



Guide to smooth housing

FOR AVAIN RENTAL RESIDENTS

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Welcome to Avain!

It is great to have you with us.

This guide contains the most important information related to smooth housing. The separate sections on moving in, residency matters and moving out will help you find answers to your practical questions.

Read through and save the guide for future reference. The latest guide and instructions for smooth housing can be found on the avainasunnot.fi/en/for-residents/ page. Check out our latest resident benefits on the site as well. Remember to take advantage of them!



How do I get the keys?

You will receive the keys from the maintenance company on the start date of your lease. The lease agreement must be signed and the security deposit paid before you retrieve the keys. Please bring your ID and a receipt for having paid the deposit with you!

Please take good care of your keys throughout your stay. If your keys are missing when you move out, the locks will always need to be re-serialised. If you need additional keys, please order them from your property manager.

What notifications should I make when I move?

There are three notifications.

1. Please submit the move-in notification of a new resident to the maintenance company no later than one week after the change, so that you are entered in the house register. This is also a prerequisite for opening the apartment door for you in case you forget the keys at home. You will receive a move-in notification when the contract is signed.
2. Remember to make the statutory notification of move at muuttoilmoitus.fi. The information is updated both for Posti and the Population Information System. If you want to use a paper form, you can pick up the notification form at the service point of either Posti or the Digital and Population Data Services Agency.
3. Complete the electronic apartment inspection form for new residents at avainasunnot.fi/en/for-residents/submit-a-fault-notification/, select Apartment Inspection Form from the service request topic menu. Use the form to report any defects/deficiencies/need for cleaning in the apartment or indicate that everything is in order. Take photos of the problems and attach them to the form. Use the Submit button to send the form to the home inspector to inform them or to request action.

Remember to also update your address for your bank, insurance company, credit card company, library, associations and clubs, and friends and relatives!

Which contracts do I need?

1. You must have comprehensive insurance that covers the entire apartment, including liability insurance and occupancy interruption insurance, and is valid throughout your lease.
2. Your electricity contract must be valid from the day you move in until the date your lease expires.

How do I implement the housing company's broadband?

Almost all Avain apartments have an Internet connection included in the residence charge. The operators vary by region. You can implement the broadband connection by following the operating instructions you received with the contract. Check with the operator which devices you need to connect. If you need to buy new devices (for example, a modem), you pay for them yourself. Check out your housing company's operator's instructions and the low-cost additional speeds offered: dna.fi/avain, elisa.fi/avain or telia.fi/avain.

How can I get a parking space for my car?

Please contact the maintenance company to enquire about parking. The number of parking spaces varies by property. If your house does not have enough spaces for every apartment, there is a waiting list. A rental agreement is made for the parking space, and you receive the key for the possible heat socket or parking garage at the same time.

If there are parking spaces available, you can even get two spaces. However, please note that you may need to give up your second parking space if a resident moves into the building and wants to rent their first parking space.

How do I book a sauna or laundry room?

Ask the maintenance company for available sauna times.

You can book a laundry room or a drying room using the list in the room or the locked booking board. Some of our buildings have an electronic reservation system, and the instructions for its use and booking can be found in the resident folder.



During housing



What is the property manager responsible for?

The property manager manages the current affairs of the house and takes care of the conditions of living in the house. They ensure that the property is in good condition and that the maintenance and repair costs are kept in check. The property manager takes care of the flow of information, so that you know what is happening in your home. The property manager is also responsible for the implementation of the repair programme and the budget.

You can contact property management in matters related to residents' activities or disturbances, for example. The easiest way to contact the property manager is to fill out the electronic service request form at the address **avainasunnot.fi/en/for-residents/submit-a-fault-notification**.

You can always find the contact information of the property management office on the notice board of your house, in the Kotiavain resident's app and on Avain's home page **avainasunnot.fi**, under the contact information section.

When should I contact the maintenance company?

The maintenance company is responsible for ensuring that any faults in the property and the apartment are quickly repaired and the property's equipment is maintained. Property maintenance will help you, for example, if you have forgotten your keys, you have a problem with an appliance that is part of the apartment, if a tap leaks or the balcony door or a window does not close. Property maintenance also takes care of the common areas and yards, as well as snow removal, sanding, lawn mowing and weeding. An easy way to report faults to the maintenance company is to fill in the electronic fault report form at **avainasunnot.fi/en/for-residents/submit-a-fault-notification**.

When you move in or out, submit a move notification to the property maintenance company.

When and how should I report faults?

You must always report any deficiencies or defects in the apartment or common areas.

