



Guide for living in student housing



Kouvolan
Asunnot Oy



Read and keep!

WELCOME TO BE OUR TENANT!

This guide for living in student housing contains instructions concerning housing and the management of the apartment. Read the guide and keep it in your apartment. Remember that our staff will gladly assist you in housing issues.

Kouvolan Asunnot Oy owned by the City of Kouvola is a company specialised in the administration and renting of apartments. We own about 200 properties, four of which are student houses. The student houses are situated at Viitakumpu (Jukolantie 17), Tornionmäki (Utinkatu 39), Eskolanmäki (Kuusihaankatu 6) and Kasarminmäki (Tykkitie 7).

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MOVING IN

Tenancy agreement

A written tenancy agreement is signed at the customer service of Kouvolan Asunnot. The tenancy agreement is valid either until further notice or for a fixed term. A tenancy agreement valid until further notice is valid until the agreement is terminated or dissolved. A fixed-term tenancy agreement is binding on both parties throughout the agreement period. A tenancy agreement for a couple is made in both spouses' names.

Moving-day

The moving-in day is the starting date of the tenancy as specified in the tenancy agreement.

Security deposit

The security deposit must be paid before the tenancy agreement is signed. The security deposit is 300 euros in shared apartments and 600 euros in family apartments. The security deposit will be refunded within about a month after the tenancy has ended. The security deposit will be used after moving out if the apartment has been damaged or if the tenant has not complied with the relevant obligations, such as neglected to clean the apartment before moving out, return all the keys or pay the rents.

Moving into the apartment

The apartment has usually been inspected before a new tenant moves in. When a tenant moves in, the tenant should also inspect the apartment. Any faults detected in the apartment must be reported promptly to the fault report number [020 615 8952](tel:0206158952).

Those living in shared apartments should agree with each other on common rules so that the shared facilities remain in good condition and clean. Because a shared apartment is the home of all the parties, you must also take into account the other residents in the apartment. Also remember that the room in a shared apartment is only intended for a single person, the tenant. A girlfriend or boyfriend cannot live there.

It is strictly forbidden to smoke in the apartment. Those who smoke on the balcony must use a container for cigarette ends.

CHECKLIST FOR A NEW TENANT

- Make a notification of moving in to the local register office and the post office. You can make an online notification of moving in for example at muuttoilmoitus.fi
- Let your bank, insurance company, friends and others know of your change of address.
- Take home insurance for your movable property.
- Check from Kela whether you can obtain a housing allowance (asumistuki).

Instructions for the management and cleaning of the apartment can be found in this guide under Taking care of the apartment.

Home insurance

Kouvolan Asunnot has its own insurance policies that only cover damage suffered by the building. The tenant must obtain home insurance to protect the tenant's household effects. Building insurance does not cover damage suffered by the tenant's personal property for example in the event of a water leak or fire.

Internet connection

The rent includes an Internet connection. The basic speed included in the contract is 25 Mbit/s. Higher speeds can be ordered at an inexpensive price. You can start using the connection by registering as a user at the Internet service provider Elisa. The connection works through the telephone socket, and you need a VDSL2 modem. In Tykkitie 7 student house connect your computer's Internet cable to the data socket in your apartment. For wireless connection you need a modem.

Changing housing

Housing can be changed for a justified reason. We charge a change fee of 100 euros for the change of housing. Change of housing is applied for by filling in a housing application on the website kouvolanasunnot.fi or at the customer service.

PAYMENT OF RENT

The due date for the payment of rent is the 5th day of each month. The rent and the potential fee for the parking space must be paid by the due date. If the fee for the parking space is missing from the rent bill, you must add it yourself. The tenant obtains the rent bill when the tenant moves in. A new rent bill is sent to the tenant in conjunction with the annual adjustment of rent. The reference number stated in the invoice must always be used when paying the rent.

It is important that you pay the rent on time. If you have temporary difficulties in paying the rent, contact the landlord immediately. A collection fee allowed by law is charged for a demand for payment. An interest on delayed payments is charged for delayed payment of rent. The interest is billed twice a year.

The tenancy agreement can be terminated because of unpaid rents. If necessary, the unpaid rents are charged from the tenant through legal proceedings.

