

# Soihtu Housing

Tenant's Guide

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# Welcome home!

We are happy to have you as our tenant. From this tenant's guide, you can find the most essential information to help you in the beginning of your living in Soihtu apartment. More information can be found on our Housing instructions.

## Housing instructions

## You get a lot as Soihtu's tenant

Soihtu is a reliable lessor – our apartments are more than just a roof and walls. Our housing locations are known for their excellent services and communality. It is our job to make your every day life as smooth as possible. We want to support community activities and sustainable life.

These services are included to your rent:

- Electricity and water (water is not included in Soihtu Korttelikylä)
- Internet 1 Gb / s
- Laundry rooms
- Common sauna turns
- Rentukka Gym
- Learning spaces and common rooms in Rentukka
- Sharing economy (loan items etc.)
- Tenant Advisor's services



Picture: Mari Mansikkamäki

# Keys

You can get the keys to your apartment the earliest on the first working day of your tenancy agreement. If your tenancy agreement starts on a weekend or a on a holiday, you can get the keys on the next working day.

When picking up the keys, you must have a valid picture ID with you. If you want to, you can authorize someone else to pick up the keys for you. It's easy to do that on Tenant's Page – when you have logged in, you can write us a message telling the name and birth date/personal identity code of the person who's coming to pick up the keys. As a tenant of Soihtu you can pick up your keys from our key box. Contact the customer service of Soihtu Housing in advance if you like to pick up your keys from the key box. The key box is located at Soihtu Housing service point. The tenancy agreement must be signed before picking up the keys.

The keys are on your responsibility, so take good care of them.

## Types of keys and updating the key card

There are different keys in use in different buildings of Soihtu – magnetic stripe key cards, contactless key cards and normal metal keys. Notice, that the key cards need to be updated every once in a while. More info about updating the keys on our website.

[Renewal of the key cards](#)

[Updating the contactless key card](#)

## Village key

As a Soihtu tenant you will get a Village Key. In some housing locations it is the same key with your apartment key. With the Village Key you can enter following common rooms within each room's opening hours:

- Rentukka gym & weight-lifting room
- Rentukka facilities (not Club room nor rooms with extra payment)
- Common saunas (in the Student Village & Soihtu Korttelikylä)
- Laundry rooms (in the Student Village & Soihtu Korttelikylä)

## Returning the keys

The keys must be returned the latest on the working day that follows the last day of your tenancy agreement by 12 pm when moving out. The keys can be returned to the mailbox of Soihtu Housing (Vehkakuja 2 B) or to our customer service within the normal opening hours.

Please check that you return all the keys that you have: apartment keys, the Village key, mailbox key, heating post key, along with spare keys that friends or relatives have had. It is tenant's responsibility to take care that the keys are returned to the Soihtu Housing service point in time. If a friend is returning your keys for you, make sure that they know they're going to the right place. If the keys are returned late or to a wrong place, unfortunately we'll have to charge you for it.



# Online services

We have wanted to make it as easy as possible for our tenants to use our services. Most of the housing related matters are easy to do electronically, all the way from apartment application to termination of the tenancy agreement.

You can easily manage your tenancy via the Tenant's page and book common rooms online via Tenants' booking system. Maintenance requests can be made using the online form and the Housing Instructions on our website provides plenty of information.

## Tenant's Page

Tenant's Page is the tenant's online service channel and databank, where you can see your rent payment situation, manual for housing appliances and general housing rules, for example.

The majority of our tenant communication and invoices requires a valid e-mail address, so keep the information updated – this can be easily done via Tenant's Page.

### Tenant's Page

## Online reservations

In housing locations of Soihtu, there are many reservable common rooms for studies, working and leisure. Via tenant's online booking system you can easily reserve these rooms as well as laundry rooms and private sauna turns.

### Online booking system

## Maintenance request

Once in a while, something in an apartment breaks down or suddenly doesn't function anymore. That is when you should fill in a maintenance request. In the housing locations of Soihtu Housing, Soihtu Facility Services handles needed repair work.

### Fill in a maintenance request

# Paying rent

Every tenant is personally responsible for their rent payments. The rent must be paid by the 6th day of each month. In order for your payments to be entered right, make sure you are using the correct reference number when making the payments. You can pay the rent via online banking or in payment service TransferMate.

Rent invoices are sent via email when a rent agreement begins, before rent increase and once a year (in February). All rents mentioned on the invoice are paid with the same invoice. In other words, you won't receive a separate rent invoice for each month. You can check your payments at your Tenant's page anytime. There you can also print your rent invoice if necessary.

If you want to, you can also pay several rents at once. If someone else pays your rent, please make sure that they use your reference number when making the payment.

