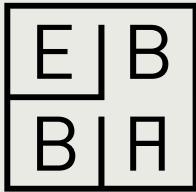


FASTIGHETS AB



KIINTEISTÖ OY

# Resident's Guide

**Fastighets Ab Ebba Kiinteistö Oy  
welcomes you to your new home!**

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This resident's guide is for everyone living at Fastighets Ab Ebba Kiinteistö Oy's properties. We have collected instructions and answers to frequently asked questions regarding living in our properties here. Please read through the guide and contact our office or our maintenance company Alerte if you have further queries!



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# **01.** **Moving in**

## Lease/ rental agreement

Prior to moving in your landlord will prepare a lease/ rental agreement that you will both need to sign. This lease/ rental agreement will include the terms and conditions for your property. It is a mandatory requirement that you inform us if the occupancy number changes in your property.

## Inspection of the property

On signing your lease/ rental agreement you will be handed an inspection form to be completed and returned to us. You will need to inspect the property prior to moving in and report any faults or defects found by describing them carefully on the form. This is very important as you, according to your lease/ rental agreement, will be liable for any faults or defects that have incurred that are not included here. The completed inspection form needs to be returned to our office within a week of you moving in. By completing the inspection form accurately your deposit can be dealt with more easily and in a timely manner when you move out.

## Register of occupants

Upon moving in all persons that you have named in your application will be added to the register of occupants. Remember to promptly notify our offices if someone moves in or out of the property. If you request for the maintenance company to come and open the doors to the property the on-call staff will only open them for occupants that are written into the register.

## Notification of change of address

You will need to notify the change of address within a week of moving in to the Digital and Population Data services agency. The notification of change of address is a statutory requirement. You may submit a notification for yourself and all members of your household that are moving in with you.

You can access and submit the notification of change of address online on the following website: [www.changeaddress.fi](http://www.changeaddress.fi) You will need to have online banking credentials or the Post office (Posti) user login (you can create an account) to use this site. You will need to provide the full names and ID codes for all persons moving. Here you can also access the Post Office's (Posti) '12 month move mail service' as to forward your mail to your new address. If you do not have access to the internet, you can get the notification of change of address form from the local post office or the Digital and Population Data services Agency. By submitting your change of address form in good time before your moving date you will be assured that your mail will be forwarded and delivered to the correct address without delay.

The Population Register Office will automatically inform your change of address to several public agencies and local authorities (Local councils/ municipalities, transport and communications authorities (Traficom), vehicular register, Folkpensionsanstalten (FPA/ KELA), inland revenue and the defence ministry). Other agencies that will automatically be informed of your change of address include pensions agencies, banks and insurance companies. Unless you have prohibited disclosure of your in-

formation held by the Population Information System, many other companies (newspaper publishers, energy companies and organisations or companies that requests your information) will also be informed of your change of address. Remember to inform your family and friends of your change of address as well as your employer.

## Tenancy deposit

You are required to pay a tenancy deposit prior to moving in. The tenancy deposit assures that the tenant upholds their contractual obligations for the property. The deposit is returned when you move out and there are no rent arrears and the property is left in good condition according to the lease/ rental agreement. There is no interest paid on tenancy deposits.

## Electricity provider

Remember to register with your chosen electricity provider before moving in so that you can be assured that it is all connected in time. You are responsible to pay for all electricity usage for your property.

## TV and internet

Every property is connected with cable TV and internet access. The yearly cable TV fee is included in your rent, however broadband contract and fees are not. The tenant will need to contact the local telecommunications company JNT (Jakobstadsnejdens Telefon Ab) to arrange any required internet package and is responsible for all fees.

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## **02. Responsibilities and obligations**

## Care and maintenance of property

As a tenant you are responsible to take due care of the property. If the property is not cared for appropriately and neglected you are liable for damages. The tenant will need to notify the landlord if the property is to be left unoccupied for a longer period of time.



## Paying rent and other charges

You are contractually liable to pay rent and other charges that have been agreed with the landlord. In case of rent arrears, the landlord has the right to charge penalty fees and interest. Apart from where individual agreements are made with the landlord, rent arrears will be passed onto debt collection agencies and ultimately lead to eviction.

Rent and other service fees (allocated parking space and water) are due on the second day of each calendar month. Kindly pay your rent and fees promptly and in a timely manner. We charge a statutory interest for any arrears commencing on the date of payment due. Any debt collection fees are also charged to the tenant. Interest fees charged for arrears are billed separately and are payable on due date given.

Remember to use the correct reference and account numbers when you pay your rent and any other fees. If you have made an error when paying your rent, you are obliged to contact the landlord as soon as possible as to allow for immediate correction. NOTE: messages written on the bank transfer form will not be passed on to our offices!

### **If you have financial difficulties and can't manage to pay the rent on time, please act accordingly:**

- Immediately contact our office and the department responsible for rental matters
- Check if you are eligible for housing support from FPA/ KELA
- Check if you are eligible for rental payment support through income allowance from FPA/KELA

If you accrue rental arrears and an agreed payment plan has not been arranged or not adhered to, we will commence debt collection proceedings. This will always cause additional costs to the tenant. All district court judgements on rental arrears will cause a default of payment entry onto your credit score and if appropriate, can lead to eviction. A default of payment entry on your credit scoring will have a negative impact on any future contracts, for example getting a new phone contract.