WHAT TO DO IF YOU HAVE DIFFICULTIES IN THE PAYMENT OF RENT

- Contact customer service, tel. [020 615 8914](tel:0206158914).
- Check from Kela whether you can obtain a housing allowance (asumistuki).
- Check whether you can obtain income support (toimeentulotuki)

INSTRUCTIONS FOR DISTURBANCE SITUATIONS

It is advisable to intervene in disturbances in housing as soon as possible. If your neighbour causes disturbance, you can first try to talk with that neighbour. Cases of disturbance can be reported by filling in a written disturbance report form, which is available on our website or from the housing advisers.

The disturbance reports will be treated confidentially. The report should state in detail when the disturbance took place, what kind of disturbance there has been, and whether or not the disturbance has been repeating. A disturbance report should contain the contact details of two persons living in different apartments. Anonymous reports will be ignored. The disturbance reports will be delivered to the housing adviser.

The student houses are provided with a security service to ensure peaceful housing. If a security guard comes to the scene, the landlord is notified of this. If the police need to be called because of the disturbance, the disturbance must also be notified to the housing adviser. The police do not inform the landlord of potential disturbance.

SECURITY SERVICE

- If disturbance occurs in the house, tenants can call the duty number **010 666 5219** of the security company.
- When making an alarm, you must state your name, address and telephone number. The caller's identity will not be revealed during any potential further measures.

TAKING CARE OF THE APARTMENT

A shared apartment is a community where the rules are established jointly. The responsibility for the shared apartment is based on the principle of joint responsibility. This means that each occupant of the apartment is responsible for its care. If others fail to fulfil their obligations, it does not give you the right to do so.

The apartment and common areas of the building must be managed carefully. Any detected faults, defects and damage to the apartment must be promptly notified to the landlord. The tenant may be liable for damage which has not been reported. Particular attention must be paid to the condition of bathroom fixtures, surfaces, and seams of floor and wall materials.

The tenant can make renovations in the apartment, but these must be agreed with the technical manager. A renovation permit is given under the condition that the work is done professionally.

Cleaning instructions for the shared apartment

- Clean the cooker, oven and worktops immediately after cooking. Note! When you prepare food in the oven, be sure to use baking paper under the food.
- Wash your own dishes after a meal.
- Defrost the freezer compartment of the refrigerator or the refrigerator-freezer on a regular basis. Too much ice in the freezer compartment may break the door and influence the temperature in the refrigerator.

- Vacuum and wipe the floors with a damp cloth or mop weekly.
- Clean the toilet and bathroom fixtures once a week.
- Clean the floor drain regularly.
- Sort waste and take waste to the waste containers in the yard area.
- Return empty bottles and cans to the shop.

Heating

The houses are usually equipped with water central heating. The radiator thermostats keep the temperature in the apartment automatically at a constant level. The surface temperature of the radiators varies during the heating season between lukewarm and warm due to the thermostatic control. The radiator may therefore seem lukewarm even though it works properly. If the temperature in the room does not seem appropriate, the temperature can be adjusted by turning the radiator thermostat in the desired direction. The thermostats must not be removed.

- The suitable room temperature is about 20 degrees Celsius. The bedroom temperature can be slightly lower. The temperature is measured in the middle of the room or on the inner wall at a height of about 1 metre.
- If the apartment temperature during the heating season falls below 19 degrees or rises above 23 degrees and this situation is not corrected despite apartment-specific adjustment, contact the fault report number [020 615 8952](tel:0206158952).
- The thermostatic valve must not be covered with thick curtains or large pieces of furniture. Air must be able to circulate freely around the radiator.

Ventilation

Ventilation in the building works mechanically, either at normal or intensified intensity. In most cases, ventilation has been adjusted to operate at the intensified intensity 3 to 4 times per day.

The extractor fan on the roof pulls air through exhaust air valves situated in the kitchen, bathroom and wardrobe. The adjustments of the exhaust air valves must not be changed, because then ventilation in the entire building goes wrong.

Fresh air is supplied into the apartment through the upper sashes of the windows or through fresh air valves. These replacement air routes must not be blocked. The most common cause of ventilation problems is a clogging or blockage of the exhaust air valves or replacement air valves.

The functioning of exhaust ventilation can be tested by means of a piece of paper. Place a piece of paper on top of the exhaust air valve. A suitable air flow keeps the paper in place.

Cooker hoods to be connected to the exhaust air duct must not be retrofitted.

Cleaning of equipment

The tenant must clean regularly the exhaust air valves and the grease filter of the cooker hood.



