



Guide to smooth housing

FOR AVAIN RIGHT-OF-OCCUPANCY RESIDENTS

Table of contents

Welcome to Avain!

How do I get the keys?	4
What notifications should I make when I move?	4
Which contracts do I need?	4
How do I implement the housing company's broadband?	5
How can I get a parking space for my car?	5
How do I book a sauna or laundry room?	5

During housing

What is the property manager responsible for?	7
When should I contact the maintenance company?	7
When and how should I report faults?	7
I want to make alterations in my apartment. What should I do?	8
Alteration work in the apartment	9
Where can I get help and instructions for alterations?	12
Can I get a refund for alterations?	12
Who is responsible for making and maintaining the alterations?	12
What are residence charges I, II and III?	13
What is the charge for utilities?	13
Can I transfer the right to use the apartment to another person?	14
Can I leave the apartment empty?	14
Where can I find the house rules?	14
How do I report a disturbance?	14
How do I take care of my apartment?	14
May I smoke in my home?	15
What can I store in the indoor storage room and common areas?	15
How do I sort my waste?	15
What is the Kotiavain resident app?	15
How can I influence the affairs of my building?	16
What kind of resident benefits does Avain offer?	16
I have lived in an Avain apartment for a long time. Will I get any reward for that?	17

When you move out

I want to give up my right-of-occupancy and move out. What should I do?	19
---	----

I want to move to another right-of-occupancy apartment, how do I do that?	19
When can the owner cancel my right of occupancy?	19
What are the steps for moving out?	19
How much money will I get back?	20
What should be taken into account before the final inspection?	21
What should I do with the walls and floors before the final inspection?	22
What should I do with the doors and windows?	22
What should I do with the appliances?	22
What should I do with the apartment yard and storage?	22
When will I get my security deposit and right-of-occupancy payment back?	22
Can Avain refuse to refund the security deposit and right-of-occupancy payment?	23
What notifications do I have to make when I move out?	23

How to take care of your home

Cleaning the refrigerator	25
Defrosting the freezer	25
Cleaning the stove	26
Cleaning the oven	26
Cleaning the cooker hood	26
Cleaning the windows	26
Washing laminate and plastic floors	27
Cleaning the floor drain	27
Cleaning the bathroom and apartment sauna	28
Apartment yard	28

How to renovate your home

Rules for renovations	31
Asbestos	31
General repair and alteration instructions	32
Work you can do on your own	33
Work that requires a professional	35

Table on the division of responsibilities	42
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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. There are also tips for taking care of and renovating your home!

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 date of surrendering the possession of the apartment once you have signed the right-of-occupancy contract and paid the right-of-occupancy payment and security deposit and any separately agreed alterations. Please bring your ID with you, along with receipts that show you have paid the right-of-occupancy payment and security deposit!

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. Submit a new resident's move-in notification to the maintenance company when picking up the keys. Submit a move-in notification for all the people moving into the apartment so that you can be entered in the house book. This is also a prerequisite for opening the apartment door for you in case you forget your keys at home.
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 notification form, you can use either the Posti service point or the service point of 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 for information/to request action.

Remember to update your address also for your bank, insurance company, credit card company, library, companies whose services you use regularly, 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 is valid throughout your residence.
2. Your electricity contract must be valid from the start of your right-of-occupancy contract until its end.

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 building does not have enough parking spaces for everyone, 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. If your building has an electronic reservation system, the instructions for using it can be found in the resident folder and in the Kotiavain resident app.



During housing



What is the property manager responsible for?

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

You can contact property management in matters related to, for example, residents' activities, renovation or disturbances. 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.

Be sure to submit all notifications and plans for your alterations and renovations to your property manager for approval.

You can always find the contact information of the property management office on the notice board of your building, in the Kotiavain resident's app and on Avain's home page

avainasunnot.fi/en/, 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 the 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. So 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 filling in 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.

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

I want to make alterations in my apartment. What should I do?

You may make reasonable changes or renovations that improve your living comfort. You can ask for the alteration permit application from the property manager or print it from the Avain website at avainasunnot.fi/en/for-residents/for-right-of-occupancy-residents/how-to-renovate-your-home/.

Please note that you must always follow the renovation instructions. Therefore, please read the "How to renovate your home" section carefully. In the section, you can check, for instance, whether you can make the alteration yourself or whether you should order it from a professional. In some cases, you may need to reconstruct the alteration to match the original.

In a new building, alterations and residents' own repairs are not allowed during the warranty period (2 years). Additional and alteration work must always be agreed with the property manager. Residents moving out may need to restore wallpapered or painted walls, for example, to their original condition at the resident's expense.

Please note that we have divided alterations into three categories:

- 1. Permitted alterations that only need to be reported to the property manager before starting the renovation.** These are paid for by the resident and not subject to compensation. The notification must specify the types and codes of the used materials (for example, only products suitable for wet areas can be used in wet rooms).
- 2. Permitted alterations that require permission from the property manager** and, possibly, work instructions. Some of these alterations are refundable as long as you provide receipts for the materials. Refundable alterations are amortised either within 3, 5 or 10 years of their date of payment. You will receive the compensation when you move out of your apartment if the amortisation period has not ended.
- 3. Prohibited alterations**, such as all alterations requiring a building permit, except for balcony glazing.

Alteration work in the apartment

The permit conditions of alterations may include a requirement to restore the apartment to its original condition.

Wall, ceiling and floor surfaces	Allowed, inform the property manager in advance	Allowed, request permission from the property manager in advance	Forbidden	Compensation and amortisation period
Stencil, structural and basic painting work on the walls of dry rooms. There may be an obligation to restore the walls to their original condition when moving out.	x			
Wallpapering the walls of dry rooms	x			
Repainting the painted walls of bathrooms and separate toilets	x			
Wallpapering a painted wall or painting a wallpapered wall (the wallpaper should be removed before painting). There may be an obligation to restore the walls to their original condition when moving out.	x			
Installation of coat racks, shelves, towel hooks and a towel drying rack (more detailed instructions in the "How to renovate your home" section)	x			
DC-Fix adhesive interior decoration films (must be removed when moving out)	x			
Lightweight, hanging flower baskets mounted in the ceiling, possible on a case-by-case basis	x			
Heavy punching bags, wicker chairs and other items mounted in the ceiling			x	
Removing the existing vinyl floor covering and installing a new one		x		
Installing tiles or panel in the intermediate kitchen space		x		
Drilling holes in the apartment's slab/tile walls and floors and in the bathroom			x	
Panelling the sauna walls or replacing the sauna benches		x		When panelling the walls, the renovation of the entire sauna must be refunded, 5 years
Colourless finishing of the sauna benches		x		
Tinted finishing of the sauna benches			x	
Movements, openings and removals of non-load-bearing walls (the number of electrical points must not decrease)		x		
Replacing the floor covering (allowed materials parquet, laminate, tile and vinyl)		x		Yes, 5 years
Tiling the bathroom (note that the tiling of wet rooms requires waterproofing and underfloor heating, as well as the replacement of fixed furniture)		x		Yes, 10 years
Alterations of load-bearing structures			x	
Changes related to façades			x	
Fixed furniture and cabinets	Allowed, inform the property manager in advance	Allowed, request permission from the property manager in advance	Forbidden	Compensation and amortisation period
Adding non-fixed closets and cabinets to the home (no screw fastening to the floor)	x			
Replacing handles	x			
Adding fixed closets and cabinets		x		
Replacing cupboard and cabinet doors		x		
Installing or replacing a mirror cabinet		x		
Installing or replacing a vanity unit		x		
Replacing kitchen cabinets, including their frames, requires re-tiling or re-sheeting of the intermediate space of the cabinets, replacing the countertop, sink and tap		x		Yes, 10 years
Painting fixed furniture			x	

