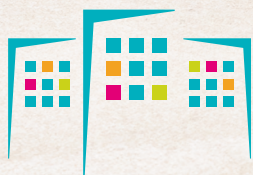


Guide of housing



Kouvola
Asunnot Oy

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Moving in

Rental agreement

The rental agreement is either for an indefinite period or for a fixed term. An agreement valid for an indefinite period is valid until terminated. A fixed-term rental agreement is binding on both parties for the duration of the agreement. Couples sign the rental agreement together.

Residents' pages

Residents have access to their personal residents' webpages. You can register for the residents' webpages as soon as your rental agreement starts. Registration requires strong authentication with online banking credentials or a mobile certificate. After registration, you will be able to access the pages in future by logging in with your username and password. On the residents' webpages, you can view information about your own housing and, for example, file a fault report.

For more information and instructions on how to register for the residents' webpages, visit the Kouvola Asunnot website.

Moving-in inspection

The resident must inspect the apartment and fill in the related moving-in inspection form within 10 days of moving in.

The inspection form can be found on the residents' webpages.

Changing apartment

As a general rule, the resident must live in their apartment for one year before a change is possible. However, you can change your apartment if your life situation changes, such as your health, the size of your family or your financial situation. You can apply for an internal change of dwelling within Kouvola Asunnot by filling in an application form. Before you change your apartment, your current one will be inspected to check its condition.

Home insurance

Kouvola Asunnot has full value property insurance, which covers damage to the property. The property insurance does not cover damage

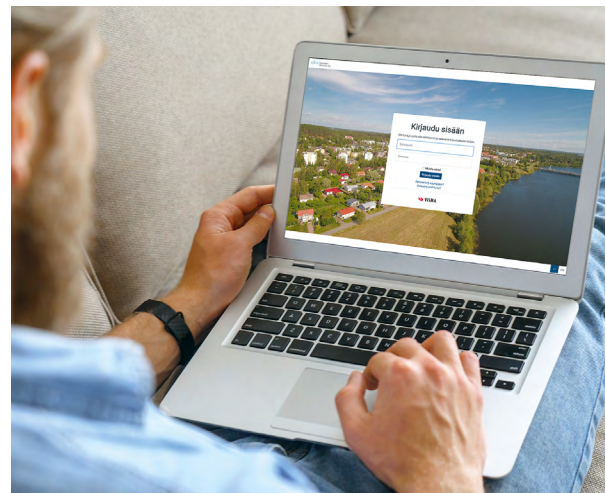
to your belongings in the event of, for example, water leakage or fire. You must take out home insurance to cover your belongings.

Internet access

In almost all buildings, the rent includes Elisa's 25 Mbit/s broadband internet connection. In order to receive a broadband connection, the resident must register, i.e. subscribe to the connection.



You can place your order at an Elisa outlet or online: elisa.fi/kouvolanasunnot



Mover's checklist

- Notify the Post Office and the Digital and Population Data Services Agency of a change of address**
- Make an electricity contract with an electricity company**
- Take out home insurance to protect your household effects**
- Register on our residents' webpages**
- Fill in the moving-in inspection form**

Payment of rent

For paying the rent, the resident receives a rent invoice when they move in. The rent is due on the 5th day of the month. When paying your rent, you must always use the reference number. A new rent invoice will be sent to the resident at the time of the annual rent review.

Any sauna and parking fees are paid together with the rent. For properties with separate water consumption monitoring, water charges are billed every three months according to the actual consumption.

The rent must be paid on time. In case of payment difficulties, it is important to contact the Kouvolan Asunnot's rent control to discuss how to deal with the situation. Late rent is subject to interest on arrears, which is invoiced twice a year. The legally permitted collection costs are added to the demand for payment.

The rental agreement can be terminated for non-payment of rent. If necessary, unpaid rent will be recovered from the resident through legal action.



You can check your rent payment situation on the residents' webpages or at the rent control office tel. 020 615 8914 or vuokravalvonta@kouvolanasunnot.fi





Resident activity

Resident democracy is based on the Act on Shared Management in Rental Buildings. It gives residents the power to make decisions and have a say in their own housing.

Resident activity is voluntary work done by residents together to improve their own living comfort and the living environment. It provides a means for residents to create a living environment that suits them. You can get involved by attending a residents' meeting in your own building. All residents are welcome to attend a residents' meeting. The meeting discusses current issues and elects a residents' committee for the building.

The residents' committee represents the residents of the building in equal manner. It deals with and takes forward the suggestions and questions put forward by residents. For common activities, the residents' committee has access to a budget for organising events such as communal work, residents' parties and other joint events, as well as for various purchases. Information about the activities of the residents is posted on the notice boards of the buildings.