Dust, grease and dirt will accumulate over time between the frame and the dish of the valve. The exhaust air valve is removed with its frame by turning the frame one quarter turns counter-clockwise. Clean the valve with a mild detergent and brush. The adjustment of the valve must not be changed during cleaning. The valve is attached by turning it clockwise.



The metallic grease filter of the cooker hood must be cleaned regularly with a dishwashing brush and dishwashing liquid.

Water fixtures and bathrooms

A leaking toilet seat or faucet must be reported immediately to the fault report number [020 615 8952](tel:0206158952). Leaking water fixtures may multiply the water consumption in the entire building. The bathroom floor should be dried with a squeegee after showering. It is recommended that large amounts of laundry be dried in the drying room of the building.

Due to the breakage of water insulation, it is prohibited to drill holes and install hooks to the walls of the shower corner closer than 1.2 metres from the shower corner.

Some bathrooms have a water radiator for heating. The manual adjuster of the radiator must be turned a few times a year to ensure that the adjuster works properly and to prevent it from jamming.

Sewers

Do not throw into the toilet sanitary towels, diapers, cat litter, cotton swabs or any other objects that can cause clogging of the drain. Food waste such as coffee grounds, fat from cooking a ham or other household waste must not be poured into the kitchen drain or toilet. The drains remain clean when you pour a few litres of boiling water into them once per month.

The tenant must clean the floor drains and drain traps. If there is a smell of sewer in the apartment, it may come from a dry floor drain. The drain trap will start to work when you run water into the drain.



Lift the floor drain grille out. Clean the floor drain from hair and other solid material, and wash the drain with warm water and detergent.

Washing machines

The tenant is responsible for the cost of installing a washing machine in the apartment. The installation work must be carried out by a HVAC technician. The water supply connections must be pressure-proof, and there must be a non-return valve connected to the faucet if there is no such valve in the washing machine. The washing machine must be installed in the bathroom if this is technically possible. The tenant is responsible for any damage caused by a faulty connection of the washing machine. When the washing machine is not in use, the water supply valve must be closed. The machine must not be left on when leaving home.

Electrical equipment

Electrical equipment may only be installed and repaired by a qualified electrician. Kouvolan Asunnot outsources any repair work for which the company is responsible. The tenants must change light bulbs, fluorescent tubes, batteries and fuses at their own expense.

Indoor sockets must not be used for taking power to devices located outdoors or to bathrooms or toilets. The bathroom sockets must not be used while taking a bath or shower.

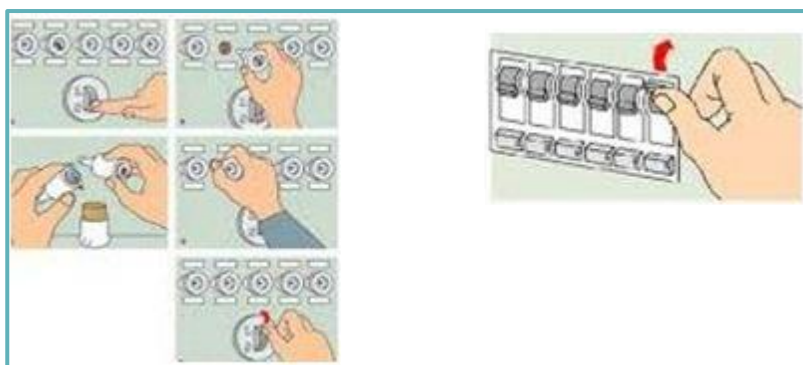
The refrigerator, cooker and oven must be cleaned regularly. The refrigerator and cooker must be pulled out and their backgrounds must be cleaned thoroughly. Cleaning increases the life time of the equipment and reduces electricity consumption.

The refrigerator, freezer and freezer compartment should be defrosted periodically if they do not have an automatic defrost system. The defrost water outlet pipe may become clogged. Make sure that the outlet pipe is unobstructed so that water will not run on the floor.

Changing of fuse

When an electrical device is not working, the fault may be in a blown fuse. If the fuse is an automatic fuse, return it to the operating position by the switch. If the fuse is a plug fuse, proceed as follows:

- Check which fuse has blown. You can see this from the fact that a coloured indicator pin has come off from the end of the fuse.
- Switch off power from the main switch by pressing the switch to the zero (0) position. As a result of this, all lights will go off and other electrical appliances will stop working.
- Remove the fuse cover of the blown fuse, and remove the blown fuse. If the fuse does not come off the fuse block with the fuse cover, put the cover back in and try again.
- Check the amperage of the blown fuse and replace it with an intact fuse of the same amperage. Fuses can be bought from almost any ordinary shop.
- Screw the fuse cover with the fuse securely into place.
- Switch the power back on to position I by the main switch.



