



**KIINTEISTÖ OY  
KUMMATTI**

# *Tenants' guide*



# Tenant's Guide

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*Welcome home!*

The purpose of this Tenant's Guide is to familiarize you and your family to your new home, to make sure that you know your rights and obligations as a tenant and to guide you through all the other questions related to housing.

You will also get tips on how you can contribute to the housing costs and comfort.



# MOVING TO A NEW APARTMENT

## *The lease of residence*

The lease will be made in Kiinteistö Oy Kummatti office. Mostly the lease will be made valid until further notice but in some exceptions, we will use fixed-term lease. The minimum rental period is one month. When concluding the lease, you can also reserve a sauna shift and / or a parking space. The notice period for the lease is one full calendar month, in accordance with the Act on Residential Leases.

## *Collateral*

The collateral must be paid before we give the keys. The collateral is 200 € or equals to 1- 3 months' rent. The collateral will be returned when you move out and after the apartment is inspected, if the apartment is cleaned, in good condition and rents are paid. For the collateral you will not be paid interest or any kind of profit.

## *Apartment keys*

You will get the keys from Kiinteistö Oy Kummatti office at the same time when you sign the lease agreement.

## *Check the apartment when moving in*

When you move into an apartment, immediately carefully check the condition of the apartment and its equipment.

**If you notice any faults or lacks**, record them on the apartment inspection form that you will receive when you sign the lease. Return the form to the office within 7 days of the move. A form that is not returned will be considered as an approval of the condition of the apartment.

When checking the apartment, also check your storage. The apartment number and the storage number may not match. Inform the office of the empty storage number you have taken.

## *Remember:*

**Make notification of the change of address** to the Post and the local Digital and Population Data Services Agency: [www.posti.fi/en/private/change-address](http://www.posti.fi/en/private/change-address)



**Make an electricity contract** for the new apartment



**Get a home insurance** for the new apartment



**Agree with your operator** to transfer your wired Internet and telephone connection.



**On the Post's website, you will see a list** of where your address will be updated automatically. For example, many banks, insurance companies, magazines and associations get your new address directly through the Digital and Population Data Services Agency.



**Inform** your friends, relatives, and, if needed, businesses and communities who do not automatically receive an information of your change of address.

# TENANT'S RIGHTS & RESPONSIBILITIES

Lessor and tenant's responsibilities and obligations are regulated in **the Act on Residential Leases**, in the **Public Order Act** and in **the housing rules and regulations** (can be found on the next page). Breaking the housing rules and regulations may cause liability for the damages or termination of the lease.

## *Rent payment*

The rent should be paid by each month's 3rd weekday at the latest, with the rent payment forms which are delivered by Kiinteistö Oy Kummatti or e-invoice. The banks will handle their account clients rent payments on time if there has been made a contract of it.

In connection with the rent will also be charged the fees of the sauna shift, the parking place, the water, and the other optional benefits. Unless the additional charges are not marked in the payment form, then add them yourself. You can get the prices from the office in contact with booking.

If the tenant fails to pay the rent and other payments by the due date, from over time will be charged the penalty interest according to the Interest Act.

### **If you are experiencing financial difficulties and are unable to pay your rent on time**, follow these steps:

- Contact our rent controller immediately to resolve any issues before any unpleasant decisions.
- Check your entitlement to Kela benefits. Kela currently grants income support.
- If your income support application is rejected from Kela, you can turn to the social services office.

If the rents remain unpaid for two months, the lease can be terminated. Termination of the lease will result in eviction, which will become an entry in the resident's credit information. Eviction also makes it difficult to rent an apartment from our company later. Each tenant is personally responsible for paying the rent.



## Pets

Ordinary pets are welcome residents, if they do not disturb other residents by, for example, howling or barking repeatedly or damaging the apartment. Shared student housing and furnished apartment is an exception; bringing pets into them is prohibited.

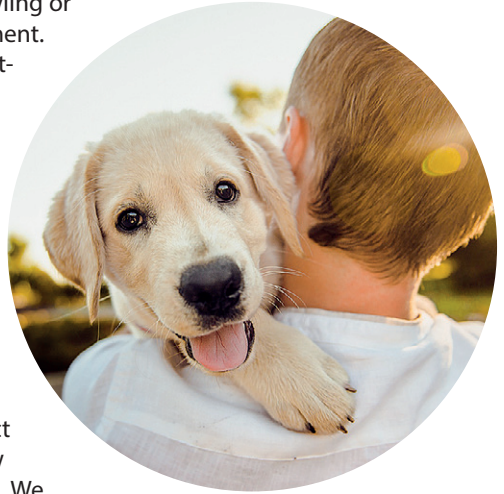
**Always keep your pet on leash** in the public areas, including the yard of the building – this is also required by the law of order. Your pet must not pose any danger or harm. Some can experience animals to be unfamiliar and even scary, so make sure your pet does not scare anyone. When you walk your pet outdoors, bring a “dog poop bag” and collect your pet droppings right away. Do not allow pets in children’s sandboxes or playgrounds. We charge the owner of the dog or cat for the cost of changing the sand.

