



RIGHT-OF-OCCUPANCY AND RENTAL HOUSING

# Resident's guide



# Welcome, new resident!

**3**

## Customer service

Customer service and the services of maintenance companies	3
Resident website	3
Service request	3

## 4–7 Instructions for new residents

An apartment inspection	4
Insurance policies	5
Electricity contract	6
Internet connection	6
Housing allowance	6
Maintenance charge and rent	6
Security deposit	6
Monitoring of outstanding debts	6
Changes during residence	6
Keys	7

**8–12**

## Common rules

Resident activities	8
Responsibility of the property owner	8
Responsibility of the resident	8
Rules and regulations	10–12
Non-smoking property	9
Pets	9
Resident guidance	9

**13–14**

## Safety

How to prevent dangerous situations	13
Fire safety	14
Emergency access roads	14
Fire detector and fire blanket	14
How to act in case of a fire	14

## 15–24 Taking care of the apartment

Refrigeration devices	16
Cooker and extractor hood	16
Dishwasher	17
Washing machine	17
Sauna heater	17
Ventilation	18
Heating	19
Water and drains	20
Electrical systems and fuses	21
Cleaning	22
Waste management and recycling	23
Balconies and private yards	24

## 25–36 Renovations and alterations

Wall and ceiling mountings	25
Venetian blinds and roller blinds	25
Security lock and peephole	25
Air source heat pump	26
TA Material Package	26
Instructions for additional and alteration works in a right-of-occupancy dwelling	27
Instructions for additional and alteration works in a rental apartment	29
Additional and alteration works	30
Responsibility matrix	36

## 32–35 Instructions for moving out

Giving up a right-of-occupancy apartment	32
Terminating a rental apartment	32
Viewing of the apartment	33
Date of vacating the apartment	33
Preparing the apartment for moving out	33
Instructions for cleaning before moving out	34
The final apartment inspection	35
Returning your keys	35
Returning the right-of-occupancy payment and security deposit	35

For more than fifty years, TA Companies has offered safe housing for the different stages of life. Our housing stock consists mainly of right-of-occupancy and rental apartments, and it covers a wide range of different types of housing units from apartments to dwellings in spacious terraced and semi-detached houses as well as single-family houses. Our housing units are owned by TA-Asumisoikeus Oy, TA-Yhtymä Oy, TA-Asunnot Oy and Taova Oy as well as their subsidiaries.





## Customer service

*You made an excellent choice when you moved into a TA home. In the residents' guide, you can find advice on how to maintain your home and deal with practical issues while you live here. Among other things, the guide includes instructions on alterations to the apartment, home technology and moving out. We hope that you enjoy living here!*

### Who should I contact?

#### Contact the property manager

- apartment inspections
- apartment renovations

#### Contact the property secretary

- issues related to keys
- parking spaces
- rent, maintenance charges and other payments
- resident changes
- extracts from the register of occupants

#### Contact maintenance

- maintenance of yard areas
- opening doors
- notifications about defects



In case of sudden and acute damage, call the on-call number of the maintenance company.

### Resident website

On the site-specific resident websites, you can review your own payment information, submit service requests and update your own contact information, among other things. The website also includes information on your building, such as financial information.

**You can find the resident website at the address [ta.fi/asukassivut](https://ta.fi/asukassivut)**

### Service request

On our website, you can find an electronic service request form, which is the best way to contact both the TA customer service as well as the maintenance company.

**Submit a service request at the address [ta.fi/ilmoituslomake](https://ta.fi/ilmoituslomake)**



You can find building-specific instructions in the resident information file in your apartment.



## Instructions for new residents

*The move is getting closer and your new home is waiting for you! Here you can find out how to get keys, what you need to do before moving in and what things in the apartment you need to check in connection with the move.*

### An apartment inspection

**Fill in the apartment inspection form within two weeks of the start of your possession of the apartment.**

We inspect all apartments when the resident changes. The aim of the inspections is to find and correct any issues that cause problems while living in the apartment.

You can fill in the apartment inspection form electronically on our website at [ta.fi/forms](https://ta.fi/forms)



If you move out, the apartment inspection form acts as documentation of the condition of your apartment at the time when you moved in. In this way, we can ensure that you will not be held responsible for any defects that may have already existed in your apartment.



Please note that the apartment inspection form does not replace a maintenance order to the maintenance company.

**If you notice any acute defects in the apartment** (such as a leaking faucet), notify the maintenance company about them immediately. The maintenance companies are on call around the clock.

**If you want to make alterations to the apartment** in connection with moving in, you need to discuss them first with a representative of TA. Read more about alterations on pages 27–31.



## Insurance policies

We require that all of our apartments are covered by home insurance.

### Home insurance

Home insurance offers financial security in case of accidents (e.g. water damage), when the resident may need to compensate damage to their own or a neighbouring apartment. When taking out home insurance, you should find out what it covers. If necessary, insure valuable objects separately.

### Property insurance

All of our properties are insured with property insurance. However, property insurance will not cover damage caused by e.g. a fire or a pipe leak to the movable and other property of the resident. TA's property insurance will not cover any stolen or destroyed property of the residents, either.

## Check the following in the apartment

- Do all home appliances, electrical devices and light fixtures in the apartment work like they should?
- Are all wall outlets and ceiling sockets as well as their hooks and screw terminals in place?
- Are there any mountings or dents on the walls?
- Are the interior doors and the doors of fittings in place and undamaged?
- Have the water connections to the dishwasher and the washing machine been plugged appropriately?
- Are the wash basins in the washroom and toilet undamaged, or does the faucet or the toilet seat leak?
- Does the plumbing of the floor drains and wash basins work?
- Are there any items in the apartment or the storage left behind by the previous resident without a previous agreement concerning the items?

## Notify maintenance, if:

- a water or drain fitting leaks or is broken
- the radiator leaks, the radiator valve is broken, sounds of water gurgling, rushing or hissing can be heard in the radiator, or if the radiator does not heat up at all or only heats up at the bottom.
- it is constantly too hot or cold in the apartment or one of the rooms.
- the water pressure is too low or too high or the water flow sputters.
- the temperature of hot water is constantly too low.
- the drain is completely or partially blocked, makes strange noises or the smell of sewage is noticeable in the apartment, even though the water traps in the wash basins and floor drains are clean.
- the water keeps disappearing from the water traps.
- there are ventilation problems in the apartment:
  - the outlet vents do not work.
  - the negative pressure in the apartment is so high that it is difficult to open the entrance door.
  - the sound level of the ventilation has changed noticeably.
  - an unusually high amount of impurities is coming in with replacement air.
- there are cracks in the floor coverings, tiles or vinyl wall coverings of the washroom or their seams.
- there are colour changes caused by moisture in the walls, floors or ceilings.
- the doors, windows, furniture, hinges or locks are damaged.
- there are faults in the home appliances or devices.
- moisture has condensed on the interior surfaces of the apartment.

## Electricity contract

On nearly all of our properties, the residents must make their own electricity contracts with the electricity company. The electricity contract should be drawn up already well in advance of the move.

## Internet connection

We offer our residents a broadband connection free of charge as a part of our services for residents. However, due to restrictions by the operators, this is unfortunately not possible on each and every one of our properties.



Check availability and see ordering instructions at [ta.fi/asukasinfo/ta-laajakaista](https://ta.fi/asukasinfo/ta-laajakaista)

## Housing allowance

If you are entitled to a general housing allowance or a housing supplement from KELA, the Social Insurance Institution of Finland, you can apply for housing allowance by attaching a copy of your rental or right-of-occupancy contract to the application. The housing allowance should be forwarded directly to the account of the building owner.

## Maintenance charge and rent

**The maintenance charge and rent fall due on the second day of each month.**

The residents will be sent account transfers with references for paying the maintenance charge/rent. When making the payment, use the reference and account number provided in the account transfer to ensure that the payment goes to the correct account and is linked to the right apartment.

If there are any special circumstances related to payment, please contact our customer service and agree on the procedure as soon as possible.

## Security deposit

A security deposit in accordance with the contract is made for rental and right-of-occupancy apartments. No interest is paid on the security deposit.

## Monitoring of outstanding debts

By paying our rent by the due date, you can avoid unnecessary reminder letters and expenses. Always use the reference number shown on the account transfer when making the payment. If you cannot use the reference number for some reason, state the name of the housing company, the apartment number and the name of the resident in the additional information. This ensures that the payments are linked to the correct invoices.

If necessary, we can use a debt collection agency to monitor outstanding debts that takes care of sending reminder letters and collecting outstanding debts, if any, on our behalf.

After the debt collection agency has sent a reminder letter, our late outstanding debts can no longer be paid to the account stated by TA; instead, the payments and reminder charges and possible collection charges are paid to the account stated by the debt collection agency. Any payment plans are also agreed directly with the debt collection agency.

## Changes during residence

If the number of residents changes during the contract period or if one of the contracting parties wants to be removed from the contract, please contact our customer service. All changes in the number of residents must be reported to TA in writing or with an electronic contact form in order to keep the register of occupants and water billing up to date.

The maintenance company can only open the door to those residents that have been registered as residents of the apartment. If you want a name to be added to or removed from the door or letterbox of the apartment, please contact the building owner and the maintenance company.

## Keys

**You can pick up the keys from one of our offices based on the agreement after 12 noon on the day when the right of possession begins, unless otherwise agreed.**

### Picking up your keys

The condition for handing over the keys is that the right-of-occupancy payment and, in rental apartments, the security deposit can be seen on our account. Ask your contact person which office you should visit to pick up the keys. Also check the opening hours of the office, and do not forget to take your identity documents along.

Outside exceptional situations, the keys cannot be handed over directly by the previous resident of the apartment. A separate agreement must always be made with TA regarding exceptions.



Lost keys must be reported to TA immediately. Additional keys are subject to a charge and can only be ordered via TA. As a rule, residents need to purchase their own lock for the storage room.





## Common rules – Being a good neighbour and cooperation between residents

*For comfort of living, it is important to guarantee that every resident has the opportunity to enjoy pleasant and peaceful living conditions. Everyone must take account of the rules and regulations of the building as well as the other residents in their own lives. Be considerate towards your neighbours on balconies and in yards and shared facilities. It is polite to notify the neighbours in advance about parties and other activities that make noise.*

### Resident activities

**The resident meetings of right-of-occupancy and rental buildings can elect a resident committee from amongst themselves that can propose improvements for their building and living conditions.**

The resident meeting is held annually in right-of-occupancy and rental buildings. Adult holders of the right of occupancy in right-of-occupancy buildings and all adult permanent residents in rental buildings have the right to vote in the meeting and are eligible for the committee. The resident meeting can appoint a resident committee. The activities are volunteer-based and driven by the residents' own efforts. If a resident committee is not appointed, the resident meeting can elect a representative to act as the contact person of the building with TA. The property manager acts as the contact person of TA.

TA also has a cooperative body that supervises the equal treatment of right-of-occupancy buildings and their maintenance based on life cycle economy.

### Responsibility of the property owner

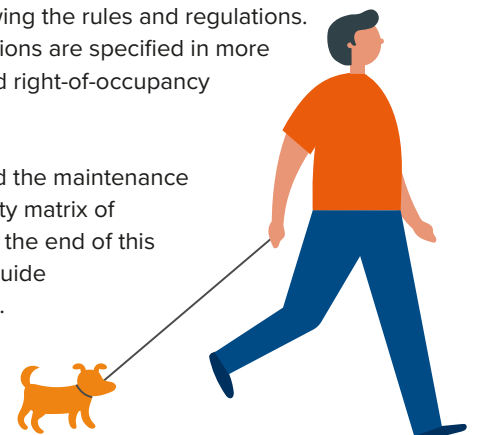
TA is responsible for the maintenance of all of the properties it owns as well as maintenance agreements and their monitoring. TA is also responsible for the repairs and upkeep of the buildings and their planning.

### Responsibility of the resident

The residents are responsible for taking care of payments, maintenance and careful upkeep of the apartment as well as following the rules and regulations. The resident's obligations are specified in more detail in the rental and right-of-occupancy contract.



You can find the maintenance responsibility matrix of TA-Yhtiöt at the end of this resident's guide on page 36.





