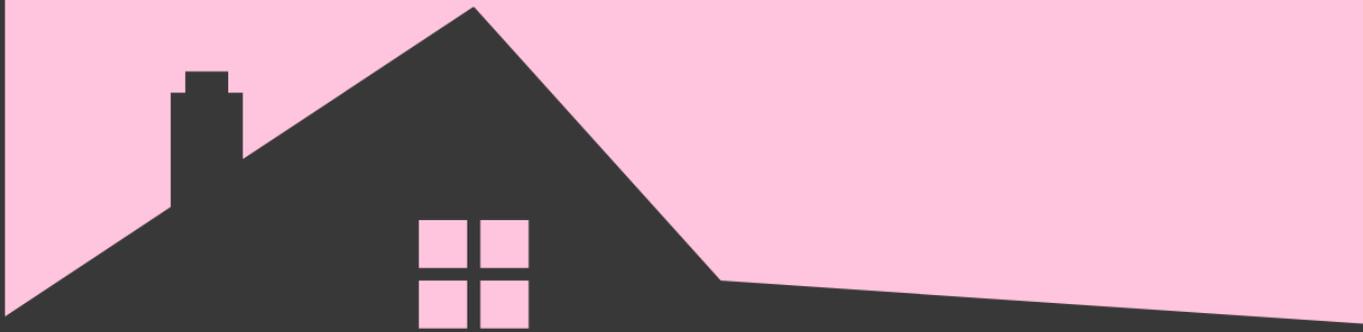


JOENSUUN
KODIT



JOENSUUN KODIT RESIDENT'S GUIDE

 Merimiehenkatu 30, 80100 Joensuu

 +358 13 337 7800

 www.joensuunkodit.fi

Maintenance Companies for Joensuu Kodit Properties

Area	Addresses	Maintenance company and contact information
Eno	Ahotie 3, Ahotie 8, Harjutie 20 & 22, Kindantie 3, Kunnantie 3, Ratamotie 1a, Ruohotie 1, Välitie 3	Kiinteistöhuolto Piironen On-call +358 50 017 6061; kiinhuolto@piironen@hotmail.com
Hammaslahti	Runnilantie 6, Erkiintie 9, Olkkolantie 14 & 16, Rinnekuja 5, Pakarilantie 22	Joensuun Seudun Talohuolto Oy www.jsth.fi Weekdays 9am-3pm +358 40 514 9557; Other times +358 500 678 279; toimisto@jsth.fi
Heinävaara	Pieles 1–2, Pitkäpelto 1, 2 & 4	Urakointi Pieviläinen On-call +358 50 366 1776; urakointi.pievilainen@outlook.com
Hukanhauta	Häkkisenkatu 1, Karjamäentie 6 & 8, Kartanotie 4, Rovastinkatu 12, Niinivaarantie 84, Siilikuja 2	JKP Talohuoltopalvelut www.talohuoltopalvelut.fi +358 40 455 8301; huolto@talohuoltopalvelut.fi
liiksenvaara	liiksenvaarantie 37	JKP Talohuoltopalvelut www.talohuoltopalvelut.fi +358 40 455 8301; huolto@talohuoltopalvelut.fi
Karsikko	Hiiliruukinkatu 7, Innantie 2 & 22, Karsikonkatu 5 & 10, Kaskitie 10, Lepikkoahontie 3B, Oksojantie 15, Pyörretie 16, Sommelotie 2	JKP Talohuoltopalvelut www.talohuoltopalvelut.fi +358 40 455 8301; huolto@talohuoltopalvelut.fi
Keskusta	Kalevankatu 41b, Merimiehenkatu 28 & 36a, Sepänkatu 37a, 38, 44b & 45–47	Luotea Oyj www.luotea.com Weekdays 7am-3pm +358 50 385 7509; Other times 010 590 2000
Kiihtelysvaara	Papintie 16, Taanotie 2, Tohmajärventie 155	Urakointi Pieviläinen On-call +358 50 366 1776; urakointi.pievilainen@outlook.com
Marjala	Aurinkokatu 2, 21, 23, 35, 37, 39 & 41, Keskipäiväntie 1, Kesäyönkatu 1 & 2–4, Louhikkorinne 2, Päiväkuja 4, Talvipäiväntie 1, 2 & 4	JKP Talohuoltopalvelut www.talohuoltopalvelut.fi +358 40 455 8302; huolto@talohuoltopalvelut.fi
Mutala	Kartoittajantie 32, Sipinkatu 23, Ratakatu 10	Joensuun Seudun Talohuolto Oy www.jsth.fi Weekdays 9am-3pm +358 40 514 9557; Other times +358 500 678 279; toimisto@jsth.fi
Niinivaara	Hyrskyläntie 1, Niinivaarantie 56, Pengerkatu 1, Ruskealankatu 1, Suvikatu 12, Suvikuja 2	JKP Talohuoltopalvelut www.talohuoltopalvelut.fi +358 40 455 8301; huolto@talohuoltopalvelut.fi