As such, please observe the function and condition of taps, toilet flushing equipment, heating, ventilation and electrical appliances – even in common areas. If you notice any defects or deficiencies, report them directly to the maintenance company by filling in the electronic fault report at **avainasunnot.fi/en/for-residents/submit-a-fault-notification**. A link to submit a fault report can also be found in the Kotiavain resident app. You can also contact the maintenance company by phone, the contact information can be found on the notice board and Avain's website.

If you notice a defect that needs to be repaired urgently (for example, water damage, electrical failure or opening of a door) in the evening or at the weekend, you are obliged to contact the maintenance company's on-call service immediately.

Am I responsible for wear and tear in the apartment?

You are not responsible for normal wear and tear due to residential use.

Normal wear and tear includes, for example, the wearing down of the floor and wall coatings. Holes left by appropriately attached paintings, mirrors and lamps are also regarded as normal. If you have broken something in the apartment, you must either repair the damage yourself before you move out, or you will be charged for the repair of the damage after you have moved out.

Keeping pets in the apartment also causes wear and tear. However, if a cat scratches the wallpaper, a puppy gnaws on the mouldings or there are bad odours in the apartment caused by pets, these are not regarded as normal wear and tear, and the tenant is obliged to compensate for the damage.

Exceptionally large holes, dents and cracks on the floor or wall surfaces, doors and cabinets are also not normal wear and tear.

Please refer to the table on the division of responsibilities at the end of this guide to see which maintenance tasks belong to you and which to Avain. Remember that you must notify Avain of any deficiencies or defects that you notice, even if it is not your responsibility to repair them.

How do I take care of my apartment?

The contract specifies a duty of care, which means that the premises must be used and maintained with care and in accordance with the instructions given – whether it be ventilation, underfloor heating, or the use of the apartment’s machines or appliances and the cleaning of surfaces with suitable materials and equipment.

It is your responsibility to regularly maintain your apartment’s floor drains, supply and exhaust valve filters and cooker hood grease filters, among others. In addition, you should clean the stove and oven with suitable substances and methods, defrost the freezer at least once a year, and vacuum the back walls of the refrigeration equipment regularly.

Please remember that the apartment is the property of Avain and you are liable for any damage that you or your guests may cause to the apartment, common areas or equipment, whether intentionally, through negligence or otherwise.

See further instructions in the “How to take care of your home” section of this guide.

May I smoke in my home?

All of our new properties from 2019 onwards are smoke-free throughout the property area. All of our apartments are gradually becoming smoke-free: new residents' agreements have banned smoking in apartments and balconies as of the end of 2023. The property may not be smoke-free for other apartments, as they may have old contracts that do not have a smoking ban.



Can I transfer the right to use the apartment to another person?

Yes, for a maximum of two years. However, you need permission from Avain. The reason must be valid, such as working or studying in another location. Seek Avain's opinion on the transfer in advance and submit a notification in writing, at least one month before the planned transfer.

Please note that handing over the apartment to another person does not release you from any of the obligations specified in the lease agreement. If the person to whom you have transferred the apartment temporarily causes damage, you are responsible for it.

Can I take a subtenant?

If subletting does not cause significant harm to Avain, you can sublet up to half of your home for residential use. This will not affect your lease relationship. In other words, you are responsible for the apartment, just like before. However, please remember to report the sublet to Avain.

Is it possible to rent out the apartment to a third party?

No, it is not. It is forbidden to rent out the apartment entirely to another person. Renting out an apartment for a short term in order to earn some money (for example, via Airbnb or Booking.com) is also not permitted.

Can I leave the apartment empty?

Yes, but you must let the owner know and leave the safety lock open. In addition, the owner must have access to the apartment while it is empty, if necessary. You must also have a valid electricity contract for the apartment and home insurance with liability insurance, even if no one lives in the apartment. Food left in the refrigerator must not cause the refrigerator to become mouldy or cause moisture damage to the kitchen floor.

Where can I find the house rules?

The house rules can be found in both the Kotiavain resident app as well as on the notice board of your housing company. Please make sure that your guests also follow the house rules.

How do I report a disturbance?

The notice of disturbance must always be given in writing to the property manager. You can report a disturbance electronically by filling out the form at avainasunnot.fi/en/for-residents/submit-a-fault-notification. However, please remember that normal sounds of life are something we must all live with. It is polite to inform your neighbours in advance of, for example, a party that may cause a one-time disturbance by posting a note on the notice board. Please follow the house rules during parties, as well.

How do I sort my waste?

Pack your household waste and take it to a waste container or waste collection tube intended for the waste fraction in question. Follow the waste sorting instructions. They may vary slightly by area and waste management provider. Check which waste types are recycled in your house at the waste collection point. Please take the waste that is not collected on the property to the local waste collection point yourself.

