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Welcome to  
**MOAS**

## INSTRUCTIONS FOR TENANTS LIVING IN THE MOAS APARTMENTS

### GENERAL INSTRUCTIONS

Tenants are obligated to keep their apartments/rooms clean and nice shape. Tenants of one apartment are together responsible for the common rooms, e.g. kitchen and bathroom, of the apartment. MOAS has the right to have the apartment cleaned on the tenants' expenses if they have neglected cleaning.

The keys must be kept with care. Tenants who are guilty of malpractices are responsible for damages and repairs caused by the misuse of the keys.

Carpets and clothes may be dusted and aired only in the designated places between 8.00 am and 8.00 pm.

Behaviour disturbing the night rest of other tenants is forbidden in the apartments from 11.00 pm to 7.00 am. With approvals of the neighbours one can arrange events lasting longer than 11.00 pm.

For washing clothes there are common laundry and drying rooms in the houses. When using a washing machine of one's own, one has to make sure that it is properly installed, equipped with both a non-return valve and a shut-off valve and is safe to use.

Tenants have to inform primarily the area janitor, the MOAS office or in urgent matters the janitor on call of all defects they notice in the apartments or in the building. Neglecting the duty to report the defects might result in tenants' liability for damages.

The tidiness of the outdoor areas requires:

- that lawns and plantings are not trampled and damaged.
- that excess things are not stored in the yard.
- that all rubbish and waste are taken to the containers reserved for them.
- that apartment balconies and corridors are kept clean of rubbish and snow.
- that belongings are not stored outside balconies and windows.
- that cars are only parked in the places reserved them.

Making open fire, opening fire hatches and leaving windows open are forbidden under the penalty of liability.

Storing bikes, sports equipment, prams and other things is only permitted in premises reserved for them, bike storages and apartment storerooms. Personal belongings must not be left behind in the above mentioned storages.

Damaging constructions, equipment and furnishings will result in liability for damages.

### MAINTENANCE

- The names and phone numbers of the janitors are available on the notice boards.
- Urgent fault reports are submitted directly to the maintenance service by telephone.
- Non-urgent fault report can be done online: <https://portaali.tampuuri.fi/moas/vikailmoitus>

**MOVING IN AND OUT**

- A new tenant will fill in Move-in report on the moving day with the janitor. By filling in Move-in inspection form a new tenant accepts condition of the apartment. In all questions of moving contact the MOAS office/ area janitor beforehand.
- When moving out, clean the apartment without exception and leave it in a good condition.
- Leave all the keys inside your apartment/ locked room

**COMMON PREMISES**

- The regular sauna turn can be booked for 45 minutes (one turn/ week/ tenant) which you can reserve by phone or by email at no cost from the area janitor (NOTE! Do not involve buildings at the street address Raviradantie 1, 3, 9, 11 and 17 because there are common sauna turns in use)
- When using the saunas, follow special care with cleanliness and take none of the furniture and equipment elsewhere.
- Laundry room is booked via one4all-application.
- When using the equipment of the laundry room, follow the operating instructions.
- Do not leave any unnecessary things, clothes, bottles etc. in common premises.
- Do not store anything in the corridors of the storages.

**USE OF FURNISHINGS AND EQUIPMENT**

- When using refrigerators and cookers, follow the manuals.
- Keep cookers, ovens and refrigerators clean.
- Do not change the adjustments of the air changing valves or remove the valves.
- Do not close fresh air vents completely.
- Clean air conditioning valves and floor drains regularly.
- Do not fix or adjust electrical equipment on your own.
- It is on tenants' responsibilities to change the bulbs of the lamps during the time of residence and bulbs have to work when tenants move out of the apartments.
- Flushing solid waste to the drains is absolutely forbidden.
- Using any equipment against instructions may result in liability for damages.

**SAVING ENERGY**

- Give an airing fast and efficiently, do not keep windows open for nothing.
- Use warm water sparingly.
- Use running water as little as possible.
- Do not leave taps running.
- Notify the area janitor or the MOAS office of even the smallest water leakages.
- Use only the lights you need and do not leave them switched on.
- Notify the area janitor of all defects.

