

## Hello resident!

This guide contains information on rental housing.

You will find advice on

- good living with neighbours
- home maintenance
- saving money and preserving the environment.

The guide is intended especially for residents living in so-called state-subsidised rental housing.

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[www.4v.fi](http://www.4v.fi)

# Tips for residents



# YOUR RIGHTS AND RESPONSIBILITIES

**You are entitled to home privacy and comfortable living. You also have the right to influence issues in your residence.**

Your most important responsibility is paying the rent every month. Remember also to pay on time all other payments related to housing, such as parking space, sauna and laundry room fees.

Follow the common rules and regulations of the building. This way, harmony is maintained and living is more comfortable.

You are responsible for your home. Take care of the flat: Keep it tidy and damage-free. The tenant is always responsible for damages caused by him/her or his/her guests.

Always notify maintenance of any defects or damage in the flat. They will tell you of possible further actions.

If you forget or lose your home keys, you can find contact information for help on the front door or notice board.



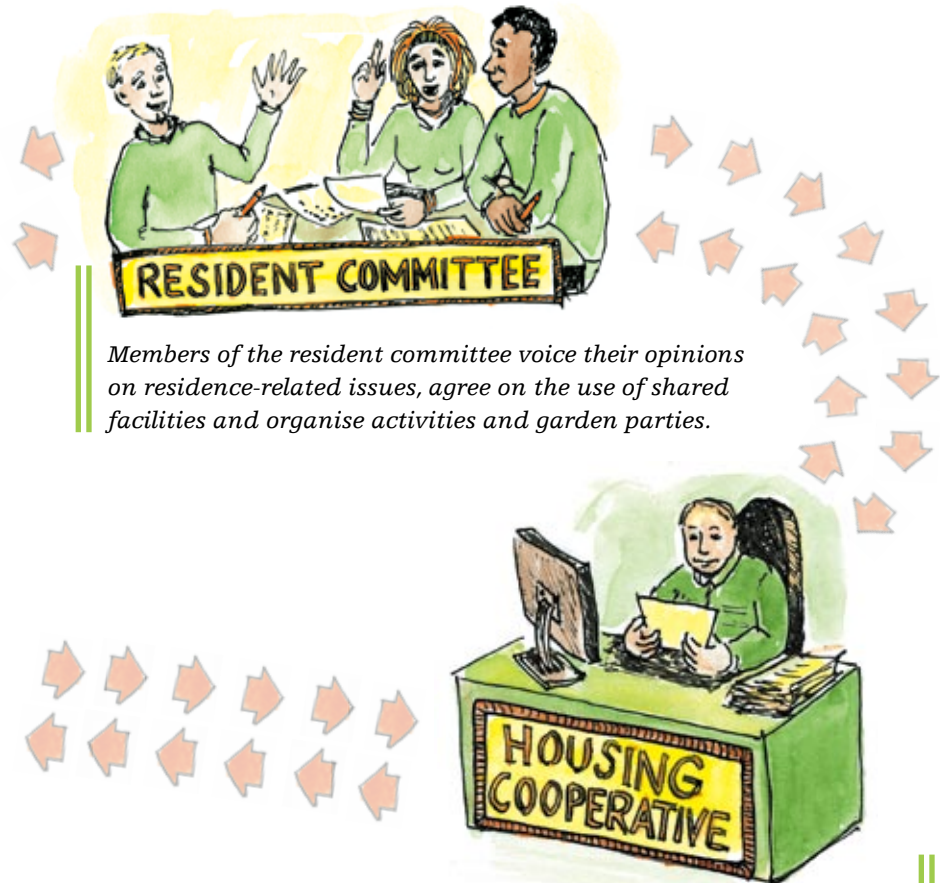
*You are invited to a residents' meeting once a year. The trustees and resident committee are chosen at the meeting.*

## Participate in resident activities

You can meet other residents during building events. By participating in resident activities, you can influence your building's issues, for example, the use of shared facilities.

You can get information on activities organised in the building from the building's notice board and the resident committee.

**resident committee = house committee**  
Resident committee is a word used in law. Other words can also be used for the matter.