What is the Kotiavain resident app?

Residents have access to the Kotiavain resident app (mobile/browser and, in some properties, a digital notice board). Log into the Kotiavain resident app with a browser at avainasunnot.fi/en/kotiavain-customer-pages. You will receive an invitation to register in the app automatically after your agreement has entered into force via the email you provided to Avain. You can download the One4all-Mobile app from the App Store or Google Play. If you need help using the service, please contact support@one4all.fi.

What kind of resident benefits does Avain offer?

As an Avain resident, you can enjoy the products and services of our partners, such as specially priced household appliances. Current resident benefits can be found at avainasunnot.fi/en/for-residents/benefits-for-residents.

You can also compare security deposits: At Avain, the security deposit is only 250 euros! You will receive a referrer's benefit if you recommend Avain to a friend and the resident moves to one of Avain's rental or right-of-occupancy apartments after signing a new agreement. See more detailed instructions on the Avain website.

In Avain's apartments, the basic speed of the housing company's broadband is included in the rent. If the property has laundry rooms and drying rooms, they are always free of charge. Some of our houses also have club rooms for the residents.

You will receive the Avain & Koti customer magazine four times per year, distributed to your home.

I have lived in an Avain apartment for a long time. Will I get any reward for that?

Yes! When you have lived in an Avain rental apartment for 10, 20 or 30 years, you can choose from a number of special benefits.

We have chosen the most popular alterations as rewards for long-term residents, and you can choose which benefit you want to use for your home. Alternatively, you can choose to be exempted from one month's rent, in which case you will only pay separate compensation based on usage, such as water and/or a parking space.

Because the purpose of this arrangement is to reward long-term housing, only residents who have a disturbance-free living and payment history over the past two years can receive the benefit.

Choose your benefit

1. New laminate flooring
2. A kitchen makeover, including doors, countertops and the space between the counter and cupboards
3. New benches, wall paneling and glass door for the sauna
4. A bathroom makeover with new furnishings
5. Space-saving sliding door in the hallway or bedroom
6. Painting of walls, including an accent wall
7. New stove, dishwasher and fridge-freezer (or separate refrigerator and freezer)
8. Terrace boarding in the yard of a detached house
9. Wooden floor decking and a planting cabinet for the balcony
10. Rent-free month

More information about the benefits can be found on Avain's website. Please note that not all of these benefits are available for all apartments. For example, a sliding door cannot be installed in all closets.

Please contact the property management yourself when you have been a resident for 10, 20 or 30 years. The long-term resident benefit must be used within one year. For example, if your contract started on 1 October 2011, you must redeem the 10-year benefit by 1 October 2022.

When you move out



How do I terminate a lease that is valid until further notice?

You must always make the notice of termination in writing and sign it. You can find the termination notice on our website and at the sales or property management offices. Submit the notice of termination by the end of the previous calendar month before your planned move. Return the notice by e-mail to asiakaspalvelu@avainyhtiöt.fi or by post to the Avain sales office. We will send you a confirmation of receipt, along with the moving out instructions.

How do I terminate a fixed-term lease?

You do not need to terminate a fixed-term contract. It will be terminated automatically at the time specified in the contract.

What should the notice of termination include?

The notification must specify which apartment and which residents it applies to. It must also include the contract's date of expiry and moving-out date. If you have made the lease agreement with your spouse, remember to ask for their consent for the notification.

How long is the notice period?

If you terminate a contract which is valid until further notice yourself, the notice period shall always be one (1) month, calculated from the last day of the calendar month during which the notice is given. The notice period is counted from the moment the notice of termination is delivered in writing to Avain.

If Avain terminates the rental agreement, the notice period is three (3) months, unless you have lived in an Avain apartment continuously for more than one year before the termination. In that case, your notice period is six (6) months.

Example: If you terminate your contract on 15 August, the notice period is calculated from the last day of August. Your obligation to pay the rent will end at the end of September.

When can the owner cancel my lease?

Cancelling by the owner is always related to the neglect of the resident's duties, such as rent arrears or a lifestyle that significantly disturbs other residents.

This is a rare and last-resort scenario. Usually, you will first receive a written warning, after which you will still be able to rectify the situation. In the case of a particularly reprehensible breach of contract, Avain may also terminate the contract without notice.

The notice of cancellation must always be made in writing and in a verifiable manner.

I want to move to another Avain rental apartment. What should I do?

Fill out the rental apartment application – you can find it either on the Avain website or at the sales offices. When you receive a new rental apartment, please remember to terminate your existing agreement. Please also submit a move-out notification for the old apartment and a move-in notification for the new rental apartment.

