

Helsinki – Kannelmäki

**Klaneettitie 12A Apartment**

## **Tenant's Handbook**

Welcome to Klaneettitie 12A Apartment – your new home!

We understand the complications of moving into a new place and as such have attempted to establish as simple and straightforward process as possible. We want to offer our tenants excellent value with superior service while ensuring a pleasurable stay. We've prepared this information package, so you may find out answers to your questions. If you do not find the answers here we encourage you to visit our web page [www.devenirhomes.com](http://www.devenirhomes.com) / FAQs or contact us on [info@devenirhomes.com](mailto:info@devenirhomes.com) – we will be happy to help you.

We have also included few guidelines and rules that will assure each resident a relaxing and comfortable stay.

Happy reading.

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## Contact details

Please find below few important contact details for your reference. Contact details may also be found from the building's notice board.

**Your new address:**

Name: Devenir C/O *followed by your name* e.g. Devenir C/O James Bond  
Street: Klaneettitie 12A11  
Postal code: 00420 Helsinki, Finland

**Landlord:**

Name: Devenir (Business ID 2004643-6)  
Tel: +358 40 114 5295 (urgent phone support)  
Email: [info@devenirhomes.com](mailto:info@devenirhomes.com)  
Web: [www.devenirhomes.com](http://www.devenirhomes.com)

**Maintenance Company:**

(Finnish: Huoltoyhtiö)

Name: Huoltoliike Rännäli & Maskulin  
Address: Läkkipäntie 20B, 00620 Helsinki  
Tel: 030 670 5300, 050 569 1932 (24/7)  
Email: [Kiinteistohuolto@rannali-maskulin.fi](mailto:Kiinteistohuolto@rannali-maskulin.fi)  
Web: [www.rannali-maskulin.fi](http://www.rannali-maskulin.fi)

**Building Manager:**

(Finnish: Isännöitsijä)

Name: Talonuotit Oy  
Address: Raiviosuonrinne 3, 01620 Vantaa  
Tel: 512 9120  
Email: [jorma.liimatainen@talonuotit.fi](mailto:jorma.liimatainen@talonuotit.fi)  
Web: [www.talonuotit.fi](http://www.talonuotit.fi)

**Internet Operator:**

Name: Telia  
Tel: 020 690 400  
Web: [www.telia.fi](http://www.telia.fi)

## Emergency number: 112

### Your new home

With all formalities completed including wire transfer of the security deposit and first month's rent and signing of the tenancy agreement, you will receive the keys and the move-in process may begin. The

apartments are fully furnished so you will have less to worry. As a good practice and for the building management's records, residents should always notify the building manager of their details when moving-in or out from the apartment. You will find your address details from the contacts section and from your tenancy agreement.

### Rent payment

**The rent payment is on the 2<sup>nd</sup> day of each month.** You may check the payment details from your tenancy agreement. You must pay your rent on the due date to avoid any breaches in the tenancy agreement. For the first month, you will only pay for the days you stay e.g. if you move in 10 calendar days before the end of the month then the rent is:  $\text{rent per month} / \text{number of calendar days in the month} * 10$ . If you have a fixed term contract the same applies for the last month's rent so you will only pay for the days you stay. In other cases, the tenancy agreement terms & conditions apply.

### Security deposit

The security deposit will be refunded in full and in a timely manner at the end of the tenancy assuming no breaches in the tenancy agreement. The tenant may lose part or the entire security deposit in the event the room is left unclean, the apartment has been damaged, any rent has been unpaid, or any penalties or fines have been imposed.

### Early terminating the tenancy & moving out procedure

It's ok to change your mind. We are offering flexible tenancy terms and have offered a notice period, which we believe is fair for the tenant, but allows us also enough time to identify a new resident. Any early termination notice should be in writing via email on [info@devenirhomes.com](mailto:info@devenirhomes.com) and may not be amended afterwards.

You may download the Tenancy Termination Notice from [www.devenirhomes.com/download](http://www.devenirhomes.com/download). The room should be left clean and no belongings should be removed. We have prepared a move-out checklist for you, which is available on our website [www.devenirhomes.com](http://www.devenirhomes.com). When you ensure that all your responsibilities have been met, we are able to refund your security deposit swiftly.

## Your building – Features & Facilities

## Laundry and drying room

The drying room is located on the corridor, on the right-hand side when entering the F-building from the courtyard's side. You may use the facilities free of charge and we encourage you to use the facilities as drying larger amounts of laundry in the apartment may increase the humidity substantially.