**PARKING PLACES**

- All parking spaces are chargeable and the tenants can reserve a parking space by contacting the area janitor.
- The fee for parking space is EUR 8,00 /month and it will be collected with the monthly rent.

**In addition to all above mentioned rules and instructions tenants have to observe what tenancy agreement, other instructions of MOAS, general laws and statutory orders and the municipal ordinance of Mikkeli city state.**

# MIKKELIN STUDENT HOUSING LTD REGULATIONS

## FIELD OF APPLICATION

In addition to the stipulations of the relevant legislation and the regulations of the municipality of Mikkeli, these regulations and the instructions or regulations issued by Mikkelin opiskelija-asunnot Oy shall be observed within the real-estate property and the buildings on it.

## GENERAL REGULATIONS PERTAINING TO ORDERLY CONDUCT

No person shall cause disturbance to others by his/her conduct or in other ways unnecessarily disrupt the comfort of living of other persons. In addition, the residents of this building shall in all other ways as well conduct themselves in a manner befitting of the preservation of domestic peace.

The residents of this building shall also attend to it that their guests observe these regulations.

### 1§ COMMON FACILITIES

The front doors of the stairwells are kept locked between 9pm and 6am. When using the front doors during the hours that they are locked, users must ensure that they lock again.

Conduct yourself without commotion in the common facilities and note that unnecessary use of common facilities is forbidden. Goods may be stored only in the places reserved for them. The consumption of alcohol and smoking are forbidden in the building's common facilities. Tidiness and good order shall be observed when using the common facilities.

The fastening of placards and other forms of advertising material and the mounting of aerials require the permission of the housing company.

### 2 § OUTDOOR AREAS

Household refuse and other rubbish must be placed duly bagged in the waste containers. The residents must personally attend to the disposal of waste other than household refuse. Waste paper must always be placed into the waste paper container, which is located in the yard or in the shelter.

The trampling of lawns and planted area is forbidden.

Littering and dropping of cigarette ends in the building's yard area are absolutely forbidden.

### 3 § PARKING IN THE BUILDING AREA

The parking of vehicles is allowed with the permission of the housing company only in designated places. Stopping or parking a vehicle in the yard of the building, in its car park or in some other similar private area contrary to traffic signs or a sign clearly set by the owner or manager of the building and compliant with the City Technical Bureau's instructions is prohibited. Breaches of this regulation's § 3 concerning the prohibition of stopping or parking a vehicle in certain areas shall be subject to such consequences as are provided in Laki pysäköintivirhemaksusta (Parking Violation Act).

### 4 § APARTMENT

Apartment residents must avoid disturbing their neighbours. The period between 11pm and 7am is a period of no noise.

The apartments must be looked after with care. A representative of the housing company must be informed without delay of any internal defects caused by water leaks, other pipe damage and structure.

Any alteration works and repairs which cause noise must be performed on weekdays and so that no unreasonable disturbance is caused to neighbours. The permission of the housing company is always needed for the shutting off of the water and electricity supply. The resident is required to attend to the tidiness and orderliness of his/her room/apartment during the term of his/her tenancy. Full compensation shall always be required of the resident for damage caused to the housing company in the apartment or in the building's common facilities. Such waste as may cause clogging or damage or which is classified as being hazardous waste shall not be allowed to enter the WC or other sewers.

Meals must not be prepared on the balconies of the building. The residents are required to keep their balconies tidy and in the winter they must be kept clear of snow. Littering and dropping of cigarette ends from the building's balconies or outside corridors into the yard area are absolutely forbidden. Separate

containers are provided along the outside corridors and the yard area for cigarette ends. The apartments must not be aired so that currents of air enter the stairwells.

If a resident needs to have his/her apartment's door opened by the building manager, he/she shall be required to immediately pay for this service the amount currently in effect and determined by the housing company. The said charge shall always be paid by the person requesting the door to be opened, and the charge is inclusive of opening fee and travel expenses.