What are the steps for moving out?

1. Terminate your lease.
2. The move-out date is specified in the contract or notice of termination. You must hand over the entire apartment to Avain on that date. Return the keys as agreed.
3. Submit a move-out notification to the maintenance company. You can leave it in the mailbox of the maintenance company in the property's stairwell.
4. Remember to make the statutory notification of move at **muuttoilmoitus.fi**.
If you want to use a paper notification form, you can get one from either Posti or a Digital and Population Data Services Agency service point.
5. Please remember that Avain has the right to arrange apartment viewings in your apartment during the notice period.

The apartment will be inspected before you move out. The inspector will assess the condition of the apartment, and the inspection is primarily carried out within five working days of receiving the notice. At the same time, you will be informed about any repairs that you are responsible for. The inspection is carried out by Avain's home inspector. When moving out, please clean the apartment according to the instructions provided to you.

What should be taken into account before the final inspection?

You should be careful and thorough, as any deficiencies and defects found at the inspection can be corrected at your expense. These include, for example

- Not cleaning the apartment fully or in part
- Repairing damage that exceeds normal wear and tear, such as the cost of repairs caused by smoking, the cost of restoring unauthorised repairs and alterations and the cost of additional inspections
- Failure to return the original key.

These costs are covered by the security deposit. If the security deposit is not enough to cover the costs, Avain will collect the debt from the resident. This also applies to defects caused by the resident that could not be detected during the inspection of the apartment.

As such, please make sure that the fixtures, fittings, mouldings, sinks, taps, toilets, floor drains and ventilation valves, as well as the sauna, balcony, terrace, outdoor or cage storage and the apartment yard are in order.

Leave the resident folder, window key, possible hydrant key and the user manuals for the household appliances in the apartment. Plug in the inlet and outlet connections of the washing machine properly. You can ask for advice from the property management or maintenance company.

What should I do with the walls and floors when moving out?

If the walls need painting, use the original colour. Remove the wall plugs, brackets and mirrors, and level, sand and paint the marks and other holes they left behind. Use a professional at your own expense if you do not have the skills for renovation. If you have painted or papered walls in a different colour in the past, agree on this separately with the home inspector. If the walls do not need painting, you can leave the wall plugs in place.

What should I do with the doors and windows when moving out?

Leave the blinds, balcony glass panels, safety lock, peephole and safety chain in place. Please also remember to return all the original keys to the apartment and other premises as well as any additional keys you have made.

What should I do with the appliances?

Defrost and wash the refrigerator and freezer. Monitor the defrosting of the freezer, as water from the melting ice will cause water damage to the apartment if it enters between the laminate and in the structures or under cabinets. Leave the refrigerator and freezer doors open. Clean behind the stove and refrigerating equipment and clean the hotplates, baking trays and grates, and the grease filter of the cooker hood. Unplug the appliances or turn off the power to the appliances. Turn the kitchen fuse off.

When will I get my security deposit back?

The security deposit will be returned within a reasonable time after the termination of the contract, when the apartment inspection has been completed and all other obligations, such as the handing over of keys, rent payments and care and maintenance responsibilities, have been fulfilled.

However, please note that the security deposit will not be refunded if your co-tenant or spouse continues as a tenant.

Can Avain refuse to refund the security deposit?

Yes, for example, if you have failed to pay your rent or if you have not taken adequate care of the apartment and it needs to be repaired. In such cases, Avain has the right to use the security deposit to cover the incurred expenses.

How to take care of your home



Here we have compiled the most important information related to the maintenance of your apartment. If you have any questions, you can always ask the property management office for advice!

Cleaning the refrigerator

Clean the refrigerator handles and shelves as part of your normal weekly cleaning. Clean the refrigerator more thoroughly as soon as it appears dirty. A clean and frost-free fridge has a longer service life and uses less electricity.

Refer to the instruction manual for defrosting the refrigerator freezer compartment. Some units have a separate defrost setting, while some are simply switched off. Make sure that the drain is not blocked. If necessary, you can clean the drain with a cotton swab and place a container under it to catch the melting water.

While you are waiting for the freezer compartment to defrost, you can discard spoiled and old food from the freezer. Move the food you intend to store to the coolest place possible.

To speed up defrosting, place a container filled with hot water in the freezer compartment. However, do not attempt to remove ice using any object.

Remove the shelves and trays. Wash them in the sink with dish soap and dry them. Wipe the inside of the refrigerator with a microfibre cloth dampened with mild dishwashing detergent water. Clean the door and gaskets as well. Do not use abrasive, soda or acidic cleaner, as they may damage the plastic.