**Professional breeding or care** of dogs, cats or other animals is not permitted. Keeping pets in the public areas of the property (sauna, laundry room) is also strictly prohibited.

## *When everything does not go as it should – the termination of the lease*

Kiinteistö Oy Kummatti has the right to **terminate the lease** without notice if the tenant:

- fails to pay the rent
- if the tenant transfers the rights of the lease or transfer control of the apartment contrary to the provisions of the law.
- use the apartment for a purpose other than that required by the lease
- spend or allow their guests to spend a disturbing life in the apartment.
- poorly maintains the apartment.



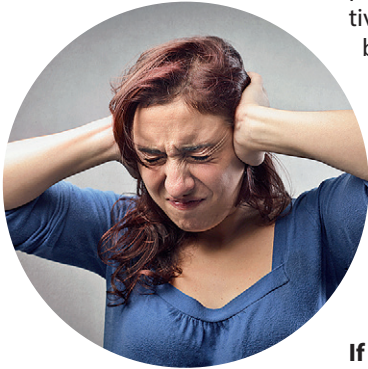
## Smoking

The Tobacco Act and the building housing rules and regulations prohibit smoking in **all common and shared areas**, including elevators.

Smoking is also prohibited in **the apartments** because we must make so called encapsulation painting. Encapsulation painting comes at a considerable cost to the resident.

## Instructions with disturbance situations

The housing rules and regulations in our Tenant's Guide provide good guidance on how to live. Behaviour is disruptive when it deviates from normal living and the disturbance is recurrent.



**If you notice a disturbance,** record what the disturbance was, when and what time it occurred, and who caused it.

**If the disturbance is continuous or recurring,** talk to your neighbour. Often, a mere conversation may be enough, as the resident may not realize they disturbs.

**If talking to a neighbour doesn't help,** report the disturbance in writing:

- By e-mail: [asiakaspalvelu@kummati.fi](mailto:asiakaspalvelu@kummati.fi)
- On our website via notification link: [www.kummati.fi](http://www.kummati.fi)
- Notification form: print the form from our website [kummati.fi/en/instructions-with-disturbance-situations](http://kummati.fi/en/instructions-with-disturbance-situations) and deliver the filled form to our office
- By phone: +358 44 710 7379

**For significant acute disturbance behaviours,** such as disturbance at night or violent behaviour, it is advised to call the emergency centre at 112.

We always treat disturbance reports confidentially and decide on a case-by-case basis whether the situation needs to be addressed. If necessary, a notice or warning is given to the resident causing the disturbance. If the disturbance continues despite the warnings, the lease will be terminated.

## Vandalism

If you find that there **has been vandalism** in a residential building or yard, please report it to our property maintenance so that the damage can be repaired as soon as possible.

If you see someone **committing vandalism,** also report it to the emergency centre so that the police are informed, and the perpetrator can be held accountable for their actions. You can write down the descriptions of the perpetrators and the vehicle they use, as well as the time of the incident.

## Urgent emergencies

If you encounter an emergency where you suspect or know

- **someone's life**
- **health or**
- **property or**
- **the environment is under threat or danger,**

call the emergency number 112.

Such a situation is, for example, an attack of illness, a situation of violence, a fire, or a burglary. Follow the instructions given to you by the emergency centre.

Do not call an emergency number for non-urgent situation or disturbance situation where no one is in danger.

# Housing rules and regulations

**1. Outside doors** shall be kept locked from 9 pm to 7 am, unless otherwise agreed on the property. Damage caused by leaving the door open is the responsibility of the person concerned. In the elevators, the transport of personal property is strictly prohibited (see elevator operating instructions).

**2. The cleanliness of stairwell** requires

- that there is silent movement in the stairwells.
- the apartments are not ventilated to the stairs.
- pets are allowed to the stairwell without supervision.
- clothes are not ventilated or brushed in the stairwells.
- no personal properties are stored in the stairwells.
- no smoking in elevators, stairwells, and other common areas.

