

Safe housing

A practice guide on housing



Welcome to Lahden Talot!

DEAR RESIDENT! Welcome to Lahden Talot! This tenant's guide was prepared for Your safety and comfort. The guide contains important information and practical instructions related to every day matters and familiarises you and your family with tenants' rights and obligations. In case changes were made to any practices after publication of this guide or you have any questions, please contact your property manager for further information on current practices.

By signing the rent agreement you have committed obey to these rules, so please study the guide thoroughly and keep it stored in your apartment; you might need the information it contains later on. If you don't find the information you need, please do not hesitate to contact us - we will be pleased to help you!

Lahden Talot is a rental corporation owned by the City of Lahti and the daughter company Lahden Asunot owns the majority of corporation apartments. Lahden Talot is the largest rental company in Lahti region, offering safe and quality housing to Lahti residents. The company was founded in 1998. Nowadays, the firm owns approx. 5 700 apartments in Lahti and on average every tenth Lahti resident lives in a flat owned by the company.

Thank you for joining the group of satisfied residents!

Lahden Talot Ltd
www.lahdentalot.fi

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Make yourself at home!

TENANCY AGREEMENT

The tenancy agreement is signed at Lahden Talot accommodation office. The agreement can either be made for a fixed term or open ended. The tenant, when getting the keys from Lukkoässä, must have a valid tenancy agreement with him/her and prove his/her identity.

The notification of move must be made to the caretaker when signing the tenancy agreement. Based on that information, the service company will put the name of the tenant on the apartment door and on the name board.

NOTIFICATION OF MOVE

The notification of move can be filled online at www.muuttoilmoitus.fi or by phone from Monday to Friday between 8-20 and on Saturday between 9-14 calling chargeable service code 0200 71000. The notification of move can also be filled in using forms available at the Post Office or the Local Registry Offices.

ELECTRICITY CONTRACT

A new electricity contract must be made e.g. with Lahti Energia. Please provide the information at least two weeks before the moving date. The electricity contract signed in good time ensures availability of electricity in the flat upon moving in and correctness of customer information.

The electricity contract can be made:

- online at www.lahtienergia.fi
- on the phone, calling the number 02917 02917 on Monday to Friday between 8-16
- visiting the office located on Kauppakatu 31

Flat inspection

Lahden Talot takes care of its flats by inspecting their condition on a regular basis. The wall and floor surfaces, dishwasher connections, water supply fittings and toilet seats as well as smoke detectors are inspected.

The flat is inspected immediately when the tenant has terminated the agreement to examine the condition of the flat and again when empty or with a new resident. If there is a need for renovation, the repairs, in principle, are done after the new tenant has moved in.

With the internal change, Lahden Talot is not renovating the apartments. Lahden Talot performs the inspection.

INTERNET SERVICE

Internet access is included in rental fee. The subscription is not automatic, it should be ordered separately from DNA. The service is provided via the cable network. A cable modem is required. More information is available from DNA customer service calling 044 144 044.

PAYING THE RENT

The rent must be paid by the 5th of the month. If the 5th day is not a bank day, the rent is to be paid on the following working bank day. The rent is to be paid using a personal rental slip with reference numbers provided by Lahden Talot. A fee of 5 EUR will be charged for sending payment reminders.

If the tenant does not make the payment and the payer does not know the reference number, the name and the address of the tenant must be included in the message field. If the tenant does not pay his or her rent and other fees by the due date, the interest on the overdue payment in accordance with the Interest Act will be charged.

If the rent is not paid, the tenancy agreement can be terminated. You can access e.g. your personal rental information by logging into our e-services.

SAUNA TIME AND PARKING SPACE

The sauna time and parking spaces can be booked via



the caretaker. Sauna, water and parking space fees, as well as other fees, can be paid using the same personal rental slip as the rent. If payments are not marked on the slip, the tenant must add them him/herself. In other cases, extra fees will be charged afterwards as a flat fee.

DEPOSIT

A security deposit is apartment based and collected on all new rents. The receipt showing that deposit has been paid is to be presented when signing the rental agreement.

The deposit will be returned within approx. one month after termination of the contract and when the tenant leaves the flat and storage cleaned and empty. Additionally, we request all the keys to be returned, all payments cleared with Lahden Talot and that there are no signs of wear to the flat other than of regular living. No interest is paid on deposit.

The deposit will not be returned unless the tenant fulfils all his/her obligations. In such case, the deposit will be used to cover costs caused by negligence. A house manager takes care of deposit return.



Good bye!