Finally, pull the refrigerator away from the wall, unplug the electrical outlet and vacuum the grill behind the fridge. This is important because the dust accumulated around the condenser causes a fire hazard. In addition, vacuuming every few months reduces the energy consumption of the device. If the melting water from the refrigerator accumulates in a container on top of the compressor, check the condition of the water chute and the container. Reconnect the plug, push the refrigerator back in place and turn on the power. Place the items back in the fridge.

Defrosting the freezer

It is advisable to defrost the freezer during the cold season, if possible. Turn off the freezer and move the items to a cooler, boxes lined with newspaper or to the balcony (in the winter). Cover the frozen food with blankets or towels.

Melting water is removed from the bottom of the freezer through the chute at the front or the opening at the bottom. Place a container under the water outlet and protect the floor in front of the freezer with towels or newspapers. You can speed up the defrosting process by removing the ice in blocks as it melts. Do not use tools to remove ice.

When the frost has melted, wipe the freezer inside and outside with mild dishwashing detergent water. You can wash the freezer drawers, for example, in the shower. Dry and ventilate the freezer thoroughly before switching it on again in the freezing mode. When the temperature inside the freezer has dropped below zero, you can move the contents of the freezer back to the freezer. This is also a good opportunity to make an inventory of what you have been storing in the freezer! You do not have to save everything.

Defrost the freezer at least once a year. Refer to the instruction manual for defrosting a No Frost freezer.

Cleaning the stove

The easiest way is to wipe away any stains immediately after use.

Clean cast iron or ceramic hotplates with a damp cloth and dishwashing detergent. Dry the cast iron plates thoroughly so that they do not rust.

If there is stubborn dirt on the stove, start by soaking it in dishwashing detergent and water for a while. After soaking, remove any dirt with a dish brush, do not use abrasive or scratching substances or washers. If the surface is scratched, the dirt will sit even more permanently in the scratched surface.

You can rub cast iron hotplates with salt, steel wool or a scouring pad.

Ceramic stoves and induction stoves should be cleaned immediately after use with appropriate detergents, in accordance with the instructions for use. Wait for the stove to cool down before cleaning. If you are unable to remove the dirt, repeat the process.

Cleaning the oven

Clean dirt from the oven as soon as possible after cooling. It is always easier to remove dirt when it is fresh. Use detergents specifically designed for cleaning the oven and follow the instructions for use. Remember to wear protective gloves!

Cleaning the cooker hood

The grease filter of the cooker hood collects grease and other impurities – this reduces the suction power and increases the risk of grease fire. Therefore, the cooker hood and, in particular, the grease filter should be cleaned every few months. If the hood is equipped with an activated carbon filter, it must be replaced according to the manufacturer's recommendation. When the grease filter is clean, the kitchen fumes are easier to control!

If the cooker hood has an exhaust valve behind the filter, clean it with a damp cloth.

Metal-framed filters can be washed in the dishwasher. If you wash the filter by hand, soak it in hot water with dishwasher detergent. This makes it easier to remove grease and dirt, for example, with a coarse sponge, a brush or a cloth.

Refit the clean and dry filter carefully to prevent it from falling on the hot stove.

Regularly clean the external surfaces of the hood and switches during weekly cleaning. If the cooker hood is equipped with an activated carbon filter, it must be replaced according to the manufacturer's recommendation.

Cleaning the windows

You need a vacuum cleaner, bucket, window washer or cleaning cloth, a rubber squeegee and a chamois or window cloth. A window washer with a long arm makes it easier to wash tall windows. You can use a dishwashing detergent, all-purpose cleaner or window cleaner as the detergent. Apply the detergent moderately to avoid foaming. Replace the water often enough.

Vacuum the blinds, window panes, frame and window sill. Wipe the blinds with a dry or slightly damp cloth and the other parts with a damp cloth. Wash the cleanest part first, dry if necessary.

Wash the window pane with a window washer or a cloth. You can use quite a lot of water. Start from the outer glass. Wash the dirtiest surface first to see the result better.

Dry the window using a rubber squeegee. Move the squeegee in long, steady and parallel lines. You should dry the squeegee with a cloth after each pull. Do not press the squeegee against the window too hard.

Finish the edges and corners of the windows with a chamois or a cloth. Wipe the window sill as well.

Washing laminate and plastic floors

Wipe the tables and other surfaces before floors to prevent dirt from falling onto the clean floor. Next, vacuum the carpets, floors and floor mouldings. After vacuuming, roll up the carpets and take them to the yard to air out while you clean.

There are detergents specifically designed for laminate, but all-purpose cleaner is also suitable for washing. However, soap-based detergents may leave a grey film on the laminate surface. Wash the plastic floor with a mild all-purpose cleaner. However, avoid using too much water, as water will cause moisture damage if it enters the gaps in the laminate and under the baseboards.