#### 5 § BEATING OF CARPETS AND AIRING OF BEDCLOTHES

The beating of carpets and airing of bedclothes is permitted only on balconies or in areas designated for these purposes.

The times set for these are as follows: On weekdays 8am – 7pm, on Saturdays 8am – 5pm.

The airing of bed linen and brushing of clothes is allowed on apartment-specific balconies only within the railings.

#### 6 § PETS

Pets are allowed in our apartments, excluding shared apartments. When outside the apartment, pets must be kept on a leash and they must be prevented from disturbing the other residents. Pets must not be allowed to enter or get close to areas reserved for children to play in and pets must be prevented from soiling the housing company's building and the area occupied by the real estate. If a pet causes continued and significant problems, the representative of the housing company shall have the right to demand that the owner takes his/her pet elsewhere.

#### 7 § HANDING OVER AND INSPECTION OF ROOM/APARTMENT

A resident may not even temporarily hand over his/her room/apartment during the academic year to another. The representative of the housing company shall have the right to conduct inspections and repair works in the apartment/room. However, the purpose is to inform of these in advance unless the situation requires something else. When the tenancy ends, the tenant must see to it that the apartment is clean and all things not belonging to the building have been cleared from the cupboards, etc., and the apartment's furniture is in good condition. The apartment will be inspected when the tenancy ends in the manner to be determined by the housing company and the tenant's responsibilities include leaving the keys to the apartment, duly numbered, with the building manager or at the housing company's office.

#### 8 § BREACHES OF REGULATIONS

Breaches of the building's regulations may result in obligation to provide compensation for damages or a written caution and termination of the tenancy agreement.

#### 9 § RESIDENT'S DUTY TO NOTIFY

Damage to the building and littering mean added building management expenses. The residents have pay the management expenses jointly as part of their rent. Because of this residents should notify a representative of the housing company of any breaches of the regulations at once so that the amount of the damage can be collected directly from the person causing the damage. By observing these regulations, you can for your part guarantee a pleasant study and living environment in the building.

**\*ENJOY YOUR STAY AT MOAS\***

Contact persons: The housing company's contact details are shown on the notice board in each building.

EMERGENCY NUMBER

112

INTERNET FAULT REPORTS

+358 200 11611 or [through this link](#)

**NOTE! DO NOT LOSE THIS INFORMATION SHEET, KEEP IT ON HAND IN THE APARTMENT!**



## Thomson TCM470/471 Quick Start Guide

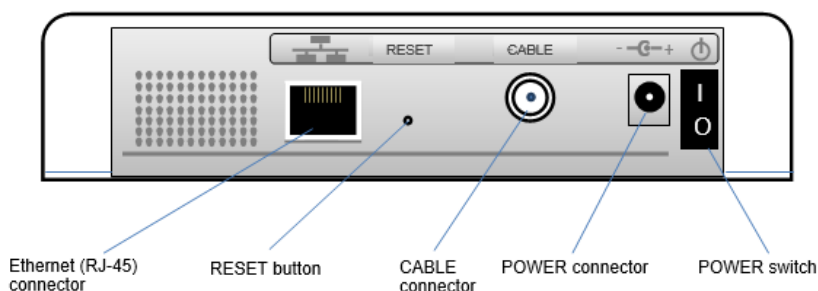
- Connect a coaxial cable from the Cable Television network to the CABLE connector on the modem.
- Connect the RJ-45 Ethernet cable to the ETHERNET connector of your modem and the other end with the Ethernet port on your computer (or router).
- Plug the power adapter into the POWER connector of the modem.
- Plug the other end of the power adapter into a power outlet and turn on the power switch (I)
- The cable modem will look for the proper cable modem signal in the Cable Television network and process the initial registration (this could take up to 10-15 minutes!)
- The cable modem is ready for use after all front panel LEDs are solid green or blue.