CONTRACT TERMINATION

Please terminate your contract in good time. The period of notice is one calendar month and it is calculated to start from the last day of the calendar day when the contract was terminated. For example, if the lease is terminated on the 21st of August, the period of notice starts on 31st of August and ends at the end of September. The termination can be made online at www.lahdentalot.fi or in the office of Lahden Talot.

NOTIFICATION OF MOVE

Please remember to fill in the notification of move with the Population Register Centre. The notification can be filled online at www.muuttoilmoitus.fi or on the phone from Monday to Friday between 8-20 and on Saturday between 9-14 calling chargeable service code 0200 71000.

The notification of move can also be filled in using forms available at the Post Office or the Local Registry Offices.

ELECTRICITY CONTRACT

Remember to cancel the electricity contract from your previous flat! Lahti Energia requires information on the electricity contract or the notification of move by the latest two weeks before moving date. The electricity contract signed in good time ensures availability of electricity in the flat upon moving in and correctness of customer information.

The electricity contract/notification of move can be made:

- online at www.lahtienergia.fi
- on the phone 02917 02917 on Monday to Friday between 8-16
- visiting the office located on Kauppakatu 31

TELEPHONE AND THE INTERNET

Please remember to change your phone or Internet subscription to your new address.

SAUNA TIME AND PARKING SPACE

The notice of termination of sauna time and parking space contract must be made to the caretaker.

KEYS

Upon moving out, please return all the flat keys in your possession on the day you vacate the premises or on the day your rental agreement ends to Lukkoässä office located on Aleksanterinkatu 3. The keys can be handed back with no charge from Monday to Friday from 9 to 15. Please agree with locksmith office first if you want to return/fetch the keys from Monday to Friday from 17 to 21 or on Saturday and Sunday as well during holidays from 9 to 15. Billing according to Lukkoässä pricelist. Lukkoässä service number (03) 752 6205 and locksmith on duty number 044 720 8851.

A Lukkoässä representative will check from Abloy –system the number of keys being returned. The moving tenant must return all the keys; if not the apartment lock system will have to be replaced and the replacement of the lock system will be charged to the tenant. The person returning or fetching the keys must be prepared to prove his/her identity.

To be covered	Charges
Cleaning	Cost based
Cabinet for a dishwasher	150,00 EUR
Waste bins	15,00 EUR / piece
Roof socket lid installation	60,00 EUR
Wall socket lid installation	50,00 EUR
Laundry cabinet basket	50,00 EUR
Cabinet or closet door change	Cost based
Screw terminal installation	10,00 EUR
Dishwasher connection plugging	100,00 EUR
Changing the lock system (3-5 keys)	180,00-250,00 EUR
Smoke detector	50,00 EUR
Change of inside door	170,00 EUR

INSPECTION UPON MOVING OUT

The flat is checked to determine its condition immediately after termination of the contract and again with a new tenant.

The tenant is obliged to repair or cover damages caused by his/her intentional negligence or failing to use reasonable care that has caused damage to the flat. Claims reserve does not apply to wear caused by normal living.

PAYMENT FOR DAMAGES CAUSED

The fee for damages caused to the flat covering the repairs as well as missing accessories is charged; the fees are checked yearly due to cost changes. For damages not stated in the chart, the fee covering repairs and other inconveniences is charged in accordance with costs occurred.



This is how to do the final cleaning before moving out

A PART OF PROPER CARE is a regular cleaning and sanitation of the apartment. In accordance with the Act on Residential Leases and good practice in tenancy, the flat must be taken care of properly. The way of taking care and cleaning of the flat during the lease has an impact on the thoroughness of the final cleaning.

WHEN YOU MOVE, CONSIDER THE NEXT TENANT BY:

- cleaning the toilet
- cleaning the bathroom and sauna
- defrosting and cleaning the fridge, freezer and larder freezer
- cleaning the electric stove and extractor fan
- cleaning exhaust air valves
- cleaning all tops and surfaces
- emptying the flat, storage and cleaning the yard
- removing all personal belongings from the sports equipment storage.

You may take only household waste to the waste disposal point on your premises. Furniture, electronics etc. must be taken to Kuusela waste centre or separate recycle centres. Companies specialising in waste management might pick up furniture and other oversized items for a fee; the tenant pays the fee.

Information on recycle centres can be found online on Päijät-Hämeen Jätehuolto pages www.phj.fi

The costs occurring from neglecting the cleaning obligation will be charged from the tenant. Primarily, the costs will be claimed from the flat deposit.

Life situation changes - so does the flat!

LIFE CHANGES: A single person finds a partner, family grows, children move out... Residents of Lahden Talot can change the flats to fit better to their needs by filling out the change application online or in Lahden Talot office.