## Certificates

Please contact us if you need a copy of the 'Register of Occupants' or copies of the tenancy agreement for any housing support applications. We are happy to provide any copies or certificates needed.

## Rules of conduct

All occupants and guests in your property must adhere to the rules of conduct and other property guidance at all times. Please see attached the 'Rules of Conduct' at the end of this resident's guide.

## Duty to notify

You are required to contact our offices immediately in regards to damages or faults that have occurred in the property. Examples are as follows; damaged or broken windows, doors, locks, playground equipment (especially if harmful and/or could cause an accident) and faulty electrical equipment and elevators. Kindly check working conditions of ventilation, heating and sanitary goods including taps and plumbing. If you omit reporting faults you might be liable for costs that occur later.

You are also required to notify the office of any disturbance or vandalism so that it can be dealt with accordingly and timely. Please inform the office of any police visits.

## Fire alarms

As a tenant you are responsible for insuring that there is an appropriate amount of fire alarms in the property and that they are in working order. According to the law there needs to be a minimum of one fire alarm for every commenced 60 m<sup>2</sup> area and every floor; ie an 80 m<sup>2</sup> property needs to have at least 2 fire alarms.

The fire alarms need to be installed as to react to smoke from a fire as soon as possible. The amount and placement of fire alarms should also take in account, apart from property size, the shape of the area protected and activities that could cause a fire (i.e. cooker, fire place etc). Further instructions on installing fire alarms can be found on Mellersta Österbottens räddningsverks website.

## Home insurance

The landlord requires you to have a valid home insurance policy with added liability insurance during the whole rental period. Home insurance will also give you a piece of mind and security should any damage occur. In most cases the home insurance will cover damage to your own property (above arranged excess) and also any excess on the property insurance held by the landlord if costs have incurred due to damage (any costs that you would be responsible for as person responsible for the damage). The landlord has valid building insurance for all properties however if the tenant is responsible for the damage, for example water damage, the building insurance won't cover the damage in its entirety. Without a valid home insurance policy, the tenant is liable to pay any costs incurred. The property insurance held by the landlord only covers damages to the property, not to your possessions. For example, it will not cover any damages to your property contents (furniture and belongings) due to damage from water leaks, fire or smoke.

## Subletting

Subletting without a written authorisation from the landlord is not allowed. Unauthorised subletting will lead to immediate eviction and termination of lease/ rental agreement.

## Keys and locks

When your property tenure commences the landlord or office staff will hand you the keys to the property and other appropriate doors. You will need to show proof of payment of tenant deposit prior to keys being released to you. Upon acquiring the keys, you will sign a receipt for proof of possession.

Any further required sets of keys are to be ordered via the care taker service. Please contact the office and we will arrange this.

All keys to the property will need to be returned to the office and handed to a landlord representative upon moving out. In case all the keys are not returned (including keys to the car heater outlet point etc) you will be charged for all costs incurred for exchanging the corresponding locks. Locks will always be exchanged when keys are not returned and the tenant is liable for the costs incurred. A price list of fees can be attained from the office. The tenant is not authorised to remove or replace locks. If locks need replacing please contact the landlord.

## - Respectful neighbours -

To live in a high rise or terraced property requires flexibility from all residents. Residents need to tolerate normal levels of everyday life sounds. Sound and noise levels should be kept to a minimum between 22:00 and 07:00 as to support everyone's comfort and rest. If a resident causes repetitive disturbances or nuisance then the landlord office needs to be informed.





# **03.**

## **Taking care of your home**

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## Maintaining the property

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As a tenant in one of our properties you are required to care for it appropriately. Notify us immediately if faults or damages occur in the property or you will be liable for any further damages due to previous faults. Tenants are responsible for covering costs for any damages done by themselves, family members or personally invited visitors to the property whether caused by malice, carelessness or neglect.

Always use floor protectors on furniture legs as to protect the floor from markings and scratches. The tenant will need to notify the landlord if the property is to be left unoccupied for a longer period of time.

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## Cleaning of beds and bedding

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If you have rented a furnished property including beds, mattresses and bedding (pillows and duvets) you are required to keep them clean and in good order. Air the bedding regularly and wash them 3-4 times a year at 60 degrees/ boil wash. Please change bed linens regularly and wash them in 60- degree boil wash. Hoover the mattress and under the bed weekly and wipe down the headboard.

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## Shower areas

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As the bathroom is often wet and there is a high risk for damp, please ensure that you wipe the floor with a 'shower squeegee'/ 'shower wiper' after the shower has been used as to reduce the risk of damp. Check that the ventilation works and report any malfunctions. You can also air out the bathroom by allowing the bathroom door to stand open for a while as to allow the area to dry out faster. By doing these preventive measures you can reduce the risk of damp and mould problems and damages.

Maintain the shower area by washing the shower curtain weekly with soap and warm water. Regularly wash down the walls and floors of the bathroom and shower area with appropriate cleaning solutions. Regularly check that the tile joints and shower sealants are intact, including between flooring and walls. As to avoid damp and mould problems, drilling in the bathroom walls is only allowed with the landlord's permission and presence. Any furniture not suitable for wet areas are not to be installed or kept in the bathroom and shower areas as they can rot if they become wet. We recommend that you use the common laundry and airing room to dry all laundry.



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## Sauna

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If the property includes a sauna you are to maintain it as carefully as the shower area and bathroom. To avoid damp and mould problems you can leave the sauna heater on for a while after you have finished in the sauna as to dry the area properly. Assure there is appropriate ventilation by opening the bathroom windows as well.