## Rent payment methods

### **Bank transfer**

Make a payment, for example, at your online bank or by visiting your bank's branch. You will find your monthly rent, your personal reference number and the account number of JYY on your rental invoice. If you are unable to use the reference number for a bank transfer, write the letter and number of your apartment and, possibly, on whose behalf you are making the payment in the message field. This is our most used payment method.

### **TransferMate**

The TransferMate payment service is intended for tenants who come from outside the EU and EEA countries, and for whom the use of the service is free. However, your bank may charge you for using the service, so please verify this with your bank. Other tenants can also use the service, but for them, TransferMate charges a service fee. When using TransferMate, you can't add a reference number to the payment, but that doesn't matter, because the payment is targeted based on the tenant's name. The service can also be used to pay rents on behalf of someone else. Please note that TransferMate cannot be used to pay bills already transferred to the collection company and that the transfer takes about a week to be entered into your rents.

# Water fee

Soihitu Korttelikylä tenants are billed for water consumption, because the rent for Soihitu Korttelikylä does not include water. In connection with the rent, a water advance is charged by the number of tenants. The water fee is balanced every four (4) months to correspond to the actual consumption of the apartment as indicated by the water meter. The due date for the rent and water advance is the 6th of each month.

The water advance is same amount every month, but it depends on how many tenants lives in one apartment. If someone moves in your apartment during your stay, the water fee needs to be paid for all tenants. The amount of water advance and the price of water can be seen on our website.

The prepaid water fee will be taken into account in the balancing invoice and the balance will be invoiced every four (4) months. You pay the water advance per month for the water together with the rent and a balancing invoice according to consumption 3 times a year. If the water consumption is little and the prepaid water fee covers/exceeds the actual consumption, you will receive the overpaid amount back. If you use water more than you have paid monthly, you will pay the difference in the balancing invoice.

Measuring water consumption per apartment is known to reduce consumption and to make billing more equal. When you pay for the water according to your own actual water consumption, you often pay more attention to reducing costs.

If you are tenant of Kortepohja Student Village or Soihitu Vehkakuja, the water costs of the apartment are included in your rent.

## Water fee and refund



# Apartment card

Every Soihtu's tenant gets a link for filling in an apartment card when s/he moves in. Please remember to fill in the apartment card during your first month of tenancy.

You have to check the condition of your apartment and fill in the apartment card when moving in. Like this, the faults in the apartment at the moment of moving don't become your responsibility. Because of your legal protection, it is good to fill in the card carefully and as soon as possible. You will get a link for filling in the apartment card by email. You can fill in the apartment card once only and the form is locked automatically after that. Write down all deficiencies and faults you find to the apartment card even though they don't require immediate repair work.

Please note that the faults listed on the apartment card aren't maintenance request for the facility services. If you find faults that should be fixed fill in a maintenance request that you can find at the bottom of the apartment card.

The apartment card is sent automatically on the 5th, the 10th and the 15th of every month. If, for example, your rent agreement begins on the 1st of November, you will get the apartment card on the 5th of November. If you rent agreement begins, for example, on the 17th of November, you will get the apartment card on the 5th of December.



# Taking care of the apartment

The tenant's responsibilities include taking care of his own apartment and its condition. You can find plenty of instructions for taking care of the apartment in the Housing Instructions and on the Tenants' Page. On our website, you can also find a list of the repair responsibilities, where you can check which apartment maintenance measures are the responsibility of the tenant and which are taken care of by Soihtu Facility Services.

Please note that you must immediately notify Soihtu of any damage to the apartment or any deficiency that the landlord is responsible for repairing. The notification must be made immediately if the repair needs to be taken care without delay in order to prevent the damage from increasing. Also, if the apartment is left unused for a long time, you must inform Soihtu about it.

We have compiled comprehensive cleaning instructions in our Housing Instructions, both for maintaining the cleanliness of the apartment and for mov-out cleaning, so that taking care of the apartment would be as easy as possible for you. Please read the instructions for tips from our professionals and more detailed information about the requirements for moving house cleaning and apartment inspections.

To make cleaning of the apartment easier, find a printable cleaning list and a roommate cleaning calendar from our service points or our website.

**[Manual for apartments](#)**

**[Responsibility list](#)**

**[Tenant's cleaning instructions](#)**



# Home insurance

Home insurance is a great protection in the event of water damage or theft, for example, as the insurance of Soihtu will not cover damage to your belongings. Soihtu recommends every tenant to get their own home insurance.

Home insurance in a rented property covers primarily your own furniture, but also self-inflicted damage to surfaces and structures in your home. It is a good idea to protect your furniture against self-inflicted damage with liability insurance. Many home insurance policies will also cover your contents in the attic, basement or storage rooms of your rental property. There are different types of insurance and they cover different things – insurance companies will be able to advise you on the right policy for you.