Two families or households can also change flats between themselves. It is then called an internal change. You can find a flat changing market online on Lahden Talot pages (see the part "For residents"), where a person willing to change their flat can leave his/her add.

In addition, when the tenant moves from one flat to another inside Lahden Talot, all responsibilities and obligations related to moving out such as termination of the contract, final cleaning and notification of move must be fulfilled. You may use our e-services for informing us about changes in circumstances in your family life.

Termination of tenancy agreement

Lahden Talot reserves the right to terminate the lease without the period of notice if the tenant fails to follow housing related rules. The grounds for termination are if the tenant:

- is not paying the rent
- transfers the rental right or surrenders possession of the apartment contrary to the legal decree
- uses the apartment for some other purpose than what it is intended for as stated in the rental agreement
- creates or allows others to create disturbance in the apartment
- does not take care of the apartment properly



Taking care of the flat

HEATING

In all properties with hot water central heating, thermostat-controlled radiator valves have been adjusted (as a result of basic adjustment) to a specific position so that the thermostat will maintain a certain level of temperature in the apartment. Surface temperature of radiators will vary from cold to warm depending on the thermostat control.

Adjusting the radiator valve can change the room temperature. If the temperature drops below +19°C or rises above +23°C and the situation cannot be remedied using the room-specific control, please report this issue to property management. The tenant may not change the default values of the

radiator valves or disconnect the radiator thermostats.

According to studies, the most suitable apartment temperature is +20-21°C. You sleep best in a bit cooler temperature, at approximately +19°C. Lowering the temperature by one degree will save 5-7% in heating energy.

Radiator valves must not be covered with curtains or big furniture, as then the thermostat will stop heating causing the room to cool down. The thermostat placed next to a cooling off window causes an opposite situation. With the window open, the thermostat freezes and the radiator overheats, causing energy to be wasted. This will in-

crease living expenses and will eventually show up as an increase in rents.

VENTILATION

Tenants are not allowed to switch off the ventilation totally at any time.

Please read range hood instructions on the kitchen cabinet door. Wash the grease filter of the fan always when it gets dirty. The filter may also be washed in a dishwasher.

A range hood connected to the ventilation channel may not be installed afterwards.

A range hood equipped with an active charcoal filter may be installed above the stove, but not connected to the ventilation channel.

A fresh air valve may be situated for example next to the window. Dust from fresh air valve should be removed with a vacuum cleaner smooth nozzle or a dry brush.



This is how to clean a grease filter of a range hood

1. Release a grease filter from the fan. There are special fixings located in the lower part in some models of the fans - turn them to open. In some fans in front of the filter, there is a trigger, push it to release a filter from its place.



This is how to clean an exhaust air valve

1. Grab the valve from outside and twist counter-clockwise.



2. Remove the valve.



RADIATOR VALVES MUST NOT BE COVERED. A THERMOSTAT COVERED WITH CURTAINS OR DRYING CLOTHES WILL NOT WORK PROPERLY.



A vent located behind the grease filter, as well as restroom, bathroom and walk-in-closet valves are to be washed every two months. The vent might be removed by twisting the frame 2 -3 times counter-clockwise. The vent can be cleaned with detergent and a brush.

After cleaning, the vent must be dried and placed back. The airspace of the vent must not be changed. The exhaust air vent is adjusted so that the amount of air leaving is correct.

Exhaust air vents are more efficient while keeping the kitchen windows closed. You may open a window in another room for a moment in order to get some fresh air in.

You must not close air vents, as they are an integrated part of the property's whole air ventilation system. Dust from fresh air valve should be removed with the vacuum cleaner smooth nozzle or a dry brush.

In case there is a window in your apartment, in the restroom, bathroom and in the sauna, please do not leave it open for a long time during cold or rainy weather, as it passes humidity into inside air and damages the structures. The best way to get some fresh air into the rooms is short airing of the flat. During heating season, keeping windows and balcony doors open is strictly forbidden.

2. Remove grease filter.



3. Wash the grease filter with lukewarm water and detergent either using brush or in a dishwasher. Dry the filter well before placing it back.



3. Wash the vent from inside and outside using a brush and detergent. The space between the regulative part and the neck must be kept clean as it affects performance of the vent. Dry the vent. Note: Do not twist the regulative part in the centre! It has been locked during the ventilation check up to ensure that the exact amount of air is ventilated



4. Press the vent back into its space and twist the frame clockwise.



BATHROOM

The bathroom is the area that is most susceptible to damage from damp. After you have taken a shower, remove the water from the floor with a floor squeegee and leave the door ajar, to help the area dry out. Wash your shower curtain regularly with lukewarm water, some detergent and a brush. Every couple of weeks, clean the walls and the floor of the shower using a cleaning agent. Do not put cabinets or other furniture meant for dry spaces in wet spaces.