Inform the service company or the office immediately should damp, mould or other problems occur.

You are not allowed to use the sauna for drying clothes or as a storage area.

If the sauna stones need replacing during your residency in the property you are able to do this at your own cost.

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## Balcony

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Keep the balcony clean, dry and tidy. Dry any rugs that have become wet as they will otherwise cause damage to the paint on the balcony floor.

You are not allowed to shake or air rugs, bedding or bed linen and clothes from windows and balconies. Use allocated common areas in the property or outside areas for airing clothes, rugs and beddings.

It is not allowed to throw refuse from the balconies (for example cigarette butts) or to feed birds from balconies, window sills or in the outdoor common areas. Cigarette butts causes a fire hazard and can also be hazardous if swallowed by children or animals. Bird food attracts pests and vermin like mice or rats.

You are not allowed to have an open fire on the balcony. You can only use electrical BBQ's on apartment complex balconies and you should always consider your neighbours. Balconies are not to be used as storage areas.

Satellite dishes, antennas, radio masts or similar are not permitted to be installed on balconies.

## Electrical appliances

Please use only electrical equipment and appliances that are specifically designed for usage outdoors and in wet rooms in these areas. Lights or light chains meant for indoor use should not be used on the balcony as it can cause danger to life and is unlawful. Never use electrical appliances and electrical sockets in the bathroom/ wet room whilst in the shower or the bath. All electrical work is only to be carried out by a certified electrician. Please check that all lights are in working order upon moving in (for example above the counter in the kitchen and in the bathroom) as if they are not then it is the landlord's responsibility to replace and fix them. After this time and during residency, the resident is responsible to replace all broken light fixtures, bulbs and fuses at own cost.

### Fridge/ Freezer

Remember to regularly defrost the fridge and freezer if they do not have an automatic defrost function. Check that the defrost drain at the back of the fridge is clear and in working order. If this drain is blocked then the water will run into the fridge and onto the floor where it will cause damage and damp problems.

When cleaning the fridge/ freezer, unplug it from the wall socket and dust the piping at the back. Clean the floor under the fridge/ freezer regularly. Never use sharp tools when cleaning the fridge/ freezer.

Defrost the freezer when there is a build-up of ice in it. When all the ice has melted, use a neutral detergent and wipe down the surfaces then rinse and wipe dry. Never use sharp tools to remove ice as this will damage the freezer walls and refrigeration system. TIP: Defrost the freezer when it is minus degrees outside, then you can store any frozen foods on the balcony during the time it takes to defrost.

### Electric cooker/ stove

The electrical cooker is directly connected to the electricity grid, the connection is only allowed to be serviced or disconnected by a licensed electrician contracted by the landlord. Clean the surfaces of the cooker with a soft brush or cloth and detergent that is specific for use on cookers. Please refrain from using steel wool, harsh scorers or sharp tools as this will damage the surfaces. Clean the oven with specific oven cleaners and follow the instructions for the product. Any spilt food in the oven needs to be cleaned after use and when the oven has cooled down as otherwise this will get burnt and hard to remove the next time the oven is used. Keep the oven trays clean the same way.

### Extractor fan

At the following addresses the individual property ventilation is regulated via the kitchen extractor fan and hence it should never be completely turned off:

- Fiskalsvägen 5
- Pirilönvägen 58
- Korpvägen 9
- Tunvägen 25
- Radiövägen 5-15

Instructions to the extractor fan will be attached to the lease/ rental agreement.

The metal filters of the kitchen extractor fan need to be kept clean and free from grease as to be effective and not cause a fire hazard. The metal filter needs to be cleaned every other month. Remove the filter from the extractor fan and wash with warm soapy water as per product instructions. Remember to clean the vent behind the metal filters as well.

If the extractor fan is fitted with an active carbon filter then it will need replacing at the tenants cost every 3-12 months, pending usage. A new filter needs to be fitted prior to the tenant moving out.

In properties with centralised extraction you will need to remove the grill inside the hood and clean it with warm soapy water. Remember to clean the vent behind the grill as well.

You need authorisation from the landlord to connect any extractor fans to the centralised ventilation system.

## Plumbing and sanitary fixtures

It is of utmost importance that you inform the service company immediately if there is any water leakage from taps, plumbing or toilets. Even small leaks can cause damages and increased costs.

### Sink, wash basin and taps

Keep sinks and wash basins clean and regularly check that the sili-cone joints are sealed and undamaged. Clean the metal drainage boards around the sink with dish washing liquid or similar every time you do the dishes. Do not polish silver ware on the metal surfaces as the cleaning fluids can damage the surfaces and cause marks.

Do not discard any food waste like used coffee grounds, leftover foods, oils, grease or similar into the sink drain or the toilet. Any meat fat/rinds left over after cooking needs to be cooled and disposed of in the compostable bio waste.

Check regularly that all plumbing, floor connections and u-bend waste traps under the sink and wash basins are undamaged and not leaking.

Use a low alkaline detergent to clean wash basins and taps and avoid harsh cleaning detergents (alike highly alkaline) and scorers as to not damage the surface of the sanitary items.

### WC/ toilet

Use appropriate detergents to clean the WC as to keep it clean and fresh. Only flush toilet paper down the toilet and never flush hygiene products, nappies, wet wipes etc. Food waste, oils, cat litter etc are NOT to be flushed down the toilet as it will cause drain blockage. The resident will be responsible for all costs arising if a blockage occurs from misuse due to inappropriate items being flushed.

