



Kiinteistö Oy
Vaalan Niska

Housing guide



Keep this guide in your apartment!

SISÄLTÖ



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Welcome!

The purpose of this guide is to guide You in questions related to housing and to familiarize You and your family with the rights and obligations of a tenant.

Keep this guide in your apartment, as you may need the information in the guide later.

Kiinteistö Oy Vaala Niska was registered in the trade register in 1996. The entire share capital of the company is owned by Vaala municipality. The company's business is to build, own and manage properties, buy and rent areas and buildings, and properties and apartments. Kiinteistö Oy Vaalan Niska has 15 real estate properties for rent at different addresses, mainly in the village center or in its immediate vicinity. Kiinteistö Oy Vaala Niska also is responsible for the management of rental houses owned by Vaala municipality, Vaala Palveltalosäätiö sr. and Vaala Vanhustentaloyhdistys and the selection of residents for the apartments.

If You or your family come across a question that you cannot find the answer to in this guide, please contact the housing office to clarify the matter.

Best Regards,


Jari Poutiainen

CEO

Kiinteistö Oy Vaalan Niska

Welcome!

Application procedure for residential apartments

Housing application forms can be obtained from the website of Vaala municipality or by picking them up from the housing office and from the website of the Housing Finance and Development Center at: www.ara.fi.

Apartments have a continuous application and the apartment application must be returned properly filled out directly to the housing office, or by sending it scanned by e-mail or traditional letter to the housing office. Housing application processing is usually faster when documents are processed electronically. If you are applying for an apartment together with your married/common-law partner, you must both sign the application. All other persons moving into the apartment must also be entered in the application. It is recommended to send scanned applications to the housing office's email address: asuntotoimisto@vaala.fi

We are in direct contact with those applicants who have received a positive housing policy decision.

An apartment presentation, which is not a binding contract for renting, can be arranged with Niska's representatives. When the rental agreement has been drawn up and signed by both sides, and the rental deposit has been paid, the rental agreement becomes binding.

We check the credit information of all applicants and we set at least one month's rent deposit as security for the rental agreement.

Applications are processed in order of arrival and are valid for six (6) months from the date of receipt of the application.





Housing applications for the elderly

The living form of the nursing service organized at home is to provide home care to elderly people when living in their own home is no longer possible without support. Supported living delivered to your home can be a good option when there is no need for round-the-clock care.

Kiinteistö Oy Vaalan Niska organizes apartment rentals for elderly people in Vaalanranta and Karpalokodi owned by Vaalan Vanhustentaloyhdistys ry - so apartment applications for these senior apartments can be obtained from Niska's housing office. In both properties, there are club and service facilities intended for joint use, which are used by residents and nursing / caring staff. The resident selection decision is made by the housing office.

Housing services for people with developmental disabilities

Suopursu offers a guided housing service for adults with intellectual disabilities and a support service for people with intellectual disabilities living independently. Interval care is also organized in Suopursu during the caregiver's days off and/or to implement the temporary care granted to the client. The goal of Kotiranta is to secure living and activities that are as homelike as possible, based on the wishes and needs of the residents. Oulunkaari provides care services in the service building, and from 2023, similar services will be provided by the new welfare area of Northern Ostrobothnia, POHDE.





In the beginning of the tenancy

Rental Deposit

Kiinteistö Oy Vaalan Niska collects a rental deposit, which is equal to one (1) month's rent. Present proof of the paid rental deposit when picking up the keys. The rental deposit must be paid before the keys are handed over. The rental deposit is charged for both fixed-term and open-ended tenancies.

The rental deposit can be either:

- A written payment commitment issued by the Social Insurance Institute of Finland (KELA) or the municipality
- Payment made to Kiinteistö Oy Vaala Niska's rental deposit account

The rental deposit is returned on average after one month at the end of the rental relationship, if no errors or defects are found in the apartment. The prerequisite for returning the deposit is that you have fulfilled all your payment obligations, you have returned all keys to your apartment, your apartment and the outside areas entitled to the apartment's management are in order and that the moving house cleaning has been done properly. The apartment you hand over must be in condition according to the income inspection, excluding normal wear and tear caused by living. €350 will be charged for the key(s) not returned. The validity of the rental agreement requires that you have a valid rental deposit.



Rental Agreement

The rental agreement is usually concluded as a contract valid for an indefinite period. When the rental agreement is signed, you commit to take care of the apartment's condition and other tenant obligations, such as paying the rent on time. Before signing the lease, you have the opportunity to get to know the apartment at the apartment presentation. Openly report any defects you see in the apartment immediately to the apartment representative. When the contract is signed, you have accepted the apartment in the condition it is in at the time of signing (including renovations ordered by the apartment inspector)

In the beginning of the tenancy

Don't forget to file a moving notice with the Digital and Population Data Services Agency and the Post Office

- According to the law, a moving notice must be submitted whenever you move permanently from one apartment to another or a temporary staying at another address lasts more than three months. The notification can be made one month before the moving date at the earliest. It must be at the registry office no later than one week after the change.
- The easiest way to make a move notification is in the electronic transaction service at <https://www.posti.fi/fi/henkiloilte/muuttoilmoitus>, using online banking credentials, an identity card or Posti usernames.
- You can also make a notice of move using a form that can be picked up from the post office
- You can get more information about matters related to the notice of move from the nearest transaction office of Digital and Population Data Service Agency

Remember to get a name tag for your mailbox. Filing a moving notice is also important because all people who have moved into the apartment are registered at the address. In this way, you ensure that the personal information of the door opening service is checked so that the right resident can get back into the apartment.