Niittyalahti	Ahvalontie 1 & 2	Joensuun Seudun Talohuolto Oy www.jsth.fi Weekdays 9am-3pm +358 40 514 9557; Other times +358 500 678 279; toimisto@jsth.fi
Etu-Noljakka	Jyskyntie 4, Kaislarannantie 2, Kerpputie 2, Kiulutie 1, 3 & 4, Nuottaniementie 4, Vakkakuja 1, Vienolantie 3, Äkkiväärä 10, 11, 3 & 6	Luotea Oyj www.luotea.com Weekdays 7am-3pm +358 50 473 3073; Other times 010 590 2000
Taka-Noljakka	Apilakuja 5, Erkinpellontie 9, 12, 13 & 15, Jyväkuja 1 & 9, Kuhilaskuja 1, Kuuselantie 1, 6 & 16, Noljakankaari 10, 20 & 36, Pesolantie 1 & 3, Suksi-mestarantie 1, Väinöläntie 2	Joensuun Seudun Talohuolto Oy www.jsth.fi Weekdays 9am-3pm +358 40 514 9557; Other times +358 500 678 279; toimisto@jsth.fi
Penttilä	Honkapolku 3, Jokikatu 20, Jääkärintie 2, Korpi-Jaakonkatu 27, Mäntyläntie 22, Ukonmäentie 4	JKP Talohuoltopalvelut www.talohuoltopalvelut.fi +358 40 455 8301, huolto@talohuoltopalvelut.fi
Penttilä	Kutterikuja 6	Joensuun Seudun Talohuolto Oy www.jsth.fi Weekdays 9am-3pm +358 40 514 9557; Other times +358 500 678 279; toimisto@jsth.fi
Pilkko	Alapellontie 14, Ojalankulma 1	Joensuun Seudun Talohuolto Oy www.jsth.fi Weekdays 9am-3pm +358 40 514 9557; Other times +358 500 678 279; toimisto@jsth.fi
Rantakylä	Latolankatu 15a, 15b, 21, 23 I & II, 3 & 7, Oravanmarjantie 8, Paulatie 1, Pilkkitie 9, Rantakylänkatu 13, Riisjärkänkatu 1, 4 & 6, Ruoritie 4, Ruuhitie 46, Tuulentie 3 & 5–7, Venetie 12, Verkkotie 5 & 6	Joensuun Seudun Talohuolto Oy www.jsth.fi Weekdays 9am-3pm +358 40 514 9557; Other times +358 500 678 279; toimisto@jsth.fi
Reijola	Hirvolantie 2, Huvimäentie 16, 19 & 21, Reijolantie 2	Joensuun Seudun Talohuolto Oy www.jsth.fi Weekdays 9am-3pm +358 40 514 9557; Other times +358 500 678 279; toimisto@jsth.fi
Tuupovaara	Alatie 23 & 45, Koulutie 16, Riikolantie 5, Virastotie 6 & 21	Luotea Oyj www.luotea.com Weekdays 7am–3pm +358 50 411 8572; Other times 010 590 2000
Uimaharju	Kotilantie 4, Niilontie 13, Ratilantie 3, Ruukintie 2, 3, Tuuliharjuntie 4–6	Luotea Oyj www.luotea.com Weekdays 7am–3pm +358 50 411 8572; Other times 010 590 2000
Utra	Hyttitie 2, 14 & 16, Kaukoputkentie 4 & 17, Kotakuja 1, Lepikkokuja 2, Mustosenkatu 1, 17 & 34, Myllytie 1 & 3, Talastie 2, Tupatie 2, Väisälänkatu 5	Joensuun Seudun Talohuolto Oy www.jsth.fi Weekdays 9am-3pm +358 40 514 9557; Other times +358 500 678 279; toimisto@jsth.fi

Up-to-date contact information can be found on the property maintenance companies' websites.