For more information about resident activity, please contact the chairperson of the residents' committee or the housing advisory service of Kouvolan Asunnot.

Event money encourages residents to take part in joint activities, even if the building does not have its own residents' committee. Residents can apply for event funding to organise events such as communal work and barbecues. In addition, the purchase of flowers for the courtyard is supported by a flower fund in spring and autumn.

Residents' benefits Kouvolan Asunnot offers its residents a variety of benefits. The most up-to-date information is available on the website, in the newsletter and on the residents' webpages.



Ask more about residents' activities from the resident coordinators
tel. [020 615 8904](tel:0206158904) or [020 615 8007](tel:0206158007)
asumisneuvonta@kouvolanasunnot.fi

Housing security

Fault reports

A resident must immediately report to Kouvolan Asunnot any faults, deficiencies or damage to the property and the apartment. The resident may have to pay for the damage if they fail to report it.



Urgent fault reports should be made to the dedicated fault reporting number 020 615 8952.

You can file a nonurgent fault report electronically on the residents' webpages.

Housing problems

Various noises are part of normal living and life, and residents cannot be expected to be completely silent. For example, a child crying or someone taking a shower at night are normal sounds of living. Quiet time in the buildings is between 10:00 p.m. and 7:00 a.m., when you have to consider your neighbours and reduce the volume.

Any disturbances in the building must be reported by filling in a disturbance report on the Kouvolan Asunnot website. As a rule, a notification is required from two people living in different apartments. On the basis of the report, Kouvolan Asunnot's resident's coordinator will investigate the situation and, if necessary, take measures in accordance with the Act on Residential Rental Agreements. If the disturbances are minor and short-lived, or if only one resident has reported them, no action can be taken. If the disturbance continues, a new report must be filed with the resident's coordinator. Disturbance reports are treated confidentially.

Some buildings have a security service to ensure peaceful living. In case of emergency, you can call the security company's emergency number. Contact details for the security company can be found on the notice board in the building. The landlord will receive an event notification about the security guard's visit.

If the police have to be called because of a disturbance, the resident must also report the disturbance to the landlord. Otherwise, the landlord will not be informed of the police visit.

Home insurance

You must take out home insurance to cover your belongings. Home insurance covers your own belongings in your home, garden and your building's storage facility.

Fire safety

Every home is required by law to have a smoke alarm. Kouvolan Asunnot has installed lithium battery smoke alarms in almost all apartments and stairwells. They have a lifetime of 10 years, after which they will be replaced. It is the resident's responsibility to test the alarm monthly. If the alarm does not work, the resident must report the fault. Buildings built and renovated after 2009 have mains-powered smoke alarms.

If there is no smoke alarm installed in the dwelling, the occupant must purchase one and keep it in working order. The best place for the alarm is on the ceiling, and in small apartments it is in the bedroom.



There must be one smoke detector for every starting 60 m².



The rescue plans for each building can be viewed on the Kouvolan Asunnot website and the residents' webpages.

Locks and security locks

If you forget your key, the property manager will open the door for the person registered in the apartment. When the door is opened, your identity will be checked. The resident will pay a door-opening fee to the maintenance company.

If a key is lost, Kouvolan Asunnot Customer Service must be informed and they will order the lock to be rekeyed. The rekeying is paid by the resident. If the resident has not ordered the lock to be rekeyed and has had a new key made to replace the lost one, the lock will be rekeyed at the resident's expense when they move out.

It is possible to install a security lock on the door of the apartment with the permission of the building manager. One of the keys for the security lock must be delivered to Kouvolan Asunnot Customer Service. If the key is not delivered and the landlord incurs costs as a result (e.g. breaking down the door in an emergency), the resident will be liable for the damage caused. When you move out, the security lock must be left in place and the keys must be handed over to the landlord free of charge.

Electronic keys

The IQ key includes a battery and electronics. Insert the key slowly into the lock and wait for a beep before turning the key. When the battery power gets low, the key buzzer will emit three long beeps each time the key is inserted into the lock. Battery replacement is done at the Kouvolan Asunnot office. The key must not be stored in a cold or hot place.



The iLOQ key generates the electrical energy required to open the lock by pushing it into the lock. If the pushing movement is too fast,

the lock will not open. The contact wire of the metal part of the key must be kept clean. If the wire gets dirty, it should be cleaned with a soft dry towel. If the wire is damaged or the contact surface of the wire is broken, the key must be replaced with a new one. The key must not be left in the sun. If a key other than an iLOQ key is inserted into the iLOQ key slot, you must not attempt to remove the key from the lock yourself, but contact the fault reporting number. iLOQ buildings have time-limited access to the laundry and cage storage doors from 6 a.m. to 10 p.m.



