

Resident  
bulletin  
December  
2021

## Wall mural

Peitsarinkuja 9 A-B wall have now been immortalised with the stories of the area. During March, we collected 70 stories from the Peitsari area and with them the artists designed the image to be painted. Mural was painted by artists Maikki Rantala and Essi Ruuskanen of the SAV Art Collective.

Watch a video of the work being completed at:  
[mikalo.fi/muraali](http://mikalo.fi/muraali)



Kuva: Mikko Kankainen



MIKALO OY

MOAS.FI

## ”All one, one for all”

The administrations of housing companies owned by the City of Mikkeli are centralised in Mikalo. In practice, this means that companies' information systems have been harmonised in the areas of financial management, real estate management and resident service. In this way, we will make reporting faster, and all operational information will be more accessible. At the same time, we will be able to utilise application automation, e.g. by using the automation of applications, the settlement of purchase invoices, which streamlines work tasks.

A data management project has also been launched in the companies. In the project, the company's current and future data pool is classified and stored in such a way that it is more accessible and faster for everyone who needs the information. The HR system has also been renewed, and now all personnel information is securely in one system. More attention has now also been paid to information security, including in terms of customer and business data.

The competence of the personnel at the moment and in the future has been mapped by a competence survey. On the basis of the identification of development needs, training programs for individual and all personnel have been launched. In addition, a managerial training program has been launched to ensure that managerial work is up-to-date.

Housing companies are involved in the internal audit process tendered by the City of Mikkeli. KPMG has been selected as the supplier, which has audit Mikalo's financial management in 2020. Based on the audit, processes were developed and up-to-date in all companies. The audit will continue in late 2021 with a new internal audit.

**Hannu Sormunen**  
Managing director  
Mikalo Oy  
Mikkelin opiskelija-asunnot Oy  
Mikkelin Asumisoikeus Oy

## Economy

### Mikalo

Mikalo Oy's Board of Directors has confirmed the 2022 budget, which has also been approved by the Tenants' Council. We have been able to keep the rent level unchanged for five years, even though the costs of care have increased every year.

As a result, we have had to revise rents by 1.5% to the previous year's level. The operating allowances have also been revised to better reflect the current level of expenses. The average rent per square metre is EUR 10.73/m<sup>2</sup>/month as of 1 January 2022.

### Moas

The Board of Directors of Mikkeli Student Housing Ltd has confirmed the budget for 2022. The total rent consists of the rental of maintenance costs and the rent of capital, the old separate operating allowances are paid for the maintenance rent. In addition, the maintenance rent will cover other maintenance costs of the properties, such as heating, water, waste fees, maintenance, cleaning, and repair costs. The capital rent is used to cover the repayment of the company's loans and interest expenses.

The rent adjustment is 2% to the previous year's level, the average rent is 12.32 €/m<sup>2</sup>/month as of 1 January 2022.

## Figures

**Mikalo Oy**  
116 cost center  
3076 apartments

**Mikkelin Asumisoikeus Oy**  
15 Properties  
243 apartments

**Mikkelin opiskelija-asunnot Oy**  
29 cost center  
762 apartments  
(1133 accommodation)

## Done and upcoming repairs to real estates

### Mikalo

#### Major repairs made in 2021

- Refurbishment of yards in Peitsari and Laajalampi areas
- Peitsarinkuja 5 window renovation
- Pohjankaari elevator renovation
- Aurakatu yard renovation
- Refurbishment of facade on multiple property

#### Major corrections in 2022

- Rastaankatu 1 ja 2; the new project under construction will be completed
- Yrjönkatu 19 renovation starts in late summer
- Pellosniementie 1-7 apartment buildings will be demolished
- Peitsarinkuja 9 window renovation

### MOAS

On the student housing side, the 2022 budget has earmarked money for apartment renovations and a smaller renovation.

## Resident surveys

We collect feedback and action development ideas on a monthly basis by random sample from Mikalo residents using WheelQ surveys. We will soon expand the survey on the students' side, i.e. the residents of Moas will receive their own WheelQ-survey by email in the near future. It only takes a few minutes to respond and is important for the development of our operations.

Thank you to everyone who has already responded!

## Happier times ahead

Communality has become the theme for many – and for us as well. We are already starting this year for Moas. For Moas residents we will be arranging a residents' night on 8 December, where you can talk to the tenant secretaries, housing advisor and property manager. Theme for the night is relaxed get together, with games and small info around living. There will be draw among the participants, so you should participate!

Hopefully we will see each other next year at events aimed at all companies' residents.

Follow our websites, where you'll get up-to-date information about what's going on.

I'll see you around,  
**Hannele Vehmanen**  
Resident service manager

**We thank our residents  
for the past year.**

**Merry Christmas and  
Happy New Year!**