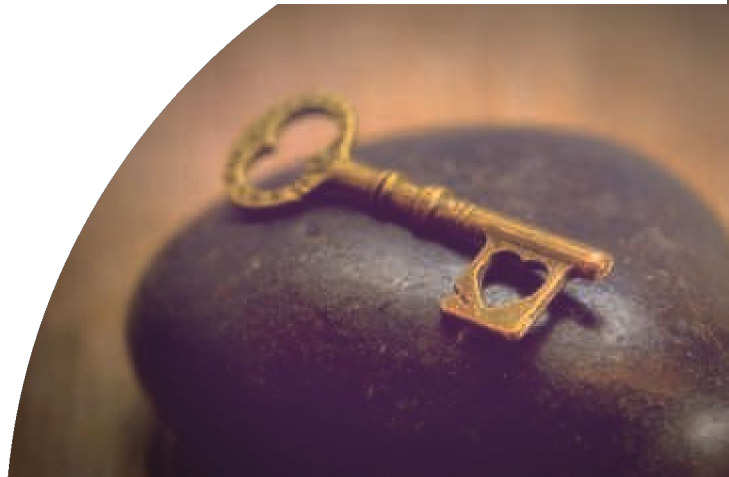
Condition inspection of the apartment at the time of moving in

The condition inspection of the apartment is agreed with the housing office before moving in. In connection with the inspection, a condition inspection form is filled out. When you move out, the condition of the apartment is compared to the condition described in the form.



Apartment Keys

You can get the keys from the housing office in return for a rental deposit paid at the beginning of the tenancy. Store the keys carefully. If the keys are lost, you must notify the housing office immediately. We invoice the resident for lost keys and, if necessary, serialization of locks. The resident will also be billed for any door opening service. The keys are returned to the housing office at the end of the tenancy, or key leaving is agreed upon separately. The tenant bears the costs of ordering additional keys.



Electricity Contract

The tenant makes the electricity contract her/hisself from the start date of the lease and terminates the electricity contract when moving out.

Car spaces and parking

Some properties have separate parking spaces. Parking of vehicles is allowed only in the rental spaces reserved for them for tenants who have rented a parking space. Independent re-renting is not allowed. You can inquire about a parking space at the housing office.

Parking of vehicles or their accessories as well as storage in driveways, parking spaces claimed by others, resident parking in guest spaces or otherwise in the plot area such as green areas is not allowed.

This regulation does not apply to maintenance, emergency or similar vehicles.

Common spaces

Smoking

The Tobacco Act prohibits smoking in all common and public areas of the property. In order to keep the apartments in good condition, smoking is prohibited inside the apartments. If the tenant does not comply with this, he is responsible for all repair/cleaning costs that have to be made to the apartment due to smoking.

Stocks

Terraced houses have their own storage spaces for outdoor equipment, such as bicycles and skis. The outdoor equipment warehouse is not a place to store children's toys, nor is it a playground. It is in everyone's interest to ensure that the doors to warehouses and common areas are locked.

There is a separate movable storage for each apartment, either in the form of a cage closet or a separate storage. No quantities of flammable liquids, gases or other additional fire load that violate



the Fire and Rescue Act may be stored indoors. Common areas, common interior spaces, walls along facades are not permanent storage spaces for goods.

Yard and play areas

Residents' self-activity promotes comfort and helps them get to know their neighbors. Playgrounds and equipment are designed for children. Walking pets in these areas is prohibited according to the Public Order Act.

Stomping is allowed in the places reserved for them.

Housing allowance

Housing allowance is applied for from Social Insurance Institute (Kela). As a tenant, you agree that any housing allowance you may receive will be directed directly to the landlord's account and that the landlord may provide information regarding the rent payment to the social authorities and Kela. If there are changes in the amount of the housing allowance, contact the housing office so that we can make a correction regarding the deductible.

Home Insurance

The property has full value insurance to compensate for damages caused to the property. This insurance does not cover damage to the residents' personal belongings. For example, damage caused to the resident's personal belongings by smoke damage from a fire is not covered by the property's full value insurance.

Similarly, damages caused by a water leak, for example to furniture, are not compensated. As a tenant, you must obtain home insurance to protect your own property. The landlord does not reimburse the resident for the costs of temporary housing if the apartment is temporarily uninhabitable due to damage. Each consumer can apply for possible costs of temporary housing through their own home insurance district.



During Tenancy

Law of Order

The company complies with the rules of order, the valid order law, the valid Finnish legislation, the instructions and regulations of this housing guide, as well as the decisions made separately by the company. The company's board of directors has confirmed the introduction of this guide at its meeting on December 12, 2019.

Follow and familiarize yourself with this guide, which discusses the landlord's and tenant's responsibilities and obligations related to housing and comfort.

How to act in serious or continuous disturbance situations

- The disturbed resident contacts the housing office and submits a disturbance notification form about the disturbance. The letter must be signed by two apartment owners or neighbors
- The housing office sends a written warning to the troublemaker, stating that the lease will be terminated if the trouble continues (at this stage the name of the witness will not come to the notice of the troublemaker)
- If the disturbance continues, two residents must make a petition to the housing office so that the matter can be resolved. There may be no more than six (6) months between letters. Residents must be ready to testify in the district court
- Kiinteistö Oy Vaalan Niska files an eviction challenge
- The district court decides on the matter either as a chancellery hearing or in court. At this stage, witnesses are also heard if necessary. From the point of view of the decision, it is important to know whether the disturbance has also continued during the processing time
- When the district court makes an eviction decision, it is delivered to Niska and further to the engagement office
- National Enforcement Authority informs Niska of the eviction date and carries it out.