*Members of the resident committee voice their opinions on residence-related issues, agree on the use of shared facilities and organise activities and garden parties.*

*The resident committee is in contact with the building manager and forwards the residents' opinions and wishes.*

## Neighbour relations

Greet your neighbours.  
Cosiness consists of small acts.

If your neighbour's noise or other conduct bothers you, you can talk about it amicably with your neighbour.

If the disruptive conduct continues, notify the building manager or housing advisors of the matter in writing.

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## Pets

You may keep pets in your flat.  
Keep your pet on the leash when walking with it in the staircase and the garden.  
Pick up your pet's droppings and put them in the litter bin.

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## Shared facilities bring joy

The shared facilities in the block of flats are for everyone's use.  
Please take others into account by keeping the facilities clean and adhering to the instructions on their use.

Smoking is prohibited in shared indoor facilities and outside underneath windows.  
Put the cigarette butts into the ashtray.

### Garden

In a tidy garden, all litter is in the litter bin and all bin liners are in the waste bins in the waste bin shelter. Respect the trees, bushes and flowers in the garden.

### Parking places

Park your car in the parking place and adhere to the instructions given on parking.  
Leave your bicycle in the bicycle rack or the bicycle storage area.

### Staircase

Keep the staircase tidy.  
You may not keep strollers, sleds or other items in the staircase because of fire safety concerns.  
Avoid making noise in the staircase.

### Storage facilities

Most flats have a separate storage space where you can store items.  
You can acquire a lock for the door of the storage space to guard your items.  
You may not keep easily flammable or otherwise dangerous materials in the storage area.

### Sauna

Reserve your sauna session in advance at the rental housing office.  
Use the sauna only during your own session and keep the changing room tidy.

### Laundry room and drying room

Reserve your laundry session in advance by writing your name in the reservation book in the laundry room.  
The drying room is meant for drying your laundry. Please remove the laundry once it is dry.

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# KEEP YOUR HOME IN GOOD CONDITION

With this advice, you will keep your home a cosy and safe place to live.

It is a good idea to pay attention to tidiness because dust and dirt increase the danger of fire and reduce the lifespan of many devices.

## Kitchen

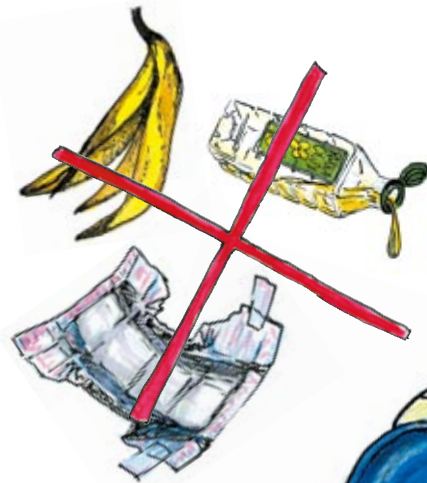
It is a good idea to clean the filter on top of the stove every two months.

Do not put cooking oil and food leftovers into the sink because they clog up the sewer. Put cooking oil into mixed waste in a closed container and solid fat into biowaste.

Keep the refrigerator clean and put old foodstuffs into biowaste.

Regular cleaning of the oven and cooking plates significantly increases their lifespan.

It is also a good idea to move the oven and clean its back once a year.



## Bathroom

Do not throw sanitary napkins, diapers, cotton, hair, cat litter or food into the toilet. They clog up the sewer.

Notify the maintenance company if the toilet clogs up. Always make a notification also if the tap or toilet leaks.



Clean the bathroom's floor drain once a month. This way, you will prevent it from clogging up.

Also the trap of the washbasin must be cleaned when needed.

Turn off the washing machine when you leave your home. Keep the water tap closed when not using the washing machine. The hose may become detached and cause water damage if the tap is open.

If a lighting fixture lamp in your home breaks, you must buy a new one and replace it yourself.

## Home insurance

It is a good idea for you to take out home insurance from an insurance company to cover your flat and belongings.

Familiarise yourself with the insurance terms carefully.

## Repairs

If you want to paint or make repairs to the flat, first ask the building manager for permission. You may make repairs in a rental flat only with the permission of the landlord.