Apartment interior partition doors	Allowed, inform the property manager in advance	Allowed, request permission from the property manager in advance	Forbidden	Compensation and amortisation period
Replacing partition doors	x			
Adding a partition door		x		
Replacing a sliding door with a partition door or replacing a partition door with a sliding door		x		

Windows	Allowed, inform the property manager in advance	Allowed, request permission from the property manager in advance	Forbidden	Compensation and amortisation period
Installation of light-coloured Venetian blinds between the windows (must be left in the apartment when moving out)	x			
Curtain rods (must be left in the apartment when moving out)	x			
Adding window films		x		
Changes to windows			x	

Water and sewage equipment	Allowed, inform the property manager in advance	Allowed, request permission from the property manager in advance	Forbidden	Compensation and amortisation period
Dishwasher installed by a professional when the apartment has a connection for a dishwasher (Your personal dishwasher must be removed when moving out)	x			
Tiling a separate toilet		x		
Installing a shower wall or cubicle without a basin		x		
Water point installations, water taps and showers		x		
Shower cubicle with a basin			x	

Electrical devices	Allowed, inform the property manager in advance	Allowed, request permission from the property manager in advance	Forbidden	Compensation and amortisation period
LED lights for the sauna		x		
Replacing the sauna stove		x		
Adding electrical and ceiling sockets		x		
Adding/replacing fixed light fixtures		x		
Constructing an infrared sauna (to be dismantled and the premises restored when moving out)		x		
Replacing an existing household appliance or installing an addition (must be left in place when moving out, does not apply to the dishwasher)		x		Yes, 5 years
Connecting a separate drying cabinet to the property ventilation			x	
Installing comfort underfloor heating in tiled spaces		x		Yes, 10 years

Apartment exterior doors	Allowed, inform the property manager in advance	Allowed, request permission from the property manager in advance	Forbidden	Compensation and amortisation period
Installing a peephole, safety chain, hinge pins and safety lock. Please note that one safety lock key must be delivered to the maintenance company after installation and all safety lock keys must be returned with the other keys when moving out. The installed equipment must remain in the apartment when moving out.	x			
Changes to exterior doors			x	
Removing the interior door of the entrance			x	

Heating	Allowed, inform the property manager in advance	Allowed, request permission from the property manager in advance	Forbidden	Compensation and amortisation period
Installing an air source heat pump		x		Yes, 5 years
Indoor fireplaces and burners, requires a connection for a fireplace		x		Yes, indoor fireplaces 10 years, burners for the apartment yard, 5 years
Apartment yard or balcony	Allowed, inform the property manager in advance	Allowed, request permission from the property manager in advance	Forbidden	Compensation and amortisation period
Painting the fences of the apartment yard in the same shade (see painting instructions, other colours are primarily prohibited)	x			
Retouching the patio with tinted wood oil	x			
Adding shelves to outdoor storages/indoor storage rooms	x			
Installing ornamental stones in the yard	x			
Sun visor or curtains for the balcony (similar for the whole building)		x		
Balcony blinds or pleated blinds (similar for the whole building)		x		Yes, 3 years for installations from 1 April 2023 onwards
Balcony and terrace glazing (building permit is applied for at the expense of the company)		x		Yes, 10 years
Attaching a baby swing to the balcony ceiling		x		
Wire mesh fence for the balcony for cats (to be dismantled when moving out)		x		
Installing a hammock, gymnastic rings, etc. on the balcony ceiling			x	
Installing a film on a glass balcony railing or balcony glass			x	
Constructing a terrace, yard paving, stone wall and passageway paving (possible restoration obligation when moving out)		x		
Removing or adding trees or shrubs in apartment yard		x		
Fencing of the apartment yard, for example animal fences (to be dismantled when moving out)		x		
Pergola roofing (note snow barriers and instructions, building permit at the expense of the company)		x		
Mini greenhouse (note that neighbours should be consulted and the greenhouse should be dismantled when moving out)		x		
Awning		x		
Structures to be mounted on the terrace (to be dismantled when moving out)		x		
Hot tub or outdoor whirlpool bath			x	
Installing a satellite dish inside a balcony railing or in an apartment yard. The antenna, stand and wiring must be removed when moving out and any mounting holes and possible lead-through holes must be sealed with putty in accordance with the permit instructions		x		
Trampoline in the apartment yard		x		
Trampoline in the common yard			x	
Open or closed compost bin in the apartment yard			x	
Outdoor pool			x	
Purchase of an electric vehicle charging point		x		
Changing the elevation of the apartment yard			x	
Senior equipment	Allowed, inform the property manager in advance	Allowed, request permission from the property manager in advance	Forbidden	Compensation and amortisation period
The resident must restore the premises after the need for the equipment has ended.				
For example, support rails, raised toilet seat, fixtures, safety phone system, electric door systems, threshold ramps and doorways		x		

Where can I get help and instructions for alterations?

You can always ask for advice on alterations from the property manager. You can find the contact details of your property manager at avainasunnot.fi/en/avain-yhtiot/contact-information/. See also the "How to renovate your home" section.

You should also look for general instructions and tips on renovation on the Internet. By using the material suppliers' own instructions, you can avoid many mistakes and ensure a high-quality end result.

Can I get a refund for alterations?

Yes, for some of them. Refundable alterations always require permission from the property manager. You will get the refund if the refund period has not ended by the time your right-of-occupancy contract expires.

The maximum compensation amount is EUR 5,000. Your share of the payment is always 20%.

The compensated amount will decrease over time to zero in either three (3), five (5) or ten (10) years from the payment dates marked on the receipts. Check the compensation period for each type of alteration in the alteration table.

If the cost of the alteration applied for and carried out at one time is less than EUR 400, no compensation will be paid for it.

If the costs or residual value of the alterations amount to less than EUR 100 when you move, they will not be refunded.

In some cases, you can apply for a household allowance for the costs of the alterations. Read more at vero.fi/en.

Who is responsible for making and maintaining the alterations?

Larger alterations are usually made by professionals, but you can also make smaller alterations yourself. Please refer to the table on the division of responsibilities and the "How to renovate your home" section for more instructions.

The holder of the right of occupancy who has made or commissioned the alteration is responsible for maintenance. The alterations for which the resident is responsible are specified in writing in the right-of-occupancy contract. If the alteration is damaged for reasons beyond Avain's or the resident's control, Avain is liable for any repair costs only up to the original level that preceded the alteration.

The inspection carried out by the technical property manager is subject to a charge collected from the resident. Some of the permitted alteration work must be dismantled when moving out.



What are residence charges I, II and III?

Residence charges cover all expenses required for the financing and maintenance of Avain right-of-occupancy apartments and related premises, in accordance with reasonable household maintenance. The residence charge is adjusted as necessary, usually at the beginning of the calendar year. We will notify you of the adjustment no later than two months before the new residence charge enters into force. You can find the budget and residence charge calculation of your building in the Kotiavain resident app. More information is available from the property manager and at residents' meetings.

Residence charge I refers to expenses that you can influence through your living. For example, building maintenance, maintenance of outdoor areas, cleaning and sanitation, heating, electricity, water and waste water, waste management, repairs of the property and apartments, and residential activities are covered by residence charge I.

Residence charge II includes the costs that are offset between all right-of-occupancy buildings. These include, for example, property management, sale and marketing of right of occupancy, land leases, real estate tax, non-life insurance, property and apartment repairs to be compensated for, national resident activities and administration, communication and information activities, and other company management and investments.

Residence charge III, on the other hand, covers provisions for future expenses. Up to EUR 1/m²/month may be charged in advance for the renovation and maintenance costs of the real estate, buildings and apartments, if no more than 20 years have passed since the loan granted to finance the building or apartment was approved as a subsidised loan. Otherwise, the maximum amount is EUR 2/m²/month. In addition to this, the charge can include provisions for the redemption of right-of-occupancy payments and bullet loan payments.