A PULSE key's pushing movement provides enough energy for both the key and the lock, so no batteries are needed. The key is symmetrically shaped and works either way when locked. The LED light on the key indicates access rights. In PULSE buildings, the doors to the laundry room and cage storage are time-limited, with access from 6 a.m. to 10 p.m.



The Cliq2 key includes a battery and electronics. When the key is pushed in, you will hear the beep sound and a green light illuminates on the key, allowing you to open the door. When the battery power gets low, the key will emit three long beeps. Battery replacement and key updating are done at the Kouvolan Asunnot office. In Cliq2 buildings, the doors to the laundry room and cage storage are time-limited, with access from 6 a.m. to 10 p.m.





Care of your apartment

The resident must take good care of the apartment. Taking care of your apartment involves cleaning the entire apartment regularly.

Any faults, deficiencies or damage to the apartment must be reported to the landlord without delay. The resident may have to pay for the damage if they fail to report it. Particular attention should be paid to the condition of bathroom fixtures, coatings, flooring and wall joints.

The resident can carry out renovations in their apartment, but they must be agreed with the technical building manager. Permission to renovate requires that the work be carried out in a professional manner.

Heating

The buildings usually have central hot water heating. Thermostats on radiators automatically keep the temperature in the room constant. The temperature in the room can be adjusted using the knob on the radiator.

The target temperature for residential apartments is around 21 degrees Celsius. In the bedroom, the temperature may be slightly lower. If the temperature in an apartment falls below 19 degrees or rises above 23 degrees during the heating season and the situation cannot be corrected by individual apartment control, a

fault report must be filed. The temperature in a dwelling is measured in the middle of the room or on an inside wall at a height of about one metre.

The thermostat valve must not be covered by thick curtains or large pieces of furniture, but air must circulate freely around the radiator. The surface temperature of the radiators varies between lukewarm and warm during the heating season due to thermostat control.

Ventilation

The ventilation in the building is mechanical, either at normal or high efficiency. In most cases, the ventilation is set to run at high efficiency 3-4 times a day. In some properties ventilation is apartment-specific, and is controlled by the resident using the switches on the cooker hood.

The switch must be kept at least in position 1. While in the apartment, it should be kept in position 2, and while cooking and showering it is recommended to use position 3 or 4. However, you should check the apartment-specific instructions in your apartment.

A roof-mounted extractor fan draws air in through extractor vents in the kitchen, bathroom and walk-in cupboard. You must not change their settings, because then the ventilation of the whole building will be disturbed.

Fresh air enters the dwelling through the upper frame of the windows or through fresh air vents. These replacement air pathways must not be blocked. The most common cause of ventilation problems is blockage or clogging of extractor air valves or replacement air valves.

You can test the functionality of the extractor ventilation using a piece of paper: place a piece of paper over the extractor air valve. The correct airflow will hold the paper in place. Cooker hoods connected to the exhaust duct must not be retrofitted.



Any faults, deficiencies or damage to the apartment must be reported to the landlord without delay.

Cleaning of equipment

Regular cleaning of the grease filters in the extractor air vents and extractor hoods is the responsibility of the resident.



▼ **The metal grease filter of the cooker hood** must be cleaned regularly, either with a dishwashing brush and washing-up liquid or in a dishwasher.



▼ **Over time, dust, grease and dirt accumulate between the frame and the filter surface.** To remove the extractor valve and its frame, turn the frame anti-clockwise by $\frac{1}{4}$ turn. Clean the valve with a mild detergent solution and a brush. When cleaning, the valve adjustment must not be changed. The valve is fixed by turning it clockwise.



Water fittings and bathrooms

A leaking toilet or tap must be reported immediately to the fault reporting number. Leaking water fixtures can multiply the water consumption of the whole building.

It is a good idea to dry the bathroom with a squeegee after a shower. It is recommended that large quantities of laundry be dried in the common drying room of the property.

Drilling holes and installing hooks in the walls of the shower stall is prohibited within 1.2 m of the stall, due to the risk of waterproofing damage.

Some bathrooms have a hot water radiator. Its manual control must be turned a few times a year to ensure that the control is working properly and to prevent it from jamming.



A leaking toilet or tap must be reported immediately to the fault reporting number: tel. 020 615 8952.

Drains

Do not throw down the toilet any sanitary towels, nappies, kitty litter, cotton buds or anything that could cause a blockage in the toilet. Food waste such as coffee grounds, pork fat or other household waste must not be put down the kitchen drain or toilet.