## Rules and regulations

The rules and regulations have been drawn up to ensure the safety and comfort of the residents. All residents must be considerate towards the other residents of the building, and no one may unnecessarily disturb the comfort of living of others. In addition to the rules and regulations, the laws and decrees as well as the provisions of the rental or right-of-occupancy contract must be followed. Residents are also responsible for ensuring that their own guests follow the rules and regulations of the building, and parents are likewise responsible for their children. You can find the general rules and regulations on the following pages.

You can report any disturbances to TA in writing with a separate form. The report must state what kind of a disturbance is involved as well as the time when the disturbance occurred. The report must be signed by residents of at least two separate apartments. Excessive disturbances during the night can also be reported directly to the police.

## Non-smoking property

**Smoking is prohibited in all of our apartments as well as the shared facilities of the buildings, such as stairwells and sauna and storage areas.**

Some of our properties are completely non-smoking. A non-smoking property means that smoking is prohibited on the property, in its apartments, balconies, yard areas and shared facilities. In the new right-of-occupancy contracts made since 2019 and rental contracts made since 2020, the residents have committed to not smoking on the property, with the possible exception of a designated smoking area. On new properties, the non-smoking condition has already been introduced earlier. You can find the more detailed terms in the terms and conditions of your right-of-occupancy or rental contract. Breaking the terms can lead to measures being taken.



*Even if your contract does not prohibit smoking on the property, we hope that you avoid smoking on the balcony and in the yard areas. Tobacco smoke spreads easily to other apartments through the ventilation and inlet valves.*

## Pets

Pets are welcome in our apartments. However, pet owners must also give due consideration to their fellow residents. To ensure everyone's general comfort of living, pet owners must see to it that their pets do not cause repeated or undue disturbances to neighbours or damage to apartments and shared spaces. A barking dog often has a negative impact on relationships between neighbours. Dogs can bark for many reasons, and sometimes the owner may not even be aware that their pet barks when left alone. If your neighbour's dog barks, the first thing to do is to let them know about it.

As a resident and pet owner, you are responsible for any damage that your pets cause to the apartment in excess of normal wear and tear. This includes bite and claw marks on the apartment's surfaces, stains caused by excretions as well as odours and other negative impacts.

Please keep your pets on a leash in the housing company's shared areas, both indoors and out. You are not allowed to walk your pets in designated children's play areas. Please also make sure that your pets do not take care of their business in yard areas or children's play areas. If your pet has an accident in the housing company's area, be sure to clean after it. Please also keep in mind that some of your neighbours may be allergic to or afraid of animals.

## Resident guidance

Sometimes, you may be in a situation in which you have questions about issues related to housing and are in need of help. The resident administration officer can help you in challenging issues related to housing, such as payment difficulties or living comfort.

## General rules and regulations for TA's rental buildings

The rules and regulations have been drawn up to ensure the comfort of living of the building's residents. All residents must be considerate towards the other residents of the building, and no one may unnecessarily disturb the comfort of living of others. The holder of the apartment is responsible for ensuring that the guests also follow these rules. In addition to the rules and regulations, the laws and decrees as well as the provisions of the rental contract must be followed.

Rental buildings may have their own rules and regulations drawn up by the resident committee that may differ slightly from the rules below. Check your resident information file to find out if your building has its own rules. If the building does not have its own rules and regulations, the rules presented below must be followed in all of TA's rental buildings.

### **Damaging the structures**

Full compensation for damaging the structures or planting boxes, breaking windows, scratching the walls, graffiti, drawings on the asphalt and other similar damage is charged from the party that caused the damage or the liable party.

### **Quiet time**

Activities that would disturb the quiet time of residents are not allowed in apartments from 22:00 to 7:00. Causing loud and disturbing noise during the day is also prohibited. With the consent of the neighbours, family celebrations and other events that last longer than 22:00 can be arranged.

### **Entrance doors**

The entrance doors of blocks of apartments are locked from 21:00 to 7:00. Entrance doors with a door buzzer or a key code are kept locked around the clock. When going through a locked door, you must ensure that the door is locked again.

### **Stairwells, outdoor recreation equipment storages, basement facilities, storage rooms and club rooms**

Avoid making noise in the shared facilities; they must be kept clean and in order during use. Smoking and staying in the areas unnecessarily is prohibited. For fire and rescue reasons, items can only be stored in the areas reserved for the purpose; storing items in stairwells or the corridors of storage rooms is prohibited (Rescue Act 379/2011, sections 9 and 10). Fire safety regulations must be followed in storing substances that present a fire hazard.

The club room is intended as a hobby room. The users are obliged to clean up after themselves.

### **Outdoor areas, balconies and the residents' yards**

The outdoor areas must be kept neat, and the lawns or planting boxes must not be damaged. In connection with yard work and snow removal, the residents are responsible for keeping the following areas clean: fronts of entrances and stairs, the residents' yards and balconies. On the balconies, barbecuing is only permitted with an electric barbecue or a gas grill. Barbecuing is completely prohibited in buildings with sprinkler systems, because the smoke and heat may trigger the automatic fire extinguishing system.

Using pools filled with water on the balconies is prohibited. You may not disturb others by cleaning or watering the flowers. Flower boxes must be placed inside the edge of the balcony. Some of our properties are completely smoke-free and our newest contracts prohibit smoking in balconies and yards. We urge everyone to avoid smoking in yard areas and balconies.

### **Parking**

Parking vehicles is only permitted in the marked places reserved for the purpose. Parking motor vehicles in front of the stairs and entrances or on emergency access roads without a valid reason is prohibited, with the exception of short-term parking for e.g. loading or unloading items. Even in that case, the vehicle must be moved out without delay. Idling and driving on paths in the yard unnecessarily are prohibited.

Washing cars on the plot is not allowed.

Heater cables may not be left hanging from car heating poles, and the covers of the heater cable sockets must be kept locked. The owner of the vehicle is responsible for cleaning any traces of oil or similar that may leak from a motor vehicle, or paying for the cleaning.

The parking places are intended for vehicles that are actively used for transport. The vehicle must fit inside the parking space.

Guest parking spaces are reserved only for temporary and short-term parking by guests of the residents.

### **Pets**

Pets must be kept on a leash in the housing company's shared areas, both indoors and out. You must not let your pet make the shared facilities, doors, yard areas (including the lawns) and pavements of the building dirty, and pets may not cause unreasonable harm to other residents.

Taking pets out for a walk in areas reserved for children playing or in their immediate vicinity is prohibited. The residents must ensure that their pets will not disturb the neighbours while the residents are away from the apartment.

### **Waste management**

Trash and waste must be sorted according to the valid sorting instructions, packaged and taken to waste containers without making the surroundings dirty. If a resident pours or allows waste into the drains that does not belong there and causes a blockage in the drains, the resident is liable for damages. The residents must take care of removing all waste other than household waste themselves.

### **Airing out clothes and rugs, drying laundry**

Dusting and drying rugs, clothing and textiles is only allowed at the locations allocated for the purpose. Beating rugs and other items is only allowed on the rack in the yard intended for the purpose from 8:00 to 20:00 on weekdays and from 10:00 to 18:00 on Saturdays. Beating rugs and other items is prohibited on Sundays. Clothing and other textiles can be aired out or dried on your own balcony, as long as they are inside the railing.

Breaking the rules and regulations and report of a disturbance  
Disturbances that violate the rules and regulations must be reported to TA in writing with a separate form. The report must include the incident, dates, times and the names of two witnesses in case of a possible trial. Violation of the rules and regulations may lead to liability for damages and/or termination of the contract.

*Check the building-specific rules and regulations on the resident website  
or notice board of your building.*

## TA-Asumisoikeus Oy – General rules and regulations

The rules and regulations have been drawn up to ensure the comfort of living and safety of the building's residents. All residents must be considerate towards the other residents of the building. The resident is responsible for ensuring that their guests also follow these rules. In addition to these general rules and regulations, the resident shall observe other guidelines and rules laid down by the building owner, relevant legislation and regulations as well as the terms of the right-of-occupancy agreement. The following rules and regulations apply to all TA-Asumisoikeus Oy's properties.

### Damage to structures and shared facilities

Full compensation for damaging and dirtying the structures or planting boxes, breaking windows, scratching the walls, graffiti, drawings on the asphalt and other similar damage is charged from the party that caused the damage or the liable party.

### Quiet time

Disturbing the peace through noisy or otherwise disturbing behaviour is prohibited. The building's quiet time is from 10 pm to 7 am. With the consent of the neighbours, family celebrations and other events that last past 10 pm can be held. Please notify your neighbours in advance if you are planning on organising such events by e.g. posting a notice on the building noticeboard.

### Entrance doors

The entrance doors of apartment blocks are locked from 9 pm to 7 am. Entrance doors equipped with a code lock or intercom must be kept locked at all times. When going through a locked door, you must ensure that the door is locked again.

### Shared facilities (e.g. stairwells, outdoor recreation equipment storages, basement facilities, storage rooms and club rooms)

All shared facilities must be kept clean and in order, and noisy behaviour must be avoided. Loitering in the shared facilities is prohibited. The users are obliged to clean up after themselves. Due to fire and rescue safety reasons, personal property must be kept in the areas reserved for them. Storing property in the stairwell or storage corridors is prohibited. Fire safety regulations must be followed in storing substances that present a fire hazard.

The club room is intended to be used as a hobby room and for other separately specified purposes.

The use of the equipment storage or storage rooms must not inconvenience or prevent other residents from using them. Storing large equipment, such as electric scooters and bicycle trailers, in the equipment storage is allowed, provided that enough room is left for other storage users. If there is enough room in the equipment storage and it does not inconvenience the other storage users, medical aids used by persons with reduced mobility and other similar equipment may be stored and charged in the equipment storage. Charging electric scooters and other similar equipment in the shared facilities is prohibited.

### Balconies, private yards and outdoor areas

On the balconies, barbecuing is only permitted with an electric barbecue or a gas grill. Barbecuing is completely prohibited in buildings with sprinkler systems, because the smoke and heat may trigger the automatic fire extinguishing system. Using inflatable pools on the balconies is prohibited. Do not disturb others by cleaning or watering the flowers. Flower boxes must be placed inside the edge of the balcony. Decorations, such as flags or Christmas lights, must be placed inside the edge of the balcony.

The outdoor areas must be kept neat, and the lawns or planting boxes must not be damaged. Residents are responsible for yard work and winter maintenance, including snow removal and gritting, in the following areas: entrance fronts and steps, yards and balconies attached to apartments, and walkways that lead to only one apartment or a private yard, which are not part of the building's shared area or yard.

### Smoking outdoors, on balconies and private yards

Some of our properties are completely smoke-free. Under the most recent agreements, smoking is prohibited on balconies and on property with the exception of designated smoking areas. The housing community may prohibit smoking entirely indoors and in shared outdoor areas.

If there are residents whose right-of-occupancy agreement entered into force before 1 January 2019, their valid right-of-occupancy agreement does not prohibit smoking on balconies or in private yards. Even if a resident's right-of-occupancy agreement does not prohibit smoking, we recommend refraining from smoking in private yards and on balconies. If a resident's agreement permits smoking on the balcony or in the private yard, the resident shall not cause others harm by smoking so that the smoke travels to other apartments e.g. through the ventilation ducts.

Smoking is strictly prohibited in the playgrounds and in front of entrance doors. In the shared outdoor area, smoking is only permitted in the designated smoking area.

### Pets

Pets must be kept on a leash in the housing company's shared areas, both indoors and out. Taking pets out for a walk in areas reserved for children playing or in their immediate vicinity is prohibited. Pets must be prevented from dirtying the building or yard and they must not cause excessive trouble to other residents. Pets are not allowed to take care of their business in playgrounds, in front of entrance doors or other popular walkways on the property. The resident shall immediately clean after their pets.

The resident must ensure that their pets will not disturb the neighbours, e.g. by being noisy, while the resident is away.

### Airing, dusting and drying of laundry

The dusting of textiles and drying of laundry is allowed outdoors in the areas designated for this purpose between 10 am and 6 pm. The residents may air and dry their laundry on their own balcony inside the barrier. It is prohibited to dry laundry in the sauna due to fire safety. Clothing and other textiles can be aired out or dried on your own balcony, as long as they are inside the railing.