Wash the floors with a damp or just a slightly wet mop or cloth. Squeeze the mop dry first. Do not allow water to enter the seams of the floor, otherwise the floor might swell or the material might become damaged.

Also wipe the mouldings with a damp cloth. Dry the floor immediately after washing.

Make your life easier by removing any stains from the floor right away with water or all-purpose cleaner. If you do not remove them right away, they will be more difficult to remove later. However, do not rub the floors with a coarse material.

Cleaning the floor drain

Lift off the grill covering the floor drain, for example, with a screwdriver. Remove loose debris and hair. Remove the upper part of the floor drain, clean the removed part and the actual floor drain with, for example, an old dish brush. Drain clean water into the floor drain. You can use dishwashing detergent or disinfectant. Also, wash the grill on both sides. You can also remove and clean the odour trap from the hand washing sink. Place a bucket under the odour trap and unscrew it. Clean and screw it back in place.

Also check the content of the resident folder – there may be more detailed instructions for how to remove the grill and clean the floor drain in your apartment.

Cleaning the bathroom and apartment sauna

Pay special attention to the cleanliness of wet areas! Get separate cleaning cloths and equipment for the bathroom, and do not use them anywhere else. Detergents intended for toilets and washrooms, a non-scratch sponge, cleaning cloth, soft toilet brush and household gloves make the task easier.

Perform a basic cleaning a few times a year with an alkaline or strongly alkaline substance with a pH value of more than 8. Remove lime and rust with an acidic substance with a pH value of less than 6. For safety reasons, please note that acidic substances should not be used at the same time with substances containing chlorine. Ensure adequate ventilation during cleaning!

Wipe the mirror with a damp cloth soaked in detergent and dry it with a squeegee or paper towel. Also wipe the shelves, cupboard doors, and door handles. Clean the light switches by spraying a little bit of detergent on a dry cloth.

Wash the sink with a cloth or dish brush. Wet the sink and apply disinfectant onto the basin surfaces. Wipe or brush the sink, as well as the tap and the plug. Also wash the root of the tap and the overflow and drain holes. Rinse the sink. Wipe the bidet and area surrounding the basin with a damp cloth.

In particular, clean the walls surrounding the shower and the shower corner from the splash height, to prevent grease and lime deposits from accumulating on the walls. Wash the walls with a brush, a cloth or a sponge, and remember to wash the taps and the shower as well. The shower head should be cleaned more thoroughly with a disinfectant cleaner every now and then.

Disinfect the toilet seat: wipe the lid, seat ring, water tank and pull knob with a cloth soaked in disinfectant cleaner. Have a separate cleaning cloth for the toilet seat that you do not use anywhere else! Spread a detergent containing chlorine in the toilet bowl and brush the inside of the toilet with a toilet brush. Let the chlorine take effect for a while. In addition to the edges, brush the bottom of the toilet thoroughly. Finally, flush the toilet while keeping the brush in the bowl to rinse it as well. Clean the toilet brush bracket, as well.

The washing frequency of the sauna depends on the amount of use. Always wash the sauna cold. Wet the benches with warm water so that the wood opens up and the dirt comes off better. Wash with all-purpose cleaner water or sauna cleaner and a soft brush or scrubber. Always brush in the direction of the wood grain. Rinse with cold water to close the wood pores. Check the condition of the stones in the sauna stove and replace any stones in poor condition. Wash the stove stones annually. Clean the sauna floor and the floor drain. Dry the sauna.



Division of responsibilities table



Division of responsibilities table for rental residents

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Keys and locks					
Maintenance and repair of the apartment lock	x			x	
Acquisition of additional keys	x		x		Inform the property manager, who will order the key
Oiling of the apartment lock		x	x		According to the manufacturer's instructions.
Serialisation of locks in the apartment if the key is lost (does not apply to electrical locks)	x		x		
Installation of a safety lock	x		x		Spare key to maintenance company (1 pcs), the safety lock is left in apartment when moving out and all keys are returned to the maintenance company
Installation and maintenance of safety chain, peephole, hinge pins or anti-pick plate	x		x		Left in the apartment when moving out

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Apartment exterior doors					
Lubrication of hinges and original lock		x	x		According to the manufacturer's instructions.
Repairing and replacing gaskets	x			x	
Repair of the door and its original equipment	x			x	
Cleaning, snow removal and anti-slip protection in front of the door and your own courtyard corridor		x	x		