## TROUBLESHOOTING TIPS

- First, always check the front panel LEDs. All of them should be solid green or blue
- Flashing **DS** or **US** means that the modem cannot find a proper signal. Check the connection between the cable network connector (TV) and modem.
- If the **LINK** led is off, there's a problem between the modem and your computer.
- If you still can't access the Internet, reboot your computer (or router)

## How to start using Telia Internet connection?

- ✓ To start using the Telia Internet connection in the apartment, you need contact Telia
- ✓ Get your look ready for CM MAC/MAC address of 12 marks including letters and numbers in the bottom of the modem
- ✓ To activate your modem in your apartment, please send a call request to Telia [through this link](#) so Telia will call you OR contact Telia customer service by phone +358 200 11611 (mcc/inc) Mon–Fri 9am to 5pm and tell that you are a MOAS tenant using Internet connection provided by Telia.



**The reset button is for maintenance purposes only. You don't need to use it!**

**FAULT REPORTS CONCERNING THE INTERNET CONNECTION ARE MADE DIRECTLY TO TELIA:**  
**+358 200 11611 or [through this link](#)**

### **MOAS 7,12**

WiFi modem. Wireless connection. Password is found on the modem.

### **MOAS 1-6,11,13-33**

Generally connecting by Ethernet cable (RJ-45). Ensure your computer has an ethernet port.

## Tips for cleaning



The purpose of cleaning is to maintain the cleanliness and condition of the apartment and to make living as healthy, safe and enjoyable as possible. If cleaning is neglected, the lessor is entitled to charge the tenant, especially when moving out.

In shared apartments the tenants clean the common areas (kitchen, bathroom, hall, balcony etc.) together.

### Daily

- make your bed and air the apartment
- organise your belongings to their places
- tidy the kitchen, including the cooker and do the dishes
- gather all rubbish into a plastic bag, tie it with a knot and take the bag out to the waste disposal unit. Please remember to recycle!

### Weekly

- Hoover the floors in each room and wipe the floors if necessary
- do the dusting i.e. wipe all surfaces such as shelves, tables and electronics
- clean the WC/bathroom: shower, toilet, sink etc.
- scrub clean the cooker and the oven
- remove all out of date products from the fridge

### Monthly

- take carpets out to air and dust them.
- wipe the floors with a damp cloth
- take out to air other textiles, blankets and pillows
- organise wardrobes, cupboards and cabinets, especially the fridge and the freezer
- wash the filter of the cooker hood with warm water and detergent
- clean the floor drain in the bathroom
- Clean the air vents (NOTE! Do not adjust the vents)

### Once or twice a year

- clean the windows
- wash the floors and treat them with special detergent if necessary
- clean radiators and lampshades
- wash all textiles, such as carpets, bedspreads, curtains and cushion covers

**Note!** When washing the floors please note that you must not pour water on the floor



## FAULT REPORT

Submit fault reports concerning your apartment, the property and the outdoor areas via the [fault report form](#). Inform if there are any pets in the apartment and if they need to be taken into account when entering the apartment. **We do not accept fault reports over the phone or via email.**

NOTE! Small holes and cracks in walls and ceilings are fixed separately when needed.

The janitor is entitled to carry out the repairs stated in this fault report by using a master key of the company.

If there is a problem that requires immediate attention, such as plumbing leaks or a broken window, contact your area janitor immediately by phone.

### **THE OBLIGATIONS BELONGING TO THE TENANT = READ CAREFULLY:**

The tenant has to themselves get lamps as well as light bulbs or fluorescent tubes for them, fuses to fuse box, curtain clips, connection for the washing machine, shower curtain and TV-antenna lead.

**In the apartments furnished by the company the tenant has to change the light bulbs but the area janitor gives them free of charge.**

**Fire alarm:** Tenant is responsible for testing (twice a month) the fire alarm the company has installed and for changing the battery – for own safety. The area janitor gives new battery free of charge. In MOAS 1, 2, 5, 6, 7, 12 and 33 there are mains powered fire alarms. Always contact the area janitor when battery runs out. Any fault in the fire alarm must be immediately reported directly to the maintenance.