### Waste management

Rubbish and waste must be packed and sorted into the waste containers. It is prohibited to throw any inappropriate waste, such as cooking grease, down the toilet or the drain due to the risk of clogging.

The residents must take care of removing all waste other than household waste at their own charge. Waste other than household waste, such as old furniture, renovation waste and hazardous waste, must not be thrown into the waste containers or left outside the waste containers or in the waste room.

### Measures to save energy and fire alarms

The resident shall monitor their water consumption and volume of waste to control the living costs. If necessary, the resident may air their apartment in an energy-efficient manner by opening the windows for a moment. Airing through the door should be avoided in the heating season in particular. Airing the apartment by opening the door to the stairwell is prohibited. The resident shall test the fire alarms in their apartment once a month.

### General rules and regulations regarding parking spaces

Parking a vehicle is only permitted in the marked places reserved for the purpose. The parking spaces are intended for vehicles that are actively used for transport. The vehicle must fit inside the parking space. Guest parking spaces are reserved for temporary and short-term parking by guests of the residents. Parking motor vehicles in front of the stairs and entrances or on emergency access roads without a valid reason is prohibited. Quick loading and unloading of vehicles is allowed. Idling and driving on paths in the yard unnecessarily is prohibited.

It is prohibited to leave heater cables hanging from the car heating poles. After use, the heater cables must be removed and the sockets must be kept covered and locked. Washing cars on the plot is not allowed. The holder of the parking space is responsible for cleaning any traces of oil or similar that may leak from a vehicle. Separate rules and regulations have been drawn up regarding the use of parking spaces.

### Breaking the rules and regulations and report of a disturbance

TA may be informed of any violation of these rules and regulations by submitting a separate reporting form. The report must include the incident, dates, times and the names of two witnesses. Violation of the general rules and regulations may lead to liability for damages and/or termination of the contract.

## TA-Asumisoikeus Oy – General rules and regulations regarding parking spaces

These rules and regulations have been drawn up to ensure the comfort of living of the building's residents and to ensure the safe, seamless and fair use of parking spaces. All residents and parking space users must be considerate towards the other residents of the building and other parking space users, and no one should unnecessarily disturb the comfort of others or the use of parking spaces. A parking space holder is responsible for ensuring that their guests also follow these rules. In addition to these general rules and regulations, all residents and parking space users shall follow the rules and guidelines laid down by the building owner to ensure public order, rental legislation and regulations as well as the terms of the rental or right-of-occupancy agreement or parking space agreement.

### Parking in places reserved for vehicles

Parking vehicles is only permitted in the marked places reserved for the purpose. Parking motor vehicles in front of stairs and entrances or on emergency access roads without a valid reason is prohibited, with the exception of short-term parking for loading or unloading items. Even in that case, the vehicle must be removed without delay. Idling and driving on paths in the yard unnecessarily is prohibited.

### Use of parking spaces

A resident's parking space is intended only for permanent parking of the resident's own or their family's motor vehicle, unless otherwise agreed in writing. If a resident who has entered a parking space agreement does not have a vehicle but they have reserved the space for their guests, they are obliged to give up the parking space in favour of a resident who needs a parking space for regular personal use. Transferring the control of a parking space is prohibited. Only one car may be parked in one parking space at a time. The holder of the parking space is not allowed to fix or put up a sign in the parking space without the building owner's permission, unless otherwise agreed. It is prohibited to store property, decommissioned vehicles or other inappropriate objects in the parking space.

### Parking in spaces reserved for the disabled or persons with reduced mobility

Parking spaces reserved for persons with reduced mobility and marked as such may only be used by a permanent resident who holds an appropriate parking permit. A person who parks their vehicle in such a parking space shall, on demand, prove that they have a valid parking permit for the disabled parking space. The permit shall be visible inside the parked vehicle. If a person without reduced mobility has been given a parking space reserved for persons with reduced mobility and a person with reduced mobility who needs a parking space moves into the building, the former shall be obliged to give up their parking space in favour of the latter, if necessary.

### Connection to living in the building

The parking spaces are primarily intended for the building's permanent residents. In order to get a parking space, they shall have a registered vehicle in regular use, unless otherwise agreed in writing. If a resident moves away, i.e. gives up their rental or right-of-occupancy apartment, they shall also give up the parking space if other persons living in the building need the parking space. If a holder of a right-of-occupancy apartment has concluded a separate agreement on the use of a parking space and they give up their apartment, the building owner shall have the right to terminate the parking space agreement. If a resident uses two parking spaces and another resident needs one of them due to resident turnover or other similar reasons, the former shall give up one of their parking spaces in favour of the latter.

### Vehicles allowed

The parking spaces are intended for vehicles that are actively used for transport. The entire vehicle must fit in the parking space. It is prohibited to park a vehicle that crosses the parking space lines in the parking space. Parking of mopeds and motorcycles in the same parking space with a car is allowed, provided that they do not cross the parking space lines. When using the parking space, the user shall ensure that enough room is left for reversing between the space and the adjacent parking spaces.

### Car heating poles

It is prohibited to leave heater cables hanging from the car heating poles. The heater cable sockets must be kept covered and locked whenever they are not in use. The parking space holder shall replace damaged heater cables. The building owner has the right to remove damaged heater cables or cables that otherwise compromise electrical safety. It is strictly prohibited to use extension leads or take electricity from sockets outside the parking space to heat a car.

### Keeping the parking space clean and winter maintenance

The parking space holder is responsible for keeping their parking space clean. The owner of the vehicle is responsible for cleaning any traces of oil or similar that may leak from a motor vehicle in the parking space or elsewhere on the property, or compensate the building owner for the cleaning.

The parking space holder is responsible for the parking space's winter maintenance, e.g. snow removal and gritting. The building owner is responsible for the winter maintenance of the driveways and walkways in the parking area. If the parking space is located outside the maintenance responsibility of the building owner or other property owner, e.g. if the parking space is located in a separate yard connected to the parking space holder's apartment, the parking space holder shall be responsible for the winter maintenance of the route leading to the parking space.

### Charging of electric cars and hybrids

It is prohibited to charge electric cars and hybrids by using the car heating poles without a separate agreement on the use of a charger or temporary charging service. If the parking space holder has entered an agreement on the use of a temporary charging service, they shall follow the instructions for fixing and removing a label indicating the use of a charging service. The label must be fixed to the parking space under the agreement. It is prohibited to forge the label or hand it over to a third party.

The owner of the charger, TA-Asumisoikeus Oy, determines the maximum charging rate permitted for the charger or temporary charging service in the parking space. The user of the charger or the parking space holder is not allowed to exceed the maximum charging rate determined by the owner.

The user of the charger is not allowed to change the structure or properties of the charger. The user is allowed to charge their vehicle by using only the charger designated to them. It is strictly prohibited to charge electric cars and hybrids by using other heating poles or sockets on the property or to use extension leads to charge the vehicle. The charging cable or charger must be disconnected from the heating pole when the vehicle is not charging. The charging cable and charger must be kept inside the vehicle or in another secure place whenever the vehicle is not charging.

Charging the vehicle while using a block heater and/or space heater is prohibited. Only one vehicle can use the charger at a time.

The holder of the vehicle is responsible for keeping the charging cables in such a condition that they comply with the electric safety regulations and do not compromise the safety of the property and other property users.

The user of the charging station is responsible for any damage incurred by the owner of the charging station or a third party for the misuse of the charger if the maximum charging rate permitted is exceeded or if these rules and regulations, instructions given by the charger owner or the terms of the agreement on the use of the charger or temporary charging service are violated.

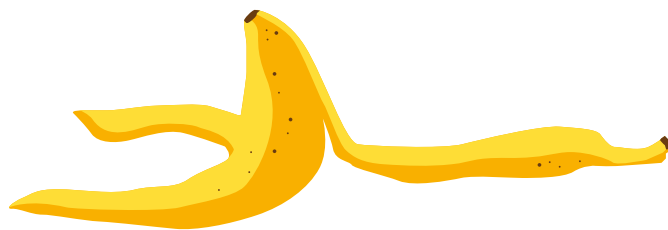
### Guest parking spaces

Guest parking spaces are reserved only for temporary and short-term parking by guests of the residents. It is prohibited to use a guest parking space regularly or in a recurring manner or for excessively long periods at a time.

### Car washing and maintenance

Washing cars on the plot or in the car park is prohibited. It is also prohibited to perform any maintenance work or repairs that could harm other parking space users or the property or dirty the parking space or the car park. For example, painting a car on the plot or in the car park is prohibited. If the parking space becomes dirty as a result of maintenance or repair work, the parking space holder shall be responsible for cleaning up the mess they have caused. Retrying is allowed in one's own parking space or the car park.

Breaking the rules and regulations and report of a disturbance The owner of the building must be informed of any violation of the rules and regulations by submitting a separate reporting form. The report must include the incident, dates, times and the names of two witnesses in case of a possible trial. As a result of a violation of the rules and regulations, the resident or parking space holder concerned may become liable for damages and/or their agreement may be terminated.



## Safety

*The best way to avoid accidents is to prevent dangerous situations and review how to act in a dangerous situation. The best way to compensate for material damage caused by dangerous situations is to take out the right kind of home insurance.*

### How to prevent dangerous situations

**Install a fire detector in the apartment, never leave a fire unsupervised and learn to extinguish small fires correctly.**

**Close all doors and windows when you leave the apartment and lock the doors properly. Make sure that no one can fall out of a window or off the balcony.**

**Keep alcohol, tobacco, detergents, chemicals, hazardous waste, matches and lighters out of reach of children.**

**Put safety plugs in wall outlets and install a safety guard in front of the cooker to keep children safe.**

**Never use electrical devices while going to the shower or taking a bath.**

**For fire safety reasons, do not dry laundry or store items in the sauna.**

**Disconnect the car heater cable from the car heating pole after use.**

**Review the rescue plan of your building on the resident website.**

## Fire safety

- Do not leave candles or other kinds of open flame without supervision.
- Equipment for making a fire must be kept out of reach of children, and you must not keep substances that present a fire hazard in the apartment.
- Drying laundry in the sauna is not allowed, and the sauna cannot be used to store items for fire safety reasons.
- It is good to keep in mind that home appliances and household electronics may sometimes catch fire spontaneously. For this reason, they must not be left on without supervision.
- If grease overheats while cooking, it can easily catch fire, and the fire may spread into the extractor hood and the ventilation duct. A grease fire is smothered with a fire blanket or the lid of a kettle, never with water.
- Due to the risk of fire, never store anything on the cooker.

## Emergency access roads

Emergency access roads must be kept free and clear, and parking is only permitted in the marked places. The notice board usually has a map of the emergency access roads, and they are also marked with traffic signs.

According to fire safety regulations, storing items in stairwells is prohibited. Pushchairs, walkers, etc. must be kept in the areas reserved for them. No items may be stored in the passageways in storages, either.

## Fire detector and fire blanket

A fire detector is a piece of home safety equipment required by law, and the resident is responsible for it. At least one fire detector must be installed on every floor of the apartment. The best place to install a fire detector is on the ceiling of the entrance hall, outside the bedroom door. The functioning of the fire detector must be tested once per month by pressing the test button. Remember to replace the battery once per year – such as on 11 February (the date in numbers, 11.2., is the same as the Finnish emergency number). A fire detector that is older than 10 years cannot be used. It is recommended to use one detector per every 60 square metres and residential floor.

In some of our buildings, the fire detectors are permanently connected to the electric power network. In these buildings, the residents do not need their own fire detectors, but they still need to test the functioning of the fire detector every month. The fire detector must not be removed from the ceiling. If you suspect that the device does not work, contact the maintenance company. On some properties, the residents are also responsible for replacing the battery of fire detectors that are connected to the electric power network; check the resident information file for instructions.



The apartment should have a fire blanket. You should place the fire blanket close to easily combustible areas, such as the kitchen.



On page 21, you can find instructions on electrical safety.