Plug fuse

Automatic fuse

Antennas

A permit for the installation of all additional antenna equipment such as satellite dishes must be requested from the technical manager. Antennas may only be installed by a professional antenna technician. It is not possible to install antennas on all balconies due to reasons such as right directions to satellites.

Balcony

The balcony is not intended for purposes such as storage, and it must be kept clean and clear of snow. The balcony must be cleaned so that running water or debris do not fall down. Cooking and also grilling on the balcony are prohibited due to fire safety reasons.

Clothing and bed linen must be aired on the inside of the balcony railing. Carpets must be dusted either on a dusting balcony or in the yard area on specific stands.

Pets

Pets can only be kept in family apartments (not in shared apartments).

Pets must be kept on a leash in the yard area. The yard area is not intended for walking pets. Pets must be walked outside the yard area. The owner of the pet must collect pet droppings from the yard area. The owner must also ensure that the pet does not cause disturbance or damage to the apartment.

Pets are not allowed in sauna, laundry room or other similar facilities.

TIPS FOR ENERGY CONSERVATION

- Make sure to switch off the lights from any rooms where lights are not needed. Switch off lights when you leave the apartment.
- Use heat, water and electricity sparingly.
- The suitable room temperature is about 20 degrees, and the temperature can be lower in the bedroom. An increase of 1 degree in temperature means an increase of 5% in the heating costs.
- Do not cover the radiator and thermostat with furniture or curtains. Keep the radiators clean so that they would deliver heat into the room as well as possible. Dusty radiators can increase the need for heating.
- Ventilate the room quickly during the heating season. Do not leave the window open or ajar for the day.
- Switch off domestic appliances and equipment after use. Do not leave appliances on standby mode.
- Replace incandescent light bulbs with energy-saving or LED lamps.
- Defrost the freezer regularly.
- Clean the back of the refrigerator regularly. An uncleaned refrigerator consumes more energy and may cause a fire hazard.
- Take advantage of the post-heat of the oven and cooker in cooking.
- Preferably wash full machines of laundry.
- Dry your laundry outdoors if possible.
- Report a leaking faucet or toilet as soon as possible.

USE OF COMMON AREAS OF THE BUILDING

General

No goods must be stored in the common areas such as staircases or corridors of storage rooms for fire safety reasons. Any goods left in the common areas of the building will be removed, and the costs of removing them will be charged to the owner of the goods.

Kouvolan Asunnot charges a full compensation for damage inflicted on the building. The person causing the damage, or in the case of a minor, the minor's parents are liable for paying the compensation

The common areas of the house are available to all residents.

Please take others into account by keeping the common areas clean and by following the instructions on their use.

Storage facilities

The buildings have specific storage facilities for outdoor equipment such as bicycles.

Flammable liquids such as petrol or gas cylinders and devices equipped with an internal combustion engine must not be stored in the storage rooms. No goods must be stored in the corridors of storage rooms.

Each apartment has its own separate apartment-specific storage space. The storage space of a shared apartment is shared by the tenants living in the shared apartment. The tenant must acquire a lock for the storage space. The tenant must empty the storage space when moving out.

Staircase and lift

No goods, such as bicycles, must be stored in the staircase for fire safety reasons.

Keep the staircase and lift tidy. Avoid making noise in the staircase.

Laundry room and drying room

In student houses, the tenants have access to a laundry room and drying room. The use of these is free of charge to the tenants. You can reserve the use of the laundry room in advance by writing your name in the notebook located in the laundry room. The laundry room is intended for use by the tenants living in the building. It is prohibited to wash rugs in the ordinary washing machines and on the floors. The laundry room must be cleaned after use. Instructions for the use of the laundry room can be found in the laundry room.

The drying room is primarily intended for laundry washed in the laundry room. The fan may be used between 7.00 and 22.00. Dry laundry must be taken away as soon as possible.

Sauna

The student houses have sauna hours for men and women. In the student house at Prikaatintie 4, each apartment has its own sauna hour. The saunas are intended for use by the residents of the building. The sauna and changing rooms must be left tidy after use.

Yard area

A neat yard area and residential environment increase housing comfort. Litter and cigarette ends must be put in the litter bin and garbage bags must be taken to the waste containers.

Washing and repairing of cars in the yard area are prohibited.