Please keep the floor drains clear and unblocked in the bathrooms. If there is drainage smell in the property it can be caused by the water being too low in the floor drain. Fill with clean water and wait to see if the issue resolves.

### Connections for washing machines and dishwashers

If you require to connect a dishwasher or washing machine in your property, please contact the landlord. You are not allowed to install a private dishwasher in your property, but it is possible to attain one via the landlord, please contact the care taker if you require one. Washing machines are only allowed to be installed and connected in wet rooms with floor drains. The tenant is responsible for the installation costs.

If the property lacks connections for dishwashers and washing machines the installation work needs to be done by a licensed plumber and with authorisation from the landlord. All pipes and plumbing connections need to be pressure tested and assured. Keep the plumbing certificates as proof if there is ever an accidental leak. The resident is responsible for any damages caused by leakage due to faulty installations and plumbing as insurance will not cover this. Turn off the water connection to the washing machine when not in use as continuous water pressure can damage the pipes and plumbing and result in a leak.

Regularly check that your dishwasher is not leaking or causing damp damages in the surrounding cupboards. Keep a protective plastic tray under the dishwasher so any leakage can be seen and noted.

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## Ventilation

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Ensure that the property is sufficiently ventilated. Mould spores thrive in stagnant air and causes poor air quality inside which will harm the property. The ventilation at the property is either automatic or manual and the service of the ventilation system is done pending the type of ventilation installed. The main rule is however that all ventilation ducts are to be kept unobstructed at all times and kept clean from grease and dust.

Automatic ventilation is always set at minimum effect except during the average normal hours of cooking when it is on high. In a property with automatic ventilation systems you would not normally need further ventilation or air exchange. Ventilation ducts in kitchens, bathrooms and rooms with clothing storage will transfer air up to a ventilation outlet system on the roof. The ventilation inlets will be situated at the top of window frames or specific inlet vents.

In properties with individual ventilation systems the air exchange and pre-warmed air have been connected to the properties electrical meter panel and the residents can themselves regulate the effectivity of the system as required. Inlets are situated in the window frames or via separate inlet vents and these should not be blocked or obstructed in any way. Outlet vents are regulated so that the outgoing air is the right amount. Ventilation installations are not to be tampered with as it will reflect on the whole system in the building. If the ventilation is not working the problem is usually blocked vent ducts. Please check with the service company if you are unsure!

### **Cleaning and maintenance of extraction vent**

Between the ventilation outlet frame and plate there is often a small crack of a few millimetres where dust and grease easily collect. It is hence important that you clean the vents often, you can for example use a brush and detergent. Remove the vents from the frame by turning the frame anti clock wise  $\frac{1}{4}$  way. Make sure that the vent isn't too tight or left too open when replacing it after cleaning. Please read the instructions for the kitchen extractor fan as well.

### **Reducing cooking odours**

The outlet vent ducts are more effective when the kitchen windows are closed. If need arises you can open a window in another room as to allow for fresh air to enter.

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## Heating

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Room temperature plays a vital part in living comforts and also energy consumption. Research shows that the most appropriate room temperature is around +20–21 °C. You sleep more comfortably in lower temperatures, around +19 °C. If you lower your room temperature with one degree you will be saving approximately 5–7 % in heating costs.

The thermostatic vent is not to be blocked by curtains or larger furniture as it will then turn the heating off and the room will cool down. The opposite occurs if the thermostatic vent is placed next to an open window or airing window as it will cool down the thermostat and the heating element will overheat. This will then lead to an increase in heating costs and waste of energy which also leads to higher living costs and rents. It is not permitted to tape shut or obstruct air ducts or remove thermostats.

If your bathroom has underfloor heating, please ensure that an adequate temperature is set on the wall fitted thermostat. An appropriate temperature in the bathroom is +22–24 °C. If the bathroom is kept too warm and the door is left open, you will be heating the whole property through the underfloor heating resulting in a very high electricity bill. To save energy please turn down the underfloor heating in the bathroom if you are away for a longer period of time.

Through our common responsibility for the daily energy consumption the rental costs can be managed and not cause increments.

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## Water

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In addition to your rent you are also charged for water usage. Some buildings have individual water meters for each property that are recorded yearly and always when tenants are moving in or out. You will monthly be debited an advance towards the total charge and after the annual meter reading the final accrual charge will be calculated. You will then be billed for any excess or credited any overpayment due after this. If the property is not fitted with a water meter you will pay a fixed monthly water fee as agreed in the lease/ rental agreement.

Please monitor your water usage as higher usage will increase your water charges.

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## Safety

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You can find emergency evacuation plans for your property at the landlord's website or at the offices. Some of our properties are fitted with CCTV as to ensure the safety of the residents. Some properties also have a guardian service.