## How to act in case of a fire

### If there is a fire in your apartment

- Leave the burning apartment as quickly as possible.
- Close the door of the apartment after you leave to prevent the fire from spreading.
- Use the stairs to get out, you may be trapped in the lift.
- Call the emergency number 112.

### If you notice smoke or a fire in the stairwell

- Stay inside your apartment and call the emergency number.

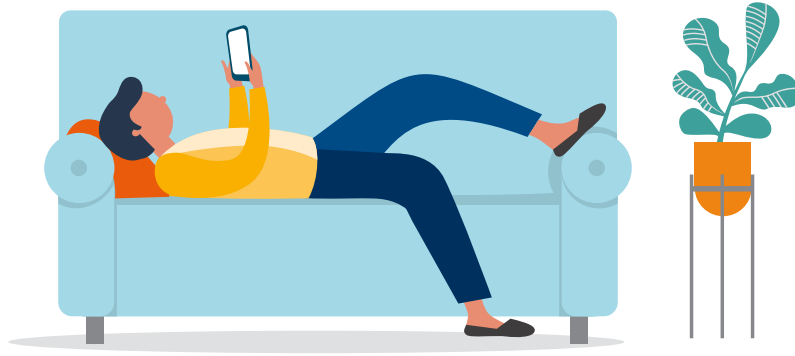


### General emergency number

**112**

Review the rescue plan of your building on the resident website: [ta.fi/asukassivut](https://ta.fi/asukassivut)

Further information on home safety: [tukes.fi](https://tukes.fi), [spek.fi](https://spek.fi) and [helpe.fi](https://helpe.fi)



## Taking care of the apartment and sustainable living

*We want you to live as comfortably as possible, and we do our part to take good care of the apartments – without forgetting the environment. The residents are responsible for ensuring that the apartment is clean and doing their part of home maintenance. Please always notify us, too, if you notice a defect or damage in the apartment.*

The appliances and equipment in the apartment must be used and cleaned according to their operating instructions. The residents are also responsible for and obligated to repair both their own equipment as well as any devices left behind by a previous resident, their incorrect or deficient installations and the use and supervision of the equipment. The cost of repairs due to neglecting the cleaning and maintenance of home appliances belonging to the apartment or the purchase of a new appliance will be charged from the resident.

See the maintenance and cleaning instructions on the following pages.



You can find the detailed operating instructions for your apartment's devices and equipment in the resident information file in your apartment.



As a resident, you are responsible for reporting faults and damage. In this way, you will also avoid potential liability for damages. The easiest way to submit a notice of a defect is by filling in the electronic form on our website.



*Saving energy is not difficult; instead, small actions can do a world of good. Saving energy is good for the environment and well worth it. Not only does it help with reducing your own electricity bill, it also keeps the operating costs of the building reasonable.*

*For our part, we invest significantly in the energy efficiency of the buildings, and the consumption of heat, water and real estate electricity on the properties is monitored on a monthly level.*

## Refrigeration devices

**Regular cleaning and defrosting of refrigeration devices reduces their energy consumption.**

### Cleaning and maintenance

Remove any dust collected behind refrigeration devices at least once per year to ensure that they work efficiently. Vacuum-clean the mechanism and condenser coils of refrigeration devices carefully with a soft nozzle.

Use a mild detergent for cleaning. Abrasives, chemical solvents and detergents that are acidic or contain sodium carbonate may damage the plastic surfaces inside the refrigerator.

Check your refrigerator or cooler regularly to ensure that the defrosting water outlet pipe is not blocked. Otherwise the defrosted water may leak somewhere outside the water trough and cause moisture damage.

Never cover the ventilation holes at the top edge of refrigeration devices.

### Defrosting the freezer

Defrost the freezer at least once per year, if it does not have an automatic defrosting feature. The freezer must always be defrosted under supervision so that the defrosted water does not leak to the floor of the apartment. You can melt the ice in the freezer quickly by placing a container with hot water inside the freezer.

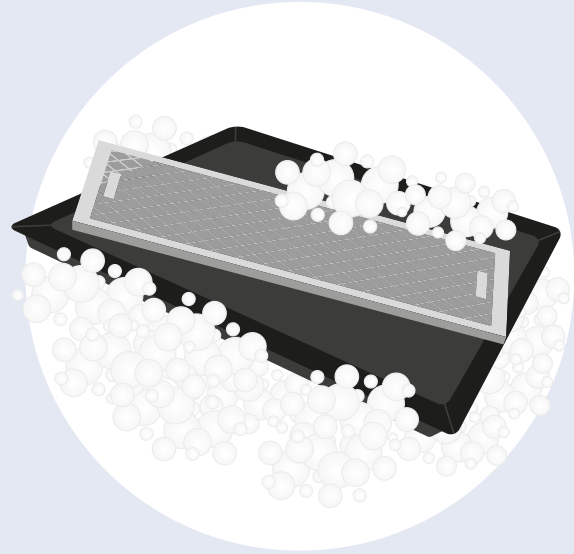
A thin layer of frost can be removed with a wooden or plastic spatula instead of defrosting the whole freezer. Never use sharp tools to prevent damaging the cooling pipes of the evaporator.



The temperature of the freezer is  $-18\text{ }^{\circ}\text{C}$  during normal use and  $-25\text{ }^{\circ}\text{C}$  during the freezing stage. If refrigeration devices are not used and their power is disconnected, their doors must be left open.



Ice accumulating in the freezer reduces its power and increases electricity consumption.



## Cooker and extractor hood

**Clean the cooker, oven, oven door and baking trays regularly so that burnt grease and dirt will not accumulate on them.**

Use detergents intended for the purpose to clean cookers and ovens. Abrasives such as steel wool must not be used. They may damage enamel and steel surfaces, in which case dirt will stick to them easier than ever.

The grease filter of the extractor hood must be removed and cleaned at least twice per year. The dirt and grease on the filter reduce the effectiveness of the extractor hood and may cause a fire hazard. After removing loose dirt, a metal grease filter can be washed in hot washing-up liquid solution or in the dishwasher. If the grease filter is made out of a soft and porous material, it should be squeezed in a detergent solution, rinsed and finally dried.



For fire safety reasons, you cannot store anything on the electric cooker. Usually, cookers are connected to mains power, which means that an electrician ordered by the maintenance company is responsible for connecting them or making changes to the connections.



Using the residual heat of the cooker and oven for cooking is recommended.



## Dishwasher

### Only an HVAC professional can install a dishwasher

Usually, a dishwasher is not a part of the standard equipment in our apartments; instead, dishwashers have been added as alteration work. When you use a professional installer, you will get a receipt for the work done, which should be kept in case of damage to apply for compensation from insurance. A plastic protective tray should be installed under the dishwasher to discover potential water damage.

The dishwasher must never be left on without supervision. The tap must always be kept closed, if the device is not in use. You also need to monitor the condition of the device, the connections and the hoses. Replacing the connection hoses of the dishwasher every 10 years is recommended. In case of the drain hose, you should ensure that it is not squeezed between objects or jostled every time the waste cart is used.

The resident is responsible for the dishwasher in the apartment and its repairs as well as any damage caused by the dishwasher, if the device is not owned by TA. If the dishwasher stops working, TA will not replace it with a new one, unless it has been separately agreed in the contract that the apartment includes a dishwasher. The resident is also responsible for dismantling and storing the dishwasher cabinet.



## Washing machine

### Never leave the washing machine on without supervision and always close the tap after use.

You can install the washing machine yourself, if the connection for a washing machine has already been installed. Using an extension cable for the electrical connection of the washing machine is prohibited. Ensure that a check valve is installed in the pipe to prevent dirty water from flowing back into the network. The power cord of the washing machine should be disconnected from the wall outlet after use.



By washing full loads and using energy-saving programmes you can save money and energy. The hotter the water you use to wash laundry, the more electricity you use.

## Sauna heater

### Avoid getting the sauna benches and walls wet unnecessarily and ensure sufficient ventilation after going to the sauna.

The saunas in the apartments have electric heaters with controls for bathing time and temperature.

It is important to air out and dry the sauna room to ensure that the benches and wall structures dry out after the sauna bath and remain in good condition for a long time. The sauna should be kept on for a short time after the sauna bath. You can replace the stones in the heater as needed.



An energy-efficient temperature for an electric sauna is 60 °C. Do not let the hot sauna wait for you.

## Rules for good indoor air

- Ventilation vents must not be covered and their settings must not be changed
- Keep the inlet air vents and routes clean and open
- Clean the outlet vents regularly
- Ensure that the extractor and cooker hood are clean
- Study the operating instructions for apartment-specific ventilation
- Only air out the apartment quickly
- Dry the laundry in the drying room
- Clean regularly
- If the temperature in the apartment is too high, the indoor air quality will deteriorate

## Ventilation does not work, if

- the interior surface of the windows is frosted or frozen.
- moisture condenses on the surface of structures.
- the smell of smoke and other smells often spread inside the apartment and/or come from other apartments.
- the indoor air always seems stuffy.
- the washroom dries slowly after washing up.



## Ventilation

### Good indoor air requires functioning ventilation and clean, well-working vents.

#### Ventilation systems

There are different kinds of ventilation systems depending on the type of the building, such as mechanical roof extractor, natural ventilation, apartment-specific extraction system, mechanical or centralised inlet and outlet air ventilation.

As a rule, the ventilation power in the apartment can only be adjusted if it has an apartment-specific extraction system or mechanical inlet and outlet air ventilation. In these cases, adjustments are usually made with the extractor hood. The residents must ensure that ventilation is especially effective after e.g. going to the sauna. Mechanical ventilation must be used at a sufficient level, and it must never be disconnected completely.

Roof extractors and outlet vents in the apartments are adjusted so that the ventilation of the building is balanced. The automated ventilation in the building operates with increased efficiency several times per day for a few hours at a time.

#### Ventilation vents

Humidity and impurities in the air are removed from the apartment via outlet vents. The outlet vents are usually located in the kitchen (typically the extractor hood), bathrooms, toilet and walk-in closet.

The damper of the extractor hood should be opened during cooking so that most of the air flow exits through the extractor hood. Doing this will reduce the amount of outlet air in other areas. The rotary switch for the damper can be found on most extractor hoods. The outlet vents must be kept clean, and their settings must not be changed.

You can remove the round outlet vent in the ceiling for cleaning by turning the vent by the ring closest to the ceiling and pulling the vent out. The setting of the inner ring of the vent must not be changed, because it has been adjusted to provide the correct air flow.

All outlet vents in the apartment should be cleaned with washing-up liquid a few times per year. If you do not know how to clean the vent, ask the maintenance company for advice.

Replacement air comes into the apartment via fresh air vents, which must be kept clean and open. The inlet air vents are often located at the top of the external walls of habitable rooms, on the top edge of windows, in ventilators or on the wall behind the radiator. The vents have a filter that cleans the outdoor air coming inside.

#### Airing

Airing for 15 minutes by creating a draught is enough to freshen up the apartment. You should never leave the window open for the whole day. If the window is open for a long time during winter, the water circulating in the radiators may freeze, which may cause considerable water damage.



During winter and extremely cold weather, airing should be kept to a minimum due to the loss of energy.

## Heating

### A healthy indoor air temperature is 20–21 °C in living areas and 18–20 °C in bedrooms.

Within the district heating network, the most common way to heat apartments is with water-circulating radiators. District heating is included in the rent or maintenance charge of the apartment. In single-family and terraced houses, direct electric heating can also be used; it is paid by the residents themselves according to their own electricity contract, unless otherwise agreed.

The indoor air temperature can be measured reliably in any of the residential areas at a height of approximately one metre from the floor and a distance of 1.5 metres from an exterior wall. In very cold temperatures and at the start of the heating season before the indoor temperature balances out after the outdoor temperature has dropped, the apartments may occasionally feel cooler. If it is too hot in the apartment, you should not try to air out the heat; instead, adjust the radiator thermostats to a lower temperature.



By decreasing the temperature in the apartment by one degree, you can lower the heating costs by approximately five per cent.

### Contact the maintenance company, if

- the radiators in the apartment do not heat up
- gurgling or hissing sounds can be heard from the radiator
- there is water leaking from the radiator valve, or
- despite adjusting the radiator thermostat valves, it is too hot or cold in the apartment.

