can then make your reservation by choosing a particular date and time.



By touching the Calendar button, you will get a monthly calendar view on the Kodinportti screen and the month can be selected by browsing.



By touching the Public Transport button, Kodinportti will display timetable information about the nearest public transport stops and departure times.



Weather button shows detailed information about the current local weather, as well as a five-day forecast.



The number of available languages in the Kodinportti can vary in different buildings. Choose your preferred language by touching the flag on the screen.

Kodinportti touch screen noticeboard

From the Notifications section you can see the current notifications concerning your housing complex. Instructions for residents section includes important information and practices regarding living in your building. The notices may be presented as headlines only, or as info notes that show some of the notices' content too. By touching the headline or note, the complete notice will open on the Kodinportti touchscreen.

The screenshot shows a notification board with four tabs: Notifications, Instructions for residents, Contact, and Tenant committee. Three notification cards are visible:

- PÄIVITYS: POASin palvelut vallitsevassa koronavirustilanteessa** (26.11.2020): POAS seuraa viranomaisten ohjeistusta ja tiedotusta koronavirusepidemiaa koskien, ja pyrimme omalta osaltamme ehkäisemään viruksen leviämistä sekä huolehtimaan niin asukkaidemme kuin henkilökuntamme terveydestä. Tähän tiedotteeseen on kerätty kaikki tilanteen aiheuttavat muutokset.
- Savuton POAS** (12.11.2020): Haluamme muistuttaa asukkaitamme, että POASin kaikissa kiinteistöjen yhteisissä tiloissa, asunnoissa ja parvekkeilla on astunut voimaan tupakointikielto 1.1.2019 alkaen. Tupakointi on sallittua vain erikseen osoitetuilla paikoilla ulkoalueilla.
- Vuokratuittit postitetaan tällä viikolla** (30.11.2020): Hyvät asukkaat, Ensi vuoden vuokratuittit postitetaan kaikille asukkaille tällä viikolla. Olethan meihin yhteydessä, mikäli et saa vuokralaskua 18.12. mennessä. Lähetä viesti vuokratuittien POASin asukassivuston kautta.

Reservation calendar and making reservations for common spaces

Reserving a common space in the Kodinportti touch screen interface takes place by first touching the desired space and then choosing a free time slot in the calendar. The reservation's length is predefined. You can remove a reservation that you have made by tapping it. You cannot create new regular, recurring reservations via the touch screen interface, even though this may be generally possible for the event or service in question. If certain regular time slots need to be confirmed before they become active, this can be done in the touch screen interface.

The screenshot shows a reservation calendar for 'Pesutupa - Kuivaushuone'. The calendar displays weekly reservations for the week of February 24, 2014, to March 2, 2014. The interface includes a 'Päivä' (Day) and 'Ohje' (Instructions) button, a 'Viikottaiset varaukset: 4/5 kpl.' (Weekly reservations: 4/5 slots) indicator, and a 'Viikko: 09' (Week: 09) selector. The calendar grid shows time slots from 09:00 to 19:00. A reservation is shown for 05:00 on Thursday, 27.02.2014, which is marked as 'Peruvaraus' (Cancelled reservation).

	Maanantai 24.02.2014	Tiistai 25.02.2014	Keskiviikko 26.02.2014	Torstai 27.02.2014	Perjantai 28.02.2014	Lauantai 01.03.2014	Sunnuntai 02.03.2014
09:00				Varaa	Varaa	Varaa	Varaa
10:00				Varaa	Varaa	Varaa	Varaa
11:00				Varaa	Varaa	Varaa	Varaa
12:00				Varaa	Varaa	Varaa	Varaa
13:00				Varaa	Varaa	Varaa	Varaa
14:00				Varaa	Varaa	Varaa	Varaa
15:00				Varaa	Varaa	Varaa	Varaa
16:00				Varaa	Varaa	Varaa	Varaa
17:00				Varaa	Varaa	Varaa	Varaa
18:00				Varaa	Varaa	Varaa	Varaa
19:00				Varaa	Varaa	Varaa	Varaa

Kodinportaali system via tenant portal

When you connect to Kodinportaali via tenant portal, you don't need a username or password for the system. If you have any issues with the connection, please contact POAS.