What is the charge for utilities?

Charges for utilities are payments related to the use of the apartment, which can be based on, for example, consumption or the number of residents. The parking space fee, water fee (determined by water consumption or number of persons) and regular sauna fee are typical charges for utilities.



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

Yes, with a fixed-term lease for up to two years. However, the reason must be weighty, for example, working or studying in another location. After obtaining permission to rent out the apartment, notify the owner in writing of the transfer and its duration one month in advance. Please note that handing over the apartment to another person does not release you from any of the obligations specified in the right-of-occupancy agreement. Handing over the apartment for short term accommodation for earning purposes (for example, on Airbnb), is not allowed.

Can I leave the apartment empty?

Yes, but you must let the owner know and leave the safety lock open. You must also have an effective electricity contract for the apartment and home insurance, even if no one lives in the apartment.

Where can I find the house rules?

The house rules can be found in the Kotiavain resident app as well as on the notice board of your housing company. Keep in mind that your guests also need to 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 learn to 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 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 also your responsibility to regularly maintain, for example, your apartment's floor drains, supply and exhaust valve filters and cooker hood grease filters. 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.

What can I store in the indoor storage room and common areas?

Only use the apartment's indoor storage room. Regardless of the number of cars, you can only store only one set of tyres (4 tyres) in your indoor storage room. If the tyres are stored inside the apartment, the floor and the surrounding area must be covered so that the tyres do not leave any marks on the surfaces. We recommend storing your tyres at a tyre hotel.

In common areas, items should only be stored in their designated places or outdoors. Storing items in the corridors is not allowed. In outdoor equipment/bicycle storages, always disconnect the battery from any electric modes of transport. Storage of mopeds indoors is forbidden.

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. Always follow the instructions for waste sorting. The instructions may vary slightly by area and waste management provider. Please check which waste types are recycled in your house at the waste collection point. Please note that residents must bring any waste types that are not collected at the property to the local waste collection points.

Sorting your waste helps the environment and saves money. The carbon footprint of waste management can be reduced by sorting the waste. An additional fee is charged for collecting rubbish bags left outside the waste containers. Removal of waste other than that placed in waste containers is also subject to a fee.

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 in to 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.

How can I influence the affairs of my building?

You can influence, for example, the living comfort, financial matters and maintenance by participating in resident activities.

The residents' committee or property manager organises a resident meeting at least once a year. We recommend attending the meeting whenever you can. Anyone over the age of 18 who lives in the building can propose themselves as candidate to manage the common affairs. Resident activities are voluntary and collaborative.

The resident meeting is a great place to get to know your neighbours and discuss common affairs. At the meeting, you can set up your own residents' committee or choose new members for the existing residents' committee. In addition, you can choose a resident supervisor to supervise the finances and administration, a security officer and your own resident candidate for the building owner's board.

The residents' committee acts as a messenger between the residents and the property manager. It expresses wishes for the budget and evaluates the property's repair needs in the spring. In the autumn, the committee issues an opinion on the long-term plan, the budget and the calculation of the residence charge.

One of the most important tasks of the committee is to organise events for the building or joint events with nearby buildings.

When there is an active residents' committee in the building, it is easier for new members to join. For example, a garden work party is an excellent opportunity to get to know your neighbours better and strengthen the community spirit while taking care of the spring or autumn chores in the yard.

In addition to the residents' meeting, you can also participate in evening seminars. The seminars cover topics that affect everyone, such as the management by residents, the safety of the building or, for example, the maintenance and development of good neighbour relations.

On 1 January 2022, a new Right-of-occupancy Housing Act entered into force, resulting in the launch of a new cooperative body between Avain and the residents in the autumn of 2022. Resident representatives for the cooperative body are elected for a term of one to two years. The cooperative body focuses on handling housing company-level matters and reviewing the equal treatment of all its right-of-occupancy apartments.

Learn more about the activities and seminars of the resident and cooperative body in the resident newsletter, the customer magazine and the Kotiavain resident website.

What kind of resident benefits does Avain offer?

As an Avain resident, you can enjoy the products and services of our partners. 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.

Almost all Avain apartments have a basic broadband speed included in the residence charge. If the property has a laundry room and/or a drying room, their use is free of charge. Some of our buildings also have club rooms for the residents.

You can participate in resident events, such as management-by-residents seminars, where we tell you about current topics and residents' opportunities to have a say in things related to their housing. Often, the events have a theme, such as safety or good neighbour relations.

You will receive the Avain&koti magazine four times a year.

If you move from one Avain apartment to another, you only have one month's notice.

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 right-of-occupancy 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 maintenance charge, 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.** Making full use of your balcony with wooden flooring and a planting cabinet
- 9.** Terrace boarding in the yard of a detached house
- 10.** One month without the maintenance charge

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



I want to give up my right-of-occupancy and move out. What should I do?

When you want to give up your apartment, you must first fill in a notice of transfer. This should be done well in advance, at least three months before the planned move. The notice period of right-of-occupancy apartments is three months. You can find the notice of transfer on our website and at the sales or property management offices. All holders of the right of occupancy must sign the notice of transfer. Remember to also ask your spouse's or partner's consent to making the notice of transfer, because without it you cannot transfer the right. Submit the notice of transfer via e-mail to asiakaspalvelu@avainyhtiöt.fi or by post. If you wish, you can fill in the notice of transfer electronically on the home page:

avainasunnot.fi/en/for-residents/for-right-of-occupancy-residents/when-you-move-out/. The electronic notice of transfer is signed with your online banking credentials or the Mobile ID. We will send you a confirmation of receipt, along with the index calculation moving out instructions.

I want to move to another right-of-occupancy apartment, how do I do that?

Right-of-occupancy holders exchanging right-of-occupancy housing between themselves do not require a running number. You can apply for a soon-to-be vacant apartment in the same building or location without a running number and you will be prioritised when selecting the resident. If you move to another right-of-occupancy property, you will need a running number issued by ARA. For more information, please contact Avain's sales department!

When can the owner cancel my right of occupancy?

Cancelling the contract by the owner is always related to the neglect of the resident's duties, such as a breach of contract terms, unpaid residence charges or a lifestyle that significantly disturbs other residents.

What are the steps for moving out?