### Avoid unnecessary moisture

Sufficient ventilation and heating of the sauna and bathroom prevent moisture damage. The most important purpose of the radiator and underfloor heating in the bathroom is to dry the air and the walls, floor and ceiling after they have become moist during washing. The ventilation in the bathroom can be made more efficient by leaving the door open after a shower.

When drying laundry, it is important to ensure that there is sufficient ventilation and air circulation. Wet laundry can cause moisture damage, which is why laundry should not be dried over doors, windows or radiators. Clothing and other textiles should not be dried in the sauna due to a risk of fire. In a cold sauna, the laundry causes a high moisture load in the sauna, which may result in structural damage.

### Heating equipment and thermostats

The radiators must not be covered, and the circulation of air around them must be kept open. The radiators are controlled with a thermostat, which senses the temperature of indoor air and adjusts it to a suitable level.

Heavy curtains, furniture or devices that generate heat must not be kept in front of the thermostat, because they may affect the operation of the radiator. The radiator may feel cold or only warm at the top, even if the temperature in the room is perfectly normal. Radiators in different places may also feel like they are at different temperatures.

You should also keep in mind that when a radiator keeps a room at a comfortable temperature of 20–22 °C, it only has a surface temperature of 30 °C, which feels cool at hand. Some buildings have water-circulating underfloor heating; more detailed information on its use can be found in the resident information file.

Washrooms and wet areas are usually heated with water-circulating radiators or underfloor heating. The water-circulating radiators are connected to the hot household water line, which means that they also operate during summer, when the rest of the heating network in the building has been turned off. The water-circulating radiators in washrooms cannot be adjusted, and especially in the summer, washrooms may feel too warm.

### Leanheat system

Many of our housing units are installed with a Leanheat temperature regulation system, the aim of which is to provide tenants with pleasant and consistent living conditions and reduce the energy consumption of our properties. The AI-based Leanheat system measures indoor temperature and humidity using sensors installed inside the housing unit. The sensors feed measurement data to the system, which adjusts the heating as necessary.

## Water and drains

### Drains are only designed to transport wastewater

Do not throw food waste, nappies, sanitary towels, tampons, clumps of hair, cotton buds, cat litter or similar waste into the drain of a sink or wash basin or flush them down the toilet. Liquid fats (such as the fat from roasting the Christmas ham), solvents or chemicals must not be poured down the drain or the kitchen sink, either.

The water traps of drains and floor drains may become empty if they are not used very much (e.g. during a holiday). In that case, smell of sewage may enter the apartment; it will clear out by letting water down the drain and airing the place out.

If you notice a problem with the operation of drains, stop letting water down the drain and notify the maintenance company about the issue immediately. Likewise, if you notice taps dripping or the toilet leaking, contact the maintenance company. One dripping tap will cause a loss of dozens of litres of water per day, which has a significant impact on the water costs of the building.

### Prevent water damage

- If a drain is blocked, stop letting water down the drain immediately.
- Clean the water traps regularly to prevent blockages.
- Do not connect any new parts to water fixtures without the permission of the maintenance company.
- Do not leave devices on unsupervised.
- Close the tap of the washing machine immediately after use.



Reduce water consumption. You can reduce your water consumption simply by making small changes in the way you use water, which keeps the water fees reasonable. On average, showering, flushing the toilet and other water use consumes 155 litres of water per person every day.

- Do not let the water run unnecessarily.
- Always close the tap while brushing your teeth and washing your hair.
- Rinse the dishes in the sink, not under running water.
- Only wash full loads in the dishwasher and washing machine.

### Do not forget to clean the drains and floor drains regularly

#### Cleaning the water trap

- 1 Put a bucket under the water trap below the sink or wash basin and twist the water trap to open it.
- 2 Dispose of any trash or debris in the water trap and clean the parts of the water trap with water and washing-up liquid.
- 3 Rinse the parts and put them back in place. Make sure that the parts are securely attached and that the seal is firmly in place.
- 4 Let water run from the tap and check that the water trap does not leak. If water leaks out from between the seal in the trap, the water trap is not properly closed.



#### Cleaning the floor drain

- 1 Lift the floor drain cover off.
- 2 Carefully lift the water trap out and remove the accumulated dirt.
- 3 Clean the drain and the cover with water and detergent as well as an old dish brush, for example.
- 4 Rinse properly and put the parts of the floor drain back in place. Make sure that the water trap is securely attached.



Installing a filter to collect any hair and impurities in the floor drain is recommended.

## Electrical systems and fuses

### Wall outlets and ceiling sockets

For light fixtures, the ceiling of the apartment has a ceiling hook and a socket or a screw terminal as standard equipment. The light fixture is first hung on the ceiling hook, after which it is connected either to the ceiling socket or the screw terminal. When removing the light fixture, you must ensure that the ceiling hook and ceiling socket or screw terminal remain in place in the ceiling and that they are not removed with the light fixture. The price in accordance with the customer fee price list is charged for any missing ceiling sockets.

The wall outlets in the apartments are usually earthed. Only plugs of earthed or insulated electrical devices can be connected to the outlets. You can purchase safety plugs for wall outlets to ensure the safety of small children. If the apartment has electric heating, the group switchboard of the apartment often has a “home/away” switch that can be used to e.g. lower the temperature of the apartment by a few degrees during your absence. Sometimes the switch may also affect the electricity going to wall outlets, and therefore you should check the setting of the switch in case of a possible malfunction.

The apartment usually has a similar switch for balcony outlets as for light fixtures that is used to turn the power on.

### Changing lamps and fuses

In addition to the residents' own light fixtures, the residents are responsible for purchasing and replacing fuses, lamps for the oven and refrigerator as well as fluorescent lamps and their starters. When replacing fluorescent lamps, their starters should also be replaced at the same time; sometimes simply replacing the starters may be enough.

The fuses are usually traditional replaceable fuses or automatic fuses. Traditional fuses are sold at hardware shops and grocery shops, and automatic fuses are turned back on by lifting the switch up. Before replacing the fuse, you need to find out what causes the problem. Fuses usually overload due to a faulty device or using too many devices at the same time. The group switchboard with the fuses and mains switch of the apartment is usually located in the entrance hall.



Replace old lamps with energy saving or LED lamps in the light fixtures. An energy saving lamp consumes 75–80% less energy per light fixture. Turn off unnecessary lights and devices in standby mode.

## Keep electrical safety and saving energy in mind

- Ensure that electrical devices and cables, wall outlets and switches are in good condition.
- Preferably use FI marked electrical devices.
- Order electrical installations and repairs from professionals in the field.
- Prevent devices from catching fire by cleaning dust off electrical devices and ensuring that they are well-ventilated.
- Turn off power from the television and other electrical devices after use. Do not leave devices in standby mode.
- Do not use electrical devices during a shower or bath.
- Only use devices intended for outdoor use and connected to an earthed outlet outdoors.
- Never leave the stove, washing machine, dishwasher, sauna heater or iron on without supervision.
- Charge the batteries of your electric bike or other electric vehicle under supervision inside your housing unit. Charging electric vehicles in the housing company's bike storage room is prohibited due to fire safety reasons.
- Incorrectly used or faulty electrical devices may cause a life-threatening danger to the user. For this reason, professionals in the field should always carry out any electrical installations and repairs.

### By themselves, everyone can

- replace fuses, lamps and their starters.
- attach a decorative light fixture to a screw terminal.
- remove the cover plate of a de-energised switch or wall outlet during painting or wallpapering.



Used fluorescent lamps and compact fluorescent lamps are hazardous waste, which cannot be taken to the waste collection point of the building; instead, they must be taken to the recycling point intended for the purpose.

## Cleaning

Regular cleaning increases the comfort of living, is a part of good maintenance of the apartment and ensures that living there is healthy and safe. When it comes to cleaning, you should keep regularity and good equipment in mind.

Using neutral detergents (pH 7) as well as dry or damp cleaning methods is recommended. When the home is cleaned regularly, most of the dirt can be removed with just water or washing-up liquid.



### Greasy dirt

Alkaline detergent (pH over 7)

### Calcium deposits and rust

Acid detergent (pH below 7).



See instructions for cleaning the apartment before moving out on page 34.

### Tips on keeping everything neat

- Prevent dirt from entering the apartment by leaving your shoes in the entrance hall and using a proper doormat.
- Purchase proper cleaning equipment and use detergents with moderation. You can remove dirt and grease e.g. with microfibre cloths. A dry microfibre cloth is effective for dusting.
- Pieces of felt should be attached to the bottoms of the feet of all furniture to prevent the floor from becoming scratched or discoloured.
- Also review the resident information file in your apartment; it usually contains building-specific cleaning instructions as well as operating instructions for machines and equipment.

### Floors

Hardwood and laminate floors are especially sensitive to moisture, which is why simply vacuum-cleaning and wiping with a damp cloth is enough for cleaning them. A mild detergent suitable for the surface material is used for cleaning. Do not leave the floor wet, because too much moisture can damage the floor materials and the structures of the apartment in addition to causing problems. A hardwood floor changes according to air humidity, which means that it may show cracks during the heating season.

Vinyl flooring is washed in the same way as hardwood and laminate floors. Vinyl flooring does not need to be waxed. During normal cleaning, ceramic floor tiles in bathrooms can be wiped with a damp cloth. The easiest way to clean the floor more thoroughly with water is to use a brush and a strong alkaline detergent. Do not forget to dry the vinyl and tile floors you have washed.

### Walls and ceilings

Walls and ceilings do not tolerate moisture well and they can rarely withstand hard scrubbing. When cleaning walls, mild detergents and wiping with a damp cloth should be used. Walls and ceilings can be vacuum-cleaned with the textile nozzle of the vacuum cleaner. Likewise, the dirt accumulated around ventilation vents should be vacuum-cleaned or wiped off with a dry cloth.



### Toilet, wet areas and sauna

The toilet seat should be cleaned regularly with a disinfecting detergent and a toilet brush. Also clean the outer surfaces of the toilet seat. The best way to clean the wash basin is to use a cleaning sponge or a dish brush reserved for the purpose. The water trap should also be cleaned regularly.

The lower parts of the walls in shower areas should be cleaned regularly to prevent the accumulation of dirt and calcium deposits. They should be washed using a brush and an acid detergent (pH < 7). Clean the floor drains in washing areas regularly, and dry the floor with a squeegee after showering.

The sauna benches are washed with warm water, a soft brush and all-purpose cleaner. To finish, the benches should be rinsed with cold water to close off the wood grain. Do not forget to wash the support structures and lower surfaces of the benches, too. After washing the sauna, it should be heated up to make drying more efficient.



See instructions for cleaning the floor drain and water trap on page 20.

### Windows

Cleaning the windows a few times per year is recommended, because dirty windows take away as much as 40% of the light output.

When washing windows, also wash the window frames and the window sill. Dry the frames carefully to ensure that they will not swell. Windows should be washed when the weather is warm and cloudy.

### Insect pests in the apartment

Despite regular and appropriate cleaning, insect pests that are harmless to humans may sometimes appear in the apartment. Insect pests should be destroyed in the appropriate manner.



If you notice insect pests in your apartment, contact the maintenance company or the property manager.

## Waste management and recycling

### Sorting and recycling waste reduces the amount of mixed waste and lightens the environmental load of landfill.

You should take advantage of the recycling options on the property and sort waste into the waste containers in accordance with the waste management instructions. The waste containers are only for household waste. If you are not sure where a bit of waste should go, put it in mixed waste.

Waste must not be left outside the waste containers, and the waste containers must be filled so that their lids can still be closed. If you notice that the waste room is messy or there are animal pests, notify the maintenance company about it.

At their own expense, residents must take away all waste that does not belong to waste containers, such as hazardous, moving and renovation waste, old furniture or electronics. Hazardous waste can be taken to waste stations and e.g. old thermometers can be taken to a pharmacy.

Recycling centres accept old furniture. Old clothes and shoes can be taken to regional collection boxes. Recycling centres also accept household waste electrical and electronic equipment (WEEE).