In order to get to the laundry room, you will need to enter the D-building's car parking entrance from the street side. The laundry room is on the left hand-side. The laundry room is equipped with a large washing machine, a laundry mangle along with dedicated drying areas. Residents may check the availability of the laundry room from the reservation book that is kept in the laundry room. Residents are permitted to reserve the laundry room or up to three (3) hours. The washing machine fees are: EUR 1 for 30-40 degree wash and EUR 2 for 60-90 degree wash.

It is strictly prohibited to use washing machines to launder rugs, carpets and other similar textiles. However, hand-washing large textiles in the laundry room is permitted. In addition to the dedicated drying racks the residents can dry textiles on the outdoor drying racks.

Residents must ensure the laundry room remains clean. The washing machine's filter must be cleaned after use. Residents must follow the reserved laundry room timings punctually and ensure that the laundry room is available for the next person on time.

## Storage – need some extra space?

Bicycle storage is located on the left-hand side of the main street entrance. It is advisable to lock your bicycle. Neither the landlord nor the building management takes any responsibility for any loss or damage to bicycles left in the bicycle storage.

You will find the apartment's specific storage when you enter the building's storage area with the general key and it is storage number 11.

You may store your items such as sports equipment, skis or other bulky items in the storage space. Please ensure the storage door remains locked. The storage space is shared with the apartment's other tenants and the key is kept always in the apartment. **The use of both storages is free of charge.**

## Sauna

You've been working all day, the weather is cold, it's dark, your body is all tense... it's time to relax and enjoy the sauna and löyly!

The residents may use sauna facilities free of charge each **Tuesday** as follows:

- Men: D-building from 17.00 - 19.00, the apartment key works on the main door and sauna facilities with the general key located in the apartment.

- Women, C-building from 18.00 - 20.00, the pin code for the main door is 8292 and the sauna facilities may be entered with the general key located in the apartment.

You may also book the sauna against a fee from the following address: [www.talонуотit.fi](http://www.talонуотit.fi)

### ***Sauna etiquette***

Each resident must ensure that the sauna facilities' doors are closed and that the facilities remain clean after use. At the end of the shift all sauna water buckets must be emptied, and any possible excess water removed from the facilities' floors.

### **Parking**

You may rent a parking spot from the building's maintenance company. Parking on the street in front of the building is free of charge.

### **Waste management**

The refuse bins are located on the courtyard's side. Only household refuse may be placed in the dedicated refuse bins. It is necessary that the refuse is placed inside the refuse bins as additional waste collection fees may be imposed for waste placed outside the bins. Other refuse such as old furniture, home appliances and hazardous waste should be delivered to dedicated recycling collection points.

Waste should be sorted as per the prevailing regulation: general waste in grey bins, bio-waste in brown bins, paper in green bins, cardboard and similar material such as milk and juice containers in blue bins, energy-waste in orange bins and cardboard in trolley.

### **Kannelmäki – Your neighborhood**

Kannelmäki is 10 kilometres or 13mins by train from downtown Helsinki and 30mins from the airport. Schools such as Haaga-Helia University of Applied Sciences and Helsinki Business College are just few train stops away. The area offers parks for outdoor activists, but provides also wide range of daily services from grocery shops, to restaurants and coffee shops. The area has also its own large shopping complex Shopping Centre Kaari, which has a department store, restaurants and approximately 80 specialty shops. It is the 5th largest shopping centre in greater Helsinki area and 9th largest in Finland. Below a list of select local amenities along with estimated distances and travel times:

- Central train station & city center – 10km / 20mins
- Grocery shop & ATM – 170m / 2mins
- Liquor shop – 1.5km / 19mins
- Pharmacy – 1km / 13mins
- Restaurant & pub – 130m / 2mins
- Bank – 3.4km / 15mins
- Humak University of Applied Sciences – 3.3km / 11mins
- Library – 350m / 5mins
- Helsinki University – 10km / 26mins
- Hospital – 600m / 8mins
- Dentist – 1.3m / 15mins
- Shopping Center Kaari – 1.3km / 17mins
- Kanneltalo Cultural Center - 200m / 3mins

## Public transportation options – getting here getting there

As you may have noticed Kannelmäki offers great public transportation options. You can choose between buses, trams and trains ([www.vr.fi](http://www.vr.fi)). If you can't make up your mind you can always check the most suitable option for yourself from [www.hsl.fi](http://www.hsl.fi)

Happy travels!

Jim will fix it!