Table of contents

Joensuun Kodit.....	1
Joensuun Kodit customer service.....	1
Flat inspection.....	2
Keys.....	2
Other contracts and sauna/parking space reservations.....	2
Rights and obligations of residents.....	3
Paying the rent.....	3
Use and care of the flat.....	4
Special situations.....	4
Disturbances.....	4
Resident management.....	5
End of tenancy and moving out.....	5
Returning the deposit.....	6
Principles on determining the rent.....	6
Appendix 1: Maintenance responsibility table.....	8
Appendix 2: General rules and regulations.....	10

Joensuun Kodit

Joensuun Kodit is a part of Joensuun Ellin Kodit Oy, a property company fully owned by the City of Joensuu. The company owns over 4,600 rented flats in central Joensuu and in the areas of Heinävaara, Kiihtelysvaara, Tuupovaara, Reijola, Hammaslahti, Niittylahti, Eno and Uimaharju.

The company uses outsourcing services; housing management, occupant selection, building maintenance and construction contracting are purchased from companies who provide them.

This guide contains essential basic information and useful instructions for day-to-day living. The guide includes essential information on the tenancy agreement and on the rights and obligations of residents.

Joensuun Kodit customer service

Office address and opening hours

Merimiehenkatu 30, 80100 Joensuu

Open Mon, Wed and Fri 12pm–3pm (Tue and Thu by appointment only)

All our customer service phone numbers are available Mon–Fri 10am–3pm.

Service	Matters	Contact information
Customer service	e.g. rental agreements, terminations, parking spaces, housing applications	asiakaspalvelu@ellinkodit.fi +358 13 337 7800 (Mon–Fri 10am–3pm)
Payments	e.g. rent payments, payment plans, invoicing	maksut@ellinkodit.fi +358 13 337 7822 (Mon–Fri 10am–3pm)
Housing advisor	e.g. resident management, disturbances	asiakaspalvelu@ellinkodit.fi +358 13 337 7823 (Mon–Fri 10am–3pm)
Technical property management	e.g. technical matters related to properties	huolto@ellinkodit.fi +358 13 337 7852 (Mon–Fri 10am–3pm)
Reporting apartment faults		Through the website joensuunkodit.fi

Up-to-date contact information is always available on our website.

You can find the contact information for the property maintenance company serving your address on the back of the cover of this guide.

Tenancy agreement and moving in

Tenancy agreement and paying the deposit

The tenancy agreement will be signed at the house managing agency prior to moving in. The agreement will be made in two identical copies, one for the landlord and one for the tenant. The terms of the tenancy agreement are in accordance with the Act on Residential Leases (481/1995). The agreement can be valid until further notice or for a term specified in the agreement.

Prior to signing the tenancy agreement the resident shall pay the landlord a deposit equivalent to one (1) month's rent.

Flat inspection

The house maintenance will inspect the flat when the previous tenant has moved out. If the new tenant detects any faults or defects in the flat afterwards, he/she should report them to the house maintenance immediately.

Keys

The maintenance will hand the keys over to the tenants upon presentation of the tenancy agreement. The tenant is responsible for all keys handed over to him/her. The landlord has the right to recover all costs incurred to the landlord through lost keys.

If you lock yourself outside from the flat; The charges for door openings are €20 between 8:00 and 16:00, and €40 at other times and on public holidays. An additional billing fee of €10 will be applied, billed by the maintenance company.

Other contracts and sauna/parking space reservations

An electricity contract has to be made no later than 4 weekdays prior to moving in, for example Fortum Oyj, tel. 0200 19000, www.fortum.fi or Pohjois-Karjalan Sähkö Oy, Rantakatu 29, Joensuu, tel. 013 2663 100, www.pks.fi.

Please note! Some flats have electrical floor heating in the bathroom. Its electricity consumption is measured by the resident's own electricity meter.