**3. The cleanliness of yards** requires

- that trees, shrubs, and plantations are protected.
- that children's plays and games happen in places reserved for them.
- no personal property is stored in the yard without the permission of the real estate company.
- that the feeding of birds on balconies and yards is prohibited.
- that the car heating columns are kept locked.
- vehicles are not washed in the yard.
- that cars are parked in the designated areas.
- that pets are kept on leash and that they do not make their needs in the yard.
- that the use of intoxicants in public places is prohibited.

**Did you know, as a resident,** you are also responsible for your guests' compliance with the Act on Residential Leases and the housing rules and regulations, i.e., also for any disturbance caused by guests.

**4. Bed linen may be ventilated from the balconies** on weekdays from 07:00 to 10:00 and from 16:00 to 18:00. Ventilation and dusting of carpets are only allowed in places reserved for that purpose.

**5. The laundry room and drying room** are for the use of residents only. The time can be booked by name from the appointment book in the laundry room. Machine washing of carpets is strictly prohibited outside of the machines intended for it. Drying carpets on balconies is prohibited.

**6.** The resident must take into account the wall neighbours as well as the other people living in the building. Activities that disturb **the night peace** are prohibited from 22.00 to 07.00. Neighbours should be notified of events lasting later than 10 p.m.

**7.** Intentional **damage or violation of the property** will be charged fully from the person who caused the damage or are liable. The tenant is also responsible for any disturbances caused by guests. Defects or damage, such as water and pipe damage, must be reported immediately to the property maintenance.

*The purpose of the rules and regulations is to make living comfortable and safe.*

# SAFE HOUSING

## Door opening fees

On weekdays:

6.30–15.30 ..... 20 €

15.30–22.00 ..... 40 €

22.00–6.30 ..... 60 €

At the weekends

and on holidays: ... 60 €

**On weekdays:**

+358 44 710 7010

**On weekdays 22.00–6.30,  
at the weekends and  
on holidays:**

Raahen Turvallisuus-  
vartiointi Ky

+358 (0)8 221 300

The front door should always be **“back locked”** when the apartment is left empty. If necessary, ask your property maintenance for advice on how to do this.



## When key is forgotten

If you forget your keys to home contact our on-call maintenance. We only open the doors to a resident on the house register, and the resident must always prove their identity. There is a fee for opening the door, which is invoiced by the real estate company. An invoicing fee is added to the opening fee. Unpaid door opening fees are collectible, and when opening a door, we require that previous opening fees have been paid.

## When key is lost

If you lose the keys to your apartment, please notify our office immediately. You can choose whether the lock will be changed immediately or in the future when moving out. Usually, it is a good idea to change the lock right away so you can be sure that unauthorized people will not have the keys to the apartment. The lock is also changed if all the keys to the apartment are not returned when moving out or if the keys have been replaced with so-called pirated copies.

## Remember home insurance

Property's full value insurance does not usually cover damage to a resident's furniture, such as smoke damage from a fire or damage to furniture from a water leak. Get home insurance and find out the terms and conditions from your own insurance company.

## Is there a fire alarm in your apartment?

When a fire breaks out, every moment is precious. Smoke usually fills the room in 2-3 minutes. A working fire alarm reacts to smoke and wakes a sleeping person.

**According to the Rescue Act**, the resident is obliged to ensure that there are enough fire alarms in the apartment. The size of the apartment affects the number of fire alarms. There must be at least one fire alarm per 60 m<sup>2</sup> on each floor of the apartment. If the apartment has two floors, there must be a fire alarm on both floors. The resident is responsible for the buying, installation, and functional condition of the fire alarm. Remember to replace the battery!

# COMMON AREAS

Please note that **the resident storage number** may be different from your apartment number. If you take an empty storage, please provide the storage number to our office.

## Stairwell and elevator

The stairwells with elevators are the most used common areas of the apartment building. However, they are not suitable as a gathering or a playground. For fire safety reasons, personal property may only be stored in the places reserved for them. For example, always take prams to storage areas, such as the building's bicycle storage.

The exterior doors of a stairwell usually have electric locks that lock them at night. After that, the person passing through the doors must make sure that the door locks. The stairwell and elevator are also subject to housing rules and regulations.

## Storages

The buildings have storage space for outdoor equipment such as bicycles, skis and often also prams. There is also a separate personal storage for each apartment, and in some buildings, there is also a separate cold cellar storage.

**Make sure that the personal properties are stored only in the places reserved for them.** Gasoline canisters, gas or other flammable liquids must not be stored indoors. Do not store valuables in basement, attic, and yard storages. Also note that unheated storage areas are always slightly humid, so avoid storing items that are sensitive to moisture.