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Windows and balconies					
Repairing and replacing gaskets, centralised	x			x	
Repair of fittings and other equipment	x			x	
Replacement of window glass	x			x	
Repairing and replacing frames	x			x	
Refurbishment of balcony surfaces	x			x	
Cleaning the balcony water outlets		x	x		
Balcony cleaning and sanitation		x	x		
Washing balcony railing (from the inside)		x	x		
Balcony glass washing		x	x		
Repair and maintenance of balcony glazing	x			x	
Snow removal from balcony and roof terrace		x	x		With a bucket to the bathroom
Installation of sunshade curtain for balcony glazing	x		x		Alteration permit from the property manager, use Avain's partner, left in the apartment when moving out
Hooks for hanging baskets attached to the balcony ceiling	x		x		Alteration permit from the property manager, use Avain's partner, left in the apartment when moving out

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Windows and balconies					
Installation of wire mesh on the balcony	x		x		Alteration permit from the property manager, use Avain's partner
Installation of blinds between the windows	x		x		Left in the apartment when moving out
Installation of blinds on the terrace or balcony door	x		x		Left in the apartment when moving out
Maintenance and repair of self-installed blinds and sunshade curtains	x		x		
Maintenance and repair of blinds and sunshade curtains belonging to the apartment's furnishings	x			x	
Cleaning the windows		x	x		

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Apartment interior partition doors					
Lubrication of hinges and locks		x	x		
Repair of doors and their original equipment	x			x	
Painting of doors and frames	x			x	

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Wall, ceiling and floor surfaces					
Wall painting and wallpapering	x			x	
Repair of wall surfaces in wet areas	x			x	
Repair of the sauna paneling	x			x	
Painting ceiling surfaces	x			x	
Repair and replacement of floorings	x			x	
Monitoring the condition of surfaces in wet areas		x		x	

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Fixed furniture and cabinets					
Painting furniture	x			x	
Refurbishing furniture	x			x	
Refurbishing the dishwashing table	x			x	
Repair and refurbishment of apartment sauna benches	x			x	
Wash benches once a month		x	x		The frequency of washing depends on the amount of use of the sauna, a bench cloth must be used when using the sauna.
Treatment of benches after washing and drying with a colourless protective coating intended for saunas once a year		x	x		

Division of responsibilities table for rental residents

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Heating					
Bleeding and basic adjustment of radiators	x			x	
Repair and maintenance of radiator valves/thermostats	x			x	
Cleaning and leakage monitoring of radiators		x	x		
Repair and maintenance of the air-source heat pump	x			x	
Cleaning and vacuuming of air-source heat pump filters and indoor unit		x	x		See the device manual for more detailed instructions. If you need help, ask your maintenance company or property manager
Maintenance and repair of electric radiators and underfloor heating	x			x	

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Ventilation					
Cleaning the exhaust valve		x	x		If you need help, ask your maintenance company.
Adjustment and repair of the exhaust valve	x			x	
Cleaning the front grill of air supply valves in apartments with apartment-specific ventilation unit		x	x		If you need help, ask your maintenance company.
Cleaning the ventilation ducts	x			x	
Cleaning the make-up air valves		x	x		If you need help, ask your maintenance company.
Cleaning or replacement make-up air valve filters		x	x		
Purchase of new filters for make-up air valves	x			x	
Cleaning the cooker hood grease filter once a month		x	x		If you need help, ask your maintenance company.
Purchase of a new grease filter for the cooker hood	x			x	
Repair of the cooker hood	x			x	
Connecting the dryer	x		x		Devices which are connected to the drainage
Cleaning and replacement of ventilation unit filters in the apartment	x			x	Professional 2 x year
Purchase of new filters for apartment ventilation unit	x			x	

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Water and sewage equipment					
Cleaning and decalcification of tap nozzles and shower handles		x	x		
Basic adjustment of tap flow rates	x			x	
Replacement of shower hose and bidet	x			x	Maintenance company installs
Repairing and replacing taps	x			x	
Toilet repair	x			x	
Repair of washbasins	x			x	
Connecting the washing machines	x	x	x		Always use a no-return valve. If necessary, installation by a professional shop.
Installing the dishwasher (for apartments not equipped with a dishwasher)	x		x		Installation by a professional shop. Request a certificate of installation and keep an invoice copy of the installation
Maintenance and repair of a self-installed dishwasher	x		x		Repairs by a professional, keep a receipt copy
After removing the dishwasher, plugging the water and sewage pipes	x		x		The resident is responsible. Use a professional shop and keep your receipt
Repair of a dishwasher included in the apartment's furnishings	x			x	
Maintenance of dishwasher and washing machine during use		x	x		Cleaning the lint filter and drain filters/strainers once a month
Cleaning the water lock and odour trap		x	x		Four times a year. If you need help, ask your maintenance company.
Cleaning of floor drains 4 times a year, more often if necessary if the drain does not drain properly		x	x		Four times a year, more often if necessary if the drain does not drain properly. If you need help, ask your maintenance company.
Repair of water locks and floor drains	x			x	
Unblocking drain blockages	x			x	
Monitoring taps and toilets for leaks and continuous gurgling		x	x		
Washbasin plugs	x			x	
Reading an apartment-specific water meter	x	x		x	On a case-by-case basis, depending on whether the meters are easy to read
Monitoring and cleaning the space below the apartment-specific boiler		x	x		
Maintenance of the apartment-specific boiler	x			x	