The company's right to intervene in housing disturbances

- The company has the right to intervene in residential disturbance situations when the resident lives or allows a disruptive life in the apartment or in the common spaces and areas of the property
- Primarily, the company recommends that in mild cases the issues be resolved between the parties involved. If this is not possible or if it is a more serious incident, the resident must submit a written report of the incident to the company
- The notification must identify the cause/causes of the disturbance, what type of disturbance it is, where, when and how often the disturbances have occurred



- Information about the authors of the notification is not given to the person causing the disturbance, but the company needs the contact information of the author of the notification in order to ask any additional questions.
- The company does not consider anonymous reports or phone reports about disturbances. The company cannot participate in discussions on social media due to the private nature of the issues.
- Police visits to the property will not be reported to the company through the authorities.
- The company files a criminal report with the police when the crime or vandalism affects real estate or the company's property on the real estate.

If the disturbance report is of a nature in which the threat is obviously directly aimed at people's lives or health, the resident must report the matter directly to the police authority, regardless of the time of day - to the general emergency number: **112**



The company has no right to intervene

- when it comes to mutual problems between the residents or their guests with the neighbors
- the company primarily recommends that the parties involved try to settle things between themselves
- if this is not successful, the residents can take care of the matter by filing a criminal report with the authorities
- the tenant must report crimes or vandalism to the authorities himself

Eviction

If the tenant leads or allows a disturbing life, and does not correct his behavior despite the warning, the landlord has the right to cancel the lease and evict the tenant.



Warnings are given on a case-by-case basis, one, but no more than two. If the illegal procedure against the company continues - the company will take the necessary coercive measures to evict the resident.

Damages and compensation for damages to the lessor

The resident is obliged to compensate for damage that he, a member of his family, or a person staying in the apartment with his permission has caused to the apartment or property or to the common areas of the property intentionally and through negligence or other carelessness.

Cleaning and repair costs caused by smoking and apartment violations are billed to the resident.

The company has a repair price list for invoicing, which shows the costs to be billed to the resident, if the company has to order/do them, for example, due to poor maintenance of the apartment or lack of cleanliness.

The purpose of the arrangement instructions is primarily to maintain comfort and safety. It is in everyone's common interest that these rules of order presented as guidelines are followed. Please also note that as a resident, you are also responsible for ensuring that your guests follow these rules.

BY FOLLOWING THESE INSTRUCTIONS, YOU CAN AFFECT YOUR LIVING ENVIRONMENT AND YOURSELF'S ENTERTAINMENT AND LIVING COSTS!

Rent Payment process

Pay your rent and the related usage allowances by the due date (2nd day of each month). If an error occurs with the reference when paying (e.g. wrong reference number, amount), contact the housing office's rent control so that the matter can be corrected. It is absolutely important that the rent payment is taken care of on time. Delayed payments will be charged with late payment interest, which is seven (7) percentage points above the reference rate set by the Bank of Finland each year. Each payment request increases collection costs, as do legal actions, if the collection goes into foreclosure. Neither the municipality nor any other entity compensates Niska for unpaid rents, but they are collected from the resident through the courts if necessary. Unpaid rents increase the rents of all residents of the house. Housing services that are not included in the rent are paid for by their user. Such are e.g. door opening fee, usage allowances such as fiber cable, parking space, sauna shift and laundry room fees as well as other usage allowances, such as, for example, water fees according to consumption in water meter houses. The apartment residents' own modification work needs are carried out by the user. Changes are agreed separately in writing with the CEO or his deputy. In case of problems related to paying the rent, contact the housing office immediately. If you find yourself in financial difficulties, if you feel that you cannot cope with the rent payment, check:

- are you entitled to Kela's housing allowance
- find out from Kela your possibilities for income support
- the Oulunkaari social welfare service guidance can also guide and advise those households who need help, for example already filling out applications. The service areas of social work include e.g. income support, child protection, disability services and family work



However, if a rent debt arises, Kiinteistö Oy Vaala Niska will take collection measures.

The evicted usually does not have the opportunity to get a new rental apartment from Niska. Failure to pay rent will also be recorded in the person's credit information. You have the opportunity to agree on a payment plan on a case-by-case basis with the housing office. During the payment plan, you may not incur any additional rent debt, so in addition to the installment payment in accordance with the plan, you must normally always pay the current month's rent.

Termination of the lease in cases of negligence

The lessor has the right to terminate the lease in cases of serious negligence without notice. Such omissions include:

- failure to pay rent
- transfer of tenancy rights or transfer of the apartment contrary to regulations
- using the apartment for purposes other than those required by the lease agreement
- disruptive life; the tenant himself leads a disruptive life or allows guests to lead a disruptive life
- neglecting apartment maintenance obligations

Taking on a subtenant without the landlord's permission is prohibited and leads to the termination of the lease.

Apartment security

Every year, fortunately, only minor injuries happen to many children just while busying themselves at home. However, you can try to reduce the risks yourself:

- Limiter chains or a two-handled hook can be installed on the windows and doors to protect the child.
- The furniture should be placed in such a way that the child cannot climb against the window pane.
- The possibility of a small child to open the oven or to get access to the hot cooking pots on the stove can be made easier by getting a safety edge of the sludge.
- Unused sockets should be equipped with protective plugs in families with children.
- Medicines are best kept in a locked medicine cabinet. Cleaning agents and chemicals should be kept out of the reach of children.
- The safest playgrounds for children are playgrounds, parks and sports fields in their own yard. Driveways, parking lots and construction sites are dangerous places for children.



The use of burning candles should be avoided and great caution and supervision must be observed when using them. It is recommended to replace these with light candles that work with low power. If the resident has been found to have limitations in movement, etc., the use of burning candles in the apartment is already prohibited for personal safety!