Let the bathroom dry thoroughly from time to time and please check that the water radiator in the bathroom warms up.

When needed wash the walls, ceiling and the floor. If there are brown dots on the ceiling, being most probably stains from condensed water, cleaning will remove them.

For washing and drying your laundry, please use the laundry room, if located at the site. Drying your laundry constantly in the bathroom can cause moisture-related damage.



INDIVIDUAL APARTMENT SAUNA

Please do not rinse wooden structures of the sauna as it can cause mould damage.

When taking sauna, and afterwards drying it, please set the ventilation to its maximum level, if the regulation is possible in your flat. Keep the sauna on for approx. 20 mins after use to enhance drying of the sauna room. Air the sauna room well after use.

Wash all surfaces regularly with a basic detergent and a brush, rinse well. Do not use chlorine bleach! Please dry the sauna room by warming it up.

The resident changes the sauna stove stones, new stones are provided by Lahden Talot.

WATER SUPPLY FITTINGS AND DRAINS

You must immediately notify the caretaker if your faucet is dripping or a toilet tank is continuously leaking.

Do not put fat, scraps of food or coffee grounds in your kitchen sink. Do not throw sanitary napkins, diapers, kitty litter or other such items in your toilet, as they will clog up the pipes. Drains will remain clean by running a couple of litres of boiling water into the drain once a month.

Residents should also clean the inside of the drains in the floor. If your apartment starts to smell like a sewer, it could be due to the drain in the floor drying out. Running water into the drain can prevent this.

CONNECTING A WASHING MACHINE

The resident is responsible for the cost of connecting a washing machine. If there is no con-

nection for the washing machine or the dishwasher in the flat, the installation must be performed by a certified plumber. All connections to the water pipe must be pressure-tight. A dishwasher must have a drip mat installed and you must have the managers permission to install it. The tap you use for the washing machine must have a check valve (vacuum breaker) in case the washing machine is not equipped with one.

Please keep the installation report of the authorised plumber for future reference in case of any leak damage. The resident is liable for any leak damage caused by the washing machine being connected up incorrectly. Remember that insurance does not cover these kinds of incidents either!

When you are not using the washing machine, close the washing machine water tap as continuous water pressure can break the water hose and cause it to start leaking. In addition, do not leave the washing machine or any other device unattended!



This is how you clean the floor drain

1. Lift the protection grate up using the ends of scissors for example.



2. Remove any hair and other waste using a brush or paper.



ELECTRICAL DEVICES

Only an authorised electrician may carry out the installation and repair of electric devices. Bulbs and fuses the tenant changes him/herself. The wall outlets of the bathroom and most of the wall outlets in the kitchen have been grounded. Use plugs that are grounded or surge-protected.

You may not use the bathroom wall outlets while taking a shower or bath.

You may not use electrical equipment in wet rooms or outdoors if it has been plugged in a regular wall outlet outside the wet room. For example, it is forbidden to use indoor Christmas candles on a balcony.

The stovetop and the oven must be cleaned regularly so that they work as efficiently as possible. Defrost the fridge and the freezer compartment regularly if they do not defrost automatically.

The refrigeration equipment and stove in the kitchen should be pulled away from the wall at least twice a year and both areas behind them and the back of them should be thoroughly cleaned.

WASTE MANAGEMENT AND SORTING

Collecting, hauling and handling waste is not a free service. Waste charge is included in the rent of each tenant leasing a flat.

The purpose of the Waste Act is to reduce the amount of garbage that is created and to reuse recyclable material. The most important part of waste management is the consumer-tenant, who also pays the costs of waste management in his or her living expenses. Recycling usable items and sorting your garbage benefits everyone.

Waste bins located on the premises of Lahden Talot are to be used for collection of daily waste only - not for furniture, electrical devices and equipment. The waste bin shelter contains bins for energy waste, bio waste and final waste as well as cardboard and recyclable paper; there are also glass and metal containers on some premises.

It is the responsibility of every tenant to make sure that his/her family sorts the waste properly and that waste bags are put to right bins, not just placed inside the shelter. A waste company charges for each bag left on the floor separately! Extra costs will increase rents.

PETS

Keeping ordinary pets is allowed, if they do not cause any disturbance or damage to the apartment. A pet owner should place a sticker on the door notifying that there is a pet living in the flat - in case of emergency, the rescue service will be prepared to handle the pet as well.

Professional breeding of dogs, cats and other animals is not allowed. Washing pets in common sauna and washroom area is strictly forbidden. According to the municipal ordinance, city dogs and cats must be tied up in common areas, also in the yard of the house. The owner must make sure that animals do not scare or bite people or make other damages.

