



Welcome to live in a furnished home provided by Kotkan Asunnot!

To ensure smooth housing, here are some instructions for moving and housing.
Please also read through the guide book in the apartment.

ARRIVAL

Moving in

The apartment is available from 8.00 on the day when the rental agreement starts. The address of the apartment is shown in the rental agreement.

Moving out

The apartment must be released to the landlord on the day when the rental agreement ends. More information about moving out can be found below.

Keys

When you know the date you are moving in, contact the house maintenance company of which you have been notified and make an arrangement to have the door opened. A copy of the rental agreement must be presented before the door is opened. The door can be opened on weekdays between 8.00 and 15.00. If you want the door to be opened at other times, the maintenance company will charge the tenant an opening fee according to its own on-call price list. Your house keys are in the kitchen of the apartment. There are as many keys as there are beds. If any keys are

missing, please contact our customer service immediately.

Condition of the apartment when moving in

Our apartments are cleaned and checked before the starting of each rental agreement. If you notice shortcomings in the cleaning or furnishing, please report to our customer service. The guide book in the apartment contains an equipment list, where you can check the equipment. The guide book also contains other useful instructions and tips.

HOUSING

Equipment in the apartment

The apartments are furnished and equipped in a cosy manner. The rent includes for example:

- Bedsheets and towels
- Dishes and cooking utensils
- Starter packs of toilet paper and baking paper
- Cleaning equipment and washing machine in the apartment

Please note that after the starter packs, the residents must purchase any subsequent supplies in question. The residents must also purchase laundry detergent for their

own laundry.

Cleaning

For cleaning, the apartment contains a vacuum cleaner, dust pan and sweeping brush, floor mopping equipment, universal detergent, toilet cleaning agent and cleaning cloths.

If the rental agreement includes cleaning, the apartments are cleaned every two weeks. The cleaning includes changing of bedsheets and towels, vacuuming of floors, wiping of dust from floors and surfaces, and washing of bathroom/toilet. Hand soaps, cleaning agents and dishwashing liquids are also replenished. The cleaning does not include washing of dishes, personal laundry care or taking away all types of waste. Please note that the cleaners do not wipe surfaces which have not been cleared of items.

If you wish, you can order additional cleaning at your own expense directly from the cleaning service. The contact information can be found in the guide book. Please take care of the basic daily cleanliness of the apartment

during your stay even if the cleaning service cleans your apartment.

Other services

Some of our houses have parking spaces with or without heating socket as well as sauna hours available against an additional charge. If you want to rent a parking space or have a sauna hour, contact your employer. Some houses have a free general sauna hour once a week.

House rules

Our apartments are located in rental buildings that also have long-term tenants. Please respect the peace and quiet of the neighbours and the house rules. No noise should be made between the hours of 22.00 and 7.00. More detailed house rules can be found in the guide book and on the notice board in the staircase.

No smoking

Smoking in the apartment is prohibited. If there has been smoking, we have to bill the tenant for issues such as the changing of bedsheets, textiles and furniture, painting of walls and removing of odour.

Water, heat and electricity

The rent includes normal, responsible water consumption and heating. The tenants must make an electricity contract with the electricity company of their choice. Please use energy responsibly.

Lost keys

Take proper care of the keys. If a key is lost, inform our customer service immediately. The making of a new key/programming/changing of the lock will be billed to the tenant. The cost depends on the type of the key.

If you forget your keys in the apartment

If you forget your keys in the apartment, you can ask the house maintenance company

to open the door. Be prepared to prove your identity. The maintenance company charges the tenant for opening the door according to its price list. Payment must be made right away in cash.

Property maintenance and fault reports

If you notice a fault in the apartment, report it to the house maintenance company. Even small water leaks (faucet, toilet) and any defects that cause danger must be reported immediately. The contact information is found on the notice board of the house and in the guide book.

Visitors

Your family or friends can naturally visit you. Those living in the apartment must ensure that their guests follow the house rules.

Violation of laws

Any illegal activity in the apartment leads to the immediate termination of the rental agreement.

MOVING OUT

Final cleaning

If the final cleaning of the apartment has been agreed upon in the rental agreement, you can leave the cleaning to the cleaning service. However, you must do the following things before moving out:

- wash the dishes with dishwashing liquid and put them in the dish drying cabinet
- sort the waste and take it to the appropriate waste containers

If you do the final cleaning yourself, you'll find the instructions in the guide book in the apartment.

Release of the apartment

The apartment must be released to the landlord the day when the rental agreement ends. Leave all keys in the kitchen in a visible place.

Before leaving the apartment, make sure that:

- the refrigerator and waste bins have been emptied
- the dishwasher faucet is closed
- the windows and exterior doors are closed
- the lights are switched off
- no personal belongings are left in the apartment
- you have done the final cleaning, if it is not included in the rental agreement.

Your own items

Please make sure to take all your personal belongings with you when you leave the apartment. We reserve the right to empty the apartment of goods left in the apartment, and to dispose of them. The costs will be charged to the tenant.

How was your housing?

We are happy to receive customer feedback to improve our operations. You can send free-format feedback to our customer service by email.

Any questions?

Kotkan Asunnot Oy
Customer service
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Is there a fault in the apartment?

Report the fault directly to the house maintenance company. The contact information on the maintenance company is in the guide book and on the notice board of the house.