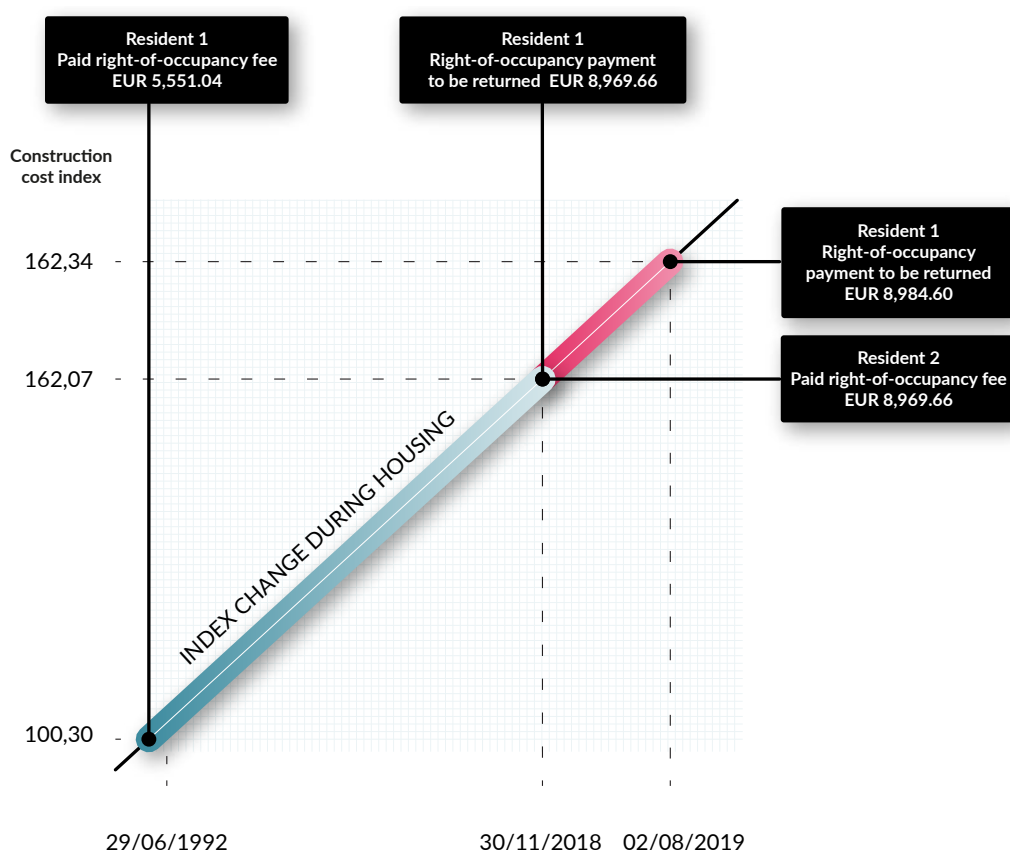
1. Fill out and sign the notice of transfer and send it to the owner of the building
2. The move date is the end date of the contract or the handover date previously agreed with the owner of the building. Return the keys as agreed.
3. Please remember that Avain has the right to show the apartment to new residents between the time of giving notice and the time the agreement expires.
4. The apartment will be inspected before and after you move out. During the preliminary inspection, the inspector will assess the condition of the apartment and any alterations you have made. At the same time, you will be informed about any repairs that you are responsible for. The empty apartment will be inspected after you move out to see its condition and detect any deficiencies. The inspection is carried out by a home inspector of the property management company.



How much money will I get back?

When you give up your right of occupancy, you will be reimbursed for the original right-of-occupancy payment. The sum will be adjusted on the basis of the building cost index and the value of possible alterations will be compensated for, if there is amortisation period left.

We will refund your right-of-occupancy payment, subject to a building cost index adjustment. When we receive your transfer notice, we will check the building cost index on the day when you made the first right-of-occupancy payment and compare it with the index on the date when you submitted the transfer notification. In other words, the index adjustment is always calculated on the apartment's first, original right-of-occupancy payment. In addition, the value of possible alterations will be compensated for, if there is amortisation period left and the remaining value exceeds EUR 100.



Example:

The initial right-of-occupancy fee paid by the first resident of the apartment in 1992 was EUR 5,551.04. The resident submits a notice of transfer on the apartment in November 2018, when the construction cost index is 162.07. In addition to the original right-of-occupancy payment, the share of the index change of EUR 3,418.62 will be returned to the resident. The next resident of the apartment will pay a right-of-occupancy payment of EUR 8,969.66, including the original right-of-occupancy payment and the index change. The circumstances of the second resident of the apartment change suddenly, and they only live in the apartment for six months. The construction cost index is 162.34 at the beginning of August 2019. The right-of-occupancy payment to be returned to the resident is EUR 8,984.60.

What should be taken into account before the final inspection?

Take care of any repair needs revealed during the preliminary inspection and do what is requested in the moving-out letter. You should be careful and thorough, as any deficiencies and defects found in the final inspection may need to be corrected at your expense. These include:

- 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 will result in re-serialisation of the apartment locks, which is charged according to the price list for residents.

These costs are primarily covered by the security deposit. If the security is not sufficient, the excess costs are deducted from the right-of-occupancy payment before refunding. If this is still not enough, the remaining expenses are collected from the resident.

Leave the resident folder, window key, possible hydrant key and the user manuals for the household appliances, as well as any other equipment, in the apartment. If you have installed your own dishwasher, make sure to plug the inlet and outlet connections of the dishwasher properly. Do not leave your own dishwasher in the apartment. Test that the connections are secure. Also plug in the inlet and outlet connections of the washing machine.



What should I do with the walls and floors before the final inspection?

If the walls need painting, use the original colour. Remove the wall plugs, brackets and mirrors, and level, sand and paint the entire wall. 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?

Leave the balcony glazing, safety lock, peephole, safety chain, blinds installed between the windows and on the surface of single-glazed balcony doors as well as the balcony blinds or curtains in place. The blinds and their mechanisms must be in working order when moving out. Please also remember to return all the original keys to the apartment and other premises as well as any additional keys you have made. Wash the windows and window frames, glass balcony railings and balcony glazing. In case of frost, use a window cleaner that does not freeze.

What should I do with the appliances?

Defrost and wash the refrigerator and freezer. Monitor the defrosting of the freezer and protect the floor from the melting water, as water will cause water damage to the apartment if it enters between the laminate and under the structures/cabinets. Disconnect the power cables and 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. When you remove a dishwasher you have installed yourself, plug the water and sewer connections to avoid water damage. Also install the original piece of furniture and the door back in place.

What should I do with the apartment yard and storage?

If necessary, mow the lawn and remove weeds. Remove any garden supports and ornaments you have installed. You can ask for more information from the inspector during the preliminary inspection. Empty and clean the apartment's storage. Remember to also take any items you have stored in the common areas, such as bicycles and sleds.

When will I get my security deposit and right-of-occupancy payment back?

The security deposit and right-of-occupancy payment will be returned within a reasonable time after the final inspection, when the contract has terminated and all other obligations, such as the handing over of the original keys, residence charge payments and care and maintenance responsibilities, have been fulfilled. The condition for refunding the deposit that the original right-of-occupancy contract must be delivered to Avain in order to mark it as terminated.

Can Avain refuse to refund the security deposit and right-of-occupancy payment?

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

What notifications do I have to make when I move out?

There are two notifications.

1. Submit a move-out notification to the maintenance company
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 notification form, you can use either a Posti service point or the Digital and Population Data Services Agency.



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 or when you see frost on the surfaces. A clean and frost-free fridge has a longer service life and uses less electricity.

Read the defrost instructions for the freezer compartment in the manual – 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 with a sharp 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 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.



Cleaning the stove

The easiest way is to wipe away any spills 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 scrub cast iron hotplates with salt, steel wool or a scouring pad.

Ceramic stoves and induction cookers 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 scrub 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 accumulate on the walls. Wash the walls with a brush, a cloth or a sponge, don't forget the water taps and the shower. 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.

Apartment yard

The area delimited by the width of the apartment, which is most often outlined by fences attached to the structures, is the yard area controlled by the resident. The area extends about 3–5 metres from the wall of the building. This figure varies between locations and the property manager will determine the precise area, if necessary.



How to renovate your home



We hope that you will enjoy your home and will be able to decorate it to your liking.

In addition to furniture and interior textiles, surface materials also affect the atmosphere of your home. Following these instructions, you can make changes in your right-of-occupancy dwelling.

For some of the alterations, a notification to the property manager is sufficient, while others require a permit. In case of doubt, please contact the property manager. Please check the alteration table in the "During housing" section for any changes for which you need the building manager's permission.

We have divided these repair and alteration guidelines into two parts.

1. Work you can do on your own
2. Work where you need professional help

Rules for renovations

Remember that renovations are always carried out at your own expense and that you must notify the property manager in writing. Please note that for some alterations, a permit is required before work can commence. You can print out the alteration permit application from the Avain website. You can also contact your property manager who will provide the application. Before starting any alterations, you must agree to comply with the work instructions and permit terms of the material suppliers and Avain.

During the renovation, the house rules must be followed. If you have not followed the work instructions and cause damage to the apartment, you are liable to compensate for the damage.

Any renovations you have carried out will be left in the apartment when you move out, and you will not be reimbursed for this. In some cases of alteration work, you may need to restore the apartment to its original condition. For more information, see the alteration permit or contact your property manager.