A parking space can be reserved and cancelled at the house managing agency and on the company's web page (www.joensuunkodit.fi). After reserving the space, the tenant can ask for the key of the heating post from the maintenance company. The key has to be left inside the flat with the other keys when moving out. If the tenant loses the parking space key, he/she can receive a new one from the company (the lost key will be charged from the tenant). The car-heating socket has to be kept locked always. The heating cable has to be disconnected from the socket if the car is not being heated. Maintenance company will remove loose cables, which can be reclaimed from the maintenance company, who will charge the tenant. It is forbidden to use an interior heater.

Sauna sessions can be reserved from the customer service tel. +358 13 337 7800, e-mail: asiakaspalvelu@ellinkodit.fi or via the website: joensuunkodit.fi. You can pay sauna fee together with the rent. In case the fee is not included in the bank transfer, the resident has to add it. The sauna fee has to be paid for the whole month even if the resident does not go to sauna every week.

Rights and obligations of residents

Paying the rent

The due date for the rent is the fifth (5th) day of each month according to the tenancy agreement. The rent shall be paid according to the bank transfer slips delivered to the resident. Using the reference number ensures a fast arrival of the payment. If there is a delay in the payment of rent, interest on late payment will be collected from the resident.

It is in the interests of both the residents and Joensuun Kodit that each resident duly pays their rent and other fees. Failure to pay and delays in payments result in rent increases for the other residents.

The company will take debt collection measures on account of a default in the payment of rent. The matter will be taken to a District Court to get an eviction and collection order for the unpaid rent, the expenses of which the resident is liable to pay including interest on late payment. The order will be forwarded to the District Bailiff for the enforcement of eviction and collection, the expenses of which the resident is also liable to pay.

In addition to losing a flat, the resident might get a bad credit record as a result of the court proceedings.

PLEASE NOTE!

If the resident has difficulties in paying the rent, he or she should immediately contact the rent secretaries at the house managing agency, tel. +358 (0)13 337 7822 or email maksut@ellinkodit.fi. With them it is possible to negotiate how to prevent the problem and look for ways to solve the situation.

Use and care of the flat

Tenants have an obligation to take proper care of the flat.

A written permission from Joensuun Kodit / the technical housing manager is to be obtained for all repairs and alterations in the flat.

Please find attached a maintenance responsibility table.

Tenants have an obligation to immediately notify the maintenance company of any damages or defects found in the flats, e.g. seepages, leakages and damaged electrical appliances, in order to avoid more serious damage. If the maintenance company does not respond to the notice, the tenant has to contact the house managing agency without further delay.

Please note that the tenant may become liable to pay damages if he or she has damaged the flat or the structure of the building by negligence.

The company has insured the building and its fixed structures. **Tenants' possessions are not covered by the company's property insurance, so the company recommends that the tenant takes out a home insurance policy to cover them.**

The tenant is responsible for obtaining a smoke alarm, maintaining it and changing the battery.

Barbecuing on the balcony is prohibited.

The tenant may not assign the flat as a whole to another person without the company's permission. If the tenant wishes to assign the flat for a fixed term to another person's use for reasons of employment, study or other reasonable reason, he/she has to obtain a written permission from the company. The permission can be granted for no longer than two years.

Special situations

Disturbances

If a tenant does not comply with the rules and regulations and thus disturbs their neighbours, neighbours should try to discuss the matter with the person creating the disturbance. If a discussion is of no help or it is not possible to have a discussion and the disturbance continues, a written complaint should be made to the housing advisor.

If there are serious disturbances or problems, please call the police and report it also to the housing advisor.

The attached rules and regulations have been prepared in order to promote the comfort, health and safety of the residents. Compliance with the rules is a common interest of all the residents.

Resident management

The purpose of residents' democracy and residents' activities is to give residents opportunities to influence and have decision-making power in matters concerning their own housing. The goal is to improve the comfort of living and to promote the maintenance and upkeep of the buildings.

The activities start with the residents. A residents' meeting is convened once a year and additionally when needed. The residents' meeting elects a residents' committee. The meeting can also nominate candidates for the company's board of directors.

The residents' committee meets as necessary to discuss, among other things, the budget, repair measures, and statements.