You can keep your drains clean by pouring a few litres of boiling water into them once a month. If you smell sewage in your home, it could be due to a dried-out floor drain. The stench trap is made to work by putting water down the drain.

The resident must clean the floor drains. The grating of the floor drain must be lifted out. The floor drain must be cleaned of hair and other solid matter and washed with warm water and detergent.



Washing machines

The cost of installing washing machines is borne by the resident and the work must be done by a professional plumber. The water connections must be pressure-resistant and the tap must be fitted with a non-return valve if the machine does not have one. A washing machine should be installed in the bathroom, if technically possible.

Always install a safety tray under the dishwasher. Permanent fixtures dismantled when the dishwasher is installed must be retained and reinstalled when the dishwasher is removed. Damage caused by a faulty connection is the responsibility of the resident.

When the washing machine is not in use, the filling tap must be closed. Machines must not be left on when you leave home. The condition of the dishwasher's inlet and outlet pipes must be checked every five years.

Saunas in individual dwellings

- Do not wet the walls of the sauna.
- Ventilate the sauna well and keep the air conditioning on full power for about half an hour after turning the stove off.
- Remember to report all damage and defects to Kouvola Asunnot immediately.
- Check the condition of the stove stones and that they cover the stove's heating elements.
- The landlord is responsible for the purchase of new stones.

Electrical equipment

Installation and repair of electrical equipment must only be carried out by a professional electrician. Kouvola Asunnot will order the work for which it is responsible. Residents must replace burnt-out light bulbs, fluorescent tubes, batteries and fuses at their own expense.

Indoor sockets must not be used to power outdoor equipment or wet spaces. Bathroom sockets must not be used during bathing or showering.

It is a good idea to defrost the fridge, freezer box and freezer periodically if they do not have automatic defrosting.

The defrost water drainage pipe may become blocked. It is a good idea to make sure that the drainage pipe works so that water does not run onto the floor.

The fridge, cooker and oven should be cleaned regularly. Kitchen refrigerators and cookers must be removed annually and their backs thoroughly cleaned. Cleaning increases the life-time of the equipment and reduces electricity consumption.

Batteries for electrical appliances must be charged in your own home and under supervision. The room must have a smoke detector and as little fire load as possible. The charging platform must be non-combustible. Only the charger intended for the product should be used for charging.

Changing a fuse

When an electrical appliance does not work, the fault may lie in a blown fuse.

If it is an automatic fuse, it to the operating position using the switch.

If it is a plug fuse, do the following:

- Check which fuse has blown. You can tell by the colour-coded indicator pin at the end of the fuse.
- Switch off the main switch by pressing the switch to the zero position.
- Remove the fuse carrier of the blown fuse with its fuses. If the fuse does not come out of the fuse block with the fuse carrier, replace the carrier and try again.
- Check the amperage of the blown fuse and replace it with an identical undamaged fuse. Fuses can be bought in ordinary shops.
- Screw the fuse carrier and fuses firmly back in place.
- Turn on the electricity using the main switch, i.e. switch to position I.

Balcony

The balcony is intended for relaxation and must be kept clean and clear of snow. The balcony must be cleaned so that no dripping water or debris falls from it. Barbecuing on the balcony is prohibited for fire safety reasons. Clothes and linen must be aired inside the balcony rail. Mats must be placed either on an airing balcony or in the courtyard on a drying rack.

Individual balcony glazing is not allowed.

Pets

In the courtyard area, pets must be kept on a leash. The courtyard area is not for walking your pet, so pets must be exercised outside it.

If an accident happens, the owner must pick up the pet's doings from the courtyard. The owner must also ensure that the pet does not cause a disturbance or damage the apartment. Pets are not allowed in the sauna, laundry room, etc.

Other matters

You must ask the technical building manager for permission to do the following:

- **construct a lightweight cat/dog fence**
- **make home modifications e.g. handrails and shower handles**
- **install a security lock on an apartment door**

Use of common areas

Staircase

According to the Rescue Act, no items may be stored in stairwells. Items left in stairwells will be removed and the costs incurred will be charged to their owner.

In the event of damage to the property, the company will recover full compensation from the person who caused the damage.

Storage facilities

Buildings have their own storage facilities for outdoor equipment such as bicycles. Some buildings also have their own storage facilities for prams and mopeds. No flammable liquids such as petrol or gas cylinders and no internal combustion engine equipment such as scooters or mopeds may be stored in the storage rooms.