**NOTE!** The mailboxes are numbered by the apartment number so name/ sticker is not set there.





## GENERAL INSTRUCTIONS

### Paying rent

- **If you pay your rent from abroad, please use Nordea account FI12 2042 3800 0044 26 and remember to include the reference number, tenant's full name and date of birth in the payment message box. Please note the international bank transfer fees when paying from abroad. The due date of rent invoices is the 5th day of each month.**
- **Finnish bank account: You can pay your rent from a Finnish bank account by using the account details and the reference number given in the rent invoice**
- **Online: You can pay your rent via online banking systems if you have an access to one through your own bank in Finland or abroad.**
- **R-kioski payment: Paying invoices with barcodes is possible at R-kioski branches. To make a payment at R-kioski you need to have a Finnish personal identity code and a Finnish identity card. For more information please contact R-kioski.**

### Moving out

- **remember to always terminate the tenancy agreement in writing (www.moas.fi)**
- **when the tenant gives notice, the notice period is one (1) calendar month (Act on Residential Leases). The one-month period is calculated from the last day of the month in which notice was given (e.g. if you wish your agreement to end on 30 April, you must give notice at the latest on 31 March).**
- **clean your apartment properly, in shared apartments also the common areas must be cleaned.**

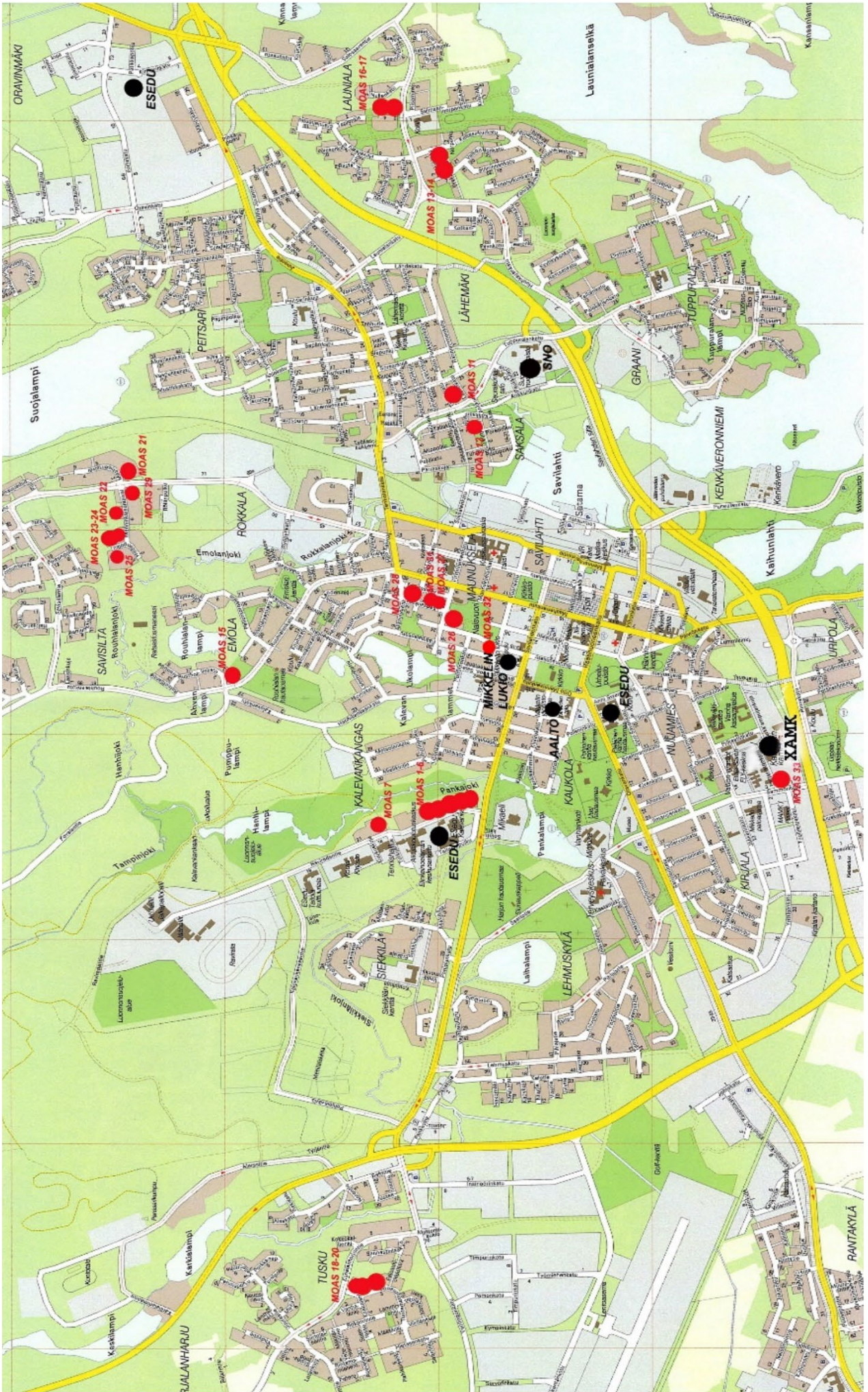
### Deposit

- **the deposit will be returned approximately within a month of the end of the agreement.**
- **the deposit will be returned as long as the apartment is in good condition, the keys have been left in the apartment/locked room, all rental and other fees have been paid, and valid account details have been provided for refunding the deposit.**

