

INFO FOR RESIDENTS Citysoppi



Save these instructions!

Homepage and the Talokansio app

You can receive our latest notices to your email by clicking on "TALOKANSIO" on our website at www.kotopas.fi/en/ or by downloading the Talokansio app. Register your email in the service using these credentials:

Username **Citysoppi** Password **72933**

Pets

Pets are ONLY permitted in family flats and one-bedroom flats. Written permission for pets must be requested from the office in advance. The collateral for pets is €150 for one pet and €50 for any additional pets. Pets are not permitted in shared flats.

Fault reports

If you notice any defects, notify us via our website without delay to prevent any further damage!

Submit a fault report on our website at www.kotopas.fi – it is open 24/7 and is the quickest way to submit a report 😊

Maintenance work that the tenant is responsible for:

cleaning hair and other debris from floor drains, clearing the sink's odour trap (e.g. with liquid drain pipe opener), cleaning dust and grease off ventilation valves, testing the fire alarm monthly, replacing light bulbs, oiling hinges and tightening loose screws when necessary. **Before submitting a fault report about the indoor temperature**, take the following steps:

The thermostat may get a little stuck during the summer so try to kick-start it by turning it on and off a couple of times. Measure the room temperature in the centre of the room, not from the floor and if it is below +20 °C, not from to floor, submit a fault report.

Heating is on all year round; the temperature sensor reacts to the outdoor temperature, switching on heating when the temperature drops below a set limit.

Ventilation

The property roof extractor is on at all times but its capacity is increased between 7 am and 9 am and 3 pm and 8 pm.

After a shower, leave the bathroom door ajar to allow humidity to escape and to prevent dark stains on the structures. To prevent humidity, laundry should not be dried in the flat (if you must do so, ensure sufficient ventilation by opening a window and leaving the bathroom door ajar).

Parking and car heating sockets

Parking is only permitted in designated spaces. Please note that parking in the wrong place makes it more difficult to empty the waste bins and clear snow. The area between buildings BC and HI is an emergency route, and parking there is strictly prohibited! **Parking is actively monitored** on the property. Comply with all the traffic signs (e.g. emergency route).

A fee is charged for a parking space with a heating socket. The heating sockets are intended for block heaters (and not for indoor heaters). Tenants who reserve a space with a heating socket must collect a **P permit sign** from the office. The sign must be kept in a **visible place in the car.**

Moving in

Bring your rental agreement when you move in.

You can collect a key to your flat from our office on the first working day after the rental agreement's entry into force. The office is open on weekdays between 9 am and 3 pm.

- Before moving in, submit a notification of a change of address to Posti and the Digital and Population Data Services Agency at www.dvv.fi. You must also notify the Digital and Population Data Services Agency in the case of temporary change of address (Note! Kotka will not be registered as your permanent domicile).
- Perform a moving-in inspection in your flat and return the form to our office without delay (handing in the form is in your best interest as this form will be used for the moving-out inspection)
- Mark your name clearly on your post box and door
- Parking is actively monitored on the property so mark the removal van clearly.

Rent

The rent due date is always the 5th of the month. The rent includes electricity, water, heating and use of the laundry and gym (in Koskisoppi) and internet. If you lose your rent bill, you can get a new one from the office!

We charge an office fee of €5/reminder for payment reminders until 31 December 2023.

Late payment interest is invoiced at the latest after the end of the tenancy. Late payment interest is charged even if the rent delay has been agreed upon (the due date cannot be changed).

From January 1, 2024, payment notices and collection will be outsourced to OK Perintä Oy, from which one €5 payment reminder will be sent and after that the company will collect the costs of its service directly from the tenant according to its own price list.

General housing allowance from Kela is paid directly to the landlord's account. Remember to report any changes in your circumstances to Kela (i.e. a change of address, an increase in rent).

Furniture and fixtures and fittings

The flats are not furnished.

All the flats are equipped with a **built-in wardrobe, ceiling lighting fixtures (not in family flats) and blinds**. Tenants are responsible for replacing/buying bulbs (also for the cooker hood, the oven and the fridge). The flats have **cable TV**. All the rooms are equipped with **fire alarms** (not the shared spaces). When necessary, power to the **fridge** must be cut off by unplugging the power lead – do not turn off the power switch as it gets damaged easily! The fridge's temperature adjustment switch should be set in a mid-way position.

Home insurance

We recommend that you take out home insurance in case of any damage.