Each apartment has its own separate storage space. The lock for a storage space is provided by the resident. You may not make your own storage space available to someone else. No items may be stored in the corridors of the storage rooms. Items left in corridors will be removed and the costs incurred will be charged to the owner of the goods.

Laundry room and drying room

Many buildings have a laundry room and drying room for residents to use free of charge. The laundry room and drying room can be used from 7 a.m. to 10 p.m. The laundry room is used for washing the laundry of the residents of the building. It is prohibited to wash carpets in ordinary washing machines and on the floors. The laundry room must be cleaned after use.

Instructions for using the laundry room are on the wall of the room.

The drying room is intended primarily for laundry washed in the laundry room. Dry laundry should be collected as soon as possible.

Smoking

Smoking is not allowed in the apartment and common areas. Smoking is also prohibited near building entrances and air intakes, in children's play areas and on communal balconies. When smoking on the balcony of an apartment, care must be taken to avoid causing inconvenience to other residents.

In smoke-free properties, smoking is prohibited in all indoor and outdoor areas of the property, unless a smoking area has been specifically designated.

Sauna

To book a sauna slot, please contact Kouvolan Asunnot's customer service. A fee is charged for the use of the sauna, which is paid together with the rent. Sauna slots are for the use of the residents of the building in their own reserved slot.

- **A clean sauna is important for all users. Use a sauna bench towel on the benches.**
- **Make sure the sauna facilities are in a tidy condition after use.**
- **Take smelly waste such as nappies with you.**
- **Do not wet the walls of the sauna. Use water sparingly.**



Courtyard area

A tidy courtyard and living environment increase comfort. The maintenance, tidiness and lawn-mowing of the gardens/terraces of maisonettes and terraced houses is the responsibility of the resident.

Feeding birds and animals is not allowed on the property. Cars may not be washed or repaired in the area.

Clubroom

The use of the clubrooms and the tidiness of the rooms is usually taken care of by the residents' committee.

Parking

The parking spaces are intended for the parking of roadworthy cars. **To book a parking space, please contact Kouvolan Asunnot's customer service.** If spaces are available, the apartment may have more than one parking space. However, you will have to give up your extra space if a resident who does not have a parking space needs one. All spaces with an electric socket for car engine heating are subject to a fee. The parking fee is paid together with the rent.

In the parking area, cars must be kept in the spaces reserved for them. Some buildings have parking controls and there is a fine for parking incorrectly. Guest parking spaces are for residents' guests' short-term parking. Residents must also guide their guests to park their cars correctly.

The car heater socket is intended only for the car engine heater. The cover of the enclosure must be kept locked and the heating cable must not be left hanging from the socket after use. The car heater socket must not be used for charging an electric or hybrid car.

Moving out

Termination of the rental agreement

The rental agreement is terminated electronically on the Kouvolan Asunnot website. Termination can also be made in writing by giving notice of termination, which can be obtained from the Kouvolan Asunnot website or Customer Service. The notice of termination is signed by the persons in whose name the rental agreement was concluded.

The period of notice is one month. You can terminate your agreement to expire on either the 15th or the last day of the month: the contract terminated on the 15th or before during the current month will end on the 15th or last day of the following month, depending on your choice. A rental agreement terminated after the 15th of the current month always expires on the last day of the following month.

Moving-out cleaning and apartment inspection

The moving-out cleaning must be carried out in such a way that the new resident can immediately take possession of the apartment. At the end of the tenancy, the apartment is inspected to check its condition and cleanliness. The apartment may also be subject to a preliminary inspection during the notice period. Normal wear and tear due to occupancy and the age of the property will be taken into account.

Return of the security deposit

The security deposit will be refunded within approximately one month of the end of the tenancy. The landlord will cover any expenses arising after the moving-out using the funds in the security deposit. If, for example, items have been left in the apartment, it has not been cleaned, it has been damaged or furniture or keys are missing, the costs will be recovered from the security deposit or will be invoiced.

Moving-out checklist

- Terminate the rental agreement electronically.
- Clean the apartment in accordance with the cleaning instructions.
- Exceptionally large quantities of waste that may be generated during the move must be taken to the waste station by the resident.
- Return all keys to the apartment.
- Cancel your electricity contract.
- Submit a notification of change of address.



Living in student accommodation

Moving into a shared apartment

Usually the apartment is inspected before the new resident moves in. When moving in, the resident must also inspect the apartment themselves.

Any faults found in it must be reported immediately to the fault reporting number 020 615 8952.