It would be good for the resident to independently reserve normal safety products for each home according to their own needs, such as a first aid kit, fire blanket, slip and fall safety products. If the resident can no longer cope with the chores, the resident can apply for a change of apartment in cooperation with the housing office and Oulunkaari elderly services. No valuables should be stored in a basement, attic or yard storage. Goods exposed to moisture cannot be stored in unheated storage.

Night peace

Disturbing calling, singing, using a radio or household appliance or other loud activities is prohibited from 23:00 to 07:00 without the neighbor's consent. If the family or family celebration exceeds the above deadline, the neighbors must be informed about the celebration in advance. In the apartment or other premises of the property, you may not engage in activities that continuously and unreasonably disturb the neighbors due to the resulting noise, vibration, smell or other such activities. Work that causes loud noise must be avoided or it is completely prohibited on Sundays and public holidays and on weekdays from 23:00 to 07:00.

The cleanliness of the apartment

For your part, keep the apartment and common areas clean. If you have neglected to keep the apartment clean, the landlord has the right to charge you for the cleaning.

Air condition

The ventilation of the property works mechanically in some properties and by gravity in others. Do not block ventilation valves. Clean the ventilation valves and the filter of the cooker hood annually, and more often if necessary. The dirt accumulated in these also affects the ventilation. You can ask property maintenance for more detailed information about ventilation.

Stove

Keep the stove clean so that dirt and grease do not stick to it. For the sake of fire safety, the top of the stove and the surroundings must be kept free of goods. Move and clean the stove from the back as well from time to time.

Fridge

Clean the fridge and vacuum the background regularly.

Freezer

Defrost and clean the freezer regularly.



Floor drains

Clean the floor drains once a month.

Rubbish and waste

Sort the garbage and take it to the waste bins. Do not pour such waste (e.g. bandages and diapers) into the toilet and sinks, which cause the drainage pipes to become blocked. Waste that does not belong to sorting must be delivered to the sorting station itself (Nahkasalmentie 1). Do-it-yourself biocomposts may not be placed on the plots without the company's permission.

Washing machine and dishwasher / laundry room

If your apartment uses your own washing machine and/or a dishwasher supplied by the company, the resident is responsible for their maintenance. Remember that the home appliance must not be left unattended during operation and always remember to close the taps after use. Dry the laundry on a rack, not e.g. in a sauna or on a radiator. Before installing and after removing the dishwasher, you must remember to inform the housing office and plug the outlet pipe of the dishwasher to avoid possible water damage! Some of Kiinteistö Oy Vaalan Niska's apartments in Niska have a laundry room/drying room. Washing carpets and pet beds with the company's washing machines is prohibited. As a user, take care of the cleanliness of the washing machine after washing the laundry. The drying room is intended for laundry washed in the laundry room. Everyone makes sure that the dried laundry is taken away without delay, so that there is enough space for the next user. A usage fee is charged for the use of the laundry, which is billed based on usage according to the reservation list. More detailed instructions for using the laundry facilities in the common areas can be found in connection with the reservation list. ALWAYS REMEMBER TO MARK YOUR TURN TO THE RESERVATION LIST! Shifts left unmarked are activities against the rules of order. Use fees help to ensure the continuity and functionality of the equipment in the laundry and drying room.

Lamps and fuses

The purchase and replacement of lamps and fuses for resident use inside the apartments belongs to the resident.

Resident's bathroom

After the shower, the bathroom walls and floor are dried with a trowel, for example, the shower curtain is left to dry freely and the bathroom is ventilated to dry. A clean and dry bathroom does not provide a breeding ground for mold and microbes.

When drying laundry in the bathroom, leave the door open so that air circulates better and moisture evaporates. Opening the window does not speed up the drying of the laundry. Laundry washed at home should be dried in the house's drying room or outside with drying lines.

The bathroom floor and walls around the shower are carefully washed with detergent and a sponge at least a few times a month. Similarly, the shower curtain is cleaned from time to time, and the latest shower curtain models can also withstand machine washing.

Electric floor heating in the bathroom, unlike other radiators, must be kept in the comfort temperature position even in summer. In district heating areas, it is good to periodically check that the radiator valve is fully open during the heating season. To prevent the valve from clogging, turn it back and forth between the open/close position.



The seams and joints of the floor carpet may open in the bathroom. Moisture then gets into the structures and seriously damages the walls and floors, so the damage should be reported to the maintenance company immediately.

Apartment-specific sauna

There must be sufficient ventilation in the sauna so that moisture evaporates quickly. The fresh air valve in the sauna is always kept open. In severe frosts, the valve can be closed temporarily, but it must still be open during the sauna. The sauna heater is kept on for about 20–30 minutes after the sauna is finished, and the ventilation is arranged to be as efficient as possible. In this way, the wood structures of the sauna do not deteriorate. Rinsing the tables or walls of the sauna with water during sauna use is prohibited. Sufficient humidity for the sauna is created from the steam. The sauna and its boards should be washed a few times a year with a detergent specifically intended for saunas. Laundry may not be dried in the sauna.

Yard work and yard area

It is the responsibility of the resident to take care of the cleanliness of the backyard and front yard area under their own control during the summer and winter seasons.

Planting the resident's own green works or plants on the plot must be agreed in advance with the landlord.

Take care of fire safety when grilling in your yard. Do not barbecue without supervision, immediately next to the facade/under the terrace canopy or above the wind and that your own first fire extinguishers/blankets are quickly available if necessary. Safely store items that may be blown near an open fire by the force of the wind. Terraces and yard tiling areas must be kept clean and snow must be created from them in winter.

Talkative activity

Residents have the opportunity to influence the comfort and community spirit of their own place of residence with cleaning works. At their best, joint cleaning days are a highlight in the everyday life of the residential community for both children and adults in the yard. If you want to organize talks, please contact the resident representative or the housing office so that we can organize talks. Your landlord will take care of e.g. work tools, reasonable meals and invitations to the housekeepers.