Internet

The internet connection in the flats is Elisa Netti Live optical fibre (100 M/100M).

The internet is included in the rent.

Tenants are responsible for ensuring that they have sufficient, up-to-date antivirus software and firewall installed on their computer.

To connect to the internet, you will require an **RJ 45 ethernet cable (a wide 8-pin connection)**. Do not use a crossover cable (telephone or modem cable).

If your internet connection does not work:

Call Elisa's customer service: 010 190240

Do not connect any other devices/modems to the network as these may cause defects in the entire network. The costs arising from the

Laundry rooms

The laundry room is located on the ground floor of the building. It is equipped with washing machine, tumble dryer, mangle and a drying room. The machine is modern and easy to use, and its use is included in the rent. Bookings can be made using the reservation table available in the laundry room.

Bicycle storage

The bicycle storage is located on the ground floor of the building.

Storage spaces

Stair A storage lockers are located in the buildings' population shelter. Stair B storage lockers are located in the ground floor of stair B.

Storing personal property in corridors or in the shared spaces is strictly prohibited, and maintenance staff will dispose of any items left in such spaces.

Population shelters

The population shelter is located on the ground floor of stair A.

Entrance doors

Entrance doors to the buildings are **locked** at all times. Residents must ensure that the door is not left on the door holder after temporary use (e.g. moving).

Waste management

Waste must be sorted: **biowaste** (biodegradable waste) must be placed in a biodegradable bag and **waste disposed of in landfill** (mixed waste) in a different bag. Place other waste types (plastic, glass, metal and cartons) in the correct waste bin in the waste shelter. **Waste sorting instructions are available on our website and in the waste shelters. Leftover food or other similar waste must not be disposed of in the toilet or drains!**

In Koskisoppi (Keisarinmajantie 4), residents have access to a **waste container** in the parking area behind in building E, where large items of mixed waste can be disposed of. A collection point for **electronics and hazardous waste** is located in Koskisoppi next to the garage.

Changing flats

Changing flats is possible for good reason. As a rule, a new tenant should be found for the applicant's old flat. The best time to change flats is in late spring and summer. The application for a change of flat is **in effect for one month** after the date that the need for a new flat began. The application can be renewed by phone on 044 7355 600 or by email to toimisto@kotopas.fi. The application can be renewed for no more than three months at a time.

Termination of the rental agreement

*Rental agreements must always be **terminated in writing (both tenants for family flats)**. The notice period is one calendar month (until the end of the subsequent month).* The form for terminating the rental agreement is available on our website at www.kotopas.fi. When you terminate your rental agreement, submit a fault report for any defects you have noticed so that they can be repaired before you move out. NOTE! The landlord has the right to show the flat/room to potential new tenants.

Moving out

Before moving out, read the instructions that are available on our website at www.kotopas.fi and from our office. **Comply with the moving-out instructions** because we charge a penalty fee for violations. **Our price list can be found in the moving-out instructions. Note!** Residents in shared flats should notify the

maintenance staff or our office if a tenant leaves furniture or other items in the shared spaces when moving out. If such a notification is not made, the remaining residents are responsible for the items or their disposal.

Reimbursement of collateral

Collateral will be reimbursed **within one month** of the termination of the rental agreement – not of the moving-out date! After the termination of the rental agreement, we check if there are any outstanding rental payments or interest on late payment or any other unpaid charges and fees. These are deducted from the collateral. The collateral may also be used to cover cleaning or repair costs when necessary.

If you lock yourself out or lose your key...

Maintenance staff can open the door during the working hours and SOL Kiinteistöpalvelu outside working hours. **A fee is charged for opening the door. Telephone numbers and prices are available on the entrance doors.** During office hours, you can borrow a key to your flat from the office free of charge – it must be returned without delay! For lost keys, we charge a fee in line with our price list.

Maintenance

Maintenance staff **working hours** are **7.30 am–4.00 pm** on weekdays, tel. **0500 659 063**

Emergency on-call services on evenings and weekends

www.kotopas.fi

Suulisniemen Huolto Oy Tel. 0400 553 713 **Emergency** means for example a burst pipe (and not for example problems with the internet connection)

SOL Kiinteistöpalvelut Tel. 0400 952 720 (24 h)

Door opening/disturbances

Tasks that cannot be postponed until normal working hours without a risk of hazard or damage are carried out as emergency on-call services.

We wish you a pleasant stay with us!