

Helsinki – Itä-Pasila

Jarrumiehenkatu 2 Apartments

Tenant's Handbook

Welcome to Jarrumiehenkatu 2 Apartments – your new home!

We understand the complications of moving into a new place and as such we have attempted to establish a simple and straightforward process. We want to offer our tenants an excellent value with superior service while ensuring a pleasurable stay. We have 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 / FAQs or contact us on info@devenirhomes.com – we will be happy to help you.

We have also included a 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: Jarrumiehenkatu 2B *followed by your apartment number*
Postal code: 00520 Helsinki, Finland

Landlord:

Name: Devenir (Business ID 2004643-6)
Tel: +358 40 649 1108 (**urgent phone support only**)
Email: info@devenirhomes.com
Web: www.devenirhomes.com

Maintenance Company:

(Finnish: Huoltoyhtiö)

Name: Kotikatu Pasila
Address: Jarrumiehenkatu 2A, 00520 Helsinki
Tel: 010 270 8620, 010 270 8600, 020 491 2961
Email: pasila@kotikatu.fi
Web: <https://www.kotikatu.fi/kiinteistohuolto/helsinki/pasila/>

Building Manager:

(Finnish: Isännöitsijä)

Name: Emännöintitoimisto Aamu
Address: Mall of Tripla, Firdonkatu 2 T 63, 00520 Helsinki
Tel: 09 61507333
Email: palvelumestari@aamu.io
Web: www.aamu.io

Internet Operator:

Name: Telia
Tel: 020 690 400
Web: www.telia.fi

Emergency number: 112

Your new home

With all the formalities completed including wire transfer of the security deposit, first month's rent and signing of the tenancy agreement, you will be receiving your keys and the move-in process may begin. Our apartments are furnished so you will have less to worry about. You will find your address details from your tenancy agreement.

Rent payment

The rent payment is on the 2nd 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.

Security deposit

The security deposit will be refunded to you 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 uncleaned, 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 is fine 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 also gives us enough time to identify a new resident. Any early termination notice should be in writing and by filling and signing our tenancy termination form which is available for download on our website using the following link: www.devenirhomes.com/downloads. Then you may email your filled and signed tenancy termination form to us. Our email address is info@devenirhomes.com. Please kindly note that the tenancy termination form may not be amended afterwards.

The room should be left clean, and no furniture should be removed. We have prepared a move-out checklist for you, which is also available for download on our website using the same link www.devenirhomes.com/downloads. When you ensure that all your responsibilities have been met, we would be able to refund your security deposit swiftly.

Your building – Features & Facilities

Laundry and drying room

The laundry room is located on the A-building's lower-basement (2 floors below the ground floor). The laundry room is equipped with two (2) washing machines, a laundry mangle and it has dedicated drying areas. Residents may check the availability from the laundry room's reservation book. Residents are permitted to reserve the laundry room for up to three (3) hours. A new reservation may only be made after the existing booking has been used. **Washing machines may be used free of charge.**

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 dedicated drying spaces, the residents are allowed to 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 ground floor of the B-building. The entrance is facing A-building. It is advisable to lock your bicycle. Neither the landlord nor the building management takes no responsibility for any loss or damage to bicycles left in the bicycle storage.

Apartment specific storage is located on the basement floor of the B-building. You may store your items such as sports equipment, skis or other large 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 have been working all day, the weather is cold, it is dark, your body is all tense... it is time to relax and enjoy the sauna and löyly!

The sauna facilities are located on the 13th floor of the B-building. **Residents may use the sauna facilities free of charge on Tuesdays between 18.00 – 22.30.** Sauna "1" is for women and sauna "2" for men. Facility's lights will be switched-off and doors closed after the official closing time.

Residents may also reserve the sauna for their own purposes against a fee by contacting the building manager's office.

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

Dedicated parking spaces are located below your building. The entrance to parking is at the beginning of Jarrumiehenkatu. Residents may reserve a parking space against a fee by contacting the building manager's office. Parking in front of the building is also allowed for a duration of 30mins at a time.

Waste management

The refuse chute is located on the street level, outside building B on Kellosilta (Klockbron). Only household refuse may be placed in the dedicated refuse chute. It is necessary that the refuse is placed inside the refuse chute as additional waste collection fees may be imposed for waste placed outside the chute. The refuse chute should not be overloaded to avoid blockage. 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. If you are disposing the waste from the street level please follow the instructions on the refuse chute, otherwise remember: 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.