Flagging

Residents must take care of the ticketing on their own on the usual ticketing days. A Finnish flag has been reserved for each property in a separate place. Residents can ask the maintenance service about a party or mourning ticket according to their own needs, but in that case the resident pays for the ticket according to the price list.



Damage to the apartment

As a resident, you are responsible for damages other than normal wear and tear. As a resident, you are also responsible for damages caused by guests.

The resident has an obligation to report errors and deficiencies.



Water leaks and damage

Immediately report damage and breakages that require urgent repair to property maintenance. Such are e.g. water leaks, radiator leaks and drain blockages. Residents are asked to write down the phone number of the property maintenance office that is valid at any given time.

Leaky faucet or toilet bowl

Report leaking faucets or toilet bowls to property maintenance. A leaking toilet cistern may multiply the water consumption of the entire house and thus cause unnecessary housing costs.

Smoke detector

When there's a fire, every moment is precious. The smoke usually fills the room in 2-3 minutes. A working fire alarm reacts to smoke and wakes up sleeping people. As a tenant, you must ensure that the apartment is equipped with a sufficient number of smoke detectors or other devices that detect a fire as early as possible and warn the occupants of the apartment. It is also recommended to equip each bedroom with its own smoke detector, regardless of the square footage of the apartment. Changing the alarm's battery and testing its working condition is the responsibility of the resident. Verify the operation of the fire alarm once a month with the test button. The fire alarm indicates when the battery is running out with a warning sound. Replace the new battery as soon as you hear the warning sound. It's good to remember that a smoke alarm is very cheap life insurance.

Smoking

Smoking in the apartments is prohibited. The Tobacco Act prohibits smoking in all common and public interior spaces of the house, in the vicinity of building entrances and air intakes. Also note that all renovation costs caused by smoking are the responsibility of the resident. Vandalism Always report vandalism either to the landlord's representative or, in an emergency, directly to the police. Vandalism to the tenant's property is grounds for terminating the lease.

Domestic animals

Household pets are not an obstacle to renting an apartment in principle, but it is good to inform the landlord about pets at the beginning of the housing relationship and to agree on preventive measures on a case-by-case basis, if necessary. There are also insurances available for domestic animals, which can protect very humane damages to the "family member" itself, as well as to other parties. It is good to remember that according to the law, domestic animals must always be kept leashed in the property area so that they can be immediately controlled. As a resident, you are responsible for your pet's behavior. Keeping pets must not disturb other residents of the house. Make sure you collect pet waste away from buildings and yard areas. It is forbidden to let animals outside in places reserved for children's play or in their immediate vicinity läheisyydessä. As a pet owner, you are always responsible for repair costs caused by pets, technical damage in apartments



and common areas. Enclosures for domestic animals fall within the scope of the modification work instructions.

Wildlife animals

Winter feeding of birds should be done properly and feeding should be stopped only when the ground thaws and the birds can easily find food in nature. Feeding the birds in front of the door or on the windowsill is already not in accordance with good manners for reasons of hygiene. So don't throw food scraps or bird food in front of the door or on the ground. It is forbidden to feed animals on the land. At the end of the feeding season, remember to clean the feeding equipment and remove the feeding waste from the ground.



Washing machine connections

As a resident, you are responsible for connecting the washing machines. The dishwasher may only be installed by an HVAC professional. A safety tray must also be equipped under the dishwasher and it is recommended to put a so-called moisture monitor. Insurances do not cover water damage caused by incorrect installation.

Electrical work

You may not make your own electrical installations in the apartment. Installations and repairs of electrical equipment are jobs that should be done by professionals.

Responsibility distribution table

In the division of responsibilities table, the performance and cost responsibilities for the repair work of the apartment are detailed. In addition, it is the resident's responsibility to take care of the apartment carefully. The table of repair and cost maintenance responsibilities applies to wear and tear damage caused by normal living.

Tenant's alterations

Modification work proposals that do not fall within the scope of any support measure must always be presented to the landlord in advance, in writing to the company's CEO, at least four (4) weeks before the planned start. Change job applications submitted to the CEO are processed by the company's board, so it is of the utmost importance that the planning is in motion in sufficient time and the application is filled out correctly so that the application can be processed.



It is noteworthy that no renovation or basic improvement project can be started until the landlord has given permission for this. Common notices of the tenant's own alteration work are, for example; installation of an outdoor antenna and advertisements on the facade, equipping the terrace, changing apartment surface materials, installation of a dishwasher, etc. The tenant who undertakes the alteration work is fully responsible for the alteration work he has done. In addition to the housing project, you can inquire about additional instructions from the construction master of the municipality's maintenance. The actual conversion work form can be obtained from the housing office.

Change work for special target groups

Home renovations can make life easier for elderly and disabled people in their own home. Modifications include, for example, ramps, supports, widening of doors, minor modification of washrooms and the installation of aids and safety devices. In principle, the resident has the right to renovation works if he can no longer survive at home without renovation works. At its discretion, the municipality can support the resident with the costs of necessary modifications in his own home to survive in everyday life. A cost estimate is made for the alterations, and they are reimbursed based on the cost estimate. In principle, you do not have to pay a deductible for changes. The resident's income and assets do not affect the alterations. More information about the modification works of the sites hosted by Niska for the elderly and disabled:

- Your municipality's social services (application and payment commitment)
- Construction master of own municipality (technical implementation advice)
- Own municipality's housing action (change work notification form and work permit for the project)

Repair allowance

Modification works for special target groups are the primary support, but if the resident is not entitled to them, he can apply for a repair grant. Repair assistance can be used to make necessary repairs to the home, such as reference modifications were described. You can get repair allowance if there is at least one person with a disability or over 65 years of age in the family. The resident's income and assets affect receiving the repair grant. The Housing Finance and Development Center's (ARA) repair grants for the apartments of the elderly and disabled are applied for from ARA.