It is forbidden to exercise pets in the children playground. If the sand in the sandbox will have to be replaced due to pet droppings, the changing costs will be reimbursed from the pet owner. A person walking their pet must immediately remove any droppings from the walkway. A pet owner is also responsible for other damages caused by the pet. A Dogs continuous barking and howling cannot disturb other residents on premises and pets are not to disturb the neighbourhood.

Feeding wild animals on the balcony and in the yard is forbidden as they contaminate places and may spread diseases.



3. Wash the drain with a brush, using water and a cleaning detergent.



4. Wash the protective grid from both sides and place it back. Make sure that clean water was left inside the drain to prevent sewer gas coming into the room air.



Maintaining the apartment

REPAIR RESPONSIBILITIES

Lahden Talot is responsible for making sure that the property is kept tidy, fixed furniture repaired at its cost unless they were damaged on purpose. Tenants must make sure that they themselves, their family members and guests do not damage the joint property. Tenants must fix any intentional damage or damage caused by negligence.

By agreeing first with the house manager, the tenant may do small alterations and other repairs. Prerequisite for getting the permission is that licensed personnel do repairs.

The service company or an authorised shop performs most repairs and maintenance inside the flat. The tenant performs only small alterations. Additionally, the tenant may improve the living comfort with some extra equipment, which he/she pays for. However, installing satellite antennas, flowerpots or any other extra appliances out-

side the flat or on the balcony is not allowed.

Detailed information on repair responsibilities can be found from the chart.

MAINTENANCE

The caretaker has a key position in the matter of maintaining and servicing the property. He takes care of many practical issues related to living and repairing.

Property maintenance takes care of the yards, makes minor repairs to the properties and is responsible for the operation of the water, sewage, heating, air conditioning and electrical systems. Caretakers fix damaged water and sewage equipment, open clogged sewers and open doors for people who have left their keys at home. After business hours and on the weekends, the caretaker on duty will handle the most urgent maintenance and repair tasks. Contact information can be found on the property bulletin board, or online on Lahden Talot pages.

TENANT'S OBLIGATION TO REPORT FAULTS

The tenant is obliged to inform the property manager or the caretaker immediately when noticing any fault in the flat, e.g. broken seal of the plastic membrane on the bathroom floor.

In addition, tenants are requested to notify immediately if they notice damages to the property construction, common water and plumbing system or electrical devices. Damages expensive for tenants can therefore be prevented.

Any act of vandalism should also be reported either to the caretaker or the property manager to be repaired as soon as possible. If you witness any act of vandalism please report it to the police and the manager so that the guilty ones will be charged and made to pay for caused damages.

Tenant's obligation to report faults

HEATING	
Venting the radiator	Maintenance
Radiator valve repair	Maintenance
Radiator repair	Maintenance
Measurements of flat temperature after pre-measurement performed by the tenant	Maintenance
Basic regulation of flat temperature	Property manager
VENTILATION	
Installation or maintenance of an extractor fan	Maintenance
Installation or maintenance of tenant's own fan	Tenant requests permission from the manager and books the licensed mechanic
Cleaning of exhaust vent every three months	Tenant
Repair of exhaust vent	Maintenance
Cleaning of grease filter of the fan every three months	Tenant
Ventilation devices in the flat and on the premises	Maintenance
Cleaning of ventilation conveyors	Property manager
Regulation of ventilation	Property manager
Cleaning of air vents in the spring and autumn	Tenant
WATER AND SEWAGE EQUIPMENT	
Tap seals	Maintenance
Changing of the tap	Maintenance
Extra installation of water supply fittings	Tenant requests permission from the manager and books the licensed mechanic
Hooking up washing machine or dishwasher	Tenant books a plumber
Replacing hand shower hose	Maintenance
Sink plugs	Tenant
Sinks, floor drains and drain cleaning	Tenant
Drain opening	Maintenance
Pipe leakage	Maintenance
Toilet equipment	Maintenance