In the Kodinportaali online system you can read notices, make reservations and change your contact information, password and PIN code for touchscreen, read more: poas.fi/en/online-services/

Kodinportti's bulletin board

Notifications
Instructions for residents
Contact
Tenant committee

! Laundry and club room

🕒 Publishing time: Dec 4, 2020 📎 1 attachment

Attachment has information about the laundry and club room after the change of the properties' locks.

Read more ▼

! Renewing the buiding automation system

🕒 Publishing time: Dec 1, 2020

Dear residents,

The building automation system of your housing complex will be renewed. This may cause momentary temperature

Kodinportti's reservation calendar

Making reservations is possible in the Reservations section. Click Reserve in the desired time slot to make a reservation.

💡 Sign explanations

- Reserve Reservable time slot
- 📅 Reservation
- ↻ Regular time slot
- ↻ Unconfirmed (reservable) regular time slot

🔗 Rules

- Reservation period: 12/7/20, 12:00 AM - 12/13/20, 11:59 PM.
- There can be one reservation per time slot.
- You can make reservations up to 14 days ahead.

◀ Previous week
December 7 – 13, 2020
Next week ▶

W 50	Mon 12/7	Tue 12/8	Wed 12/9	Thu 12/10	Fri 12/11	Sat 12/12
4:00pm						4:00 - 5:00 Reserve
5:00pm	5:00 - 6:00 Reserve	5:00 - 6:00 Reserve	5:00 - 6:00 Reserve	5:00 - 6:00 Reserve	5:00 - 6:00 Reserve	5:00 - 6:00 Reserve
6:00pm	6:00 - 7:00 Reserved	6:00 - 7:00 Reserve	6:00 - 7:00 Reserve	6:00 - 7:00 Reserve	6:00 - 7:00 Reserve	6:00 - 7:00 Reserve
7:00pm	7:00 - 8:00 Reserved	7:00 - 8:00 Reserve	7:00 - 8:00 Reserve	7:00 - 8:00 Reserve	7:00 - 8:00 Reserve	7:00 - 8:00 Reserve
8:00pm	8:00 - 9:00 Reserved	8:00 - 9:00 Reserve	8:00 - 9:00 Reserved	8:00 - 9:00 Reserve	8:00 - 9:00 Reserve	8:00 - 9:00 Reserve
9:00pm	9:00 - 10:00 Reserved	9:00 - 10:00 Reserve	9:00 - 10:00 Reserve	9:00 - 10:00 Reserved	9:00 - 10:00 Reserved	9:00 - 10:00 Reserve

Parking spaces

All POAS parking spaces are rented from **eParking** service. Parking spaces are also paid directly to eParking as they invoice. You can check the prices of the parking spaces directly from their customer service, see contact information below. However, any keys for parking hall or heating poles are picked up from POAS office. NOTE! Peltokatu 33 does not have parking spaces at all.

Register to the system in eparking.fi.

User instructions: eparking.fi/en/newuser

eParking contact information:

Tel. +358 40 653 8556

info@eparking.fi

Motor vehicles should only be parked in spaces intended for them. Parking in front of doors and in rescue route is strictly forbidden. Parking spaces are not storage for scrap vehicles or unused vehicles.

NOTE! Remember to register license plate numbers of all the vehicles that have the right to use your parking space to eParking. Please check the information of the parking supervision in your housing complex from Kodinportaali.