Here is some further advice on how you can save energy and keep running costs down:

1. Turn down the temperature of the radiator if it is hot to touch.
2. If the indoor temperature during colder seasons is too low, please contact the service company. Do be mindful that it will take some time for the heating systems to automatically adjust. It is normal for some delay to the indoor heating when there are sudden falls in temperature, for example when there is a sudden cold snap.
3. Problems with drafts from doors and windows cannot be solved by increasing the heating, rather the drafts and gaps need to be sealed. Check yearly in good time before winter season that doors and windows have a good seal and without drafts. Use rubber mouldings to seal the gaps if needed.
4. Keep airing windows closed. It is more effective to open windows and doors to get a through draft for a few minutes than to keep the airing windows open over a longer period of time.
5. Check that all windows and doors are closed when you leave the property at all times.
6. Check that all the lights are off (also in common areas) and that household electronics are not in stand-by when leaving the property.
7. Avoid keeping the car's engine heater and heating fan on for longer than necessary. Check that the timer is working on your engine heater.
8. Keep the fridge and freezer at recommended temperatures, fridge at +5 °C and freezer at -18 °C.

Here are some helpful hints on how to manage your water usage:

1. Immediately inform the service company of any leaking taps, WCs or if there is a high pressure in your water taps.
2. Turn off the shower whilst lathering with soap or shampooing.
3. Only use the dishwasher or washing machine with a full load. Use the programmes for smaller loads or half loads if you have not filled the machines.
4. Don't leave the water running when washing by hand. Washing by hand uses 2-5 times more water than a dishwasher.
5. Don't leave the water running when brushing your teeth, use a cup or a glass with water to rinse.

You can reduce hazards in your household through different measures:

1. Keep furniture away from windows and the edge of the balcony so that children can't climb up and fall.
2. Keep small children away from the oven and the cooker, especially when you are using it.
3. In households with children, all outlets should have security covers if not in use.
4. Keep all medicines and drugs in a locked medical cupboard.
5. Keep all detergents and cleaning chemicals in a locked cupboard away from children.
6. The safest area for children to play is the outside yard and local parks and sport areas. Children should not play or loiter in streets, parking lots and around building sites.
7. Lock all doors correctly. If your property is left unoccupied make sure the dead bolt is on if available. Always check that the door is locked. Make sure that doors to common areas are always locked.
8. Do not store valuables in basements, lofts or outdoor storage areas. Items that are sensitive to damp should not be stored in lofts or outdoor areas.
9. Always have appropriate home insurance cover, check with your insurance provider. Remember that it is by law your responsibility to ensure the property has fire alarms and they are kept in good working order.

### Peepholes and safety locks

The door to your property can have a peephole and safety chain installed if needed. Only Abloy security locks with property specific cut patterns can be installed in doors. Please contact the care taker at the service company if you require a peephole, safety chain or security lock installed and we will arrange this and bill you the costs after installation. Any installed peepholes or safety locks remain in place when you move out and you need to return any keys for the security locks to the landlord.

### Reporting of faults and damages

You will find the contact details to the care taker and service company on the buildings common notice boards, exits and in the information leaflets given to you when you moved in. Please report any faults or damages noticed in your property, common areas or equipment as soon as possible to these contacts. Contact should be made, as far as possible, during working hours and weekdays. If the issue is not an emergency the care taker and service company will not attend during evenings and weekends. Please report any damages immediately that could cause immediate harm or damages that could cause graver issues further on. Do remember that you will be liable for damages occurred if you do not report faults or damages.

In an emergency (fire, water leak/damage etc) you can contact the 24hrs property emergency on-call even during evenings and weekends. The property emergency on-call is manned 24hrs a day.

### Damp issues

Damp issues and mould problems can be avoided if drainage and ventilation is in full working order and all residents are observant.

Always report any cracks in bathroom wall or floor coverings and tiles. Report any mould ('black spots') noted in kitchens and bathrooms. Leaking taps and toilets can rapidly cause larger leaks and cause damp problems. Always report any leaks to the care taker and service company as soon as possible as to limit the damage caused.

Regularly inspect the ceilings as to see if there are any wet or damp areas or water marks. Musty smells and odours in the property can be a sign of a damp problem. Always contact the care taker and service company if you suspect something isn't right.

### Unlocking of doors

Contact the emergency service number if you have locked yourself out of your property. The on-call staff will come and open the door and you will be charged for this service. The staff will only open the doors for residents registered in the register of occupants and a photo ID will need to be presented for identification. If you have keys you need to contact our offices immediately.

### Smoking

Smoking is not permitted indoors or in any common areas. We will charge the tenants in full for all renovations needed due to smoking indoors.

### Repairs and improvements

Improvement works are ongoing as to keep our properties in good condition and pleasant to live in. After every tenant we redecorate and freshen up the property as to ensure that every new tenant gets a fresh new start in their new home. We hire local tradesmen that carry out the renovations when the property is unoccupied. Facade and yard improvement works are continuously carried out. Any items and property belonging to the company will be installed by the landlord. The tenant should install any personal property apart from white goods (washing machine and dishwasher) that needs to be installed by a licensed plumber contracted by the landlord. The landlord will authorise these installations and book the contractors.

You are permitted to install venetian blinds and are responsible for all costs and installations. If a previous tenant has installed venetian blinds you as the new tenant are responsible for the maintenance of or removal of these.



# 04.

## Common areas

The cosiness and pleasantness of the living environment is largely dependent on how well cared for and well-kept the common areas of the property are. These are the elements that give the first impressions of the residential area, the property and its inhabitants.

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## Staircase and lifts/ elevator

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Stairwells and elevators are the most used common areas in a building. They are however, not to be used as meeting places or play areas. The stairwell needs to be clear to use in emergencies for evacuation or for emergency services. Hence personal belongings and items such as doormats, bikes, prams etc are not to be kept in the stairwell.