Between the residents' committees and the company's board of directors operates a cooperation body of the chairpersons of the residents' committees in Joensuu. It meets about ten times a year to discuss matters such as the budget and strategy. The cooperation body submits a proposal to the general meeting for the resident members of the board.

Contact person for matters related to resident management: Mika Moilanen, mika.moilanen@ellinkodit.fi.

End of tenancy and moving out

The tenancy agreement ends when a notice to quit is given, the lease is cancelled or a fixed-term agreement ends. The period of notice for a tenancy agreement (which is valid until further notice) is one (1) calendar month when the notice to quit is given by the tenant. The period of notice starts at the end of the month in which the tenant has served a written notice of termination to the house managing agency. A printable notice of termination form is available at www.joensuunkodit.fi.

The tenant is responsible for cleaning up the flat before moving out. The flat has to be empty and cleaned up on the day specified by the tenant when giving a notice to quit.

All keys must be left inside the flat.

Returning the deposit

The deposit will be returned to the tenant in full providing that

- the tenant has cleaned up the flat
- the tenant has left all the keys inside the flat
- the flat has been found to be in proper condition in the final inspection
- the tenant does not have unpaid rent or other unfulfilled obligations.

If this is not the case, the company has the right, without hearing the tenant, to use the deposit or part thereof to settle any outstanding claims.

Principles on determining the rent

Joensuun Kodit is a so-called non-profit corporation. The company operates in compliance with the legislation on state-subsidized housing loans (ARAVA loans) and with the Act on the Use, Assignment and Redemption of State-Subsidized Rental Dwellings and Buildings (1190/1993) according to a cost recovery principle.

Tenants are charged a rent which does not exceed the amount needed, in addition to other income, to cover expenses arising in financing the dwellings and connected premises, and in sound property management.

The rent is comprised of capital expenditure and maintenance expenses. Capital expenditure includes loan interests and amortizations, annual payments and depreciations. Management expenses include housing management and administrative costs, reserves for repairs, and land leases and taxes on real property. Maintenance expenses arise from electricity, water and sewage, heating, waste management, repair and upkeep, maintenance of outdoor areas, maintenance services, insurances and, to a small degree, from resident activities.

Capital expenditure has been divided up within the company. Maintenance expenses are building-specific.

With respect to location, the rents have generally been evaluated so that the closer a building is to the city centre the higher the rent per square meter. With respect to flats, the evaluation is generally based on the principle that the rent per square meter is highest for studios and lowest for large family flats.

Tenants are notified in writing of any changes in the rent and the reasons for them. The new rent comes into force not earlier than two months after the beginning of the month following the notification.



Appendix I: Maintenance responsibility table

Joensuun Kodit responsible to arrange

Resident responsible to arrange and pay

ITEM			NOTE
LOCKS, KEYS			
Lock maintenance and repair	X		
Obtaining additional keys	X	X	Joensuun Kodit arranges, resident pays
Rekeying a lock (caused by a resident e.g. by losing a key)	X	X	Joensuun Kodit arranges, resident pays
Security lock installation and maintenance	X		Only by permission of Kodit, to be left in place when moving
DOORS			
Exterior doors to flat	X		
Names on doors	X		
Peephole		X	Only by permission of Kodit, to be left in place when moving
Interior doors	X		
WINDOWS			
Glasses	X		Resident pays for a broken window
Seals	X		
Frames, framework and fittings	X		
Cleaning		X	
WALL, CEILING AND FLOOR SURFACES			
Painting walls and ceilings	X		Normal wear and tear
Floor coatings	X		Normal wear and tear
FIXTURES			
Repair of cupboards and kitchen cabinets	X		
Repair of bathroom fixtures	X		
Shower curtain		X	
ELECTRICAL APPLIANCES			
Fuses		X	
Electric sockets and fixed wires	X		
Aerial, network and telephone wall sockets	X		
Aerial lead		X	
Filament and fluorescent lamps		X	
Fluorescent lamp starters		X	
Refrigerator and stove lamps		X	
Smoke alarm	X		
Maintenance and repair of stove and refrigeration equipment	X		
Defrosting refrigeration equipment and cleaning the condenser		X	
WATER AND SEWER EQUIPMENT			
Tap gaskets	X		
Tap repairs and shower hose	X		
Repair of toilet fixtures	X		
Repair of washbasins	X		