Incorrectly parked vehicles can be reported to Aimo Park by submitting a parking control request form: www.aimopark.fi/en-gb/lomakkeet/valvontapyyntolomake/

Cancellation of parking spaces

Terminating the rental agreement does not affect parking space contract, which has to be terminated separately in eParking system. All parking spaces have a one-month (1 calendar month) notice period. The period of notice is calculated from the last day of the month in which the termination was made. The right of use of the parking space ends on the last day of the month, even if the resident(s) have the right to use their apartment after that day.



Shared electric cars

POAS' Shared Car (Yhteisauto) is an electric vehicle you can reserve for your own use whenever you need it. A small fee will be charged for the reservation. Secto Yhteiskäyttö is a on-line service that can be used with all devices and mobile phones, all you need is an Internet connection. Before first car rental we verify that the driver is a POAS tenant.

The home locations of shared cars:

- XOX-307 (Watti): Peltolammi, the corner of Vaahterakuja 5, parking space no 1
- XOX-306 (Joule): Hervanta, Insinöörinkatu 21, Tupakkikivi parking area next to Duo shopping mall, parking space no 24

How to register as a shared car user:

1. Go to sectoyhteiskaytto.fi and choose English language from the bottom of the page
2. Join using code POAScar2019
3. Create a username and provide the information asked
4. System will send the username and password to provided email address
5. Log in here: sectoyhteiskaytto.fi.

Instructions for using the system: [Driver's manual](#)

Price list:

7€/1h
20€/3h
25€/5h
35€/8h
40€/12h
48€/24 hours

In every car there are instructions for charging the battery as well as possible problematic situations. Remember to charge the car after use! See [video instructions for charging](#).

Secto Road service

In case of an accident or other issues on the road, Secto Road service provides phone assistance around the clock. If the issue can't be solved via phone call, they will send a road safety professional to assist on the spot.

Tel. +358 20 792 4311
assistance@falck.fi

Driveco technical support
Tel. +358 500 798 534

Internet connection

We provide Internet connection to our tenants. Our apartments have two types of Internet connections:

DNA Netti broadband service:

- Ritakatu 3 K-M
- Ritakatu 13 E-J

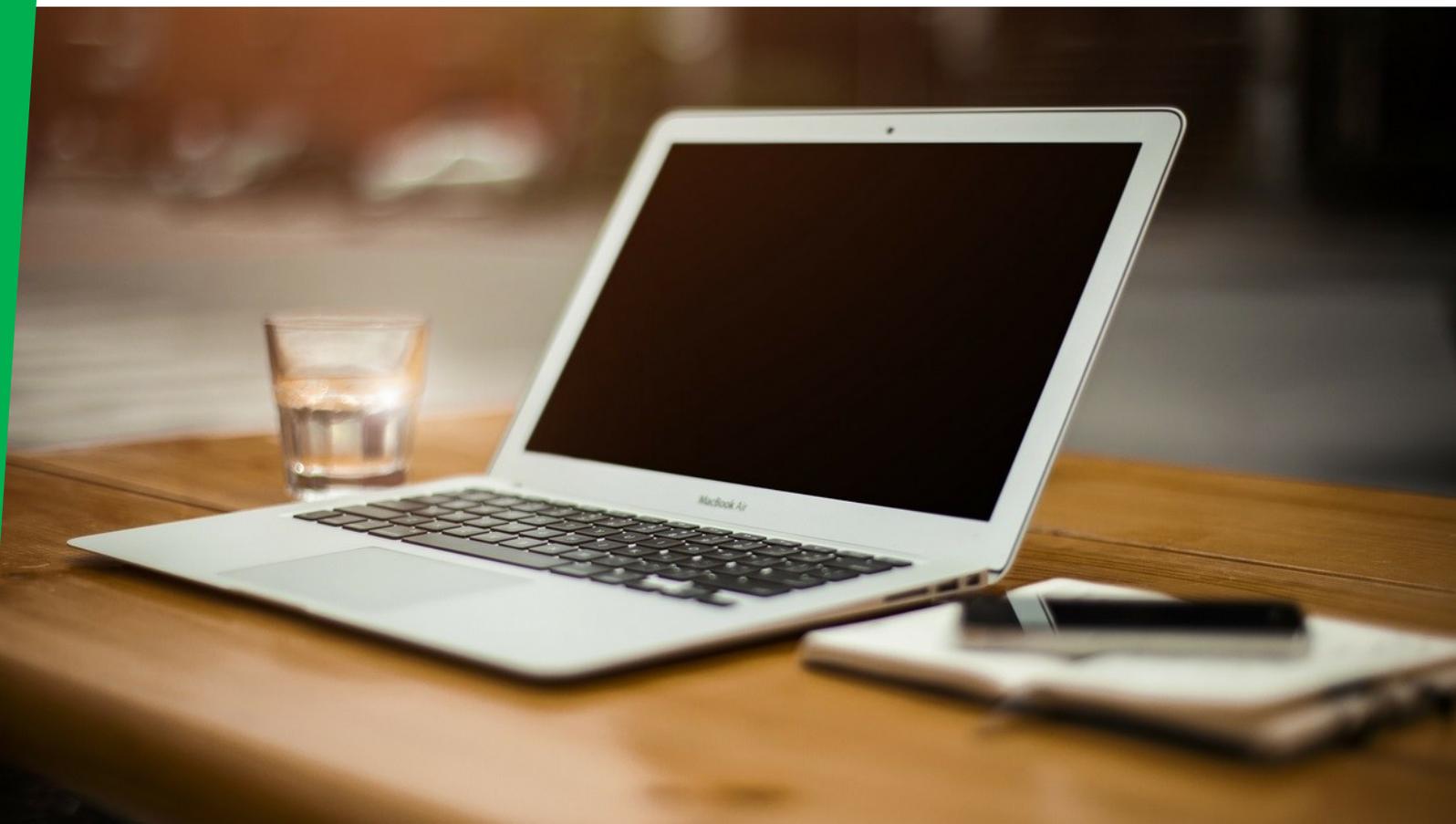
POASnet: All other locations

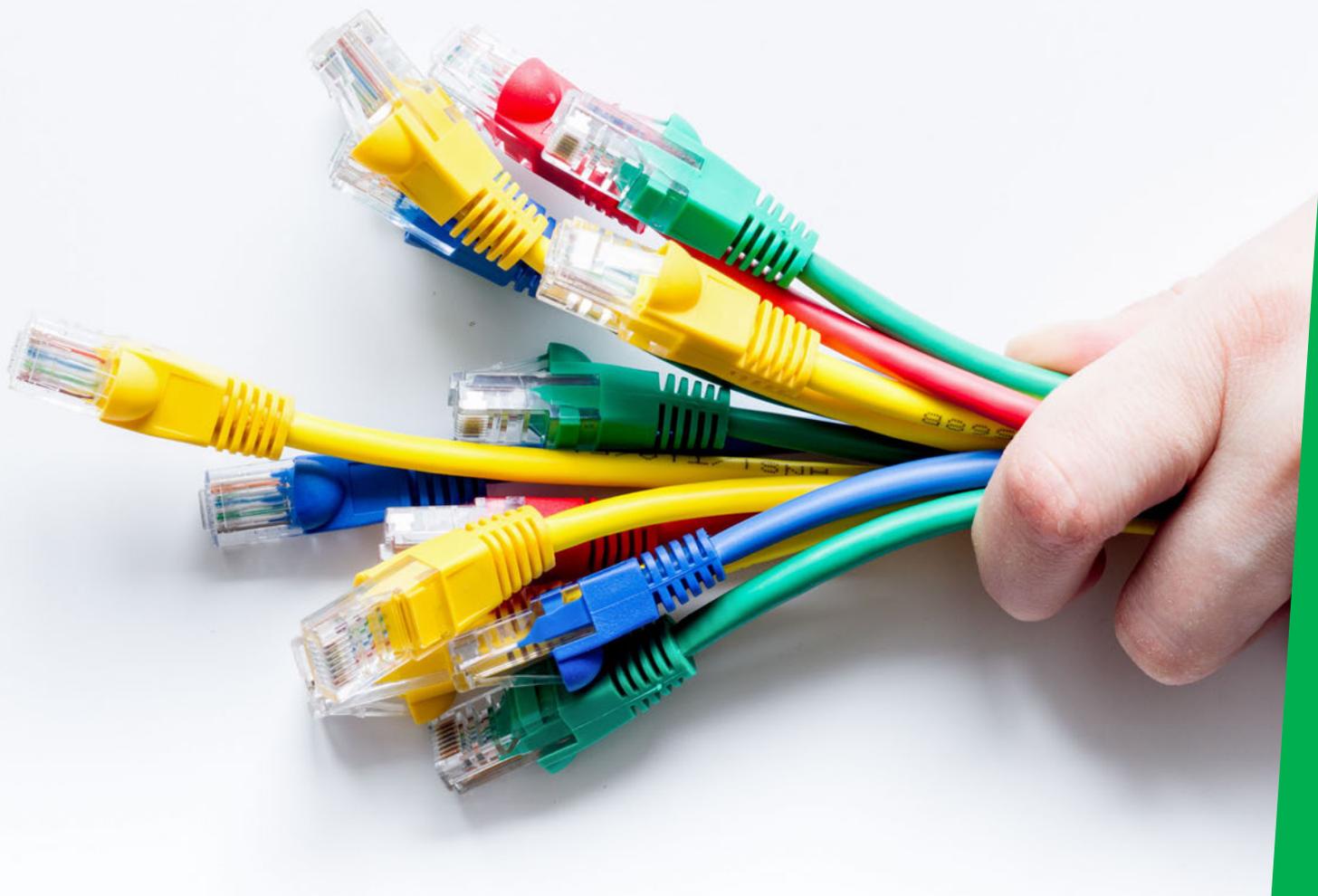
POASnet

High-speed 1 Gigabit Internet connection is included in the rent! All you need to do is connect your device(s) by using a network (Ethernet) cable and the wall socket in your apartment. You must purchase your own network cable for this. If you wish to connect multiple devices to the Internet at the same time, or need to create a wireless network in your apartment, you should purchase additional equipment. For more information, visit POASnet website in poasnet.fi/

If you have any problems using POASnet, you can contact your building's network representative for help. You can find the contact info for these representatives at poasnet.fi/

Please note that the network representatives are just regular tenants who donate their personal time to help others in Internet issues!





DNA Netti broadband service

In Ritakatu 13 E-J and 3 K-M tenants must register as Internet users. You can do it with following methods:

- Visit DNA Kauppa store, find your nearest store here: dna.fi/dnakaupat
- Call DNA customer service, tel. +358 44 144 044. Service hours Mon-Fri 8am-6pm, Sat 9am-4.30pm
- Activate DNA Netti online here: dna.fi/tlk. You need to have electronic identification credentials (such as Finnish online banking service) to be able to register online.

The basic speed (40M) is free for tenants. If you wish to purchase additional speed or other services, please contact DNA directly for more information. Remember to terminate your DNA Netti subscription when moving out of POAS apartment.

Building-specific instructions:

- **Ritakatu 13 E-J:**

You have access to a traditional broadband via your apartment's telephone socket. You need a VDSL2 modem to be able to use the Internet. More information: dna.fi/tuki-modeemit

- **Ritakatu 3 K-M:**

Wired broadband connection is available through an Ethernet cable (RJ-45). If you wish to use wireless connection or connect multiple devices at the same time, you need an Ethernet router. More information: dna.fi/tuki-modeemit



POAS

poas.fi

Pirkan Opiskelija asunnot — POAS

Sorsapuisto 1, 33500 Tampere

Tel. +358 40 668 6008