Keep storage doors locked. It is a good idea to remind children that the outdoor equipment storage is not a playground.



## Sauna

The sauna shift is booked from the real estate company's office. Sauna shifts are intended for the use of residents.



## Laundry room and drying room

Use of the laundry room is free of charge for residents. Instructions on how and when to use the laundry room can be found on the laundry room wall.

Do not wash carpets in washing machines, as the machines cannot withstand the weight of wet carpets. You can also use the tumble dryer to dry laundry washed at home, under the same conditions as the drying room.



## Instructions for sauna users

Equip yourself with own seat covers.



Do not take plastic toys into the steam room.



Do not dye your hair or use sauna honey, tar, or other similar toiletries in the sauna area, as they stick to the benches.



Leave your pet at home – it is forbidden to take pets to the sauna.



Smoking in the sauna is prohibited.



Leave the sauna tidy after you – as you would like it to be at the start of your turn.



Flushing the sauna and benches with water before and after sauna shortens the life of wooden structures and causes decay and mould damage at worst.



The air conditioning in the common sauna is arranged centrally by mechanical removal. Air conditioning control is made by professional.

## Play areas

Play areas and equipment are designed for children. Walking domestic animals on these areas are prohibited by Public Order Act.

## Parking

In the parking area of the yard, parking spaces are reserved for the use of the residents of the building. You can inquire about a parking space with a heating pole from our office. There are also a few parking spaces in the yards for the use of the guests.

Cars are only **allowed to be parked** in the designated areas marked with traffic signs. You can get a parking ticket for parking in another area. Cars parked incorrectly in winter interfere with e.g., snow ploughing and sanding of the yard roads.

Always keep the heating pole cover closed and make sure that the cord does not hang from the pole. Also, make sure that the parking area is not used for plays and games – it is dangerous and therefore strictly forbidden. Parents are liable for the possible damage to vehicles caused by children's play.

## Traffic in the yards

Driving the vehicle on yard roads is prohibited, except for necessary emergency and maintenance driving. As a resident, you can drive and park your car in the yard only for loading and unloading. If for any reason you must drive in the yard, take special care and slow the speed as there may be children playing in the yard.

## Bird feeding

Feeding birds and squirrels on the balcony or in the yard is strictly forbidden. Birds and squirrels soil the yards and balconies and spread various diseases, and food waste attracts mice and rats.



## Taking care together

Clean, well-kept common areas and yards make the living environment cosy and comfortable. The first impression of your residential area, the building and its residents consists of just those extensions of the apartment. When we take care of their cleanliness together, care costs are reduced, which affects the cost of housing. For example, voluntary yard work is a great way to take care of a common living environment!

**Storage of end-of-life vehicles** in yards and parking areas is prohibited. The cost of removal is always the responsibility of the vehicle owner.

# YOUR APARTMENT

## Bathroom

The most sensitive room to moisture damage is the bathroom. Constant humidity creates conditions for mould, so you should allow the bathroom to dry thoroughly. Observe that the radiator in the bathroom is heating up.



### Dry the bathroom quickly

- After the shower, remove the water with a floor dryer.
- After the shower, leave the door open for a while to allow the bathroom to dry faster.

### Keep the bathroom clean

- Wash the shower curtain regularly with warm water, detergent, and a brush
- Wash the walls and floor of the shower and washroom with detergent every couple of weeks, the ceiling if necessary. If brown spots accumulate on the ceiling, they are usually traces of condensed water droplets and can be removed by cleaning.
- Clean the floor drain once a month.
- Do not install dry room cabinets or other furniture in wet rooms that will become mouldy when wet.

## Apartment sauna

Keep the sauna stove on for another 20 minutes after use to allow the sauna to dry. Ventilate the sauna well after use. During the sauna and drying period, air conditioning should be used in the maximum position, if the apartment has a so-called apartment-specific exhaust.

**Wash all surfaces of the benches regularly** with a brush and alkaline detergent. A good stubborn dirt cleaner is chlorite (chlorite 1-2 dl / bucket of water). Finally, rinse the detergent off the benches and dry the sauna by heating. The heat of the sauna kills bacteria. Do not wet or wash the walls of the sauna with a water hose, as this will cause e.g., moisture damage.



### *Pay attention to water consumption*

Water consumption is worth monitoring, as water and wastewater charges are a big expense – and hot water is almost twice as expensive as cold water.

Energy is also needed to procure, purify, and pump raw water and to treat wastewater, so every litre of water saved also saves the environment.

*You can save water  
e.g., this way:*

Do not run water unnecessarily.