More information on repair assistance:
Vanhustyön keskusliitto,
www.vanhustyonkeskusliitto.fi





Long-term absences

Residents should also report long-term absences to the housing office or property maintenance. It is a good idea for the resident to change the contact information for the landlord as well, so that, for example, when you are away, we can reach you in the event of exceptions.

Change of apartment

The company's residents have the opportunity to change apartments to a more suitable one according to their life situation. Primarily, the grounds for exchange are a change in family size and applying for a smaller or larger apartment corresponding to the family size, or health reasons. By filling out an apartment exchange application for the company;

- you will receive information about vacant apartments
- the notice period also applies to those who change apartments
- the rental deposit is supplemented/corrected in connection with the new contract
- the condition for accepting the exchange is that the tenant has taken care of his obligations and rent payment for his previous apartment
- modification works to remove a mobility barrier that occurred on health grounds are not part of the lessor's responsibility, but a modification proposal must be submitted to the company in advance.

Oulunkaari's service guidance and the municipality's construction manager can also advise residents on the matter.

Resident representative in the company

In order for the opinion of the residents to be heard, we periodically ask the residents for proposals for a representative to the board of Kiinteistö Oy Vaala Niska, using resident democracy. Resident representative positions have been reserved for one person in the company's institution. If there are several proposals, ultimately the company's annual meeting will decide on the board members.



At the end of the Tenancy

Termination of the tenancy

Terminate the tenancy in writing. The tenant's notice period is one month. The time is calculated from the last day of the calendar month during which the termination was completed, unless otherwise agreed. If the contract is terminated on, for example, July 9, the contract ends on August 31.

Notice of Move

Don't forget to file a moving notice with the Digital and Population Data service Office and to the post office.

Termination of the electricity contract

The resident him/herself informs the electricity company of the termination of the electricity contract.



Moving cleaning

Do the final cleaning properly. Leave the apartment in the condition you would like your future apartment to be in when you move in. Remember to empty and clean the storage areas as well. Also clean and tidy up your yard before moving out. Leave all equipment belonging to the landlord in the apartment. If the final cleaning has not been done or it has been done insufficiently, we will do the work with an external employee and send you the final invoice or keep the rental deposit. When a resident moves, the household's moving waste is not covered by the property's waste management. Such are, for example, goods and supplies that are no longer in use. You must deliver them to the sorting station yourself.

Detailed instructions for moving house cleaning

In addition to the floor, cabinet doors and wall surfaces, the cleaning of the apartment, which is the tenant's responsibility, includes, among other things, light switches, moldings, window washing, defrosting and cleaning the refrigerator and freezer, cleaning the oven and stove, cleaning the exhaust and replacement air valves and the cooker hood filter, as well as bathroom toilet seats, face basins, cleaning floor drains. Move and clean the stove and ice/freezer also from the back. Also make sure that the cupboards are emptied and the shelves and drawers are wiped. Take out the trash and wash the trash cans. Bathroom sinks and the toilet seat must be washed, as must the sauna benches. The apartment and other premises used by the tenant (for example, a warehouse) must be handed over emptied of the tenant's belongings. The tenant's duty is also to take care of the belongings of the apartment



yard area, take care of removing snow or weeds from the apartment-specific passage and removing garbage from your yard area.

If regular basic cleaning of the apartment has been taken care of during the tenancy, such cleaning measures do not necessarily need to be carried out at the end of the tenancy.



Condition check upon moving out

The apartments are always checked when moving out. Agree on the condition inspection of the apartment at the same time as you have submitted the notice of termination. The condition inspection of the apartment is done using the same form as at the beginning of the tenancy. If, for one reason or another, the resident has not arrived or does not want to attend the apartment inspection, the company can, if necessary, make decisions without consulting the former resident so that the rental continues smoothly. We invoice the resident for any damage to the apartment.

Key return

Return the keys against acknowledgment no later than the business day following the end of the tenancy. The keys will be returned to the housing office and the return of the keys in another way will be agreed separately. If the keys to the apartment are not returned and we have to serialize the locks again, we will invoice the costs of this work to the resident who is moving out.

Returning the rental deposit

The deposit will be returned to the provider of the rental deposit if the apartment is in good condition. The costs of repairs and cleaning caused by the tenant and outstanding payment installments are deducted from the rental deposit.



Error messages

If giving feedback concerns property maintenance defect reports, the municipality of Vaala uses the electronic Buildercom defect reporting system for this purpose. You can report service requests via the service requests link on the municipality's website. Remember to mention the apartment number in the message field in the error reports of residential apartments! Link:

https://www.buildercom.net/pyynnot/vaalankunta_413hl2g3.html

All technical URGENT defect reports must be made by calling.

To give feedback

We hope to receive feedback from our residents, both positive and negative. With the help of feedback, we develop our operations. Giving feedback should be directed directly with your own contact information directly to the landlord's contact persons whose job description it is. Your landlord does not participate in social media conversations. All submitted feedback is treated as confidential and is not shared with outsiders. If the content of the matter should be handled directly by the authorities, or even if the authorities request information on their own initiative, then your landlord will be subject to the notification obligation stipulated by law.

The goal of critical or corrective feedback is for both the tenant and the landlord to learn and correct the mistake. In order for this positive goal to be realized, it is worth practicing giving corrective feedback in your mind from time to time. Giving feedback is a real skill.

You can get more detailed information about your rights and obligations, as well as what the law stipulates about non-compliance with instructions and regulations, from the housing office.