ELECTRICAL DEVICES		
Fuses inside the flat		Tenant
Pitch fuse of the flat		Maintenance
Electric cabling, original		Maintenance
Lamp bulbs also bulbs of the stove, fridge, oven and fan		Tenant when living in a flat
Lamp bulbs also bulbs of the stove, fridge, oven and fan		Maintenance upon new tenant moving in
Light switches and sockets		Maintenance
Antenna and phone sockets		Maintenance
Antenna cable		Tenant
Extra electrical installations		Tenant requests permission from the manager and books the licensed mechanic
Sauna stove		Maintenance
Providing of the site sauna stove stones		Maintenance
Providing of the flat sauna stove stones		Maintenance
WINDOWS AND DOORS		
Window glasses (not broken by the tenant)		Maintenance
Window glasses (broken by the tenant)		Tenant
Fixed seals of the windows		Maintenance
Roller arms		Maintenance
Repair of mounts and window fittings		Maintenance
Built-in shades (not to be removed when moving out)		Tenant
Rolling blinds (mounted to the ceiling or wall)		Tenant
Apartment outer door		Maintenance
Letter-box and door bell		Maintenance
Name tag on the outer door		Maintenance
Changing locking system of the outer door		Tenant/manager
Locks, mounts/tags		Maintenance
Inner door repair		Maintenance
Outer door safety lock and eyesight / spy hole		Tenant/manager
KEYS		
Extra keys		Tenant/manager
Changing of faulty keys		Property manager
Lost keys		Tenant/manager
Lost keys / changing locking system		Tenant/manager
FIXED FURNITURE		
Cupboards, inside shelves and mounts		Maintenance
Coat rack		Maintenance
Mirrors, standard accessories		Maintenance
Fridge / freezer repair, standard accessories		Maintenance
An extra appliance purchased by current or previous tenant (e.g. a dishwasher)		Tenant
Stove, range hood		Maintenance
Fireplace, ash removal		Tenant
Dish drying cupboard grates		Maintenance
INTERNAL COATINGS OF THE FLAT		
Painting/wallpapering of ceilings and walls		Manager or tenant with the manager's permission
Floor coatings		Property manager
BALCONIES		
Snow removal		Tenant
Fixture assembly		Tenant with the manager's permission
YARD		
Yard lawn, inner part of edge bushes		Tenant
Own plants		Tenant



Safe housing

LOCKS AND KEYS

An outer door of the flat shall be secure-locked when leaving the flat empty. If needed, ask your caretaker for advice on how to do it.

If you forget your key, the service can open the door only for registered residents. Remember to report all the flat residents to Lahden Talot. Changes in circumstances to family situations may be reported online using our e-service. The tenant pays the fee charged by Service Company in according to their pricelist himself/herself.

If the key is lost, changing the lock system has to be ordered from the manager. This is to ensure that unauthorised people are not in possession of your house keys. The tenant will be charged for changing the locking system.

When a new tenant moves in, the locking system will be renewed unless all keys are returned. Costs of changing the locking system will be charged to the tenant that moves out and being responsible for the keys.



FIRE SAFETY

Usage of open fire grills and large candles is not allowed on the balcony!

Please do not leave candles or rush lights unattended. Please make sure that flames will not reach for example curtains. Use only non-flammable candlesticks under candles and rush lights.

PLEASE NOTE ALSO:

- It is not allowed to dry clothes in the sauna!
- Smoking in the apartment is strictly forbidden!
- Handle flammable objects according to instructions!
- Purchase hand-held fire extinguisher e.g. a fire blanket and practice how to use it!
- Locate emergency exits in advance and learn how to use them!

INSURANCE

Full insurance of the premises covers property damages but not tenant's belongings



and flat furnishings. For example, the premises full insurance does not cover damages caused by fire to the tenant's belongings. Property insurance does not cover furniture damage caused by water leaks.

That is why, it is recommended for rental residents to insure their flat with liability and legal insurance. Home insurance always covers belongings and personal possessions. It covers sudden and unexpected damages. Home insurance covers damages caused to other persons or when one needs legal protection.

Please check conditions of your insurance from your insurance company.

Smoke detectors to be purchased by the tenant

IN LAHDEN TALOT the company purchases smoke detectors and the tenant is responsible for their proper operation. The Ministry of Internal Affairs Decree requires that there is a smoke detector on every floor, base-

ment floor and the attics. For every 60m² of each flat or level there must be at least one smoke detector. This means that in a one level apartment with 70m² there must be at least two smoke detectors and for 130 m² at least three detectors.

Smoke detectors shall be placed in the hallway above the stairs and in each bedroom. A smoke detector shall not be put in the kitchen as fumes from cooking might affect it.

Smoke detectors must be fitted so that they can react to the smoke as quickly as possible. A detector should be mounted at least 50 cm away from the wall and corners at the highest point of the room, normally the ceiling. Please take into consideration the layout of your flat and any actions that might cause fire when planning the number of detectors and their placement.

Please check that detectors work properly once a month by pressing the button. Batteries shall be changed once a year, for example on national safety day 11.2 or in the beginning of a candle-burning season - that is 1.12. Both days form 112 an emergency number.



Residents have influence

TENANT DEMOCRACY gives residents of Lahden Talot a chance to improve matters related to their living. The goal is to improve living comfort, communication and co-operation as well as tenants' activities on corporate and house levels. With the help of tenant democracy, we aspire to increase tenants' activity and interest in their own living and environment and share information.