## Call the maintenance!

Lost your keys in the middle of the night? No problem. You can call the maintenance company to open the door for you against, **but remember they will charge you a fee**. We will provide **you with new keys against a fee** stipulated on the tenancy agreement. We can also assist in opening the door during the office hours. To avoid any inconvenience please keep your keys safe and remember where you left them.

Urgent repair needed! Any serious defects such as water or gas leakages or short circuits must be immediately reported to the building manager or maintenance company. The maintenance company may also be contacted to clean and fix blocked drains, toilet seats or broken water taps. It is however advisable that you also inform us before contacting the maintenance company as fees may apply.

Something just broke... Don't worry things wear out sometimes. Please contact us in the event repair is required and we will fix it in a timely manner. We will notify you and other tenants before our or the maintenance team's visit.

## Your apartment & room

### Kitchen

The kitchen is fully equipped to ensure you will be able to prepare your daily meals. Please avoid burning the food or using heavy cooking oils to avoid the fire alarm going on. Also, make sure you remember to switch off the appliances after use. Needless to say, it is neither nice nor allowed to take your flat mates' food from the fridge without their permission. Shared areas are only for residents' own use.

### Bathroom

Since you are sharing the bathroom with your flat mates it is important that everybody keeps their personal items organized and ideally in their rooms when possible. Remember to dispose used items such as empty shampoo bottles. Please do not throw any textiles, cotton swabs, food or comparable items in the toilet. Do not use hair or clothes dye in the bathroom as this may damage the ceramics.

### Your room

This is your world and it is entirely up to you to keep the room clean and tidy. However, please remember that all health and safety standards should be met always. Also, once you move-out it is paramount that the room is cleaned and left in good order to avoid any delays in the refunding of your security deposit. Please do not use strong cleaning products and don't put posters or pictures on the walls.

### Heating

Your room and the apartment are centrally heated and built to remain warm and cosy even in the harshest winter temperatures. You may adjust the temperature by turning the thermostat attached to the radiator.

### Terrace

The terrace must be kept clean and may not be used for storage purposes. No items such as cigarette butts can be thrown from the terrace. Barbequing is not permitted on the terrace. No improvements to the terrace are allowed unless and until the plans are approved in advance by the landlord.

### Internet

Your apartment is provided with an internet that you may use as much as you wish. The login details are found from the bottom of the router. In the unlikely disconnection event, we recommend you speaking directly to the internet operator's customer service as this will ensure the speediest resolution (please see contacts section for further information).



## Easy living together

Sharing an apartment is an opportunity to meet other people with diverse backgrounds. We believe we have managed to create an environment that ensures a friendly and enjoyable experience together. Part of our secret recipe is that we ask everyone to follow a few straightforward guidelines, namely:

### Respect your flat mates and the quiet hours

Please keep the noise down and remember that not everybody likes your singing no matter how good you think you are. If you can hear the noise in the shared area, then most likely your flat mates will hear it too. Pay special attention to noise during the quiet hours between 20.00 and 07.00: be considerate when opening and closing the doors and closets etc.

### Washing the dishes

It is paramount that the kitchen equipment and kitchen area is kept tidy and clean. Please note that we do ad-hoc inspections (we will inform of any visits beforehand though) to ensure no slippage from the standards. It is everybody's responsibility that no unwashed dishes are left in the sink or elsewhere. We encourage you to team-up and divide the cleaning tasks or take turns.

### Bathroom

Keeping the bathroom clean is very important so that health and safety standards are not compromised. Please ensure that the shower space and ceramics remain clean and free of mould. In the event, you have busy schedules or don't have the time to keep the bathroom clean we will arrange a cleaning service at the tenants' cost.

### Guest Policy

Please kindly note that as of now, Devenir Homes does not offer any guest hosting services, until we find a better way to address it.

### Disputes & complaints

We all must learn to get along together. If your flat mates are following our guidelines or if the behaviour is disturbing, then we recommend you speak with them directly – based on our experience this is the most effective way. If no solution is found, please advise us via email and we will resolve the issue in a timely manner. If you believe that your flat mates behaviour warrants police action, please call 112 when the incident occurs.

## Fire safety

Your apartment is provided with a fire alarm. It is important that you know what to do in the event of fire. Kindly familiarize yourself with the nearest exit and do not use the elevator in the event of fire. No items should be kept in stair ways or exits. It is strictly prohibited to store flammable liquids or similar substances in the apartment or buildings storage facilities.

Smoking is strictly prohibited within the apartment of building.