## Balconies and private yards

### Keep your small private yard and balcony in good condition.

#### Balconies

Balconies must be kept clean and cleared from snow. Balconies should not be washed with water; instead, vacuum-cleaning and mopping are the best cleaning methods. Residents are responsible for keeping the outlet pipes or a possible floor drain clean. When washing the balcony or watering the flowers, make sure that the water will not flow into the balcony downstairs. If the balcony is glazed, the panes should be washed once per year.

Flower boxes and other decorative elements on the balcony must be placed within the edges of the balcony so that they are not at risk of falling. Airing out bed linen or rugs on the balcony is not allowed, and you cannot throw cigarette butts or other items down from the balcony.

No electrical devices intended for indoor use should be placed on the balcony. Only electric barbecues and gas grills can be used for barbecuing on the balcony. Open fires on the balcony are forbidden. Installing auxiliary antennas and satellite dishes always requires permission from TA.

#### Private yards

In terraced and semi-detached houses as well as single-family houses, all residents take care of keeping their own yard neat and mowing the lawn. Residents can ensure that the common yard areas remain pleasant by taking care of the equipment and keeping the yard areas clean. If they wish, the residents can also arrange yard work parties. Arranging a work party must be agreed in advance with TA.

### What are your responsibilities in terms of your private yard?

- Maintain and cut the grass.
- Maintain any shrubs and trees on the yard, including the shrubs that surround the yard from the inside and outside of the yard.
- Keep the yard fences clean.

### What can you do with your private yard?

- Plant plants that are smaller than trees. Planting trees must be discussed and agreed upon in advance with the property manager.
- Build a wooden fence inside of the green fence. Before starting the work, please discuss your building plans with the property manager and ask for a written permit for alteration works in advance.
- When you move away, you must make sure that your private yard is in neat condition.

### What are you not allowed to do with your private yard?

- Make any substantial changes to the surface profile of the yard. Flower beds are allowed.
- Move the green fence or other fence to change the size or shape of the yard.
- Move the existing plants without permission from the property manager.
- Plant any climbing plants that climb the structure of the building. For a climbing plant, you must use a separate framework that is not touching the building.



Always water the plants in the yard in the evening to minimise evaporation.







## Renovations and alterations

*The responsibility matrix of TA-Yhtiöt shows which issues related to the maintenance of the apartment are under the resident's and which ones are under the housing company's responsibility. If you want to carry out other alteration work in the apartment, you always need to apply for a written permit for alteration works from TA in advance.*

We want to take good care of our apartments and make sure that you can live there as free from worries as possible. TA renovates and repairs the housing units it owns as needed.

You also have the opportunity to influence the comfort of your home through regular maintenance, alterations and renovations. Always contact the property manager if you want to carry out a renovation or alteration work in your apartment.

### Wall and ceiling mountings

When mounting something on the wall, you should pay attention to different types of wall materials to ensure that the mounting is safe. You can ask for instructions for mounting and hanging things correctly from a hardware shop, for instance. Before nailing or drilling anything, you must also check that there are no electrical installations or water pipes under the mounting area.

Making holes into wet areas without an alteration work permit from TA is prohibited. The maintenance company must be notified immediately about any cracked or loose tiles.

In addition to fire detectors and light fixtures connected to ceiling sockets, nothing can be attached to the ceiling. No mountings are allowed on the interior doors, fitted units or window frames, either.



No structural changes can be made to the apartments. A renovation without a permit and against the instructions may lead to liability for damages.



See the instructions on additional and alteration works in the apartment on pages 27–29.

### Venetian blinds and roller blinds

You can install venetian blinds attached between window panes at your own expense with an alteration work permit from TA. Venetian blinds must be left in place after moving away without separate compensation. Roller blinds and curtains must be mounted on the wall, not the window frames or trims.

### Security lock and peephole

You can install a security lock, peephole and hinge security pins to the entrance door of the apartment at your own expense. They must be left in place after moving away without separate compensation. In addition, you must ensure that all keys to the security lock are returned in connection with returning the keys. If the key to the security lock has not been handed over to maintenance and it is necessary to enter the apartment quickly, the costs incurred may be charged from the resident.

## Air source heat pump

You can have an air source heat pump installed in the apartment at your own expense with an alteration work permit from TA. A professional company must be used for the installation, and the model/type of the air source heat pump and the installation company must be approved by TA. The air source heat pump is connected to the electricity of the apartment. The resident is responsible for the operation, maintenance and repairs of the air source heat pump in accordance with its instructions. The air source heat pump must be left in place after moving away.

## TA Material Package

We offer our right-of-occupancy residents material packages for renovating the apartment on their own, as well as renovation options for larger renovations such as kitchens, bathrooms, saunas and yard areas.

The material package is intended for situations where some part of the apartment, such as a floor, kitchen worktop or the kitchen as a whole, is already in a bit of a poor condition, but its life cycle has not yet come to an end. The property manager always decides on the granting of the material package and also approves the proposed modification work.

The TA material package contains the materials of the part of the apartment to be repaired and is free of charge for the resident. However, the resident is responsible for the transportation and installation of the materials and their costs.

## TA Showroom

In our Showroom, located in connection with the Espoo office, we present a wide range of renovation solutions and options. In the showroom, you will not only get inspiration to carry out your own renovations, but also information about the costs and possibilities of various renovations.

Kutojantie 6-8,  
02630 Espoo, Finland



Learn more about renovations in a right-of-occupancy apartment  
[ta.fi/showroom](https://ta.fi/showroom)



# Instructions for additional and alteration works in a right-of-occupancy dwelling

As a resident in a right-of-occupancy dwelling, you can carry out certain alteration works in the apartment that improve the standard of housing or have such works carried out, and possibly be compensated for them when moving away.

Please note that the costs of the alteration works are your responsibility, and the works must not cause any additional costs or other harm to other residents, the property or the owner of the building. You are also responsible for the service and maintenance of these alterations. Please refer to the additional and alteration work table on pages 30–31 and the responsibility matrix for maintenance works on pages 36–37 that details the resident and TA-Asumisoikeus Oy's maintenance responsibilities. However, TA-Asumisoikeus Oy is responsible for the service and maintenance of balcony glazing after the end of the warranty period.

## Permit for alteration works

Before starting any alteration works, you must get a written permit for the works from TA-Asumisoikeus Oy. The permit is required regardless of whether you will later apply for compensation for the alterations or not. The permit for alteration works may include more specific conditions for the works, colour tones to be used or qualification requirements for the persons who carry out the alteration work. Please carry out any alteration works according to the instructions you receive and follow good construction practices.

Certain alterations may also require approval from the authorities. In such a case, it is your responsibility to draft a plan to be submitted to the authorities and pay the license fee, if any, and other possible expenses. TA-Asumisoikeus Oy handles the permissions for balcony or terrace glazing.

## Conditions for alteration works

You can carry out some alteration works yourself, but more demanding tasks must be left to a professional contractor. If you are unsure of whether an alteration work is permitted, always contact the property manager first. Please note that you must be prepared to restore some of the altered parts when you move out. If you have carried out the alteration work without permission, you may be required to pay the cost of repair and/or restoration works.

## Alterations are not allowed if they:

- deteriorate the standard of the apartment;
- lower the value of the property;
- raise the use or maintenance costs;
- hinder the maintenance works in the property or apartment;
- reduce the sound proofing properties in the building;
- have a negative impact on the building frame or the heating, plumbing, air-conditioning or electricity installations.

## Alteration works in a new building

For any additional and alteration works to be carried out in the construction phase, you can contact the main contractor of the project directly. Alteration works are only allowed inside of the apartment. Changes to partition walls are not permitted. The contractor is only allowed to offer alteration works that comply with these instructions. If the offered alteration works diverge from conventional alteration works or cause significant additional costs, the contractor must have them approved by TA-Asumisoikeus Oy in advance. Please note that a two-year warranty period applies to new buildings, and the scope of alteration works that can be carried out during that period is limited. The property manager of the building decides on any alteration works to be carried out during the warranty period on a case-by-case basis.

## Compensation for alteration works

When you give up your right-of-occupancy dwelling, you may be entitled to a compensation for some of the alteration works if the alterations still improve the standard of the apartment when you hand it over. Replacing materials that are in good condition for merely aesthetic reasons is not an alteration eligible for compensation. A prerequisite for compensation is a written permit from TA-Asumisoikeus Oy, granted before starting the alteration works, or from the contractor if the alteration work was carried out in a new building in the construction phase.

The compensation for alterations is added to your right-of-occupancy fee when it is refunded to you. The value of the improvements at the time of hand-over is based on the costs incurred from the work, the point of time when the work was carried out and the remaining benefit of the improvements.

The improvements must be of a type that can be expected to meet the housing needs of future residents as well. Compensation will not be paid if the alteration is destroyed in a fire or due to water damage, for example, or loses its value as a result of the resident neglecting their maintenance or service responsibility. TA-Asumisoikeus Oy calculates the compensation using a pre-specified basis of calculation that can only be deviated from if the fair value of the improvement is significantly lower than its estimated value.

The sales negotiator will make a preliminary calculation of the compensation for alteration works after you have handed in your notice of moving out. When handing in your notice, please attach the receipts on the alteration works you have carried out to be used in the calculation. The property manager assesses the condition of the alteration in connection with the final apartment inspection and confirms the compensation. Any remarks on the calculated compensation for alteration works must be made within eight days of receipt of the calculation.

#### **Amount of compensation for alteration works**

The maximum amount of compensation for alteration works is €100 per sqm, a maximum of €7,000 in total. A customer's responsibility of 20% is always deducted from the acquisition price of the alteration works, after which an age reduction is deducted. The maximum amount of compensation for alteration works does not apply to the balcony and terrace glazing. Since the compensation for alteration works is apartment-specific, the value of alteration works carried out by previous residents is also taken into account when calculating the amount of compensation.

The amount of compensation is reduced over time. The amount of compensation for eligible alteration works is reduced from the initial level to zero in either five or ten years. The construction cost index does not apply to the additional and alteration works.

Compensation for alteration works covers materials used. You may also be eligible for compensation for work ordered from a company (please indicate the company's business ID) if you have not or will not apply for tax credit for household expenses. For more detailed instructions on claiming tax credit for household expenses, please refer to the Tax Administration's website.

#### **Responsibility for alteration works and liability for damages**

The person who orders alteration works to an apartment is responsible for the quality of the alterations and liable for any damages resulting from the alteration works. Replacing original materials with materials of inferior quality counts as damage. Any subsequent holder of occupancy rights is also liable for increased damage resulting from alterations unless they inform TA-Asumisoikeus Oy immediately about any damage they detect.

If you take down an alteration carried out in your apartment, you must restore the standard of living preceding the alteration.

If the alteration works cause any damage, you are liable for compensating the damage or any costs incurring to TA-Asumisoikeus Oy from the damage. Alteration works that have been carried out to a high level of quality may also constitute damage that has to be compensated if they deteriorate the quality of living in the apartment for subsequent residents. Exceptional colours and patterns in the materials used may be the cause for such damage.

#### **Maintenance works**

TA-Asumisoikeus Oy carries out the required maintenance works in the apartments. Maintenance works are a different matter from alteration works eligible for compensation. If you want to carry out maintenance work that is TA-Asumisoikeus Oy's responsibility, you will need permission from TA and, upon a case-by-case consideration, TA may provide you with the materials needed and/or pay a compensation for any work ordered.

TA-Asumisoikeus Oy reserves rights to changes.

1 February 2021

# Instructions for additional and alteration works in a rental apartment

As a resident in one of our rental apartments, you can carry out certain alteration works in the apartment that improve the standard of housing or have such works carried out.

Please note that the costs of the alteration works are your responsibility, and the works must not cause any additional costs or other harm to other residents, the property or the owner of the building. You are also responsible for the service and maintenance of these alterations. Please refer to the responsibility matrix on pages 36–37 for details on the responsibilities of the lessor and the resident. Nevertheless, the lessor is responsible for the service and maintenance of balcony glazing after the warranty period.

## Permit for alteration works

Before starting any alteration works, you must get a written permit for the works from the lessor. The permit for alteration works may include more specific conditions for the works, colour tones to be used or qualification requirements for the persons who carry out the alteration work. Please carry out any alteration works according to the instructions you receive and follow good construction practices.