Smoking

Smoking is prohibited in the apartment and in the common areas. Smoking in the apartment causes damage such as yellowing of wall and ceiling surfaces and an odour nuisance. These are not usual wear and tear of the apartment. Instead, the tenant is liable to pay damages for them.

Smoking is permitted on the balcony and in the yard area. Do not throw cigarette ends from the balcony or leave them in the yard area.

Do not smoke inside the apartment or in the common areas of the house!

Parking

The parking spaces are intended for the parking of cars that are in transport use. The cars must be kept in the places reserved for them. A parking space is reserved from the customer service, tel. [020 615 8911](tel:0206158911). The fee for the parking space is paid with the payment of rent.

The cover of the car heater outlet must be kept locked, and the cord must be removed after use. Heaters intended for heating the interior of the car must not be used due to the fuse load.

Bicycles must be stored on the bicycle stands or in the bicycle storage.

Waste management

Waste must be sorted into proper containers as per the sorting instructions. There are separate collection containers for organic waste, cardboard, paper, metal waste, glass, plastic packaging and residual waste. Incorrectly sorted waste is a cost item to the house, and the residents must pay for it in their rents.

Hazardous waste, old domestic appliances, furniture and large-size waste must be delivered to a waste station. Exceptionally large volumes of waste created in conjunction with moving out must also be delivered to a waste station. More information on waste issues can be found at kymenlaaksonjate.fi

ORGANIC WASTE (brown container): organic decomposing waste such as food preparation waste, food remains, peels, dried and perished food remains, coffee filters and coffee grounds, egg shells, egg cartons, withered flowers. NOTE: no plastic bags or garden waste.

GLASS PACKAGING transparent and coloured glass jars and bottles NOTE: no porcelain or ceramics, no window glass, no light bulbs

PLASTIC PACKAGING (yellow container): plastic food packaging, detergent packaging and other plastic packaging from household, plastic bags and wrappings NOTE: no PVC packaging, only clean and dry packages

PAPER (green container): newspapers, magazines, advertisements, letters, books without covers.

CARDBOARD (green container): all clean and dry paper, paperboard and cardboard packaging, brown paper, corrugated cardboard, paper bags, including aluminium-lined packaging and packaging with plastic windows. Flatten boxes and cartons

RESIDUAL WASTE (grey container): vacuum cleaner bags, diapers and sanitary bags, unusable textiles and shoes, light bulbs, plastic objects

METAL (black/grey container): food and drink cans, lids, caps, pans, aluminium foil, empty spray cans

HOUSING SAFETY

Report any defects

A tenant must report immediately all faults, defects and damage in the building and apartment to the landlord. The tenant may be liable for damage which has not been reported. The fault report number of Kouvolan Asunnot is [020 615 8952](tel:0206158952). Non-urgent fault reports can also be made online at kouvolanasunnot.fi

Faults reports and requests
for opening the door 24/7
tel. [020 615 8952](tel:0206158952)

Non-urgent fault reports:
www.kouvolanasunnot.fi

On-call maintenance

The fault report number 020 615 8952 is always operational. All fault reports and requests concerning the opening of a door are to be made to this number.

Home insurance

The tenant must obtain home insurance to protect the tenant's household effects. Home insurance covers your own items in the home, in the yard area and in the storage facilities. More information about home insurance can be obtained from an insurance company. Kouvolan Asunnot has its own insurance policies for the building. These policies do not compensate damage suffered by the tenant's movable property.

Call the general emergency number 112 when you know or suspect that anyone's life, health, property or the environment is at risk.

Fire safety

Each apartment must have a smoke detector as prescribed by law. The tenant is responsible for the acquisition and maintenance of the smoke detector. The functioning of a smoke detector must be tested regularly. The smoke detector should be installed on the ceiling. In small apartments, the best place is in the bedroom. There must be one smoke detector for each commencing 60 square metres. New houses and houses refurbished after 2010 have mains-operated smoke detectors. The rescue plans of the buildings are available at kouvolanasunnot.fi.

Locks and security locks

The tenant must take good care of the keys. If you forget the key, the maintenance man only opens the door to the person residing in the apartment. For the opening of the door, the tenant must pay an opening fee charged by the maintenance company. If you lose the key, the re-serialisation of the lock must be ordered from the landlord, tel. [020 615 8952](tel:0206158952). The tenant must pay the cost of re-serialisation of the lock. If the tenant has not ordered the re-serialisation of the lock and has had a new key made to replace the lost key, the re-serialisation of the lock is done at the expense of the tenant in connection with moving out.