A residents' meeting is, open to everyone, an interaction forum chooses the tenant committee as well as candidates for Lahden Talot Board and tenant board elections. A tenant committee takes part in drafting budget and if needed makes a statement to the tenant board.

Tenant elections take place every four years. Two candidates are elected to Lahden Asunnot Board as well as nine members and deputy members to the tenant board. A tenant board takes care of tenant democracy related matters (e.g. provides statements on rent defining units in budget and rent assessment for company's board) as well as issues presented by tenant committees, appoints necessary committees and co-ordinates their work. There are sport, recreation and environmental committees in Lahden Talot.

An integral part of the tenant democracy within Lahden Talot is a yearly budget market. During the budget market, representatives of the tenant committees receive in

writing the budget as well as information on grounds for budget and economic prospects at company level.

For more information on tenant democracy, please contact the chairperson of your house tenant committee.

Disturbance

At Lahden Talot we intervene with disturbance immediately after receiving written disturbance report

- In case your neighbour's behaviour deviates from the norm, please report the case to the property manager either by phone or in writing. The report shall state what happened and when.

- The manager examines the case and if needed the disturbance-causing tenant will be cautioned in writing.

- If, however, problems and disturbances continue after the tenant has been cautioned, residents can file a written complaint stating what has happened and where. The complaint must be signed by at least two different household representatives. The claim shall be sent to the manager promptly.

- The manager will send the person creating the disturbance a written warning.

- If, however disturbance continues, a new complaint addressed to the manager shall be sent signed preferably by at least two members of different households.

- The manager after receiving the complaint may, depending on the situation, terminate the contract or give a second written warning.

- If, however, problems and disturbances continue after the tenant has been warned for the last time, the manager starts measures to terminate the rental agreement.

- If the person causing disturbance is not moving out voluntarily, all case related documents will be posted to the District Court. To initiate legal proceedings, help from witnessing tenants might be needed. The Court will decide the case.

- An eviction decision will be delivered to a bailiff. The execution officer will perform the eviction.

FIRE AND RESCUE DEPARTMENT

Fire and rescue authorities demand that corridors, stairwells and public areas must be kept free of obstructions. This is why storage of any belongings such as prams is not allowed in above-mentioned areas. Usage of doormats and large and flammable door decorations is forbidden.

Unobstructed visual contact must be maintained to the tenant personal storage rooms. The storage must be empty in 1/3rd in order not to exceed fire load densities. Storage of flammable liquids, batteries and hazard materials is strictly forbidden in these premises. You may store max. 4 car tyres in your storage.

Storage of any items under balconies outside is not allowed.



Yards and common areas

PARKING

Parking slots are available for rent for residents. The electric power outlet boxes must be kept locked at all times and it is forbidden to leave a car heating cable and/or extension cable connected to the power outlet when no car is attached. Usage of space heaters is forbidden!

There is usually couple of slots for a short-term tenant parking. If guest-parking slots are not used in accordance with regulations or vehicles are parked in the yard illegally, the person will receive a ticket. The police or parking control will be informed about any vehicles parked improperly.

Storing scrap vehicles in the yard or parking lot is forbidden. The owner of the vehicle bears the cost of removing them.

DRIVEWAY TRAFFIC

Driving a vehicle on driveways and pathways is forbidden, except when it is necessary such as during an emergency or for maintenance. Illegally parked vehicles hinder emergency, as well as maintenance traffic in the winter. You may temporarily drive on the driveways and park in these areas when loading or unloading your belongings. If you must drive on the driveways, drive slowly and with caution.



PLAYING

There is a playground for children at Lahden Talot premises. Playing is strictly forbidden on parking lots, staircases and storage areas as it may be life threatening. Parents are responsible for compensating any damages caused by their children.

STAIRCASE AND LIFT

In apartment buildings, the staircases and lifts are the common areas which are used the most; these areas are not suitable for hanging out in. Due to fire safety reasons, the staircase may not be used to store any items e.g. prams.

External doors to staircases usually have electronic locks that are locked at night. Once the doors have been locked, if you go in or out of them, you must make sure that

the door locks itself again.

Smoking is forbidden in apartments and in all common and general areas!

STORAGE

Leisure-time equipment storage is used for storing items such as bicycles, skis, prams and strollers.

Each person must ensure that the doors to these areas are locked. Each apartment usually has its own storage area for personal goods; residents are responsible for locking own storage space. If the property has a separate, unheated storage closets, residents are also responsible for locking them. Own storage space and unheated storage closet shall be cleaned at least once a year. Due to fire safety reasons it is not allowed to cover the walls of your own storage space. You may not store gas containers, petrol or other flammable liquids. You may not store items in the hallways of the storage areas. Any property left in the hallways will be removed immediately with no warning at the owner's cost.