Please be mindful when using the stairwell and avoid noise and banging doors loudly. The doors to the stairwell are usually equipped with timed electrical locks that will lock the doors at night. Anyone coming in or out through the doors when they are locked should ensure that the doors close properly on exit or ingress.

The national law on tobacco use forbids all smoking in any common areas such as stairwells and elevators/ lifts.

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## Storage areas

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Apartment blocks have special common storage areas for storing of equipment such as bikes, prams and skis. Terraced/ row apartment blocks often have similar areas but in a separate building. Check with the care taker if you are not sure where to find them. Mopeds and motorbikes are not allowed to be stored in areas for bikes or other common storage areas. Storage areas are not to be used as play areas.

All doors to storage areas are to be kept locked. Every individual property has their own assigned storage locker to store any household items. The locker is equipped with a shackle for a padlock, the tenant is responsible for acquiring their own padlock. The storage lockers are for the tenant's personal use and has the corresponding number of the tenant's property, these numbers should not be changed as to avoid confusion and misunderstandings. Tenants are only allowed to use their own allocated storage locker that belongs to the property rented.

Storing of items in the corridors is not permitted by emergency service law as they need to be cleared for access at all times. Gasoline cannisters, flammable liquids and gases are not permitted to be stored inside.

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## Waste and recycling

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Please sort your waste and recycle appropriately! At the assigned waste disposal area, you will find separate containers and bins for different waste categories. Please familiarize yourself with the different containers and bins as to what waste goes where so you correctly sort your waste. Further information on waste disposal can be found here: [www.ekorosk.fi](http://www.ekorosk.fi)

Household waste and other rubbish need to be well packaged and taken to the correct corresponding container at the assigned waste disposal area. Always put the waste in the containers as it is not permitted to leave any rubbish next to the containers or the surrounding area. Rubbish and waste on the ground and containers with open lids will attract birds and vermin. Make sure the lids are closed properly as to avoid odours and also access by birds.

It is not permitted to discard old/ broken furniture, mattresses, hardware, electronic waste or other inappropriate items in the allocated waste disposal area. Such items need to be taken by the tenant to Ekorosk recycle centre in Pirilö. Any larger incinerator waste also needs to be taken to the recycle centre. Tyres can be taken for disposal to shops selling tyres. Further information on disposal of tyres can be found on the internet.

All hazardous waste such as explosives, oxidizing, corrosive or flammable items needs to be taken to the recycle centre. Such waste is for example compact fluorescent lamps and tubes, solvents, waste oil and car batteries. Medicines and quicksilver thermometers can be taken to a pharmacy for disposal.

## Laundry and airing facilities

The laundry room can only be used by the residents. Instructions and information on use of the laundry room and laundry time slots are allocated on the wall next to the laundry room. Remember to tidy up after using the laundry room facilities. It is not permitted to wash rugs and carpets anywhere in the laundry room by hand or using the machines, no exceptions allowed. Rugs and carpets can be washed during summer at the washing docks at Gamla Hamn (free to use) and during other times you can get them washed at commercial dry cleaners.

The airing room is to be used for laundry that has been washed in the laundry room or in your washing machine in your property and we recommend that you use the airing room according to allotted times. Please collect your dry laundry promptly as to allow for other users. The dryers in the laundry room can also be used for laundry washed there or in own property, following same rules as the airing room. Inside the tenant's property you are only allowed to dry clothes in the bathroom or balcony as to avoid damp and mould issues.

## Sauna

The rules for using the common sauna can be found on the wall by the sauna doors. Residents have the right to use the common sauna by reserving a time slot on the list. Please tidy and clean the sauna and adjacent washrooms and areas after use for the convenience and enjoyment of other users. Washing rugs and carpets are not allowed in the common sauna or washrooms. Do not leave rubbish behind as it will cause unpleasant odours.

## Yard areas and playgrounds

Play areas and play equipment is for the use of children. You are not allowed to walk your pets in these areas due to the risks of fouling. Do not throw cigarette butts in the yard but dispose of cigarettes in the allocated containers. Residents living in terraced/ row apartments with their own individual outdoor area are responsible for keeping them tidy and maintained.

You will need permission from the landlord to install a trampoline in any of the yard areas of the property. The landlord is responsible for the safety and maintenance of any play equipment on the property, hence a written agreement of responsibility and maintenance needs to be documented prior to erection of a trampoline. The terms of the agreement will include that maintenance and costs following will be transferred to the tenant wishing to install and erect the trampoline. The tenant is also responsible for moving the trampoline when the lawn is being mowed. The tenant who carries the responsibility for the trampoline is also accountable for the safety and security of any and all users and any accidents or damages that might occur. Please make sure that you have a valid and updated insurance that covers accidental damage and injury. Using the trampoline is not allowed to cause any unnecessary disruption of peace to other residents. The rules of conduct stipulate times for quiet and rest, this includes using the trampoline.

You are only permitted to use electric BBQ's/ grills on balconies, patios or any outdoor areas of the property.

## Parking

Cars and vehicles should be parked in allocated spaces. Parking on walk ways or in front of the property is only allowed for loading or off-loading. Close any gates present after access and use. It is not permitted to park vehicles in the common yard areas, behind other cars, on the drive way or in a parking space allocated to another resident without special permission. You are not allowed to park or drive any vehicles on the lawns.

Always park so that emergency and service vehicles can access the property unhindered to attend emergencies, plough snow, sand the walk ways and drive ways and empty the waste containers and bins. Make sure your guests are aware where they can park in allocated guest parking spots or by the road. Only emergency and service vehicles can access the walk ways of the property.