Take a shower instead of a bath.



Do not wash dishes under running water.



Wash full loads of laundry and dishes and use economy programs.



Report a leaking faucet or toilet seat to property maintenance immediately!

### *Laundry drying*

It is a good idea to use the property's laundry room, drying room and tumble dryer for washing and drying laundry – especially when you wash a lot of laundry. Continuous drying of laundry in the apartment can cause severe moisture damage if ventilation is inadequate.

- Avoid drying laundry on doors and radiators.
- It is forbidden to dry laundry in the sauna or to install clotheslines in the sauna.



## Drains & water traps

To prevent clogging of the drainage system, do not flush anything down the drain.

### Not suitable for drains:

- food waste and solid household waste (peel of potatoes, fruit, etc.)
- coffee grounds
- cigarette butts
- newsprint
- textiles
- oil, petrol, solvents
- sanitary towels, diapers
- cat litter
- objects of any kind.

**Clean** the water traps of the drains as well as the floor drains of the bathroom often enough to prevent dirt and debris from accumulating in them. Please note that it is the tenant's responsibility to clean the bathroom floor drain.

If you smell sewer in your apartment, it may be due to the floor drain drying out. The water trap is made to work by pouring water down the drain. If you are away from home for a longer period, you can pour a drop of cooking oil in the water trap, it prevents water from evaporating.

## Washing machine connections

The resident is responsible for **the installation costs** of the washing machines. If the apartment does not have the connection capacity of a washing machine or dishwasher, the work must be done by HVAC-installer.

All water connections must be pressure-resistant, and a back pressure valve (suction protection) must always be in connection with the washing machine tap. The installation of the washing machine and dishwasher must take into account the requirements of the electrical, water and sewer installation method for connecting the machines.

When installing the dishwasher, make sure that the installation takes place in a manner approved by the property owner. A plastic safety tray, specially made for this purpose and sold by household appliance shops, must always be placed under the machine. The costs of leakage damage caused by a faulty connection will be responsibility of the resident – they will not be covered by the insurance either.

**Always close the tap of the washing machine and dishwasher** after use. Constant water pressure can break the water hose and cause a leak.

**When moving out** of the apartment or giving up the dishwasher / washing machine, be sure that the drain outlet pipe and water supply pipe is plugged. The outlet pipe connection of the washing machine can also be located under the sink.



## Ventilation

Apartments have mainly the so-called exhaust ventilation. In apartment buildings, the roof of the building has a powered roof ventilator which is clock-controlled either full or half power. The terraced houses have either an apartment-specific house ventilator on the roof or the so-called cooker hood in the apartment. In terraced houses, ventilation is controlled by the resident using switches in the cooker hood. Ventilation should always be on.



### Remember about ventilation:

- The ventilation must never be switched off (0-position has been removed from the hood)
- 1 power is used when you are away from the apartment
- 2- and 3-power are normal operating positions
- 4-power should be used when cooking, showering, during sauna or drying laundry indoors
- Read the operating instructions for the cooker hood on the kitchen cabinet door
- Wash the cooker hood grease filter whenever it is dirty.

### Cleaning the ventilation valves

Dust and grease, especially in the kitchen, easily accumulate in the small gap between the exhaust air valve body and the plate. Clean the valves often enough to allow air to exchange. A suitable cleaning period is two months.

**The exhaust air valves can be found** in the bathroom, toilets, walk-in closet, and cooker hood behind the grease filter. Remove the valves for cleaning by turning the frame counterclockwise 1/4 turn. Use dishwashing detergent and a brush for washing. After washing, dry the valve and refit it. Make sure that the gap value of the valve does not change so that the ventilation settings remain correct. The valves are adjusted so that the right amount of air leaves the apartment.

Also remove dust from the make-up air valves with a vacuum cleaner's soft nozzle or dry brush.

### How do I reduce cooking smells?

Exhaust air valves work most effectively when the kitchen window is held closed. If necessary, you can open a window in another room to add make-up air. Also remember to wash the cooker hood grease filter at least three times a year with water and dishwashing detergent!

Cooker hoods to be connected to the exhaust air duct must not be installed afterwards. An air circulating cooker hood with an activated carbon filter can be installed on top of the stove but cannot be connected to the exhaust air duct.

## Heating

Most of the properties are connected to the district heating network. Some properties have geothermal or electric heating. Heat distribution to the apartments mainly happens through the radiator, which circulates the water. The heating system is controlled by an outdoor thermostat, which regulates the temperature of the water circulating in the heat distribution room based on the outdoor temperature.