Kiinteistö Oy Vaalan Niska has the right to supplement and specify these housing instructions and regulations. At the end of this guide, we present the most important contact information for housing services.





Contact information

KOY VAALAN NISKA CONTACT

Contact information

Housing office is open

Monday, 9-12

Tuesday, closed

Wednesday, 9-12

Thursday 13-15

Friday, closed

asuntotoimisto@vaala.fi

Address:

Vaalantie 14

91700 Vaala

Staff personell are available from Monday to Friday at 07.00 a.m. – 15.00 p.m

Jari Poutiainen

CEO

Kiinteistö Oy Vaalan Niska jari.poutiainen@vaala.fi 0400-855953

Working place: Municipal building

Soili Anttonen

Office Secretary

Kiinteistö Oy Vaalan Niska soili.anttonen@vaala.fi 0400-855952

Working Place: Municipal building

Jani Huovinen

Care taker, handyman

Kiinteistö Oy Vaalan Niska

jani.huovinen@vaala.fi

0400-855929

At other times, for emergency fault reports, call 040-5050560.

Please report the error you find as soon as possible. All technical urgent fault reports must be made by calling!

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Contact information



Vaalan Vesi- ja lämpö Oy, tel. 0400 855 965

Oulun seudun sähkö, tel. 08 310 1313

Oulunkaari service control, tel. 08 5875 5010 at 9.00 – 15.00

Poiston centre, tel: 0800 147 11 (free), 09 471 977 (normal charge)

Call for crisis, 09 2525 0111



**EMERGENCY
NUMBER
112**

IN AN EMERGENCY:

CALL NUMBER 112

INSTANT HELP IN NUMBER 112, WHEN YOU NEED

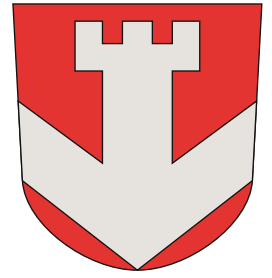
- FIRE DEPARTMENT
- AMBULANCE
- POLICE

WHEN YOU CALL 112:

- TELL YOUR
- WHAT HAS HAPPENED
- TELL LOCATION, STREET ADDRESS AND TOWN
- ANSWER THE QUESTIONS ASKED
- FOLLOW THE INSTRUCTIONS



Kiinteistö Oy
Vaalan Niska



**Vaala Municipality's housing affairs are managed
Kiinteistö Oy Vaalan Niska.**

The housing office is located at the municipal office Postal/visiting address: Vaalantie 14,
91700 VAALA

Housing office opening hours Monday, Wednesday 9:00 a.m. to 12:00 p.m.; Thursday
13.00-15.00

Please, try to make an appointments in advance.



Kiinteistö Oy Vaalan Niska

RESPONSIBILITY DISTRIBUTION TABLE FOR RENTAL APARTMENT

The tenant is responsible for the maintenance of the apartment. The tenant is obliged to notify the maintenance company of possible defects, worn parts and repair needs in the apartment immediately after discovering them. The owner of the apartment is responsible for the quality of the alterations made to the apartment and the damage caused by the alterations. The subsequent owner of the apartment is also responsible for the possible increase in damage caused by the alteration work during his own tenure, if he does not immediately notify the owner of the house of the damage he has discovered.

Replacing the original material with a lower quality one is also considered to cause damage. Compensable damage is also considered to be such quality-made alteration work that impairs habitability from the point of view of the next occupants (e.g. exceptional colors of materials). For all modification work, a permit must be applied for from the company before the work starts. The company's responsibility for repair costs is limited to normal wear and tear, not to other types of damage to the apartment/furniture.

The tasks marked with * are always performed by an authorized professional installer

	WORK RESPONSIBILITY		COST RESPONSIBILITY		
	Tenant	Niska	Tenant	Niska	case by case.
Keys, locks					
Maintenance of the original lock		X		X	
Additional Keys		X			X
Out door serialization		X			X
Installation and maintenance of a security lock (to be left in the apartment free of charge)		X	X		
Installation and maintenance of safety chain and burglar bars (to be left in the apartment)		X	X		
Exterior doors of the apartment					
Lubrication of hinges and original lock	X		X		
Repair and replacement of seals		X		X	
Repair of the door and its original fittings		X			X
Door eye installation and maintenance (to be left in the apartment free of charge)		X	X		
Cleaning of the door panel and the front of the door	X		X		
Snow works in front area of the outside door	X		X		
Anti-slip protection in front of the outside door	X		X		
Windows					
Repair and replacement of seals		X		X	
Repair of helmets and other equipment		X		X	
Renewal of window glasses		X			X
Painting frames and door frames and repair		X		X	
Blinds (to be left in the apartment free of charge) *	X		X		
Interior doors of the apartment					
Lubrication of hinges and locks	X		X		

Repair of doors and original door equipment		X			X
Painting the door and frames		X			X
Wall, ceiling and floor surfaces					
Wall painting and wallpapering		X			X
Repair of wall surfaces in the bathrooms		X			X
Painting of ceilings		X			X
Repair and renewal of floor coverings		X		X	
Monitoring the condition of floors and walls in the bathrooms	X				
	WORK RESPONSIBILITY		COST RESPONSIBILITY		
	Tenant	Niska	Tenant	Tenant	Case by case
Cleaning of roof wells and funnels in autumn		X		X	
Furniture painting		X		X	
Furniture renovation		X		X	
Renovation of the dishwasher		X		X	X
Heating					
Bleeding the radiator		X		X	
Basic adjustment of radiators		X		X	
Repair and maintenance of radiator valves		X		X	