Washing machine installations		X	Use a professional installer and ensure you have home insurance.
Dishwasher installation/removal		X	Use a professional installer and ensure you have home insurance.
Washbasin plugs		X	
Floor drain cleaning		X	
Sink drain trap cleaning		X	
Sewer blockages	X		
Pipe leaks	X		Resident responsible to report
VENTILATION			
Range hood repair	X		
Cleaning range hood filter and vent, lamp		X	
Ventilation valve cleaning		X	
Make-up air vent cleaning		X	
Vent repairs	X		
Supply air unit filters	X		
HEATING			
Radiator bleeding	X		
Radiator valve repair	X		
Radiator repair	X		
Basic temperature regulation	X		
OTHER			
Changing sauna stove stones	X		
Tending own garden area, terraced houses		X	

PLEASE REMEMBER:

- All observed pipe leaks shall be notified to the maintenance company immediately.
- Socket outlet covers, lamp connectors and hooks are fixed structures that have to be left in place when moving out.
- Attaching items to walls and ceilings has to be avoided.
- Repairs caused by normal wear and tear of surfaces are not charged from the resident.
- It is advisable to take out home insurance in case of water damage and other damages.
- Please do not to keep a cable connected to a car heating socket when it is not connected to a car!

Appendix 2: General rules and regulations

Pertains to both blocks of flats and terraced houses. In addition to what is laid down in general laws, decrees and tenancy agreements, and regarding property company buildings, in articles of association, general meeting's decisions and the housing companies act, the resident has to take into account the following regulations:

1. Every tenant must follow good manners so that common areas, staircases and the apartments remain clean and undamaged.
2. The peace of your next-door neighbours must be respected. Disturbing the peace during silence time between 10 pm – 7 am is forbidden. The tenant is also responsible for their guests' behaviour.
3. The external doors are kept locked between 8 pm and 7 am. A person leaving a door open during this time is held responsible for the act.
4. No alteration of structures, wallpapering or painting work is allowed.
5. Installing a peephole or a door chain is allowed only on the condition that it is left in place when moving out. The same applies to window sills and blinds.
6. It is strictly forbidden to place any kinds of stickers etc. on the doors and walls.
7. Pets must be kept on a leash when outdoors or in the staircases. Letting dogs, cats and other pets loose is prohibited everywhere on the property company's grounds. Pets must not disturb other tenants of the building or dirty the building or property with droppings etc.
8. For fire safety, bicycles, baby carriages, and sport equipment are only allowed to be stored in storage rooms. It is prohibited to store flammable materials, fuel, motorcycles, or mopeds in storage rooms. According to rescue service law all residents are required to obtain a fire alarm for the apartment.
9. Smoking is strictly prohibited in all common areas such as balconies, staircases, sauna facilities laundry and storage rooms. Smoking can also be prohibited or restricted in other areas in terms and conditions of the lease or by the order of the housing company.
10. Household waste and other trash has to be packaged and recycled into their respective waste bins. Waste must be recycled. The disposal of waste other than household waste is the tenant's responsibility.
11. Laundry room and drying facilities are open for use daily between 7 am and 9 pm. Laundry turns can be reserved from the reservation list in the laundry room.
12. The beating and airing of carpets is allowed only on the areas appointed to them outside on the property company's grounds between 8 am and 8 pm, not on balconies. Airing bedclothes on corridor and apartment balconies is permitted from 8 am to 8 pm.
13. Balconies must be kept clean and during winter time must be cleared of snow. In terraced houses the cleaning of staircases and fronts of external doors is the responsibility of the tenant.
14. Having a barbeque or lighting open fires on the balconies is forbidden.
15. The tenant is only allowed to park their vehicle on the parking space they have reserved. Driving and parking motor vehicles on walkways is prohibited. The property's grounds are under the jurisdiction of the city's traffic and parking control and not following the parking laws can lead to being fined. For safety reasons the heating pole's cover must be locked at all times. The heating cord must not remain attached to the heating pole's socket when not in use.
16. Washing and fixing cars is not allowed on the property company's grounds.
17. The resident must notify the building maintenance immediately when a defect is discovered in the apartment or on property grounds.