## Apartment temperature control

According to studies, a **suitable room temperature** is about +20 to +21 C. You get the best night's sleep in a cooler temperature, around +19 C. Reducing the temperature by one degree saves heating energy by 5%.

The resident can only adjust the temperature with the radiator thermostat. The heat distribution network in the house is balanced and the pre-setting values of the radiator valves are set to the values calculated for them. Under no circumstances may these settings be changed. If the values are changed, the heating will no longer work as planned for all apartments.

**Do not cover the thermostat valve** with curtains or large furniture, as this will cause the thermostat to turn off the heating of the room and the room will cool down. The opposite happens if the thermostat is located near the ventilation window. When the ventilation window is kept open, the thermostat cools down and the radiator overheats, and the energy goes waste. This increases the cost of housing and is reflected in an increase in rent.

## Do you feel draught?

The problem should be solved by sealing the leaks, not by raising the indoor temperature. **To avoid unnecessary heat loss, follow these steps:**

- Check the condition of the window and door seals annually in good time before the winter. If the feeling of the draught is strong, contact the real estate company.
- Ventilate the room with a few minutes cross-draught in the morning and evening.
- When leaving home, check that the windows and doors are closed.



## Ventilation of the apartment

During the heating season, it is advisable to ventilate the apartment with a **quick cross-draught**. Open at least two ventilation windows for a moment, so the air in your apartment changes quickly and the heat doesn't escape in large quantities. Do not leave windows or doors open for extended periods of time. This saves both energy and money, as heating costs are reflected in apartment rents. Don't forget windows open for all day, at least in the winter or humid weather!



### *Light bulbs and fuses*

The resident must replace the light-bulbs and burned fuses in the apartment. You can connect the lamp to a light socket on the ceiling. However, before connecting, turn off the main switch on the fuse panel. The lamps must not be left to hang on the connectors alone, they must always be hung on the ceiling hook.

### *Sockets*

Bathroom sockets and most kitchen sockets are grounded. Only connect grounded or insulated plugs to the sockets.

- Do not use **the bathroom socket** during a shower or bath.
- Do not use an electrical appliance connected to a standard socket outside the humidity doorstep **in humid areas or outdoors**. For example, using indoor use Christmas tree candles on a balcony when the cord is pulled from inside is life-threatening.

### *Stove and refrigeration*

Clean the stove and oven regularly to make them work effectively. Pull out the stove and kitchen refrigerators at least twice a year and clean their background thoroughly. If the refrigerator / freezer does not have automatic defrost, defrost them at least once a month.

### *Antenna equipment*

All additional antenna devices must always be approved by the property manager.

Installation and repair of electrical equipment may only be carried out by an installer authorized by the authorities.

# WASTE MANAGEMENT

It is a good idea to sort waste carefully, as it saves both money and the environment.

The more precisely you sort the waste into its own collection bins and recycle the usable goods, the less miscellaneous waste goes to incineration. It directly reduces the cost of waste management – and is reflected in housing costs. Your purse will thank you!

The sorted waste goes to recycling for example, as industrial raw material, energy, and soil. Nature thanks!

**See below for instructions** on how to sort the most common household waste. Follow signs and symbols.

## Biowaste

- ✓ Food waste, foodstuffs, coffee filters with grounds, paper towels and napkins, egg carton, parts of plants and withered flowers, wooden cutlery, toothpicks, other compostable waste
- ✗ Milk and juice cartons, plastic bags and packaging, metals and foils, liquid waste, cigarette butts, diapers, textile waste, vacuum cleaner dust bags, ice

## Glass packaging

- ✓ Empty, clean glass bottles and jars (coloured and clear)
- ✗ Crystal, porcelain and ceramic, window glass, car windshields, light bulbs, bottle caps and lids, thermal glass (ovenware and coffee pots), hospital glass, mirror glass

## Paper

- ✓ Newspapers, magazines, advertisements and brochures, coloured papers, recycled paper, envelopes, copy paper, books (covers removed)
- ✗ Disposable containers, gift and wrapping paper, cardboard, plastic, self-copy paper, data protection paper, copy paper wrappers

## Small metal

- ✓ Cans, metal cans, aluminium pans and foils, metal lids, crown and screw caps, non-deposit beverage cans, empty and brush-dry paint cans, empty and unpressurized aerosol cans, empty aluminium tubes without caps
- ✗ Batteries, other hazardous waste, cables, electrical and electronic waste



Take **the garbage bag** all the way to the collection bin – do not throw it from the bin shelter door to leave it there to lay in corners.