When moving into a shared apartment, residents must agree on “ground rules” to keep the common areas tidy and clean. As the shared apartment is home to all parties involved, the other inhabitants must also be taken into account. It should also be remembered that a room in a shared apartment is for one person: a resident of the apartment. For example, a relative, friend or a partner cannot live there.

A shared apartment is a community where the rules are created together. Responsibility for a shared apartment is based on the principle of joint and several liability. This means that each resident has responsibility for the management of the apartment. The omissions of others do not justify neglecting one’s own obligations in common affairs.

For instructions on how to manage and clean the apartment, see the section ‘Looking after your apartment’ in the guide.

Smoking is strictly prohibited in a shared apartment. Those who smoke on the balcony must provide a receptacle for cigarette ends.

Internet access in student accommodation

The rent includes Elisa’s 25/10M internet connection, which is already connected to the apartments. For internet access, you need a dedicated VDSL2 modem. In the building at Tykkitie 7, the internet connection works by connecting directly to the data socket in the apartment, while a separate modem is needed for wireless connection. If the connection does not work, you should contact Elisa’s customer service. Higher speeds can also be ordered for an additional fee.



Pets are not allowed in shared apartments. Pets are allowed in family apartments.

Cleaning instructions for the common areas of a shared apartment

- Clean the cooker, oven and worktops immediately after cooking.**

Please note! When cooking in the oven, remember to use greaseproof paper.

- Wash your own dishes after a meal.**
- Regularly defrost the freezer compartment of your fridge. The accumulation of ice can cause the lid to break and affect the coldness of the refrigerator.**
- Vacuum and wipe floors with a damp cloth weekly.**
- Clean the toilet/bathroom fixtures once a week.**
- Clean the floor drain regularly.**
- Sort your waste and take it to the bins in the yard.**
- Return empty bottles and cans to the shop.**

Changing student accommodation

Students can change their accommodation for justified reasons. An exchange fee of €100 will be charged. Almost without exception, only same-sex residents are housed in a shared apartment.

To apply for an exchange, fill in the application form at www.kouvolasunnot.fi or at the Customer Service.



In student apartments, the use of the laundry room, water, electricity, heating and Internet connection are included in the rent!

Storage rental

If a student goes away for the summer, but wants to return to the same apartment in the autumn, it is possible to leave the apartment in storage rental between May and August. Storage rental is half the normal monthly rent. Only full calendar months count as a storage rental, so if, for example, you return to your home on the 15th of the month, you will have to pay the full rent for that month.

Students can leave their belongings in a locked room and the keys must be returned to Kouvola Asunnot during their absence. It is possible for the student to visit the apartment during the storage period, for example to pick up some things, but the keys must be returned the same day.



Table of responsibilities

The table below lists the most common repairs, maintenance and purchases related to apartment maintenance. In matters for which Kouvolan Asunnot Oy is responsible and in cases of doubt, the resident should contact the fault reporting number [020 615 8952](tel:0206158952).

Part of the apartment or equipment therein	Kouvolan Asunnot Oy	Resident	Notes
Doors, windows and keys			
Additional keys		x	Order by tel. 020 615 8900
Lost keys/rekeying		x	Order by tel. 020 615 8900
Security lock purchase and installation		x	Contact the building manager
Key battery	x		Battery replacement at the Kouvolan Asunnot office
Purchase of a safety chain		x	
Peephole purchase and installation		x	Installation height 160 cm, in the middle of the door
Storage padlock		x	
Window key		x	Special keys tel. 020 615 8900
Curtain holders		x	
Venetian blind purchase and installation		x	
Seals for windows and doors	x		
Stay fasteners	x		
Repair of window frames and fittings	x		
External doors	x		
Letter box and doorbell	x		
Front door nameplate	x		

Table of responsibilities

Part of the apartment or equipment therein	Kouvola Asunnot Oy	Resident	Notes
Fixed furnishings			
Cabinets, shelves and fittings	x		
Coat rack	x		
Bathroom/toilet mirrors, mirror cabinets	x		
Fridge/freezer repair	x		
Cooker, cooker hood	x		
Grates for dish drying cabinet	x		
Standard equipment e.g. toilet paper holders, towel hooks	x		
Heating			
Radiator bleeding	x		
Radiator valve repair	x		
Radiator repair	x		
Water and drainage equipment			
Drain opening	x		
Pipe leaks	x		
Toilet equipment	x		
Tap seals	x		
Tap/shower tap replacement	x		
Additional installations of water fittings		x	Contact the building manager
Washing machine and dishwasher installation, wiring/connection		x	Get the work done by a professional plumber
Replacement of hand shower hose	x		
Sink plug	x		
Floor drain cleaning		x	
Cleaning the stench trap	x		