**Fault reports concerning Internet connection must be made directly to the Internet service provider TELIA:  
tel. +358 200 11611 OR  
[through this link](#)**

**If you have any repair or maintenance problems with your apartment, take contact to your area janitor.**







## MIKKELI STUDENT HOUSING LTD. – MOAS

### MAINTENANCE

Hiidenpolku 1 ja 2	tel. +358 15 321 3576	Area 2
Kansankatu 2 ja 3	tel. +358 15 321 3575	Area 1
Laurinkatu 5-7	tel. +358 15 321 3551	Area 2
Maahisentaival 1	tel. +358 15 321 3581	Area 2
Menninkäisentaival 1, 2, 3	tel. +358 15 321 3576	Area 2
Olkkolankatu 13-15	tel. +358 15 321 3567	Area 1
Patteristonkatu 1	tel. +358 15 321 3596	Area 1
Peurankatu 2 ja 4	tel. +358 15 321 3554	Area 2
Pirttiniemenkatu 13	tel. +358 15 321 3575	Area 1
Raviradantie 1, 3, 5, 7	tel. +358 15 321 3595	Area 1
Raviradantie 9, 11, 17	tel. +358 15 321 3596	Area 1
Rusthollinkatu 1	tel. +358 15 321 3567	Area 1
Teljokuja 3	tel. +358 15 321 3551	Area 2
Tuntemattomantie 2, 4, 6	tel. +358 15 321 3579	Area 1
Vuorikatu 13	tel. +358 15 321 3579	Area 1

Service hours on weekdays are Mon-Thu 7:00 AM to 4:00 PM, Fri 7:00 AM to 2:15 PM. Outside of working hours, the on-call person handles urgent tasks. The on-call number is 040 655 4750. The evening, night, and weekend on-call staff only perform tasks that require urgent attention. Non-urgent fault report can be done online: <https://portaali.tampuuri.fi/moas/vikailmoitus>

### Kiinteistöhuollon työnjohtajat:

Area 1, Mikko Rötökö	tel. +358 15 321 3575	e-mail: mikko.rotko@mikalo.fi
Area 2, Jussi Kohvakka	tel. +358 15 321 3562	e-mail: jussi.kohvakka@mikalo.fi

OFFICE Address: Maaherrankatu 44, 50100 Mikkeli

#### Open

Mon - Thu 9am–3pm

website

moas.fi/en/

Fri (and public holiday eves) 9am–1pm

e-mail

moas@mikalo.fi

Switchboard of MOAS Oy & Mikalo Oy

tel.

+358 15 321 350

Tenant Secretary

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