Cleaning of radiators	X		X		
Ventilation					
Cleaning the exhaust air valves	X		X		
Adjustment and repair of exhaust air valves		X		X	
Cleaning of ventilation ducts		X		X	
Cleaning of replacement air valves	X		X		
Cleaning or replacing the filters of the replacement air valves	X		X		
Purchase of new filters for replacement air valves		X		X	
Cleaning the hood's grease filter (recommended at least 4 times/year)	X		X		
Purchase of a new grease filter for the cooker hood		X		X	
Cooker hood repair		X		X	
Cleaning or replacing the filter of the ventilation machine in the apartment		X		X	
Purchase of new filters for the ventilation machine in the apartment		X		X	
Maintenance and repair of the apartment's ventilation machine		X		X	
Use of the apartment's ventilation machine as needed	X		X		
Water and drainage equipment					
Cleaning the bubble nozzles of the faucets		X		X	
Basic adjustment of faucet flows		X		X	
Renewing the shower hose and hand shower		X		X	
Repair and renewal of faucets		X		X	
Toilet seat and sink repair		X		X	X
Connecting a dishwasher and washing machine *		X	X		
Dishwasher faucet installation *		X	X		
Purchase and installation of a plastic tray to be placed under the dishwasher	X		X		
Cleaning of water locks	X		X		
Cleaning of floor drains	X		X		

Repair of water locks and floor drains		X		X	
Opening of sewer blockages (caused by the resident, cost responsibility of the resident)		X		X	X
Monitoring faucets and toilet leaks	X		X		
Pipeline leaks		X		X	X
Purchase and replacement of lamps and fluorescent tubes	X		X		
Purchase and replacement of lighters for fluorescent lamps		X		X	
Repair of fixed lamps and their domes		X		X	X
Purchase and replacement of fuses		X		X	
Repair of sockets and switches		X		X	
Installation of interior lighting	X		X		
Acquisition and repair of antenna connection cables		X		X	X
Acquisition and repair of data cables		X		X	X
	WORK RESPONSIBILITY		COST RESPONSIBILITY		
	Tenant	Niska	Tenant	Tenant	Case by case
Machinery and equipment					
Purchase and replacement of lamps	X		X		
Purchase and replacement of brand lamps	X		X		
Purchase and exchange of batteries	X		X		
Cleaning of refrigerator condensers (recommended at least once per year)	X		X		
Cleaning the defrost water pipe of refrigerators	X		X		
Purchase and maintenance of fire alarms	X		X		
Stove and refrigerator repair and maintenance		X			X
Common antenna devices		X		X	
Acquisition of computer connections and additional TV channels	X		X		
The apartment's limited yard area					

pihan puhtaanapito, nurmikoiden ja pensaiden hoito	X		X		
asukassisäännönnin puhtaanapito, lumenluonti ja hiekoitus	X		X		
Other yard area					

Cleaning of the yard, care of lawns and bushes		X		X	
Snow plowing and sandblasting in the parking area		X		X	
Taking care of the maintenance of playgrounds		X		X	
Taking care of the cleanliness of garbage containers and waste rooms in outdoor areas		X		X	
Other					
Acquisition and maintenance of home insurance	X		X		

RULES AND REGULATIONS FOR RENTAL HOUSES

1. Yard areas

- **cars must be parked in the designated area**
- unnecessary objects and scraps may be stored in front of the apartments or elsewhere in the yard area
- it is forbidden to damage trees, shrubs and lawns
- the yard furniture is intended for use by residents, the person who caused the intentional damage is liable for compensation
- the yard areas of the apartments and the fronts of the entrances are taken care of by Kiinteistö Oy Vaalan Niska
- it is forbidden to feed the birds in the yard areas of the house
- waste must be collected in a plastic bag and put in the trash in mixed waste

2. Common areas (not in all housing companies)

- sauna shifts are divided into different days
- the sauna, washroom and dressing room must be left in a tidy condition after use, the water taps and lights must be turned off
- the cleanliness of the laundry room and drying room must be ensured, the sinks must be wiped after use and the weight limits for the washing machine and lingo must be strictly observed
- the use of the outdoor equipment storage facility must also take into account the neighbours' need for space
- the cleanliness of the apartment-specific warehouses and cold rooms in the common areas must be ensured and spoiled products must not be stored in them, gutting of fish and cleaning of all other game in common areas is strictly prohibited

3. Apartments

- the person living in the apartment is liable for any damage he has caused, either intentionally or in some other way, which is not attributed to normal living
- when moving out of the apartment, the tenant must, as a rule, agree on a **departure review time** with the property manager. The apartment must be cleaned or else the apartment will be cleaned at the expense of the tenant. The property manager conducts an exit inspection of the apartment regardless of whether the tenant has been present
- the keys to the apartment must be left in the apartment and the doors locked OR returned to the housing office

4. General comments

- **in the apartment, common areas and yard areas, disturbing noise must be avoided between 23:00 and 07:00. The resident is also responsible on behalf of his acquaintances and friends. Parties or renovations must be agreed well in advance with the property manager**
- if you hear that neighbours are causing a similar disturbance, a disturbance report must be made/filled in
- the garbage must always be taken to the designated place and the lids of the bins must be closed;

- if the resident has domestic animals, care must be taken to ensure that they do not cause inconvenience to the neighbors
- leaking water taps, etc. defects and defects in the apartment or in common areas, as well as breakdowns in the fixed equipment of the apartment, must be reported immediately to the caretaker (emergency number 040-5050560) or to the property manager (0400-855953 or 08-5360153)

**BY FOLLOWING THESE RULES, YOU CAN INFLUENCE
FOR THE COMFORT OF YOUR LIVING ENVIRONMENT AND YOURSELF**

Kiinteistö Oy Vaalan Niska