## Plastic packaging

- ✓ Plastic containers for yoghurt, butter boxes and other food packaging, detergents, shampoos, and soaps packaging, plastic bottles, canisters, plastic bags, sachets, and wrappers
- ✗ Dirty plastic packaging, PVC packaging, other plastic products, or corporate plastic packaging, hazardous waste (e.g., oily canisters)

## Burnable waste

- ✓ Plastics (non-PVC) if not separately collected, dirty cardboard and paper, hygiene products and diapers, cleaning waste, dust bags, textile waste, leather, rubber, styrofoam, wood-based waste, small amounts of PVC plastic, broken objects (dishes, toys, etc.), cat litter
- ✗ Recyclable waste (glass, metal, paper, cardboard), hazardous waste

## Cardboard packaging

- ✓ Cardboard packaging, egg carton, cardboard cans, cardboard disposable containers, corrugated cardboard (cardboard boxes), paper bags, paper roll cores, also aluminium-lined milk, and juice cans!
- ✗ Dirty packaging, unwashed packaging, plastics, styrofoam

## Waste batteries

- ✓ Batteries, button cells batteries, rechargeable small batteries, dry-cell batteries
- ✗ Other hazardous wastes, vehicle batteries, landfill waste, waste suitable for recycling



You can find a separate plastic and cardboard recycling point (Rinki eco take-back point) in the K-Citymarket parking area, for example.



# APARTMENT MAINTENANCE

*Fault reports:*

**Electronically:**

[www.kummatti.fi/en](http://www.kummatti.fi/en)

**On-call maintenance:**

+350 44 710 7010

## *Minor surface repairs*

You can make minor surface repairs in the apartment if you agree with the company in advance. A condition for issuing a repair permit is that the repairs are carried out with reasonable professionalism. You can also improve your living comfort with extra equipment at your own expense.

## *Maintenance responsibilities*

**The resident** must take care of his/her own home and ensure that he/she, family members or guests do not damage the common property of the building. **Kiinteistö Oy Kummatti**, on the other hand, makes sure that the building remains in good condition. In addition to apartment maintenance and minor repairs, we take care of yard areas and are responsible for the operation of water, sewer, heating, air conditioning and electrical systems. The condition of the apartments is constantly monitored and maintained in accordance with various maintenance and repair plans. It is important to us that the condition, level of equipment and living comfort of the apartments remain good.

Most of the minor repairs and maintenance of the apartment are done by our company's property maintenance or specialized store. Very small maintenance work is done by the resident itself. Fixed furniture is repaired at the expense of the company if it has not been intentionally broken. Damage caused intentionally or through negligence will be repaired at the tenant's expense.

## *Report faults immediately!*

**If you notice faults in your apartment**, e.g., the floor seams in the bathroom are loose or the faucet or toilet seat is leaking, report them to the real estate company immediately. Likewise, if you notice faults in house structures, common water or sewer lines, or electrical appliances. This allows faults to be repaired promptly and greater damage to be avoided.

For example, our property maintenance repair damaged water and sewer equipment, replace water furniture seals and open clogged drains. After-hours and on weekends, emergency maintenance and repairs are performed by on-call maintenance personnel. Please note that on weekends and outside office hours, property maintenance only does maintenance and repairs that require immediate repair!



# RESIDENT ACTIVITIES & -DEMOCRACY

## *Kummatti Resident's Association*

The Residents' Association meets weekly, except in June-July and during Christmas. Association facilities are in the basement of the Ravikatu 1H stairwell, where there are signs from the stairwell. The clubhouse is rented, for example, as a venue for a confirmation party, for a small fee.

There is

- large meeting room
- kitchen with normal equipment, comprehensive tableware
- toilet / shower facilities
- four rooms with three looms as well as a sewing machine.



Joining the Residents' Association is voluntary. If you want to weave a rug or "poppana" with clubhouse looms, it is hoped that you will become a member. Members will be given keys to the space and will be able to weave on weekdays from 9am to 7pm. Guidance on weaving and removing the finished product from the looms is also available. The Residents' Association also weaves custom rugs as needed.

## *Resident activities*

Resident activities are a great way to influence your own living environment and the comfort of living. As the flow of information between residents and the real estate company increases, everyone benefits. Resident activities are based on **resident meetings** together with the property manager. The meetings deal with wishes, actions and other current issues related to property management and living comfort. Activities can also be nice things to do together: spring and fall yard work and small events.

Residents also have their own representative on the Kiinteistö Oy Kummatti board of directors.

Shared work and spontaneous of the residents increase comfort, and you get to know the neighbours.