Properly recycle or dispose of any excess supplies and waste generated in the work. Paints and chemicals are hazardous waste.

Asbestos

Asbestos may be present in houses built before 1994. Demolition of structures containing asbestos is subject to a permit and can only be carried out by professionals who have been granted an asbestos demolition permit.

Avain has commissioned an asbestos survey for sites where asbestos may have been used based on their age.



General repair and alteration instructions

Electrical installations may only be carried out by a professional electrician, pipe installations only by a HVAC professional and waterproofing work only by a professional with a waterproofing certificate.

Hot work requires a hot work card and a separate hot work permit. The hot work permit must be applied for separately for each hot work task.

When using chemicals, please read the safety data sheet of the marketer or importer carefully. Use the chemicals according to the manufacturer's instructions.

Any alterations and repairs must be planned and carried out in such a way that they do not cause damage or danger to the property or its users.

You are responsible for informing other residents if the alteration work causes noise, dust, obstructions or other inconvenience.

Dust must be prevented from entering the ventilation ducts with adequate protection and, if necessary, with compartmentation/depressurisation.

If a property still in its warranty period is about to undergo renovation or is undergoing repairs, it should be taken into account that some resident alterations may need to be removed at the expense of the resident to accommodate the renovation or repairs. The resident is responsible for reinstalling the structures.

Sometimes, you may have to restore your alterations to the original condition when moving out. We always agree on this separately when applying for an alteration permit.

If you make changes to your apartment yard, remember to also ask for the written consent of your next door neighbours for the alterations and attach the consent to your alteration permit application. Such alterations include, for example, a masonry barbecue, plants that produce significant shade or a strong odour, a dog fence that exceeds Avain's reference size, a greenhouse, pergola roofing, fences, large window awnings, a playhouse, and a gazebo/canopy.

Properly recycle or dispose of any excess supplies and waste generated in the work.

Work you can do on your own

Painting walls and ceilings

- Select the paint according to the intended use. To achieve a sufficiently even finish, you may need to paint more than one coat.
- Do not paint the end walls of fixed furniture, tiled surfaces or tile joints.
- Paint the window frames and radiators in the original colour.
- If you are painting skirting boards, choose white or the colour of the floor.
- Protect any surrounding surfaces, the entire floor of the room, the furniture and sockets appropriately.
- Remove skirting boards, cover plates of electrical appliances and other installations from the surface to be painted. Disconnect the room fuse or turn off the power to the room from the electrical cabinet before removing the covers of electrical appliances.
- If necessary, patch any holes and cracks with filler, with multiple coats if necessary, and smooth the patched areas until they are even.
- Clean the surfaces to be painted (we recommend using paint detergent).
- Outline the surface to be painted with masking tape.
- Only use the original shade to paint the ceiling. Colour code: basic white latex paint product group 32 (MTR 32) gloss level 6 (KA6). A gunned concrete roof should only be painted by a professional.
- You can paint one accent wall per room. Recommended shades (MTR32 KA4), semi-matte latex: V481 Shantung, G467 Herkkusieni, Y487 Piazza, K491 Mistraali, N485 Alppimaja, H417 Näsiä, X487 Laasti, V403 Savanni
- Handle chemicals according to manufacturer's instructions.
- Install the cover plates of electrical appliances and other installations back in their place after the paint has dried, replace any accessories that were damaged when removing them.
- When the cover plates of the electrical appliances have been reinstalled, connect the electricity to the room.

Avain Asunnot reserves the right to demand the restoration of painted surfaces in connection with the final inspection of the apartment.

Wallpapering a painted wall

- Remove skirting boards, cover plates of electrical appliances and lead-throughs and other installations from the surface to be wallpapered.
- Disconnect the room fuse or turn off the power to the room from the electrical cabinet before removing the covers of electrical appliances.
- Protect any surrounding surfaces, the entire floor of the room, the furniture and sockets.
- If necessary, patch any holes and cracks with filler, with multiple coats if necessary, and smooth the patched areas until they are even.
- Thoroughly clean the surface to be wallpapered.
- Select the appropriate wallpaper for your application.
- Wallpaper the surfaces according to the instructions of the wallpaper manufacturer.
- Make sure the edges of the wallpapered surface are tidy (possibly adding acrylic mass to the inner corners and skirting on the outer corners).
- Install the cover plates of electrical appliances and other installations back in their place after the drying time of the wallpaper.
- Replace any accessories that were damaged when removing them.
- When the cover plates of the electrical appliances have been reinstalled, connect the electricity to the room.

Avain Asunnot reserves the right to demand the restoration of wallpapered surfaces in connection with the final inspection of the apartment.



Painting a wallpapered wall

- Protect the surrounding surfaces.
- Remove skirting boards and covers of electrical appliances from the surface to be painted.
- Disconnect the room fuse or turn off the power to the room from the electrical cabinet before removing the covers of electrical appliances.
- Remove the wallpaper from the surface to be painted. The use of wallpaper remover or steam-powered wallpaper remover makes this easier.
- If necessary, patch any holes and cracks with filler, with multiple coats if necessary, and smooth the patched areas until they are even.
- Thoroughly clean the wall.
- Paint the walls – see separate instructions.

Painting your side of the fences in the apartment yard

- Always paint the yard fences in the original colour. Contact the property manager for colour information.
- Wash the fence with mildew remover.
- Remove any loose paint, moss, lichen and loose sticks from the fence structures using a scraper.
- Protect the surrounding structures so that they are not damaged during the work.
- Brush the fence to clean it.
- Allow the fence to dry before painting.
- Make sure that the weather conditions allow painting work – see the manufacturer's instructions.
- Please note that, to achieve a sufficiently even finish, you may need to paint more than one coat.
- If possible, paint all of the end surfaces and sawn surfaces before installation.
- Allow enough time for the paint to dry.
- Use chemicals according to the manufacturer's instructions.



Work that requires a professional

Replacing or shortening partition doors

- Ask the property manager for permission to make alterations.
- The door is selected according to the door opening and the handing of the door is checked.
- If the door replacement requires the frame to be replaced, the old frame and the skirtings around the doorway are removed.
- A new frame is attached appropriately, depending on the wall material.
- Check that the frame is straight and confirm the cross-measure and, in particular, the straightness of the hinge side frame.
- Install the partition door according to the instructions of the manufacturer.
- The door skirtings are installed back in place after the work.
- If only a partition door is replaced, it is important to ensure that the hinges of the new partition door match the old frame.
- If a partition door is shortened, the structure of the door must be taken into account. Due to the structure of hollow "cardboard doors", the door can only be shortened very little.
- The partition door is shortened neatly.
- A sufficient gap of about 20 mm is left between the door and the floor.

Installing blinds and roller blinds on windows

- Ask the property manager for permission to make alterations.
- Surface-mounted blinds and roller blinds are attached to the wall or window trim, not to the window frame.
- Blinds between the windows can only be installed by a professional (lead-throughs of the shutter and adjustment mechanisms of the blinds must be made without damaging the window glass).
- Choose the appropriate size of blinds according to the window opening.
- Choose light-coloured blinds that share the same colour scheme as the rest of the building's blinds.
- Install the blinds according to manufacturer's instructions.
- When moving out, any surface-mounted blinds and roller blinds must be removed and any fastening marks restored.
- Leave any blinds installed between the windows and on the surface of single-glazed balcony doors in the apartment (the blinds and their mechanisms must be in working order when moving out).

Installing blinds, roller blinds and vertical blinds on the balcony

- Ask the property manager for permission to make alterations.
- Choose blinds that do not disrupt the overall look of the facade.
- If blinds are already installed on other balconies, choose blinds with a similar colour scheme.
- Have the blinds installed on the inside of the balcony glazing or balcony railings.
- The blinds may not disturb other residents, and under no circumstances should they become detached from their fastenings.
- Make sure that the installation does not damage any balcony glazing or glass railings.
- Fastenings must not be drilled into the metal structures of the balcony.
- Leave the balcony blinds in the apartment – the blinds and their mechanisms must be in working order when moving out.
- Any visual barriers installed on the balcony must be consistent with the overall look of the building.