Our residents can hire a car parking space, car roof or a garage belonging to the property if they are available. Initially we rent out one parking space per household. If there are several free spaces we can after consideration and pending need rent out further spaces. To guarantee at least one parking space per household residents who have been allowed to rent an extra space would need to resign this space if a new resident needs it. Car parking spaces are only meant for parking vehicles that are in use and registered. Unroadworthy and deregistered vehicles are not allowed to be parked or stored around the property yard area and the owner of the vehicle is responsible for any costs arising from towing the vehicle away.

You are only permitted to use electric cables specified for outdoor use with the car engine heater connection post. The car engine heater connection post should always be kept locked.



# **05.**

## **Moving out**

## — Changing properties —

Fastighets Ab Ebba Kiinteistö Oy (property management offices) has a large selection of different properties, so if your circumstances change (new family members, work or school locations change etc) it could be beneficial to ask what we have available. We can also assist you if you are looking to upgrade your living accommodations, change areas or have specific needs (accommodation with elevator/ lift, balcony etc), just visit our offices and fill in a new accommodation request. You will then be placed in the accommodation queuing system and will be contacted when an accommodation matching your requirements becomes available.

## — Notice to vacate and termination of lease

The property rental laws are followed when you give notice to vacate the property and terminate the lease. All termination of lease notices is to be sent to the landlord in writing by the resident/s named on the lease. The notice period is always 1 calendar month. The lease will terminate on the last day of the month following the date of the written notice, for example a notice given any date in February will terminate on the 31<sup>st</sup> March. After the termination of the lease the residents names will be removed from the register of occupants.

## — Viewings of the property

When the property is made available for rental the residents will need to allow the landlord access for viewings of the property. The landlord is responsible for assuring that the viewings are scheduled as to cause the least disturbance to the current residents.

## — Repayment of tenancy deposit —

The tenancy deposit will be repaid to the tenant (unless otherwise agreed) 2-3 weeks after the lease agreement has been terminated, pending if the tenant has fulfilled all the contractual responsibilities of the lease. There is no interest paid on the deposit. The care taker will inspect the unoccupied and empty property when all keys received by the tenant are returned to the landlord offices. The property inspection will be formally documented in writing and with photographic evidence. For normal usage and wear and tear there will be no charge for the tenants. Normal usage is for example fading wall paper, furniture imprints on the floors and smaller marks from fixtures. Damaged or drawn on wall paper, markings and scratches on floors caused by furniture (please use floor protectors!), broken or damaged equipment such as thermostats, electrical connections in the ceilings, laundry cabinets or baskets, other damaged goods, cracked sanitary items (wash basins and toilets) or holes in doors. Common reasons for deductions from the tenancy deposit are for example where light fixtures or connections are missing or have been removed, torn wall paper, there are markings or scratches in the flooring caused by furniture, the end of tenancy cleaning has not been done, all received keys have not been handed in, the tenant has left belongings in the storage areas or there are rent arrears. The landlord will always inform the tenant in writing about the decisions regarding the repayment of the tenancy deposit if a forwarding address has been provided.

## — Notification of change of address

When you are moving out you will again need to notify the change of address to the Digital and Popula-

tion Data services agency within a week from your moving date. The notification of change of address is a statutory requirement. You may submit a notification for yourself and all members of your household that are moving in with you.

You can access and submit the notification of change of address online on the following website: [www.changeaddress.fi](http://www.changeaddress.fi) You will need to have online banking credentials or the Post office (Posti) user login (you can create an account) to use this site. You will need to provide the full names and ID codes for all persons moving. Here you can also access the Post Office's (Posti) '12 month move mail service' as to forward your mail to your new address. If you do not have access to the internet, you can get the notification of change of address form from the local post office or the Digital and Population Data services Agency. By submitting your change of address form in due time before your moving date (maximum 1 month prior to moving date) you will be assured that your mail will be forwarded and delivered to the correct address without delay.

The Population Register Office will automatically inform your change of address to several public agencies and local authorities (Local councils/ municipalities, transport and communications authorities (Traficom), vehicular register, Folkpensionsanstalten (FPA/ KELA), inland revenue and the defence ministry). Other agencies that will automatically be informed of your change of address include pensions agencies, banks and insurance companies. Unless you have prohibited disclosure of your information held by the Population Information System, many other companies (newspaper publishers, energy companies and organisations or companies that requests your information) will also be informed of your change of address. Remember to inform your family and friends of your change of address as well as your employer.



## — End of tenancy cleaning and return of keys —

Before moving out you will need to thoroughly clean the property. Do not leave any belongings behind in the property or other areas belonging to the property. The complete sets of received keys need to be returned to the landlord offices by the last day of the notice period/ end of lease.

When you give written notice of vacating the property and terminating your lease you will be given further instructions by our office in regards to the end of tenancy cleaning. It is important that the property is thoroughly cleaned after you have moved out as the new tenant should be able to move in without having to first clean the property. If the end of tenancy cleaning has not been done to a satisfactory level you are liable for any costs incurring. Furniture and large amount of waste and rubbish should not be left by the waste containers or in storage areas but taken to the recycle centre by the tenant.

