

Helsinki – Itä-Pasila

Opastinsilta 9 Apartments

Tenant's Handbook

Welcome to Opastinsilta 9 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 on 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: Opastinsilta 9C70
Postal code: 00520 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: SF ammattimies Oy
Address: Atomitie 5B, 00370 Helsinki
Tel: 020 749 5103 (24/7)
Email: tilaukset@ammattimies.com
Web: www.ammattimies.com

Building Manager:

(Finnish: Isännöitsijä)

Name: ASA-Isännöinti Oy
Address: Kumpulantie 7A, 00520 Helsinki
Tel: 09 694 1932
Email: tilaus@asa-isannointi.fi
Web: www.asa-isannointi.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 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 in writing via email on info@devenirhomes.com and may not be amended afterwards. 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. 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 AK floor of C-building. You may use the facilities free of charge. There is no laundry room in the building.

Storage – need some extra space?

Bicycle storage is located on the ground floor. 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.

Apartment specific storage is located on AK floor of the C-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 & swimming pool

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 and swimming pool are located on the AK floor of the C-building. **Residents may use the sauna facilities free of charge each day** between 05.00 - 10.00 and **on Sundays:** women between 20.00-22.00 and men between 18.00- 20.00. 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 of EUR 8 by contacting the maintenance company (see contact details section).

Men: sauna #1

Women: sauna #2

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 for EUR 30/month directly from the building's maintenance company. The entrance parking is from the C-building's AK floor.

Waste management

The refuse bins are located on the AK floor level in the parking garage. The entrance to parking garage is through the AK floor of C-building (first door on the right from the elevator). The entrance to waste room is on the left hand side of the lever gear door. 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.

Itä-Pasila – Your neighborhood

Pasila (Swedish: Böle) is a centrally located district in Helsinki with its own character and commercial flavour. 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 – 3.6km / 8mins
- Grocery shop & ATM – 350m / 5mins
- Liquor shop – 400m / 5mins
- Pharmacy – 300m / 4mins
- Restaurant&pub – 20m / 1mins
- Bank – 240m / 3mins
- Hartwall Arena – 1km / 13mins
- Haaga-Helia University of Applied Sciences – 450m / 5mins
- Library – 220m / 2mins
- Helsinki University – 3.5km / 17mins
- Hospital – 1.4km / 10mins
- Dentist – 60m / 1mins

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 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.