Installing coat racks, towel hooks and towel racks

- Ask the property manager for permission to make alterations.
- If possible, use products that do not require drilling holes in the tiled walls.
- Always have a professional carry out any installations in wet rooms and on tiled walls.
- If the installations call for screws, a structural detector or wall radar must be used to ensure that there are no water pipes or electrical wires running through the area to be drilled.
- The locations of the holes must be selected and measured carefully and at a sufficient distance from the shower.
- Appropriate tools must be used for drilling.
- In wet rooms, holes must be drilled at a slight, upward-facing slope and the waterproofing of the drilled hole must be patched with waterproofing silicone before installing the plug or screw.
- Appropriate fastening solutions must be used and the plugs and screws must be selected according to the wall material.
- Install the products according to the manufacturer's instructions.
- The need to remove installations when moving out is determined by the moving inspector.

Replacing vinyl floor covering

Please note that in wet rooms, the floor covering may also serve as waterproofing. In that case, the covering can only be replaced by a professional with a waterproofing certificate.

- Ask the property manager for permission to make alterations.
- The new floor covering is selected according to the intended use.
- Skirting boards, thresholds, lead-through cover plates and fixtures are removed from the space.
- The old vinyl floor covering must always be removed. Dust may form when removing the covering, which is why it is important to take care of dust protection.
- Remove any adhesive residues under the old floor covering.
- The floor surface is carefully levelled and cleaned.
- Have the floor covering installed according to the manufacturer's instructions so that it covers the entire floor surface neatly. In dry rooms, a margin of about 5 mm is left next to the walls. In wet rooms, the floor covering must be extended onto the walls by at least 100 mm.
- Reinstall the skirting boards, thresholds and lead-through cover plates you removed.

Resurfacing the wall between the kitchen top cabinets and the countertop, i.e. the intermediate kitchen space, with tiles or decorative panel

- Ask the property manager for permission to make alterations.
- Kitchen sockets and light fixtures must be disconnected from the fuse box before starting work.
- Surrounding surfaces and structures must be protected so that they are not damaged during the work.
- Old tiles or panels must be removed before installing new ones. The panel can be mounted on top of pre-existing tiles.
- The surface must be carefully levelled and cleaned.
- Install the new tiles or plates according to the manufacturer's or seller's instructions.
- The tiles are seamed and any gaps are covered.
- The edge of the sink is sealed with silicone.
- Removed skirtings, cover plates and other installations are put back in place.
- Disconnected electricity is reconnected after work.

Building a terrace

- Ask the property manager for permission for alterations and detailed instructions for the construction of the terrace.

- You can build a terrace of up to 20 square metres in your apartment yard.
- The terrace must not be attached to structures.
- The area covered by the terrace is delimited so that it does not extend to the plot boundary.
- An area of at least one metre in width is left between the terrace and the plot boundary.
- Design and build the terrace, including its foundations, frame, levels, stairs and railings, in a way that makes them safe to use.
- Install railings at points where the floor level of the terrace rises half a metre above the ground.
- When moving out, a terrace in good condition can be left in place, whereas a terrace in poor condition must be dismantled and the attachment points restored. The apartment inspector assesses the situation on a case-by-case basis.

Building a fence or an animal fence in the apartment yard

- Ask the property manager for permission to make alterations.
- You can install a fence in your apartment yard.
- Take into account the city's construction order, zoning, building supervision instructions and possible permit process.
- The area to be fenced must be delimited so that it does not extend to the plot boundary. An area of at least one metre in width must be left between the fence and the plot boundary.
- Choose the materials and the design of the fence to fit the overall look of the property.
- Build the fences in such a way that they do not cause an inconvenience to the neighbours.
- Remove the animal fence when moving out.

Installation of wire mesh for pets on the balcony

- Ask the property manager for permission to make alterations.
- When choosing your wire mesh, make sure that it is as discreet as possible and does not significantly disrupt the overall appearance of the facade.
- Install the mesh in such a way that it does not disturb other residents and stays firmly in place.
- Make sure that the installation does not damage any balcony glazing or glass railings.
- Do not drill mountings into the metal structures of the balcony.
- Remove the wire mesh when moving out.

Installing pergola roofing

The installation of pergola roofing may require a building permit. If that is the case, the housing company will be responsible for the costs of the building permit. The pergola roofing must not cause any inconvenience to other users of the property.

- Ask the property manager for permission to make alterations.
- A permission to install pergola roofing can only be granted for a one-storey building.
- The property owner's representative determines the maximum area of the roofing.
- You may install roofing only in your own apartment yard or balcony.

Building a playhouse

- Ask the property manager for permission to make alterations.
- You may build a playhouse only in your own apartment yard.
- Design and build the playhouse in such a way that it does not cause any inconvenience or danger to other users of the property.
- The floor area of the playhouse must not exceed 6 m².
- The playhouse must be removed when moving out and the yard area is restored at your expense.



Building a greenhouse

- Ask the property manager for permission to make alterations.
- You may build a greenhouse only in your own apartment yard; on your balcony, you are allowed to install a mini greenhouse.
- The floor area of the greenhouse must not exceed 6 m².
- The greenhouse must not cause any inconvenience to other users of the property.
- The greenhouse must be set up in such a way that frost cannot damage its structures.
- The greenhouse must be removed when moving out and the yard area is restored at your expense.

Installing a dishwasher when the apartment has a connection for a dishwasher

- Ask the property manager for permission to make alterations.
- This work must be carried out by a professional.
- A drip tray is installed under the dishwasher.
- The door of the dishwasher cabinet is removed, including its frames, shelf plates and base plate with plinths. The parts must be stored and reinstalled if the dishwasher is removed.
- When removing the dishwasher, the water and drain connections are plugged with appropriate parts and seals. Incorrect plugging can cause water damage, which is your responsibility. We will check the plugging in connection with the moving inspection.
- You will receive an installation certificate. Deliver it to the property manager and archive it in your apartment's resident folder.
- Your personal dishwasher may not be left in the apartment without permission.

Adding and replacing household appliances

- Ask the property manager for permission to make alterations.
- A drip tray is installed under refrigerators, freezers and dishwashers.
- If household appliances are replaced, they must be left in the apartment when moving out.
- When replacing the cooker hood or the extractor fan, the ventilation system of the property must be taken into account. An extractor fan cannot be installed in place of the cooker hood. Installation of an activated carbon filter is not allowed.
- The level of household appliances in the apartment must not be lowered. Please note that the moving inspector may require a household appliance to be replaced with the original or equivalent.
- Replacing a more recently installed dishwasher or refrigeration appliance with the old, original appliance that has been sitting in storage is not possible.

Tiling a separate toilet

- Ask the property manager for permission to make alterations.
- This work must be carried out by a professional.
- Skirtings, covers of electrical appliances, fixtures, etc. are removed from the surfaces to be tiled. The room fuse is disconnected or the power to the room is cut off from the electrical cabinet before removing the covers of the electrical appliances.
- The plumber removes the toilet seat and sink.
- The electrician disconnects the fixed electrical equipment, such as the mirror cabinet.
- Surrounding surfaces and fixtures are protected so that they are not damaged during the work. Dust protection must also be kept in mind.
- Drainage is plugged for the duration of the work.
- The old covering is removed and the surface to be worked on is carefully levelled and cleaned.
- If there is a floor drain in the space, it must be ensured that the floor slopes towards it.
- Have a certified professional install the waterproofing according to the manufacturer's instructions.
- An inspection must be ordered from the property management office for the installation of waterproofing.
- The surfaces are tiled and sealed in accordance with the material manufacturers' instructions for use.