MOVING OUT

Termination of housing

The tenancy agreement is terminated by means of a notice of termination in writing. The period of notice is one calendar month, and the tenancy agreement finishes at the end of the next month. As an example, if a notice of the termination of the tenancy agreement is given in June, the agreement will finish at the end of July.

Forms for the notice of termination are available on our website or at the customer service. You can also make an online notice of termination on our website. The notice of termination must be signed by the persons in whose names the tenancy agreement has been made.

A moving-out inspection is carried out in the apartment either during the notice period or after the tenant has moved out.

MOVING OUT

- Terminate the tenancy agreement in good time.
- Report any faults or deficiencies in the notice of termination.
- Make sure that you have paid your rents.
- Clean the apartment and balcony, and empty the storage space. Do not leave any movable goods in the apartment. Exceptionally large amounts of waste created in conjunction with moving out must be delivered to a waste station.
- Return all the keys of the apartment to the office of Kouvolan Asunnot immediately after the move. Any keys left in the apartment are subject to a compensation. If the keys are not returned on time or if keys are missing, the lock of the apartment will be re-serialised at the expense of the tenant.
- Make a notification of moving out to the local register office and the post office.

Moving-out cleaning

Upon moving away, you must clean the apartment so that the new tenant can take the apartment into use without cleaning it. In shared apartments, all residents are jointly responsible for the cleanliness of the shared facilities. After moving out, the room and shared facilities are inspected to verify the condition and cleanliness of the apartment. If the apartment has not been cleaned, the cleaning costs will be charged from the security deposit or billed.

Normal wear and tear due to ordinary living and the age of the apartment are taken into account in the inspection. A worn surface and a surface that has been left dirty are two different things.

Cleaning instructions for those moving out

Room

- Vacuum and wipe the floors with a damp cloth or mop.
- Remove stickers and posters, and wipe stains from doors and walls.
- Empty and wipe the cupboards and all surfaces of furniture in a furnished room.
- Close the windows and lock the door to the room.

Shared facilities of the apartment

The shared facilities are checked in connection with the inspection of the room. In shared apartments, all residents are jointly responsible for the cleanliness of the shared facilities. Make sure to check these before moving out:

- All floor surfaces have been vacuumed and wiped with a damp cloth or mop.
- Stains have been wiped from doors and walls.
- Cupboards and drawers have been emptied of your own goods and wiped clean.
- The oven and cooker have been cleaned.
- The grease filter of the cooker hood, the exhaust air valve and the underside and back of the cooker and refrigerator have been cleaned regularly during the housing.
- The bathroom and toilet wash basin, toilet seat, floor drain and exhaust air valve have been cleaned.
- All lamps are working (there are no burnt light bulbs).
- The ceiling sockets and connectors are in place.
- The balcony and storage spaces have been emptied of your own goods.
- If you are the last tenant to move out of the apartment, make sure to empty, defrost and clean the refrigerator/freezer in the kitchen, turn off its power and leave the refrigerator/freezer door open.

INSTRUCTIONS FOR CLEANING

Regular cleaning increases housing comfort and health. The table below contains instructions that will help you to keep your home clean.

Kitchen	Work method	Cleaning agent	Cleaning frequency	Remarks
Worktops and other horizontal surfaces	Wipe with a damp cleaning cloth.	All-purpose cleaner	Immediately after use	
Floor	Vacuum or sweep up. Wipe with a damp floor cloth or mop.	All-purpose cleaner	Once a week or whenever necessary	Do not leave the floor wet.
Cupboard doors and shelves	Wipe with a damp cleaning cloth.	All-purpose cleaner	Once a week or whenever necessary	Remove stains immediately. Wash the shelves a few times a year.
Refrigerator and freezer/freezer compartment	Wipe the surfaces with a damp cleaning cloth.	All-purpose cleaner	Once a month or whenever necessary	Also clean the back and sides periodically. Do not use sharp tools for defrosting. Remember to provide a dish for melt water.
Cooker	Wipe with a damp cleaning cloth.	All-purpose cleaner	Immediately after use	Clean the cooker hood and the grease filter of the cooker hood regularly. Also clean the back of the cooker periodically.
Oven	Wipe with a damp cleaning cloth.	Oven cleaning agent	Whenever necessary; however, at least three times a year	Clean any food that has dropped to the bottom of the oven immediately after use.
Windows	Wipe the windows with a damp cleaning cloth. Dry with a window dryer.	Window cleaning agent	At least once a year	Do not wash the outer surfaces of the window in winter time.