## Antennas

The housing cooperative has a shared antenna, or it belongs to the cable network. Ask the building manager for permission if you want an additional or a dish antenna.

## Safety

The emergency number is 112. Call the number in emergency situations when your own or someone else's life, health, possessions or environment is in danger. The call is free of charge. You do not need to dial an area code.

According to the law, every flat must have a fire alarm.

If your flat does not have a fire alarm, you must buy one.

Test that the fire alarm works every month. Change the batteries when they are dead.



Buy for your home a fire blanket, with which you can put out small fires. Hang the fire blanket, for example, on the kitchen wall.

## In case of fire

- Save yourself and others in danger.
- Call the emergency number 112.
- Close all doors and windows.
- Guide the fire brigade to the premises.



# THINK ABOUT MONEY AND THE ENVIRONMENT

The production of electricity and heat causes emissions which speed up climate change. By avoiding unnecessary consumption of electricity and heat, you preserve the environment and save money.

When you reduce the use of electricity, your electricity bill is smaller.

Heating and waste collection cause costs which affect your rent. For example, abandoning furniture in the garden or the waste bin shelter or keeping windows open during cold weather cost the housing cooperative a lot of money. The costs may lead to an increase in rents.

## Sort the waste

Sort the waste already at home into different containers and take the waste to the waste bins intended for it. You can get more specific instructions about sorting the waste from your local waste management company.

You may not leave furniture, dangerous materials or electronic devices in the building's waste bin shelter. You can ask the local waste management company for more specific instructions if you are throwing these out. You can find contact information at the end of the brochure under the section "Waste".



## Heating and ventilation

A healthy room temperature is 20–22 °C. If it is too cold or hot in the room, adjust the heat from the control knob of the radiator.

In problem situations, call the maintenance man or the building manager.

Long curtains in front of the radiator prevent heat from flowing into the room. It is also a good idea to place furniture more than 10 cm from the radiator.

Do not dry laundry on top of the radiator.

If the radiator leaks water or makes a gurgling sound, notify maintenance of the matter.

When you ventilate the flat, open the windows in different rooms at the same time for a few minutes.

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## Electricity and water use

Turn off the lights and electronic devices when not using them.

Do not run water unnecessarily.  
Take quick showers.

You can check with a thermometer that the temperature of your refrigerator is right.  
A suitable temperature in the refrigerator is +5 °C and in the freezer –18 °C.

Acquire an extension cord equipped with a circuit breaker for a television, digibox and DVD player, for example. By pushing the circuit breaker, you can turn off the power from all devices.



It is a good idea to defrost the freezer once a year or when a one-cm-thick ice layer has accumulated on the walls.



This is how you conserve water when you wash dishes:  
plug the sinks, let water flow into them and wash the dishes.

Washing and rinsing underneath running water consumes much more water.

Wash only full loads of laundry and dishes.  
This way, you will conserve energy.

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*We wish you joyful everyday moments in your home!*

# ADDITIONAL INFORMATION

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## 1. Rental housing, resident committee and democracy

- [www.ara.fi](http://www.ara.fi) > ARA housing stock > Rental housing > Resident democracy (Finnish, Swedish, English)
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## 2. Energy conservation:

- [www.motiva.fi](http://www.motiva.fi) > home and household (Finnish, Swedish, English)
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## 3. Waste:

- National recycling points (Finnish) [www.kierratys.info](http://www.kierratys.info)
  - Information on reducing and sorting waste (Finnish, Swedish, English) [www.hsy.fi](http://www.hsy.fi) > waste management
  - Sorting instructions and other material (Different languages) [www.pakolaisapu.fi](http://www.pakolaisapu.fi) > Suomen Pakolaisapu > Pakolaisapu Suomessa > Kotilo > Materiaalipankki
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## 4. Basic information about Finland

- Basic information on the society's operations (in 15 different languages) [www.infopankki.fi/](http://www.infopankki.fi/)
  - Information in plain language, also for listening purposes (Finnish, Swedish, English) [papunet.net](http://papunet.net)
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You can find the electronic version of the guide and the guide in Finnish, Russian, Arabic, Sorani and Somali language at: [www.4v.fi/julkaisut](http://www.4v.fi/julkaisut)

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Nylands Förbund



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