Table of responsibilities

Part of the apartment or equipment therein	Kouvolan Asunnot Oy	Resident	Notes
Ventilation			
Cleaning the grease filter of the cooker hood		x	
Filter mat for cooker hood	x		
Cleaning of extractor and replacement air valves		x	
Electrical equipment			
Purchase and replacement of fuses		x	During the period of residence
Dimmer fuse	x		
Ceiling light bulbs		x	During the period of residence
Toilet light bulb		x	During the period of residence
Bulbs and fluorescent tubes for kitchen lighting		x	During the period of residence
Doorbell battery and battery replacement		x	During the period of residence
Antenna cable		x	During the period of residence
Light switches and sockets	x		
Cooker, fridge and cooker hood bulbs	x		
Stones for apartment-specific sauna stove	x		
Smoke alarm (battery-operated)	x		Resident responsible for testing
Testing of residual current circuit breakers		x	
Other			
Accumulation of snow on balconies		x	
Cleaning the drainage outlet of balconies		x	
Maintenance and cleaning of gardens in terraced houses and maisonettes and cleaning in front of the door		x	

Rules and regulations

The rules and regulations are designed to ensure common living comfort and safety. Living on the property and in the buildings must comply with the law and these rules, as well as the instructions in the residents' guide.



Apartments

The apartment and the grounds of the property must provide peace and quiet for other residents. **The general quiet time is from 10 p.m. to 7.00 a.m.**

The apartment must be carefully looked after. Any faults or deficiencies detected must be reported without delay.

If the apartment is left unused for a long period of time, the landlord must be informed.

Balconies and private gardens

The balcony must be kept tidy, and in winter it must be cleared of snow. For fire safety reasons, the balcony may not be used as storage. Barbecuing on the balcony is prohibited. Ventilation and drying of textiles is allowed inside the balcony railings.

If a dwelling has its own private garden, the resident is responsible for its maintenance and keeping it tidy. Fire safety must be observed when barbecuing in a private garden.

Common areas and courtyards

Common areas must be kept quiet and spending unnecessary time there is prohibited. Rubbish and cigarette ends must be put in rubbish bins. Consumption of intoxicating substances in the courtyard and common areas is not allowed.

The laundry room and drying room can be used from 7 am to 10 pm.

For fire safety reasons, goods may only be stored in areas designated for this purpose. No goods may be stored in the stairwells or in the corridors of storage facilities, cellars and attics. Any items left in the corridors will be removed. The storage of flammable liquids and internal combustion engine equipment in storage rooms is not permitted.

Barbecues are allowed in the courtyard in the designated area.

Feeding birds and other wild animals is prohibited on the property.

Parking

Cars must be kept in the parking area in the spaces reserved for them. The parking spaces are for roadworthy vehicles. Driving in front of entrances is allowed in exceptional circumstances and only for short periods. Repairing and washing vehicles on the property is prohibited.

The car heater socket is intended only for the car engine heater. The cover of the enclosure must be kept locked and the heating cable must not be left hanging from the socket after use. The car heater socket must not be used for charging an electric or hybrid vehicle.

Smoking

Smoking is prohibited in the apartment and in all common areas. Smoking is also prohibited near building entrances and air intakes, in children's play areas and on communal balconies. When smoking on the balcony of an apartment, care must be taken to avoid causing inconvenience to other residents.

In smoke-free properties, smoking is prohibited in all indoor and outdoor areas of the property, unless a smoking area is specifically designated.

Waste management

Household waste must be taken to the waste containers in the courtyard in accordance with the sorting instructions. Waste must not be left outside the containers. The removal of non-household waste is the responsibility of the resident.

Pets

Outside the apartment, pets must be kept on a leash and must not disturb the occupants of the building. Pets are not allowed in children's play areas and their immediate vicinity. Pets are not allowed to soil the building or courtyard.

Breach of rules and regulations

Any breach of the rules may result in liability for damages or termination of the rental agreement.

Residents must ensure that their guests respect these rules.



The rules and regulations are designed to ensure common living comfort and safety.





Energy saving tips



- Use heat, water and electricity sparingly.
- A suitable room temperature is around 20–21 degrees Celsius. The temperature in the bedroom can be lower. A one-degree increase in temperatures means a 5 % increase in heating costs.
- Do not cover the radiator and thermostat with furniture or curtains. Keep radiators clean to maximise heat transfer to the indoor air. Dusty radiators can increase the need for heating energy.
- During the heating season, air the rooms only for a short time.
- Turn off appliances and equipment after use. Do not leave them on standby.
- Replace incandescent or energy-saving light bulbs with LEDs.
- Remember to turn off the lights where you don't need them.
- Defrost the freezer regularly.
- Clean the back of the fridge regularly. An uncleaned fridge uses more energy and can pose a fire risk in the home.
- Take advantage of the residual heat from the oven and stove for cooking.
- Preferably, wash your laundry in full loads.
- Dry your laundry outdoors if possible.
- Report a leaking tap or toilet as soon as possible.
- Keep shower times short.
- Set the thermostat of your apartment's sauna to 70–80 degrees.