Certain alterations may also require approval from the authorities. In such a case, it is your responsibility to draft a plan to be submitted to the authorities and pay the license fee, if any, and other possible expenses.

## Conditions for alteration works

You can carry out some alteration works yourself, but more demanding tasks must be left to a professional contractor. If you are unsure of whether an alteration work is permitted, always contact the property manager first. Please note that you must be prepared to restore some of the altered parts when you move out. If you have carried out the alteration work without permission, you may be required to pay the cost of repair and/or restoration works. Please note that alteration works are not permitted in new buildings during the two-year warranty period.

## Alterations are not allowed if they:

- deteriorate the standard of the apartment;
- lower the value of the property;
- raise the use or maintenance costs;
- hinder the maintenance works in the property or apartment;
- reduce the sound proofing properties in the building;
- have a negative impact on the building frame or the heating, plumbing, air-conditioning or electricity installations.

## Responsibility for alteration works and liability for damages

The person who orders alteration works to an apartment is responsible for the quality of the alterations and liable for any damages resulting from the alteration works. Replacing original materials with materials of inferior quality counts as damage. Any subsequent resident is also liable for increased damage resulting from alterations unless they inform the lessor immediately about any damage they detect.

If you take down an alteration carried out in your apartment, you must restore the standard of living preceding the alteration.

If the alteration works cause any damage, you are liable for compensating the damage or any costs incurring to the lessor from the damage. Alteration works that have been carried out to a high level of quality may also constitute damage that has to be compensated if they deteriorate the quality of living in the apartment for subsequent residents. Exceptional colours and patterns in the materials used may be the cause for such damage.

## Maintenance works

The lessor carries out the required maintenance works in the apartments. If you want to carry out maintenance work that is TA's responsibility, you will need a permission from the lessor and, upon a case-by-case consideration, TA may provide you with the materials needed and/or pay a compensation for any work ordered.

The lessor reserves the right to changes.

1 February 2021

# Additional and alteration works

10/2023

As a resident in one of our right-of-residence dwellings or rental apartments, you can carry out certain alteration works in the apartment that improve the standard of housing or have such works carried out. For more detailed information, please refer to the previous pages. Alteration works are nearly always subject to permission. You need a permission for alteration works, regardless of whether you carry out the work yourself or hire a professional contractor to carry it out for you. Only residents in our right-of-residence dwellings may be entitled to a compensation for the alteration works carried out when they move out.

ADDITIONAL/ALTERATION WORK	Resident	Professional	Compensation period
<b>Permitted without notification to property manager</b>			
Trampoline on your private yard (the lawn under the trampoline must be restored)	x		
Miniature greenhouse (must be dismantled and the lawn restored before you move out)	x		
Conventional wall mountings (e.g. pictures, televisions)	x		
Installation of towel hooks or racks with suction cups or mounting tape in the bathroom	x		
Installation of coat racks or shelves (in the bathroom, only with suction cups or mounting tape)	x		
Installation of a washing machine and/or a tumble-dryer	x		
Dishwasher. A dishwasher leak pan is required. Must be taken away when moving out of the apartment.		x	
<b>Permitted alteration works that may be eligible for compensation when you move out. Permit required. Must be left in place.</b>			
Replacing the flooring in living quarters. Allowed materials include hardwood, laminate, vinyl planks and tiles. Ensure sound insulation. If you replace flooring that is in good condition for merely aesthetic reasons, the alteration work will not be compensated. The old plastic mat should always be removed in underground structures or if the mat is more than 20 years old. In structures other than underground, the need to remove the plastic mat is considered on a case-by-case basis.	x		5 years
Tiling a separate toilet room (installation of underfloor heating and a water-retaining threshold required)		x	10 years
Installation of fitted wardrobes or cupboards or adding doors to an open coat rack		x	10 years
Installation or replacement of a vanity unit or a bathroom cabinet		x	5 years
Shower partition		x	5 years
Replacing kitchen cupboards, including frame. Retiling or sheeting the space between the counter and cupboards, replacing the kitchen counter, sink and tap as well as cooker/extractor hood, lighting with LED profile.		x	10 years
Air source heat pump/fitted air conditioner for cooling the apartment		x	5 years
Indoor fireplaces. Provision for a fireplace required.		x	10 years
Balcony or terrace glazing (the lessor bears the cost of the building permit)		x	10 years
Sunshade curtains or blinds intended for balcony glazing acquired from a glazing or curtain store	x	x	5 years
<b>Permitted alteration works that are not eligible for compensation when you move out. Permit required.</b>			
<b>Wall, ceiling and floor surfaces</b>			
Basic painting of walls using colour tones that TA has specified or approved in advance.	x		
Wallpapering, stencil or textured painting or the use of exceptional colour tones. Detailed instructions on the permit. Prepare to restore to original condition.	x		
Panelling walls. Detailed instructions on the permit. Prepare to restore to original condition.	x		
Painting the ceiling using the original colour tone		x	
<b>Interior doors</b>			
Replacing interior doors	x		
Changing the door type from interior door to sliding door, for instance		x	
Painting the door frame using its current colour tone		x	
<b>Fitted units and cupboards</b>			
Replacing the handles (distance between the screw holes the same as in current handles)	x		
Replacing wardrobe and cupboard doors	x		
<b>Electrical work</b>			
Installation of wall outlet or ceiling sockets		x	
Installation/replacement of fitted light fixtures		x	
<b>Kitchen</b>			
Installation and replacement of refrigeration devices	x		
Installation of tiles or sheets in the space between the kitchen counter and cupboards		x	
Replacing the kitchen counters	x	x (if plumber required)	
Replacing the cooker. Gas cooker must be restored.		x	
Replacing the extractor or cooker hood		x	

ADDITIONAL/ALTERATION WORK	Resident	Professional	Compensation period
<b>Permitted alteration works that are not eligible for compensation when you move out. Permit required.</b>			
<b>Bathroom, sauna and toilet facilities</b>			
Shower cabin. Must be restored, attaching to tiles not permitted.		x	
LEDs in the sauna		x	
Replacing the sauna heater		x	
Replacing the tap and shower mixer		x	
Infrared sauna. Detailed instructions on the permit. Prepare to restore to original condition.		x	
Panelling the sauna walls or replacing sauna benches		x	
Protective treatment or toning of the sauna wall panels or sauna benches. You can apply colourless treatment agents yourself, changes to colour tones to be done by qualified professionals only.	x	x	
<b>Changes related to stairs</b>			
Installation of anti-slip treads on stair steps	x		
Installation of a baby gate for stairs	x		
Painting, varnishing or coating the staircase		x	
<b>Windows and entrance doors</b>			
Installation of light-coloured Venetian blinds between window panes (must be left in place when you move out)		x	
Installation of sunshades on balcony glazing (must be left in place when you move out)		x	5 years
Installation of a peephole, security chain and lock or hinge security pins. The security lock must be keyed to match the door lock of the apartment. Installed equipment must be left in place when you move out.		x	
Door closer		x	
<b>Apartment-specific balcony or private yard</b>			
Painting the fence of the private yard using its current colour tone	x		
Retoning the terrace using toned wood oil	x		
Installation of shelves and hooks to storage rooms	x		
Installation of a film to balcony glass or the lower part of it. Detailed instructions on the permit.	x		
Building a terrace, tiling the yard, installing wall stones or stone pavements	x		
Planting or removing shrubs to the area that belongs to your apartment (see instructions for yard maintenance)	x		
Construction of additional fences and gates (detailed instructions on the permit)	x		
Balcony enclosure for cats, wire fences for dogs (detailed instructions on the permit; must be dismantled when you move out)	x		
Light roofing (NB! snow guards and instructions; building permit required)		x	
Awnings (action permit from the authorities may be required; TA or the relevant authority specifies the colour tone)		x	
<b>Aids that support independent living</b>			
Support rails, raised toilet seats, fittings, safety phone system, automatic door openers, ramps, wider door openings, etc. Detailed instructions on the permit. Prepare to restore to original condition.	To be determined in the permit	To be determined in the permit	

#### Prohibited alteration works

- Use of fibreglass wallpaper, DC-Fix adhesive foils
- Painting radiators and heating pipes
- Painting doors, skirting boards or window frames
- Changes to load-bearing structures
- Installation, relocation or removal of walls and new openings to walls
- Painting of fittings
- Installation of films and other changes to windows
- Changes to entrance doors of the apartment
- Central vacuum system
- Other changes to the ventilation system
- Relocation of plumbing or sewage fittings or radiators
- Mountings to window frames and trims
- Mountings to door frames, trims and panels
- Mountings to fitting frames
- Mountings to ceiling
- Mirror tiles
- Planting or removing trees (see instructions for yard maintenance)
- Outdoor tub or jacuzzi
- Open-air or closed compost bins on your private yard



## Instructions for moving out

*If you are considering changing your apartment, you can study our other sites on our website. You can also submit an application to queue for apartments that are not available at the time of application.*

### Giving up a right-of-occupancy apartment

#### Notice of assignment

The notice of assignment of the right of occupancy must be delivered to a TA-Yhtiöt office or by email to the sales negotiator of the property. The assignment of the right of occupancy is carried out by filling in the notice of assignment either electronically or by using a paper form. In addition to the electronic termination, an additional information form must also be sent by email to the sales negotiator of the property. The notice is binding and cannot be withdrawn later, and the date of vacating the apartment cannot be changed.

#### Period of notice

The period of notice is three (3) months from the date the written notice is received at our TA office or the notice has been drawn up electronically and the additional information form has been emailed to the property's sales negotiator. The holder of the right of occupancy is obliged to pay the maintenance charge for the duration of the right of occupancy, as well as after the end of the right of occupancy if the occupancy continues.

If the holder of the right of occupancy moves out before the end of the period of notice, the apartment can be marketed as available earlier (the date of vacating the apartment). If a new occupant moves in before the period of notice has passed, the obligation to pay the maintenance charge ends on the day before the start date of the new occupant's contract.

If you live in an electrically heated apartment, the electricity contract must be kept valid while the obligation to pay the maintenance charge is in force, even if you intend to move out of the apartment before that.

### Terminating a rental apartment

As a rule, the rental contracts of our rental apartments are valid until further notice. Fixed-term contracts are also possible, in which case the end date must be stated in the contract.

#### Period of notice

The period of notice of a rental contract is one calendar month. The period of notice is calculated from the last day of the calendar month in which the termination has been carried out. For example, the rental contract of an apartment terminated on 15 March will end on 30 April.

A fixed-term rental contract ends on the end date stated in the contract without separate notice. A rental contract must be terminated in writing by filling in the termination form either electronically or by using a paper form and delivering it to the nearest TA office.



Keep in mind that it is likely that a new resident will move into your apartment immediately, which is why the date of the move cannot be changed.



If the lessor must terminate a rental contract that is valid until further notice because the tenant has repeatedly neglected their obligations, the period of notice during the first year of the rental relationship is three calendar months, and after this six calendar months.

## Apartment viewing

Seeking a new resident for the apartment will start immediately after the notice of termination has arrived. For this reason, apartment viewings may be held during the residency. Viewings are always agreed separately with the resident.

Upon receiving your consent, your contact information will be given to applicants so they can contact you about viewing the apartment. If you do not want your contact information to be given out, you can still show the apartment to applicants yourself by prior arrangement. If you do not want your contact information to be given out and you do not want to show the apartment to applicants, a TA representative will come to show the apartment at a pre-arranged time.

## Date of vacating the apartment

The day of vacating your apartment is the day on which the property manager can inspect the apartment and the new residents can move in. The apartment must be empty and cleaned according to our instructions on the day of vacating your apartment.

All the keys received and any additional ones made are to be returned to the TA-Yhtiöt office on a date to be specified. You will receive more detailed instructions on how to return your keys after your notice has been processed.



### Other things to remember

- submit a notification of change of address to Posti and the Digital and Population Data Services Agency.
- terminate your electricity contract.
- terminate your broadband connection contract and find out about the available broadband options in your new home.
- reserve a removal van and assistance with moving well in advance.

