

Helsinki – Merihaka

Hakaniemenranta 26 Apartments

Tenant's Handbook

Welcome to Hakaniemenranta 26 Apartments – 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 great 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 / FAQs or contact us – 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: Hakaniemenranta 26A52
Postal code: 00530 Helsinki, Finland

Landlord:

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

Maintenance Company: (Finnish: Huoltoyhtiö)

Name: Helsingin Merihaka Oy
Address: Hakaniemenranta 12 (on -1 level), 00530 Helsinki
Tel: 010 328 8600, 010 328 8616 (24/7)
Email: asiakaspalvelu@helsinginmerihaka.fi
Web: www.helsinginmerihaka.fi

Building Manager: (Finnish: Isännöitsijä)

Name: Helsingin Merihaka Oy
Address: Hakaniemenranta 12 (on -1 level), 00530 Helsinki
Tel: 010 328 8600
Email: asiakaspalvelu@helsinginmerihaka.fi
Web: www.helsinginmerihaka.fi

Internet Operator:

Name: Telia
Tel: 020 690 400
Web: 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 purpose of 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 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. 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 via email. The room should be left clean and no belongings should be removed. This will ensure a swift refunding of your security deposit.

Your building – Features & Facilities

Laundry room

The laundry room is located on -2 level of building. 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. To use the washing machine, you need to buy and collect tokens from the building manager's office (see contact details).

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 -1 level next to the building's main entrance. 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 -2 level of the 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 – Enjoy the löyly!

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 sauna facilities are located on -2 level of the building. **Residents may use the sauna facilities free of charge on timings that are shown the sauna facilities' notice board.** 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. Residents may reserve a parking space against a fee by contacting the building manager's office. Pay parking is located under the building.

Waste management & refuse chute

The refuse chute is located on the stair case. 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 using the refuse bins on -3 level please follow the instructions: 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.

Merihaka – Your neighborhood

Merihaka (Swedish: Havshagen) is a seaside residential area in central Helsinki, partially built on reclaimed land. The area is located next to Hakaniemi, Kallio and Sörnäinen. Despite its central location Merihaka is a quiet neighborhood due to traffic segregation, where traffic is diverted under the buildings on their own level. Merihaka offers magnificent sea views and great environment for outdoor activists. The area has its own boat-harbor, which is also hosting the legendary steam ship restaurant Wäiski (1911). Merihaka is also close to Hakaniemi, which is known for its market hall. The area has a good selection of services including a grocery shop, restaurants, pubs and a sports complex. Transportation options are excellent and include busses, trams and the metro.

- Central train station/city center – 2.2km / 14mins
- Grocery shop/ATM – 50m / 2mins
- Liquor shop – 550m / 7mins
- Pharmacy – 550m / 7mins
- Bar/Restaurants – 50m/2mins
- Bank – 550m / 7mins
- Merihaka Sports Complex – 50m / 2mins
- Kulttuurisauna – 100m/4mins
- Helsinki University – 1.3km/13mins
- Hakaniemi Market Square – 550m/7mins
- Library – 600m/9mins
- Hospital – 1.6km/8mins
- Dentist – 450m/7mins
- Steamboat Wäiski – 550m/7mins
- Theatre Academy Helsinki – 450m/7mins
- Metro – 550m/7mins

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!

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. Common 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 similar 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 at all times. 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 cozy even in the harshest winter temperatures. You may adjust the temperature by turning the thermostat attached to the radiator.

Balcony

The balcony must be kept clean and may not be used for storage purposes. No items such as flower pots may be placed outside the balcony railings. No items such as cigarette butts are allowed to be thrown from the balconies. Barbequing is not permitted on balconies. No improvements to the balcony 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 to speak 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 different 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 common 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 mold. 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

You may invite guests, but please be discrete and **remember that the kitchen and shower is for you and your flat mates only and that guests should be entertained occasionally only**. Overnight guests are allowed in your room for a maximum of 2 consecutive nights, but again, please remember that it is highly recommend and polite that you ask your flat mates before making any arrangements. The rooms and apartments are designed for a certain number of residents and exceeding the number could cause inconvenience to your flat mates. Lastly, please ensure that your guests follow the guidelines to avoid any disputes. Should you wish to invite a guest for a longer period, please advise us so we can find the most suitable solution.

Disputes & complaints

We all have to learn to get along together. If your flat mates are following our guidelines or if the behavior 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 behavior 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.