Waste sorting instructions

Rubbish should be put in the waste containers. Litter must not be left outside the containers or in the courtyard. Litter on the ground will attract birds and rats to the courtyard.

Waste must be sorted into the correct containers according to the sorting instructions. Buildings with more than 10 apartments have containers for biowaste, cardboard, paper, scrap metal, glass packaging, plastic packaging and mixed waste.



Improperly sorted waste is a cost to the building, which the residents will pay for in their rent.



Biowaste



Biowaste is all organic, compostable matter, such as:

- meat, fish and berry waste
- vegetable peel and egg shells
- leftovers
- spoiled food
- coffee grounds with filter bag
- small amounts of kitchen paper, egg boxes
- no plastic bags, metal, glass
- no garden waste

Pour the liquids down the drain. Pack your biowaste in a newspaper, paper bag or biowaste bag.

Glass packaging



- clear and coloured glass jars, bottles and containers
- no glassware
- no porcelain, crystal, ceramics
- no window glass

Metal



- cans for preserves and beverages
- metal lids and caps
- saucepans and other metal vessels
- aluminium foil
- empty spray bottles, empty paint cans
- no hazardous waste

Rinse off the food waste before putting it in the container.

Paper



All clean and dry paper that comes with your mail

- newspapers and magazines
- advertisements and letters, envelopes
- including envelopes with windows
- no string, brown paper bags or plastic bags

Cardboard



- brown cardboard and paper, corrugated cardboard
- rinsed juice and milk cans, whether or not aluminium-lined
- cereal and biscuit boxes
- bags of sugar, flour and other paper bags
- egg boxes

Only clean and dry packages, including those with plastic windows. Flatten and pack tightly inside.

Plastic packaging



- plastic food, detergent and other household packaging
- plastic bags and wrappers that have been packaging

Please note! No PVC plastic. Only rinsed and dry packages. Very dirty plastic packaging must be put in mixed waste.

Mixed waste



- nappies and sanitary towels
- vacuum cleaner bags
- unusable textiles that are not suitable for the collection of discarded textiles
- broken shoes, belts and bags
- plastic articles and toys
- light bulbs
- other non-recyclable waste
- biowaste only if no biowaste collection or composting
- no hazardous waste

Mixed waste is delivered to a waste incineration plant as fuel.

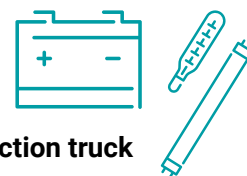
Batteries



to battery sales outlets

All batteries, button and rechargeable batteries, small vehicle batteries.

Hazardous waste



to a waste station or collection truck

Hazardous waste includes

- energy-saving light bulbs, fluorescent tubes
- batteries for household appliances, small batteries
- alkaline detergents, dishwasher detergents
- medicines
- mercury thermometers
- vehicle batteries
- oils, oil filters
- paints, varnishes, solvents
- pesticides

Try to store waste in its original packaging. Take liquid waste to the collection point in an intact and sealable container.

Old household appliances and furniture, as well as bulky waste, should be taken to a waste station. Exceptionally large quantities of waste generated during a move must also be taken to a waste station.

Usable furniture and goods should be taken to a recycling centre or flea market. For example, Goodwill Kouvola (Kuusaantie 1) accepts furniture in good condition, functioning household appliances, and usable dishes, lamps and carpets.

More information on waste issues and acceptable waste:



www.kymenlaaksonjate.fi



Kouvolan Asunnot Oy

Kauppamiehenkatu 4
45100 Kouvola, Finland

Residents' webpages and electronic services
www.kouvolanasunnot.fi

Fault reporting and door opening 24h
tel. [020 615 8952](tel:0206158952)

Customer service
tel. [020 615 8900](tel:0206158900)
asiakaspalvelu@kouvolanasunnot.fi

Rent control
tel. [020 615 8914](tel:0206158914)
vuokra Alvonta@kouvolanasunnot.fi

Housing advice
tel. [020 615 8904](tel:0206158904) or [020 615 8007](tel:0206158007)
asumisneuvonta@kouvolanasunnot.fi