



Notice for residents regarding the coronavirus situation (COVID-19)

The coronavirus causes exceptions in the handling of things and they affect different parties in many ways. Below, we have listed the measures that everyone should take into account to prevent the spread of the virus. We will update guidelines in accordance with any changes made in authority's recommendations or rule enforcements.

Office

Our office is open starting from 1.6.2020. All other contact channels are also available and preferred communication channels:

- Telephone service and all office numbers are available Mon-Fri from 8:00 AM to 3:30 PM
- The resident's affairs can also be handled online:
 - ✓ asiakaspalvelu@kummatti.fi (customer support email)
 - ✓ firstname.lastname@kummatti.fi (directly to the person in charge of the matter)

Common areas and sanitation

- Personal sauna shifts and property laundry rooms are available to residents.
 - Every user should pay attention to good hygiene (e.g. hand hygiene).
 - Exposed, symptomatic or quarantined persons should not use common areas.
- In the maintenance of the property, attention is paid to spaces and surfaces that are exposed to human contact and disinfectants are used, e.g. various railings, light switches, door handles, selection buttons, sanitary facilities, laundry rooms and public saunas.

Rent payment

- If the current situation causes temporary difficulties in paying the rent, it is important to contact our rent controller as early as possible before the due date.
- If necessary, it is possible to settle on rent payment plans.
- However, the coronavirus situation does not release you from the obligation to pay rent.

Rental apartment related maintenance visits and apartment inspections

- During the coronavirus situation, maintenance operations in occupied apartments that do not require an urgent response are avoided.
- Work that cannot be rescheduled without causing damage or inconvenience to either the occupant or the property is still done normally.
- All those who come to the apartments (employees or contractors) have a pre-announced reason for the visit and the time is agreed upon. In addition, they carry ID cards on the pocket.
- Hygiene (e.g. hand hygiene) and possible symptoms during the visits to residential apartments are taken into account.
- Periodic inspections of occupied apartments will be postponed to a later date.
- Final inspections are carried out normally, but you should only attend them when completely healthy. The inspector can be in contact with the resident regarding the final inspection if the inspection cannot be done, for example, due to a flu.
- During the inspection everyone is to follow good hand hygiene.
- No "corona inspections" are performed by the landlord. These types of home visits related to the coronavirus can involve criminal and fraudulent intentions.

Coronavirus-related information and official information can be found at:

- Finnish Institute for Health and Welfare (thl.fi/en/web/thlfi-en)
- Regional State Administrative Agencies (www.avi.fi/en/web/avi-en)
- The Social Insurance Institution of Finland (www.kela.fi/web/en/corona)