LAUNDRY ROOM

The laundry room as well as the communal sauna is for residents only. Instruction of use and a booking list can be found on the wall of the laundry room. Residents may use the laundry room free of charge. A time can be reserved using the booking list located on the wall.

Rugs may be washed only in the special rug washing machines, as regular washing machines cannot withstand the weight of the wet rugs.

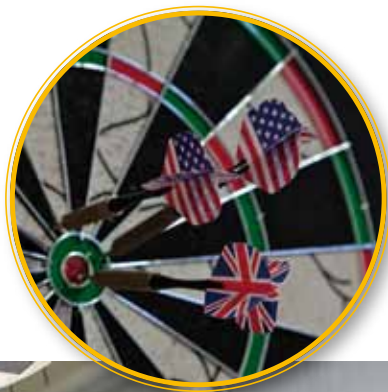
DRYING ROOM

Only residents may use a drying room. A drying room should be used to dry clothes washed in the laundry room. If there are free spaces, it is recommended to dry also your clothes washed at home in the drying room. You should fetch your dried laundry as soon as possible so that other people can use the room.

The dryer may also be used to dry clothes that have been washed at home similarly to the rules of the drying room.

HOBBY ROOM

Local tenant committee, unless otherwise agreed upon, takes care about the use, the tidiness and the cleaning of clubrooms and hobby rooms.



Rules and regulations

1 SCOPE

Apart from the rules and regulations to maintain order, tidiness and satisfaction with housing conditions, Lahden Talot applies to the provisions of the Public Order and Lease. It is the duty of the tenant to make sure that his / her guests follow the rules and regulations stated.

2 NOTIFICATION OF MOVE

The customer service of Lahden Talot must always be informed about moving in/out of an apartment.

3 COMMON FACILITIES

When using doors that are to be kept locked, one must make sure that they always remain locked. Tenants must observe silence when using common facilities. Needless staying in the facilities as well as smoking is forbidden. Routes to and from common facilities or areas must be kept tidy and free. Due to fire safety regulations, it is not allowed to store any items in the staircase. Tenants must keep order and tidiness when using the facilities. Information boards, advertisements and antennas are allowed to be placed only with the permission of Lahden Talot.

4 PARKING

Vehicles may be parked only in the areas reserved and marked for them with the housing company's permission. Vehicles may be parked in front of the entrance door for loading / unloading of goods only.

5 WASTE DISPOSAL

Home waste is to be recycled properly using containers provided by the housing company. Leaving wastes at the side of waste containers is not allowed. Tenants are responsible for recycling their waste other than home waste (furniture, mattresses etc.) at their own expense. Problem waste (e.g. batteries, lamps, electronics and oil) must be taken by the tenant to places specially designated. Only toilet paper, biodegradable refuse (from what was consumed) as well as water may be put into the drains. Pouring waste into the drains that might block them is forbidden.

6 APARTMENTS

Tenants should avoid disturbing neighbours. The night-time peace between 22.00 -7.00 is to be obeyed. The apartments should be taken good care of. Any defects on drain, water supply or to the inside structure of the building should be reported immediately to Lahden Talot personnel. Alterations and repairs may be done with the permission of Lahden Talot. Repairs are to be performed on weekdays between 8-20, making sure that works are not causing excessive disturbance to the neighbours. Closing the water and energy supply always requires the advance permission from the housing company. Airing the apartment in to the staircase is forbidden.

7 BALCONIES AND DUSTING

Dusting the carpets is allowed only at the places reserved for that purpose from Monday-Friday 8-20 and 8-18 on Saturdays, on Sundays and other public holidays it is forbidden. In some cases the airing balconies have been given shorter dusting hours than mentioned above, tenants must respect them. On the balconies belonging to the apartment, only the airing of bedclothes and brushing of clothing is allowed within balcony railings. Balconies and patios etc. must be kept tidy and clean of snow. Grilling on balconies and patios is forbidden.

8. PETS

Pets must be kept on a leash outside the apartment and they are not to disturb the neighbours. It is forbidden to take pets out to the childrens playground or its immediate vicinity. Pets are not to make the estate dirty. It is forbidden to feed wild animals within Lahden Talot premises.

9 DISREGARD OF THE RULES AND REGULATIONS

Disregarding the rules and regulations might result in the obligation to pay compensations for damages and / or cause the termination of the lease.

EMERGENCY NUMBER: 112

**Lahden Talot Oy**

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