Itä-Pasila – Your neighbourhood

Pasila (Swedish: Böle) is a centrally located district in Helsinki with its own character and commercial flavor. Bordering Central Park to the West, Käpylä to the North, Alppila to the South and Vallila to the East, Pasila is a commercially active area with wide selection of services. Pasila hosts Helsinki Exhibition Center, the largest exhibition center in Finland, which organizes over 100 events yearly as well as Hartwall Arena, which is the biggest entertainment venue in the country. Pasila is also the home for high-quality Finnish education institutions such as Haaga-Helia University of Applied Sciences and Helsinki Business College. Transportation options are excellent and include busses, trains and trams. The area offers a wide range of services from grocery shops to sports facilities, which should cover your needs. Below a list of select local amenities along with estimated distances and travel times:

- Central train station/city center – 4.2km / 14mins
- Grocery shop/ATM – 300m / 3mins
- Liquor shop – 800m / 10mins
- Pharmacy – 700m / 9mins
- Bank – 500m / 6mins
- Käpylä Swimming hall – 550m / 7mins
- Haaga-Helia University of Applied Sciences – 500m / 6mins
- Helsinki Business College – 350m / 4mins
- Helsinki University – 3.7km / 23mins
- Stadin Ammattiopisto – 1.0km / 13mins
- Hartwall Arena – 1.1km / 14mins
- Helsinki Exhibition Center – 4mins / 300m
- Library – 350m / 5mins
- Hospital – 1.9km / 14mins
- Dentist – 450m / 6mins

Public transportation options – getting here getting there

As you may have noticed Pasila offers great public transportation options. You can choose between buses, trams and trains (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

Happy travels!

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 but **remember they will charge you a fee**. We will provide you with **new keys against a fee** as stipulated in the tenancy agreement. We can also assist in the 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 the maintenance company. The maintenance company may also be contacted to clean and fix blocked drains, toilet seats or broke water taps. It is however advisable that you also inform us before contacting the maintenance company as fees may apply.

In case a home appliance stopped functioning properly, please firstly refer to the user manual for that particular model to see if there is an easy solution around it as it usually tends to be the case (according to our previous experiences). You may also contact us and we will provide you with further instructions. In case the appliance needs to be replaced, we will take care of that in a timely manner.

Some furniture just broke? Do not worry, things wear out sometimes. If you are unable to repair it, please contact us and we will try to fix or replace it in a timely manner. We will notify you and other tenants before the 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 so the fire alarm does not go 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 flatmates' food from the fridge without their permission. Shared areas are only for residents' own use.

Bathroom

Since you are sharing the bathroom with your flatmates 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

It is your room 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 a good order to avoid any delays in the refunding of your security deposit. Please do not use strong cleaning products and do not 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. Please also note that the heating is controlled by the building's management and it would be their decision whether to increase or decrease the main heating source. For more information you may contact them to discuss.

Terrace

The terrace must be kept clean and may not be used for storage purposes. No items such as flowerpots may be placed outside the balcony railings. 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 Wi-Fi password is written at the back or under the router which can be found in the common area. In case you are facing issues with the internet connection or speed, first try to ask your flatmates if they all have the same issue. You may restart the whole router and see if that would solve the problem as it usually is the case. If that did not help, you may try to reposition the router somewhere with better signal for everyone. If the problem still exists, we recommend you speaking directly to the internet operator's customer service as this will ensure the speediest resolution (please see page 3 - 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 flatmates 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 / Cleaning of the appliances

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. The kitchen appliances such as the oven, needs to be cleaned after use so your flatmates could use them comfortably as well. The

dishwasher's filter needs to be cleaned once in a while. You may refer to the dishwasher's user manual if you do not know how to. The fridge needs to be kept clean and its door kept closed after use to prevent clogging of the defrost drain tube. In case the tube gets clogged, it needs to be unclogged, otherwise you will notice water pooling at the bottom of the fridge. You may first refer to the fridge's user manual and look for that information.

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 do not have the time to keep the bathroom clean we will arrange a cleaning service at the tenants' cost. The washing machine's filter needs to be checked and cleaned once in a while so the machine can drain properly.

Disputes & complaints

We all must learn to get along together. If your flatmates are not following our guidelines or if their behaviour is disturbing, we recommend you speaking 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 look into it in a timely manner. If you believe that your flatmates 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.