Room	Work method	Cleaning agent	Cleaning frequency	Remarks
Tops, cupboard doors, surfaces that are touched	Wipe with a damp cleaning cloth.	All-purpose cleaner	Once a week or whenever necessary	Remove stains immediately.
Floor	Vacuum or sweep up. Wipe with a damp floor cloth or mop.	All-purpose cleaner	Once a week or whenever necessary	Do not leave the floor wet.
Windows	Wipe the windows with a damp cleaning cloth. Dry with a window dryer.	Window cleaning agent	At least once a year	Do not wash the outer surfaces of the window in winter time.

Bathroom and toilet	Work method	Cleaning agent	Cleaning frequency	Remarks
Fixtures (sink, toilet seat, faucets)	Wash with a brush or sponge.	All-purpose cleaner, toilet cleaner	Once a week or whenever necessary	Clean the floor drain approx. once a month.
Walls	Wipe with a damp cleaning cloth and, if necessary, wash with a brush.	All-purpose cleaner or bathroom cleaner	Whenever necessary	
Floors	Wash with a brush.	All-purpose cleaner or bathroom cleaner	Once a week or whenever necessary	Do not leave the floor wet.

Balcony and storage space	Work method	Cleaning agent	Cleaning frequency	Remarks
Floors	Sweep debris away.	Brush	Whenever necessary	



TABLE FOR THE ALLOCATION OF RESPONSIBILITY

The table below lists the most common repairs, maintenance and purchases related to the maintenance of the apartment. In matters belonging to the responsibility of Kouvolan Asunnot OY and in unclear cases, please contact the fault report number [020 615 8952](tel:0206158952).

Part of the apartment or a device in partment	Kouvolan Asunnot	Tenant	Remarks
DOORS, WINDOWS AND KEYS			
Additional keys		x	Order tel. 020 615 8952
Lost keys / re-serialisation of lock		x	Order tel. 020 615 8952
Purchase and installation of security lock		x	
Battery of Abloy IQ key	x		Contact tel. 020 615 8952
Purchase of security chain		x	
Purchase and installation of door peephole		x	Installation height 160 cm, to the middle part of the door
Padlock for storage space		x	
Window opener		x	Special keys tel. 020 615 8952
Curtain holders		x	
Purchase and installation of Venetian blinds		x	
Window and door seals	x		
Hold-open devices	x		
Repair of window frames and fittings	x		
External doors	x		
Letterbox and door bell	x		
Nameplate on external door	x		
FIXTURES			
Cupboards, shelves and fittings	x		
Clothes rack	x		
Bathroom and toilet mirrors, bathroom cabinets with mirror	x		
Repair of refrigerator/freezer	x		
Cooker, cooker hood	x		
Dish drying cabinet grilles	x		
Standard equipment such as toilet paper holders, towel hooks	x		
HEATING			
De-aeration of radiator	x		
Repair of radiator valve	x		
Repair of radiator	x		

WATER SUPPLY AND SEWER EQUIPMENT			
Unblocking of drain	x		
Pipeline leaks	x		
Toilet equipment	x		
Faucet gaskets	x		
Replacement of faucet/shower faucet	x		
Additional installations of water supply equipment		x	Have the work carried out by a HVAC
Installation and connection of washing machine or dishwasher		x	Have the work carried out by a HVAC technician
Replacement of hand shower hose	x		
Sink plug	x		
Cleaning of floor drain		x	
Cleaning of drain trap		x	
VENTILATION			
Cleaning of grease filter of cooker hood		x	
Cleaning of exhaust air and replacement air valves		x	
ELECTRICAL EQUIPMENT			
Purchase and replacement of fuses		x	While living in the apartment
Ceiling light lamps		x	While living in the apartment
Toilet light lamp		x	While living in the apartment
Kitchen light lamps and fluorescent tubes		x	While living in the apartment
Door bell battery and replacement of battery		x	While living in the apartment
Antenna cable		x	While living in the apartment
Light switches and sockets	x		
Lamps of cooker, refrigerator and cooker hood		x	While living in the apartment
Stones of sauna stove in the apartment	x		
Smoke detector (battery-operated)		x	While living in the apartment
OTHERS			
Removal of snow from balcony		x	
Clearing of water outlets on balcony		x	
Care of the inner yard areas of terraced houses and keeping them clean, cleaning of area in front of door		x	



RULES AND REGULATIONS

Safety and housing comfort

The provisions of legislation and these rules and regulations must be followed within the area of the real estate and in the buildings. The tenants must ensure that their guests comply with the provisions of legislation and these rules and regulations.