### End of tenancy cleaning reminders:

1. Defrost and clean fridges and freezers thoroughly. Unplug the appliances and leave the doors open. Remember that the melted water should not be allowed to drain onto the floor as it can cause damage.
2. Clean the cooker/ stove and oven thoroughly. The oven and oven trays should be clean and free from grease. Pull the appliance from the wall without unplugging the electrical connection and clean the floor and surrounding walls.
3. Clean all cupboards and drawers both on the inside and the outside.
4. Clean the kitchen extractor fan/ cooker hood and grease filter thoroughly. Replace the carbon filter.
5. Clean the toilet/ WC, wash basin, shower cubicle and all taps thoroughly.
6. Clean the floor drains in all wet rooms and wash the sauna benches if your property has a its own sauna.
7. Hoover and mop all floor surfaces.
8. Clean all windows.
9. Clear the balcony, patio and storage locker of all belongings and sweep the floors.
10. Furniture and large amounts of waste are not allowed to be disposed of in the waste bins or be left in the storage areas but need to be taken to the recycle station.

If the end of tenancy cleaning has not been done to a satisfactory level or there are missing keys, the cost of these will be deducted from your tenancy deposit. Any and all costs incurring for transport and cleaning from left items or rubbish will be charged to the tenant or deducted from the tenancy deposit. You are liable for any costs incurring from lost or misplaced keys, if the property is left uncleaned or there are further faults and damages found at the final property inspection. The tenancy deposit will be repaid in full by the landlord if there is nothing noteworthy found in the final inspection of the property.

# 06.

## Rules of conduct

The intention of these rules of conduct are to ensure a good standard of living and comfort for all residents. The rules of conduct should be adhered to by all residents and their guests. Residents also need to adhere to any conditions in the rental agreement/ lease, common laws and regulations as well as any advice and injunctions in the Resident's Guide.

## Property Code of Conduct

- 1.** The Tenant is responsible for maintaining and keeping the property in good repair and order and to inform the Landlord when faults occurs and repairs are needed.
- 2.** There is stipulated quiet and rest time in the property between 22.00 and 07.00. The Tenant named on the lease agreement is responsible for their property and for anyone living or visiting there within. Repeated disturbances during this time period can lead to termination of lease and eviction.
- 3.** Smoking is forbidden inside the property and in the communal areas.
- 4.** The laundry room and facilities should be cleaned after every use. Every property and building have their own specific rules and guidance displayed in their laundry facilities.
- 5.** The windows and balconies of the property are not to be used for airing or shaking rugs, bedding and clothes out of as to not disturb the neighbors. It is not allowed to throw or dispose of waste or other things (like cigarette butts) from the balconies.
- 6.** Bird feeders attract pests like rodents and are hence not allowed anywhere on windows, balconies or outside in communal areas at Fastighets Ab Ebba Kiinteistö Oy's properties.
- 7.** It is forbidden to start any sort of fire (barbecue etc.) on the balconies. Only electric barbecues are allowed on balconies of properties and when in use, must be used in a respectful manner in view of neighbors.
- 8.** If you have pets in your property you are responsible for them not causing disturbance or discomfort to your neighbors. Dogs have to be on a lead at all times outside and in communal areas. Please pick up and dispose of any litter caused by your pets.
- 9.** It is the responsibility of the Tenant to cover any damages to property caused by their pets.
- 10.** The communal stairway needs to be used for evacuation and ambulance transport when needed. Hence the area needs to be free from personal property at all time. Please do not store or place any doormats, bikes, buggies etc. in the communal stairway or landing.
- 11.** Storage of mopeds and motorbikes are not allowed in the bike storage area or any other common areas.
- 12.** Satellite dishes are not allowed to be installed without permission from the Landlord, Fastighets Ab Ebba Kiinteistö Oy.
- 13.** Vehicles should be parked at allotted spaces. Parking on access roads or in front of flats is forbidden. Parking in front of property is only allowed temporarily for loading or offloading.
- 14.** Broken windows, damage to walls or doors are covered in their entirety by the Tenant.



# **07.**

## **Additional information**

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## Links

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**Landlord company website, Fastighets Ab Ebba Kiinteistö Oy:**  
[ebbafastigheter.fi](http://ebbafastigheter.fi)

**Service company Alerte:**  
[alerte.fi](http://alerte.fi)

**Ekorosk recycle centre:**  
[ekorosk.fi](http://ekorosk.fi)

**Notification of change of address to the Digital and Population  
Data services agency and to the Post office (Posti):**  
[posti.fi/changeaddress](http://posti.fi/changeaddress)

**Electricity provider, Herrfors:**  
[herrfors.fi](http://herrfors.fi)

**Telecommunications company (phone and internet)  
JNT (Jakobstadsnejdens Telefon Ab):**  
[jnt.fi](http://jnt.fi)

**The city of Jakobstad:**  
[jakobstad.fi](http://jakobstad.fi)

**Common law on lease/ rental of property (481/1995):**  
[finlex.fi/sv/laki/ajantasa/1995/19950481](http://finlex.fi/sv/laki/ajantasa/1995/19950481)

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## Contact details

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### **Fastighets Ab Ebba Kiinteistöt Oy**

Salutorget 1, 68600 Jakobstad  
Phone (06) 7810 450

e-mail [info@ebbafastigheter.fi](mailto:info@ebbafastigheter.fi)  
[www.ebbafastigheter.fi](http://www.ebbafastigheter.fi)

**Alerte Ab**  
Emergency on-call 24h  
phone 044 785 1401

FASTIGHETS AB



KIINTEISTÖ OY