Division of responsibilities table for rental residents

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Electrical devices in the apartment					
Procurement and replacement of lamps and fluorescent tubes		x	x		If you need help, ask your maintenance company.
Procurement and replacement of fluorescent lamp starters		x	x		If you need help, ask your maintenance company.
Repair of original fixed light fixtures and their covers	x			x	
Procurement and replacement of fuses		x	x		If you need help, ask your maintenance company.
Repair of sockets and switches	x			x	
Installation of interior lighting		x	x		
Procurement and repair of antenna connection cable		x	x		
Adding telephone and telecommunications cables		x	x		Alterations inside/through walls are forbidden.
Repair and maintenance of sauna stove	x			x	
Procurement and replacement of sauna stove stones		x	x		Washing the stones every year, replacing them every two years. Ceramic stones are prohibited due to the risk of overheating. Used and crumbled stones should be delivered to the local recycling point.
Vacuuming and cleaning of the back of refrigeration equipment		x	x		If you need help, ask your maintenance company.
Cleaning the condensation outlet in the refrigerator		x	x		Read the instruction manual for the refrigerator
Cleaning the back of the stove and the floor		x	x		
Cleaning the cooker, stove and oven		x	x		Immediately after becoming dirty, wait for the device to cool down first.
Repair and maintenance of stove and refrigerator	x			x	
Purchase, replacement, battery replacement of battery-powered smoke detectors. Responsibilities will change for the company on 1 January 2026.		x	x		1 alarm per starting 60 m ² , counted per floor
Testing the function of the alarm once a month.		x	x		
Replacement of the backup batteries of the smoke detectors installed in the house's electrical network and replacement of the alarm	x			x	
Testing the function of the smoke detectors installed in the house's electrical network once a month, reporting faults and battery depletion		x		x	1 alarm per starting 60 m ² , counted per floor
Chimney sweeping	x			x	
Repair of fireplace	x			x	
Ash removal from the hearth into a metal bucket		x	x		
Procurement and storage of firewood		x	x		

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
The apartment's own courtyard area					
Cleaning the yard		x	x		
Lawn and shrub maintenance		x	x		
Painting the partition fences on your own side	x			x	
Eradication of harmful plants		x	x		
Snow removal and anti-slipage for the walkway to the apartment		x	x		
Monitoring of snow loads and icicles	x	x		x	Notification to the maintenance company immediately when you have observed icicles on the eaves or a snow load at risk of falling on the roof edges

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Other yard areas					
Picking up your pet's droppings from your own and the common yard area		x	x		
Snow removal from your own parking space and between your own and your neighbour's parking space.		x	x		
Locking the heating pole after use and removing the block heater cable from the pole so that it does not hang		x	x		
Monitoring of snow loads and icicles	x			x	Notification to the maintenance company immediately when you have observed icicles on the eaves or a snow load at risk of falling on the roof edges

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Other					
Insurance of apartment movables and interruptions of occupancy with home insurance (comprehensive insurance including liability and interruptions of occupancy)		x	x		
Concluding an electricity contract for the apartment and maintenance of the electricity contract for the entire duration of the lease agreement		x	x		
Damage to an apartment or property caused by a resident bringing containers and equipment containing more than 30 litres of liquid (e.g. aquarium) into the apartment	x		x		Check the home insurance policy
Immediate reporting of observed defects in the apartment and house to the maintenance company		x	x		
Immediate notification to the property manager of any observed breaches of house rules or, for example, of night-time noise disturbances		x	x		
Monitoring of the cleanliness of waste points and other yard areas throughout the property	x	x		x	Notification to the maintenance company or property management of overfilled containers/uncleanliness
Sorting of household waste according to the waste fractions at the waste point		x		x	
After the termination of the lease agreement of the apartment, the presentation of the apartment to the viewers during the day and evening hours.		x	x		
Compliance with the terms of the agreement, its appendices, the house rules, the current housing guide and the table of responsibilities, both by yourself and your guests		x	x		



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