The hours of silence are from 22.00 to 7.00, during which time the residents must be given night rest. The consumption of intoxicating substances in the yard area and common areas is not allowed.

Apartments

od care must be taken of the apartment. Any detected faults and shortcomings, such as water leaks, structural defects etc. must be reported promptly to the maintenance company or the landlord.

The tenants must not disturb other residents. Any detected disturbance must be reported to the office of Kouvolan Asunnot. The exercising of an occupation or business in the apartment requires the permission of the landlord. When the tenant leaves the apartment for 7 days or a longer period, the maintenance company must be informed of this.

Balcony

The balcony must be kept tidy and clear of snow, and no litter must be thrown down from the balcony.

Cooking is not allowed on the balcony, and the balcony must not be used for storage. The airing of clothes and bedclothes is allowed on the inside of the balcony railing.

Common areas

No noise must be caused in the common areas, and it is prohibited to stay in the common areas unnecessarily.

Storage facilities

No flammable liquids or any device equipped with an internal combustion engine must be kept in the storage facilities. It is also prohibited to repair such devices in the building or in the yard area. No goods must be kept in the corridors of the storage facilities or in the staircases. The apartment-specific storage spaces must be kept locked.

Laundry room and sauna

The common laundry rooms and saunas of the building are only intended for the residents of the building. The residents can use the laundry room and sauna subject to an advance reservation. The laundry rooms and their machines must be used in accordance with the instructions provided.

Outdoor areas

Bicycles and other outdoor equipment must be kept in the designated stands and facilities.

Cars can only be kept in the parking area in the reserved parking spaces. The parking spaces are only intended for the parking of cars that are in transport use. It is permitted to drive in front of staircases only in exceptional situations for a short period of time, for example in conjunction with moving, or for a taxi used by people with mobility disabilities. The repair of vehicles on the premises is not allowed.

The sockets for car heating must be kept locked, and the heating cords must be removed from the post after use.

Any kind of damage to plants and lawns is prohibited.

Grilling is only permitted in the designated location. Cleanliness and consideration of others together with the potential separate instructions on the use of the grilling site must be followed at the grilling site. The hours of silence also apply to the yard area and grilling site.

Dusting of rugs is only permitted in designated places.

Smoking

Smoking in the apartments and all common areas is prohibited. When smoking on the balcony, it must be ensured that this does not cause unreasonable inconvenience to the other residents. It is prohibited to throw cigarette ends from the balcony or leave them in the outdoor areas.

Waste management

Household waste must be taken to the waste containers in the yard area in accordance with the waste management company's waste sorting instructions. The residents must take away waste other than household waste.

Pets

Pets must be kept on a leash outside the apartments, and pets must not disturb the residents. It is prohibited to walk pets in children's playgrounds or close to them. Pets must not be allowed to relieve themselves in the yard area.

Penalties and liability for damages

If these rules and regulations are not followed, Kouvolan Asunnot will take appropriate measures. The result can be the termination of the tenancy agreement.

Kouvolan Asunnot charges a full compensation for damage inflicted on the building. The person causing the damage, or in the case of a minor, the minor's parents are liable for paying the compensation.



Kouvola Asunnot Oy

Kauppamiehenkatu 4, 45100 Kouvola
Office hours: Monday-Friday 9:00 - 15:00

DIGITAL SERVICES (e.g. fault reports, notice of termination)

www.kouvolanasunnot.fi

FAULT REPORTS AND REQUESTS FOR OPENING THE DOOR 24 HOURS

tel. [020 615 8952](tel:0206158952)

RENTAL AND CUSTOMER SERVICES

tel. [020 615 8911](tel:0206158911)

opiskelija-asunnot@kouvolanasunnot.fi

CUSTOMER SERVICES (RENTS AND DEPOSITS)

tel. [020 615 8914](tel:0206158914)

vuokravalvonta@kouvolanasunnot.fi

HOUSING ADVICE

tel. [020 615 8904](tel:0206158904) or [020 615 8007](tel:0206158007)

asumisneuvonta@kouvolanasunnot.fi



Kouvola
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