- The edges and corners are sealed with sanitary silicone.
- Removed skirtings, covers of electrical appliances and fixtures are reinstalled.
- Disconnected water, drainage and electrical fixtures are reinstalled.
- When the cover plates of the electrical appliances have been reinstalled, connect the electricity to the room.

Replacing floor covering

New flooring is chosen according to its purpose. The permitted materials are parquet, laminate, tile and vinyl. In apartment buildings, the floors of wet rooms, such as sauna, bathroom and toilet, can be tiled. In terraced houses and detached houses, the utility room, hallway and kitchen can also be tiled. If these rooms do not have hydronic underfloor heating, comfort underfloor heating connected to the electricity in the apartment must be installed.

- Ask the property manager for permission to make alterations.
- The old flooring and its fastening materials, such as adhesives and mortars, are always removed before new flooring is installed.
- Skirting boards, thresholds, lead-through cover plates and fixtures are removed from the space.
- The floor surface is carefully levelled and cleaned.
- Footfall noise insulation is used on laminate and parquet floors.
- If the floor covering acts as waterproofing in a wet room, only a certified waterproofing professional may replace the flooring.
- Order a professional to install waterproofing in the wet room.
- An inspection must be ordered from the property management office for the installation of waterproofing.
- Parquet, laminate and vinyl are installed according to the manufacturer's instructions so that they cover the entire floor surface neatly. A margin of about 5 mm is left beside the walls. In wet rooms, the floor covering must be extended onto the walls by at least 100 mm.
- Reinstall the skirting boards, thresholds and lead-through cover plates you removed.
- When making changes to the flooring, remember to ensure that the doors can be opened without obstructions and leave a gap of at least 20 mm under the door.

Tiling the bathroom

- Ask the property manager for permission to make alterations.
- The work requires special professional skills and must be ordered from an industry specialist.
- An inspection must be ordered from the property management office for the installation of waterproofing.
- Skirtings, covers of electrical appliances, fixtures, possible lowered ceiling structures, etc. are removed from the surfaces to be tiled. The room fuse is disconnected or the power to the room is cut off from the electrical cabinet before removing the covers of the electrical appliances.
- A plumber is required to remove the toilet, shower mixers and sink.
- An electrician is required to remove any fixed electrical equipment (such as mirror cabinet and light fixtures).
- Surrounding surfaces and fixtures are protected so that they are not damaged during the work (including dust protection).
- Drainage is plugged for the duration of the work.
- The old flooring and its fastening materials (adhesives, mortars) are removed.
- The surface is carefully levelled and cleaned.
- The slope of the floor is checked to ensure that the floor slopes towards the floor drain in accordance with the current regulations.
- The professional installs the waterproofing according to the manufacturer's instructions.
- Tiling requires the installation of comfort underfloor heating that is connected to the electricity in the apartment.
- The surfaces are tiled and sealed in accordance with the material manufacturers' instructions. The edges and corners are sealed with sanitary silicone.
- Removed skirtings, covers of electrical appliances and fixtures are reinstalled.
- Electricity is not connected to the room until the work is completed.
- Excess supplies and waste generated in the work are properly recycled or disposed of.



Installing comfort underfloor heating in tiled spaces

- Ask the property manager for permission to make alterations.
- The work requires special professional skills and must be ordered from an industry specialist.
- An inspection must be ordered from the property management office for the installation of waterproofing.
- If the floor covering acts as waterproofing in a wet room, only a certified waterproofing professional may replace the flooring.
- The comfort underfloor heating must be connected to the apartment's electrical network.

Adding electrical and ceiling sockets and adding and replacing fixed luminaires

- Ask the property manager for permission to make alterations.
- The work requires special professional skills and must be ordered from an industry specialist.
- If cabling is to be carried out as a surface installation, the cables must be installed in a cable box or skirting board with cable trunking.

Installing water points – drainage points, water taps, toilets and showers

- Ask the property manager for permission to make alterations.
- The work requires special professional skills and must be ordered from an industry specialist.
- An inspection must be ordered from the property management office for the installation of waterproofing.
- If the new plumbing fixture differs from Avain's plumbing fixture selection, the responsibility for maintenance is transferred to the occupant of the apartment.
- Fixture shut-offs must be installed in the immediate vicinity of each water point.
- The fixture shut-offs must also be replaced when replacing plumbing fixtures.
- Before moving out, the plumbing fixtures that differ from Avain's plumbing fixture selection must be replaced with the original fixtures or fixtures that comply with Avain's plumbing fixture selection.

Installing a car (electric car/plug-in hybrid) charging point

- Contact the property manager via the fault notification link in the Kotiavain app or at avainasunnot.fi. Provide your contact information, apartment number, parking space number and information about the vehicle to be charged (make and model), as well as the date when the need for charging becomes relevant. The property manager will conduct a resident survey to determine the need for charging points, puts installations out to tender and orders the work. Each user will be charged a non-refundable delivery fee of EUR 150–300 (depending on the number of users).

Installing an air source heat pump

An air source heat pump may only be installed by an installation company that is approved by the Finnish Safety and Chemical Agency and has a refrigerant certification.

- Ask the property manager for permission to make alteration and for detailed instructions for installing an air source heat pump.
- We recommend choosing your equipment from a well-known manufacturer (Mitsubishi, Daikin, Hitachi, Panasonic, Toshiba, Sharp, Fujitsu).
- When installing the outdoor unit on the exterior wall of your apartment, make sure that the unit can be serviced.
- Take into account the removal and potential freezing of the condensate water from the outdoor unit.
- If the outdoor unit remains visible, a discreet cover must be built around the unit.
- The electrical connection of the device is installed with a separate fuse and it must be included in the electricity measurements of the apartment.
- The responsibility for the maintenance of the air source heat pump lies with you.
- The installed air source heat pump and its operating, maintenance and care instructions must be left in the apartment when moving out.

Moving, opening and removing non-load-bearing partition walls

- Ask the property manager for permission to make alterations.
- The number of electrical sockets and switches must not be reduced during alterations.
- If there is a trace of the removed wall on the ceiling and the floor, it must be properly patched. This often requires the complete re-surfacing of the floor.

Constructing an infrared or steam sauna

- Ask the property manager for permission to make alterations.
- A prefabricated infrared sauna package can be installed in various living spaces without major alterations.
- A steam room cabinet can be installed in a room with ventilation, waterproofing and a floor drain. If the apartment sauna is transformed into an infrared or steam sauna, the electrician removes the sauna stove and installs the infrared heater or steam stove.
- No changes may be made to the sauna's thermal insulation, vapour barrier and ventilation equipment.
- An apartment sauna converted into an infrared or steam sauna must be converted back to its original condition when moving out (sauna stove in line with the selection of Avain Asunnot).

Installing safety equipment on the front door

- A peephole, safety chain, burglar guards, hinge pins and safety lock can be installed but must be left in place when moving out.
- Deliver one of the safety lock keys to the maintenance company immediately after installation.
- Return the remaining keys with the other keys when moving out.
- The installations must be tidy and carried out by a professional.
- Installing your own keypad or similar is not allowed.
- Any rekeying is not allowed.