## Preparing the apartment for moving out

### Condition of the apartment and its fixtures

- The window opener, keys to cleaning cupboards, etc., and any antenna or data cables that belong to the apartment should be left there.
- Holes for hanging pictures on the wall, for example, belong to normal wear and tear and do not need to be fixed. If you fix the holes, sand the fixed areas and paint the entire wall.
- Check that the ceiling sockets are in place and functional. For safety reasons, have the connections done by a professional electrician.
- Venetian blinds, security locks, peepholes and hinge security pins must be left in place without separate compensation, and they should be functional.
- The apartment must be left in an immaculate condition. Broken interior doors, cracks on sinks, drawings on walls or floors, and damage caused by pets do not count as normal wear and tear of an apartment. Any repair costs are charged from the resident.
- If the resident has had a dishwasher installed, it must be removed.
- **If you remove the dishwasher, the water inlet pipe must be capped with a screw plug and the outlet pipe with a plastic cap.** The outlet pipes of the washing machine must also be capped if they are connected to the sink. A fee in accordance with the price list valid at the time is charged for any missing caps.
- The resident information file must be left in the apartment.
- If you have a parking permit, return it to our office together with your keys.
- Dismantle any structures you have constructed, unless you have specifically agreed on leaving them in the apartment with the property manager in writing.

### Resident's personal belongings

- Remove your property from the apartment, balcony, yard and storage rooms.
- If you have agreed to sell or leave any of your items to the next resident, please draw up an agreement with the new resident using the inter-resident agreement form available on the ta.fi website. Mark the items clearly and send the form to the property manager by email. All unmarked items will be removed from the apartment and the costs will be charged from the resident.

# Instructions for cleaning before moving out

*The apartment must be left clean enough for the new residents to move in immediately. Follow our instructions for cleaning before moving out to avoid additional cleaning costs charged from you.*

- You have vacuum-cleaned and mopped the floors clean;
- You have cleaned the doors and shelves in all cupboards, the doors and frames of all the rooms;
- You have removed any dirt and stains on the walls and removed any stickers from the interior doors;
- You have cleaned the floors, walls, shower device and shower corner, sinks and toilet seats as well as floor drains in the washroom;
- You have cleaned the sauna and the sauna benches;
- You have defrosted and cleaned the refrigerator and freezer, disconnected the power and left the doors open;
- You have cleaned the cooker, oven, baking trays and cooking recess;
- You have cleaned the extractor hood and the grease filter;
- You have cleaned the inner surfaces of the window panes, the surfaces between window panes and, if weather permits, also the outer surfaces and balcony glazing panes;
- You have cleaned your private yard, balcony and storage rooms;
- You have vacuum-cleaned the outlet air filters.



**Please note that the common waste containers are for household waste only. Remember to remove the moving waste yourself.**



## Returning the right-of-occupancy payment and security deposit

The right-of-occupancy payment will be returned in accordance with the right-of-occupancy contract when the right-of-occupancy contract and all keys have been returned to TA-Asumisoikeus Oy, possession of the apartment has ended, the apartment is empty and clean, and the property manager has inspected the apartment. If the right-of-occupancy contract was signed electronically, it does not need to be returned.

## The final apartment inspection

Returning the right-of-occupancy payment and security deposit requires that the property manager has completed the final inspection of the apartment. The resident does not have to be present at the apartment inspection, but they can do so, if they wish. You must agree on being present during the inspection with the property manager in advance.

In rental apartments, the lessor carries out the inspection on the moving date you have stated or immediately afterwards.

If other than normal wear and tear is found in the apartment, the repair costs can be deducted from the resident's security deposit. Normal wear and tear does not include, for instance, cracks in wash basins, holes in interior doors, tears in wallpaper, drawings on the wall or damage caused by pets.

## Returning your keys

Clean and clear your apartment before returning your keys. Return all the keys that were handed to you or you have had made, including the keys to the car heating plug, patio, balcony, storage room, security lock and post box.

As a resident, you are responsible for all the keys that were handed to you. If you do not return all of the keys, you will be liable for the cost of installing new locks to the apartment and new keys.

Always return the keys to our office, unless specifically otherwise agreed. Ask your contact person for information on which office you should return your keys to. Please do not lock the security lock when moving out.

At the end of the contract, repair costs due to abnormal wear and tear of the apartment, cleaning costs, unpaid maintenance charges and collection charges as well as rekeying costs due to lost keys, among other things, can be deducted from the security deposit.

If you fulfil your obligation to pay appropriately and hand over the apartment and its keys in good condition, the security deposit will be returned in its entirety within approximately two weeks of the end of the contract and possession of the apartment.



# Responsibility matrix

10/2023

The responsibilities for maintenance of the apartment and yard area are assigned to residents and TA-Yhtiöt on the basis of the rental or right-of-residence contract and the responsibility matrix below. The resident is responsible for notifying the maintenance company on any defects, worn-out parts and repair needs immediately upon detecting them. If the resident considers themselves to be entitled to a compensation on the basis of the defect, they must also notify a TA-Yhtiöt representative of the defect. TA-Yhtiöt's liability for repair costs is limited to normal wear and tear, and it does not apply to any other type of default or failure in the apartment, fixtures or appliances.

ITEM AND TASK	Responsible for carrying out the work		Responsible for costs		
	Professional	Resident	Resident	Company	Decided on a case-by-case basis
<b>Keys and locks</b>					
Maintenance of the original lock	x			x	
Acquisition of additional keys	x		x		
Rekeying the lock on the entrance door	x				x
Installation and maintenance of a security lock (must be left in place without separate compensation)	x		x		
Installation and maintenance of a safety chain (must be left in place without separate compensation)	x		x		
<b>Entrance doors to the apartment</b>					
Lubrication of hinges and original lock		x	x		
Repairs to and replacement of the weather strip	x			x	
Repairs to the door and its original equipment	x				x
Installation and maintenance of a peephole (must be left in place without separate compensation)	x		x		
Cleaning the door panel and the front of the door		x	x		
Snow removal and anti-slip treatment at the front of the door		x	x		
<b>Windows</b>					
Repairs to and replacement of the weather strip	x			x	
Repair of fittings and other equipment	x			x	
Replacement of windowpanes	x				x
Painting and repair of frames	x			x	
Repairs to balcony glazing installed by the company	x				x
Venetian blinds (must be left in place without separate compensation)		x	x		
<b>Interior doors in the apartment</b>					
Lubrication of hinges and locks		x	x		
Repairs to doors and their original equipment	x				x
Painting doors and frames	x				x
<b>Wall, ceiling and floor surfaces</b>					
Painting walls	x	x			x
Repairs to wall surfaces installed by the company in wet rooms	x			x	
Repairs to panels in the sauna	x			x	
Painting ceiling surfaces	x	x			x
Repairing and replacing flooring installed by the company	x			x	
Monitoring of the condition of the floors and walls in wet rooms		x	x		
Repairs to the stairs (see instructions for additional and alteration works)	x	x			x
Repairs to the balcony surfaces	x			x	
Cleaning the balcony		x	x		
Cleaning the drain holes in the balcony		x	x		
Cleaning the roof outlets and funnels in the autumn	x			x	
<b>Fitted units and cupboards</b>					
Painting and repairing fitted units	x			x	
Repairs to the kitchen sink	x			x	
Repairing or replacing the sauna benches in the apartment-specific sauna	x			x	
Cleaning and surface treatment or protective treatment of the sauna benches in the private sauna with ready-made sauna protection or board protection agents. NB: the use of linseed oil is prohibited. This work does not require a decision for change work permit.		x	x		
<b>Heating</b>					
Basic adjustment and bleeding of radiators	x			x	
Maintenance of and repairs to the radiator valves	x			x	
Cleaning the radiators		x	x		
<b>Electrical devices</b>					
Buying and replacing light bulbs and fluorescent lamps		x	x		
Buying and replacing fluorescent lamp starters		x	x		
Repairs to fitted light fixtures and their globes	x				x
Buying and replacing fuses		x	x		
Repairs to wall outlets and switches	x			x	
Installation of decorative lamps		x	x		
Buying and repairing antenna cables		x	x		
Installation of telephone cables		x	x		
<b>Ventilation</b>					
Cleaning of the outlet vents		x	x		
Adjustment of and repairs to the outlet vents	x			x	
Cleaning the ventilation ducts	x			x	

ITEM AND TASK	Responsible for carrying out the work		Responsible for costs		
	Professional	Resident	Resident	Company	Decided on a case-by-case basis
<b>Ventilation</b>					
Cleaning the inlet vents		x	x		
Cleaning or replacing the inlet air filters		x	x		
Buying new inlet air filters	x			x	
Cleaning the grease filter in the extractor or cooker hood at least twice a year		x	x		
Buying a new grease filter for the extractor or cooker hood	x			x	
Repairs to the extractor or cooker hood	x			x	
Cleaning or replacing the ventilation unit filters in the apartment	x			x	
Buying new filters for the ventilation unit in the apartment	x			x	
Maintenance of and repairs to the ventilation unit in the apartment	x			x	
Demand-controlled use of the ventilation unit in the apartment		x	x		
Connecting an airing cabinet	x		x		
<b>Water fixtures and drain fixtures</b>					
Cleaning the faucet heads		x	x		
Basic adjustment of the faucet flow rate	x			x	
Replacing the shower hose and shower head	x			x	
Repairing and replacing taps	x			x	
Repairs to the toilet seat	x			x	
Repairs to the sinks	x				x
Connecting the washing machine and the dishwasher	x		x		
Installation of the dishwasher faucet	x		x		
Cleaning the water traps		x	x		
Cleaning the floor drains (recommended: twice a year as a minimum)		x	x		
Repairs to the water traps and floor drains	x			x	
Unclogging the drains (if caused by the resident, the resident is liable for the costs)	x				x
Monitoring of the taps and toilet bowl for leaks		x	x		
Pipe leaks	x			x	
Reading apartment-specific water meters	x	x			x
<b>Domestic appliances and devices</b>					
Buying and replacing lamps and indicator lights		x	x		
Buying and replacing batteries		x	x		
Repairs to and maintenance of the sauna heater	x			x	
Buying and replacing the stones on the sauna heater (ensure that the stones are suitable for the heater)		x	x		
Cleaning the condensers on the refrigeration devices (recommended: once a year as a minimum)		x	x		
Cleaning the thaw water outlets in the refrigerators		x	x		
Buying and maintaining battery-operated fire detectors		x	x		
Buying and maintaining mains-operated fire detectors	x			x	
Maintenance of and repairs to the cooker and refrigerator	x				x
Shared antenna devices	x			x	
Purchasing internet connections and additional TV channels		x	x		
<b>Fireplaces and ovens</b>					
Sweeping the chimney	x			x	
Repairs to the fireplace	x				x
Removal of ashes from the fireplace		x	x		
Acquisition and storage of firewood		x	x		
<b>Private yard</b>					
Keeping the yard clean, maintenance of the lawn and shrubs		x	x		
Keeping the entrance to the apartment clean, shovelling snow and gravelling in single-family, terraced and semi-detached houses		x	x		
Keeping the walkway leading to the apartment entrance clean, shovelling snow and gritting in single-family, terraced and semi-detached houses		x			
Keeping the fences of the private yard clean		x	x		
Keeping the front of the resident's outdoor storage clean, shovelling snow and gravelling in single-family, terraced and semi-detached houses.		x			
Keeping the apartment terrace clean and oiling the wooden terrace (every other year, TA supplies the cleaning agent, oil and brush)		x			
<b>Other outdoor areas</b>					
Avoid littering (e.g. cigarette butts, pet droppings)		x			x
Maintenance of the lawn and shrubs	x			x	
Snow removal and gravelling in the parking space	x			x	
Keeping your own parking space clean and snow removal	x	x			x
Maintenance of the playgrounds	x			x	
Keeping the waste containers and rooms clean (once a week)	x			x	
<b>Other</b>					
Flag-flying on official and customary flag days	x			x	
Acquisition and commissioning of building permits, plans and drawings required for apartment-specific projects		x	x		
Installation and acquisition of balcony glazing and light roofing with permission from the company (must be left in place when you move out)	x		x		
Maintenance and repair of balcony and terrace glazing after the guarantee period	x			x	



## TA-YHTIÖT

Customer service centre

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