# CHANGES IN HOUSING

## *Changing apartment*

Sometimes the need for housing changes with life situations. **If you need a different apartment**, please contact our office. The two tenants can also exchange apartments with each other. In this case, the exchange partners will accept the apartments in the condition they are in at the time of the exchange.

If the tenancy has lasted less than two years, we charge apartment check fee of 200 €/change. Generally, apartment change requires at least a year-long lease for the current apartment. When changing the apartment, also pay attention to the restrictions set by Kela.



## *In the situation of divorce / legal separation*

The simplest would be to agree between the spouses which party will continue the tenancy. In this case, the person moving out terminates the lease for his/her part, and the liability for the obligations arising from the tenancy ends in accordance with the termination. The remaining party signs a new lease on his/her own name. However, in a divorce case, it is not always possible to reach a consensus on the matter, in which case it is possible to take the matter to court.

## *Transfer of the tenancy*

The rental right can be transferred to a spouse or common-law partner, child or parents already living together in the apartment. The transfer of the rental right is made in Kiinteistö Oy Kummatti office.

### **Re-renting the apartment** always

requires the permission of the real estate company. Without permission, it is prohibited and will result in immediate termination of the lease.

# MOVING OUT

Be sure to include **the number of the storage you used** when terminating the lease.

## 1. *Terminate the lease*

**Submit a termination notice** to our customer service as soon as possible after your move is confirmed. The notice period is one month, i.e., when you terminate the lease, the lease expires on the last day of the following full calendar month.

Termination of the lease must always be done **in writing** – email will also be accepted. You can print or download the termination form from our website or pick it up from the office. If the lease has two signatures, both must also sign the termination notice if both move out of the apartment. Please note that the notification of move is not a termination of the lease.

## 2. *Empty your apartment*

Empty your belongings from the apartment, storage, and other places you use. Take unnecessary items (e.g., furniture, wheels, car tires, batteries) at a recycling centre. If you leave items behind, you will be charged for the transport etc. costs.

## 3. *Make a final cleaning to the apartment*

Clean the apartment and storage you used carefully. Instructions for final cleaning can be found on our website: [www.kummatti.fi/en/cleaning-instructions-for-person-moving-out/](http://www.kummatti.fi/en/cleaning-instructions-for-person-moving-out/)

We do charge a resident for an uncleaned or incompletely cleaned apartment. Similarly, we charge the resident if the apartment is in poor condition and the condition of the apartment cannot be considered normal wear and tear due to normal living.

## 4. *Apartment check*

Apartment check can be done when the apartment is empty and cleaned. You have the right and opportunity to be present in the apartment check. If you want to be involved, make an appointment with the inspector well in advance of the end of the lease.

## 5. *Return the keys*

Return all apartment keys to our office no later than the last management day of the apartment. If all the keys are not returned, we will have to change the locks and charge the resident for it.





## KIINTEISTÖ OY KUMMATTI

**Kiinteistö Oy Kummatti** has been offering rental homes in Raahе for decades now. We have about 900 apartments for rent across the city. Our offer includes suitable homes for different life situations: families, single people, seniors, and students, as well as for special groups such as the disabled. We also rent apartments that are already furnished.

Kiinteistö Oy Kummatti everyday life is run, and customers are served by 12 real estate professionals. Our company is almost 100% owned by the city of Raahе. We manage the rental apartments we own ourselves.

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### *Fault and maintenance reports*

**On-call maintenance:** +358 44 710 7010, huolto@kummatti.fi

**Electronic fault report:** [www.kummatti.fi/en](http://www.kummatti.fi/en)

Click the "Submit fault reports" -link on the front page, fill in the required fields and send a maintenance request.

### *Door openings*

Door openings are always invoiced from the resident.

**Weekdays 6.30–22** on-call maintenance tel. +358 44 710 7010

**At night 22–6.30,  
weekends and midweek holiday**

Raahen Turvallisuus-Vartiointi Ky  
tel. +358 8 221 300

### *Office*

Ratsukatu 7B, 92150 Raahе  
tel. +358 44 710 7379  
[asiakaspalvelu@kummatti.fi](mailto:asiakaspalvelu@kummatti.fi)

### **Office hours**

mon–wed 9.00–15.00  
thurs 9.00–16.00  
fri 9.00–15.00

[www.kummatti.fi/en](http://www.kummatti.fi/en)

*How did  
we succeed?*

We welcome feedback!  
It helps us serve our  
customers better. You can  
leave feedback on our website  
or e.g., by e-mail:  
[asiakaspalvelu@kummatti.fi](mailto:asiakaspalvelu@kummatti.fi)