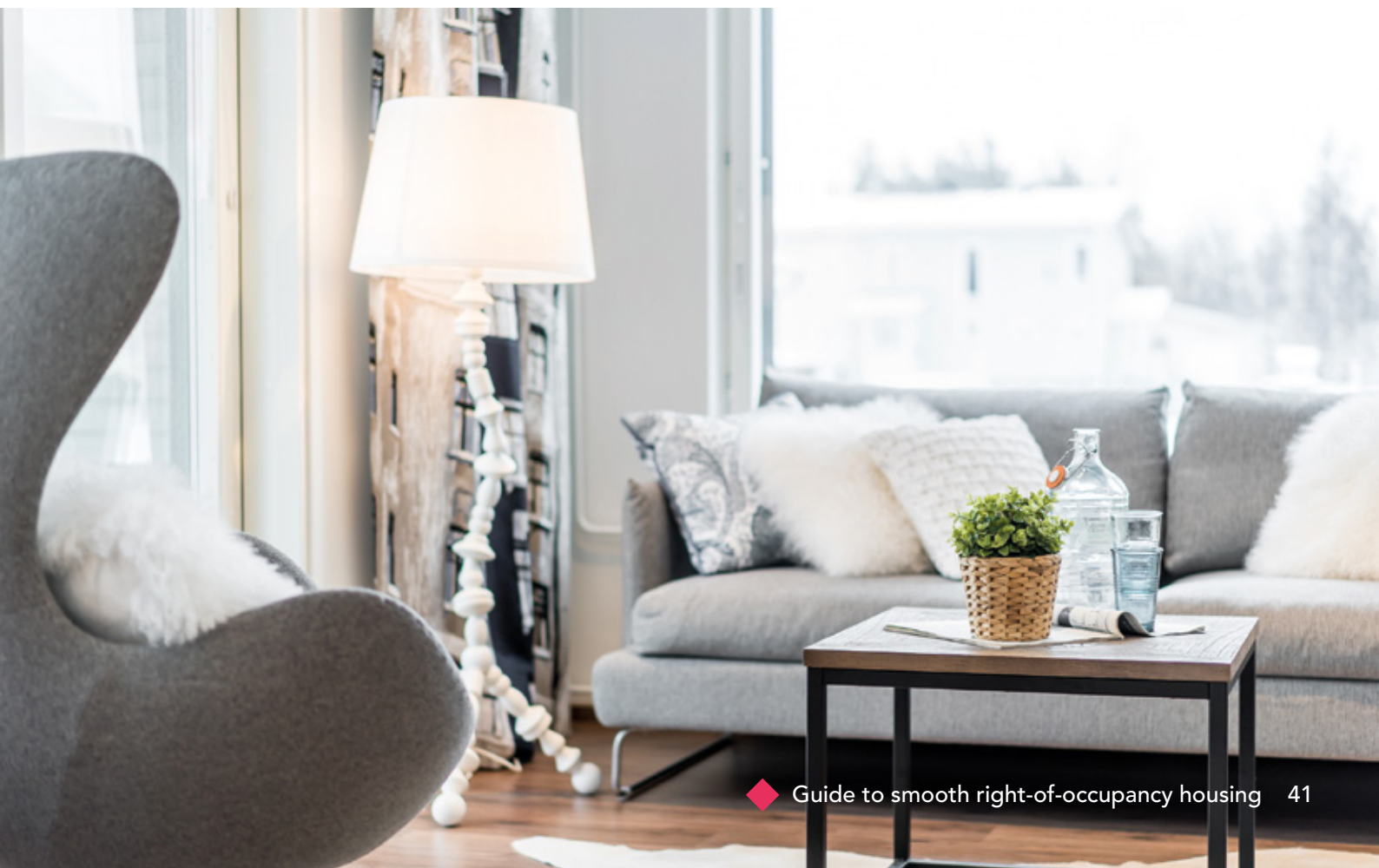


Table on the division of responsibilities



Table on the division of responsibilities for right-of-occupancy 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	
Oiling of the apartment lock		x	x		According to the manufacturer's instructions
Acquisition of additional keys	x		x		Inform the property manager, who will order the key
Rekeying the apartment locks or reprogramming of property locks and a new key if the key is lost	x		x		
Installation of a safety lock	x		x		A spare key for the maintenance company (1 key), the safety lock is left in the apartment when moving out and the rest of the keys are returned
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	

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Windows					
Repairing and replacing gaskets	x			x	
Repair of fittings and other equipment	x			x	
Replacement of window glass	x			x	
Repairing and replacing frames	x			x	
Installation, maintenance and repair of the resident's own balcony glazing	x		x		Alterations subject to permission, to be left in the apartment when moving out
Repair and maintenance of the original balcony glazing	x			x	
Washing balcony glazing and balcony railings		x	x		
Maintenance and repair of blinds self-installed between the window panes	x		x		Left in the apartment when moving out
Repair of blinds	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					
Applies to apartment originals. Your alterations to the apartment may change the division of responsibilities.					
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 the surfaces of wet rooms and notifying the maintenance company, if necessary		x		x	
Refurbishment of balcony surfaces	x			x	
Cleaning of balconies		x	x		
Cleaning the balcony water outlets		x	x		
Removing snow from balconies (snow and ice carried to the bathroom in a bucket)		x	x		

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Fixed furniture and cabinets					
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		
Treatment of sauna benches with a colourless protective coating intended for saunas once a year		x	x		

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Ventilation					
Cleaning the exhaust valve		x	x		
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		
Cleaning the ventilation ducts	x			x	
Cleaning the make-up air valves		x	x		
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		
Purchase of a new grease filter for the cooker hood	x			x	
Repair of the cooker hood	x			x	
Servicing the ventilation unit of the apartment, cleaning and replacing the filters	x			x	Professional 2 x year
Purchase of new filters for apartment ventilation unit	x			x	

Table on the division of responsibilities for right-of-occupancy 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	Report the need for airing to the maintenance company.
Repair and maintenance of radiator valves/thermostats	x			x	
Cleaning and leakage monitoring of radiators		x	x		
Repair and maintenance of an air-source heat pump installed by the resident	x		x		Left in the apartment when moving out
Cleaning and vacuuming of air-source heat pump filters and indoor unit according to manufacturer's instructions		x	x		
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	
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		x	Delivered to the apartment and installed by the resident or by the maintenance company, if necessary
Repairing and replacing taps	x			x	
Toilet repair	x			x	
Repair of washbasins	x			x	
Connecting a dishwasher or washing machine purchased by the resident	x		x		Always use a no-return valve
Maintenance and repair of a self-installed dishwasher	x		x		Repairs by a professional, keep a receipt copy
After removing a dishwasher or washing machine purchased by the resident, the plugging of water and drainage pipes	x		x		
Repair of a dishwasher included in the apartment's furnishings	x			x	
Cleaning the water lock and odour trap		x	x		
Cleaning of floor drains 4 times a year, more often if necessary if the drain does not drain properly		x	x		
Repair of water locks and floor drains	x			x	
Unblocking drain blockages	x			x	
Monitoring leaks from taps and toilets and continuous gurgling noise and notifying the maintenance company		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	



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		
Procurement and replacement of fluorescent lamps		x	x		
Repair of original fixed light fixtures and their covers	x			x	
Procurement and replacement of fuses		x	x		
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		
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
Cleaning refrigeration equipment and stove and vacuuming and cleaning the back parts		x	x		
Cleaning the thaw water pipe in the refrigerator		x	x		
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		
Replacing the reserve power batteries of fire alarms permanently installed in the house's electricity network and replacing 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	

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Fireplaces and ovens					
Chimney sweeping	x			x	
Repair of fireplace	x		x	x	Repair responsibility falls to the resident if acquired by the resident
Ash removal from the hearth into a metal bucket		x	x		
Procurement and storage of firewood		x	x		

Table on the division of responsibilities for right-of-occupancy residents

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
The apartment's own courtyard area					
Cleaning, snow removal and anti-slip protection in front of the door and your own courtyard corridor		x	x		
Washing and cleaning the apartment terrace		x	x		
Oiling the apartment terrace with colourless wood oil annually after cleaning and drying it		x	x		
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		

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/charging pole after use and removing the block heater or charging cable from the pole so that it does not hang		x	x		

Object or task	Performance responsibility		Cost responsibility		Note!
	Professional or specialised shop	Resident	Resident	Company	
Other					
Taking out insurance on movables in the apartment and interruptions of housing with extensive home insurance, which covers substitute housing and includes liability insurance		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 building to the maintenance company		x		x	





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