## Examples of the situations when home insurance is useful for you:

- The landlord will not replace stolen or broken property. For example, if your bicycle is stolen from a bicycle storage room, the Torch will not replace the stolen bike. A properly stored bike, on the other hand, may be replaced by the insurance company.
- The insurance company may cover any water damage to your home and damage to your belongings. Please note that professional installation of dishwashers and washing machines is required. If the machine has not been installed by a professional, the damage is often not covered by home insurance.
- Water damage can also cause damage to your neighbor's home and furniture. In the event of a water damage caused by negligence, the liability insurance will also cover the damage to the neighbor's apartment.

# Rentukka

In Rentukka, located in the Student village of Kortepohja, versatile services are available to all tenants of Soihtu. Restaurant, gym and study and hobby facilities – to make your everyday life more smooth.

The Rentukka building was build already in 1972 and originally it has served as the Student village's maintenance building, with the Student Union's accommodation and financial offices, telephone exchange and a 300-seat restaurant. Over the decades, Rentukka has served as a significant meeting place for both the tenants of the Student village and other residents of Jyväskylä. In 2018, Rentukka was renovated into a community building that promotes the well-being of the area's tenants.

## Find following services from Rentukka:

- Restaurant Rentukka (Semma)
- Gym
- Learning spaces
- Club room
- Group work room
- Meeting and party venue Lillukka
- Band room
- Workshop
- Laundry room Bubble
- Meeting room Bertta
- Rental sauna Bastu
- Smartpost parcel automat
- Rentukka Info Desk



Picture: Anssi Kumpula

# Other common rooms

In addition to the facilities in Rentukka, each housing location have their own common rooms.

## Kortepohja Student Village

- Billiard room (building T)
- Barbecue hut (in front of building F)
- Piano room (building N)
- Community library (building D)

## Soihu Korttelikylä

- Movie room
- Learning and meeting spaces
- Community cafe / kitchen

## Soihu Vehkakuja

- Barbecue hut (behind building C)
- Club room (in building C)

## Laundry rooms & saunas

The use of laundry rooms is included to your rent, when you are living in an apartment of Soihu. Some of them can be used without booking them – you can use any machine available – and some of them you can book on our booking system. Check the Housing Instructions to see more info and the locations of the laundry rooms.

There are public sauna turns for all our tenants in all our housing locations. The sauna in building A is also available to the users of Rentukka gym. If you want to have a sauna by yourself, you can reserve your own weekly sauna turn. On this page you will find information on where saunas are located and what keys do you need to enter the sauna. From the Housing Instructions you can find information on where saunas are located and what keys do you need to enter the sauna.

# Tenant Activity

In Soihitu's housing locations, tenants can influence housing and the development of the community in many ways. You can participate in tenants activity in the official Tenants' meetings and / or joining the Tenants' committee.

Tenants activity is a privilege for all tenants and important for the well-being of the community. Through tenants activity, tenants have a possibility to influence things that are important for them – supervise the tenants' interests, develop the housing location to look like the way they want them to look like and organize communal activities for the tenants. In Kortepohja Student Village, the tenant activity is guided by a law, but in other housing locations it is a bit more informal.

Tenants' committees are chosen in annual tenant's meetings and all tenants who have turned 18 years are welcome to join (1 person per apartment). Tenants' activity in rental buildings has also been defined in the law in which for example the tasks of a tenants' committee are listed.

If tenants want, they have the right to call a meeting of the tenants themselves. Tenants' meetings are held annually in all of our housing locations during November and, if necessary, additional tenants' meetings are held at other times.

## Some of the tasks of the tenants' committee:

- To influence common issues that affect the tenants.
- To participate in the preparation and give statements concerning the budget for the apartment buildings belonging to their own housing unit, the remedial measures and long-term remediation plans included in the budget, the content of the maintenance contract and the organization of the maintenance.
- To decide on the contents of general housing rules.
- To decide on the renting and sharing principles of common parking places, saunas and common rooms
- To support communality and good spirit in the residential environment.

# Disturbances

Unfortunately from time to time, disturbing noise can be a part of everyday life, especially when living in an apartment building. Therefore, living in an apartment building requires rules and tolerance for noises coming from the neighbor's apartment. The Public order Act in the Finnish law is followed in all Soihtu's housing locations, and no one may unnecessarily cause disturbance with their behaviour or in any other way so that living is as comfortable as possible for everyone. The official silence hours are between 11 pm – 7 am and should be carefully observed.

Remember that as a tenant you are responsible for making sure your guests follow the common rules and regulations both inside your apartment and in the common areas. If you find that your neighbour's way of life disturbs your living repeatedly, try to talk with the person in question first. It may be that the person in question has not known that s/he has caused disturbance.

In case the disturbance continues, contact service number of Soihtu Facility Services (+358 10 524 8315) so that the nature and source of the disturbance can be confirmed by a guard. A guard can note the tenant about the disturbance or consider, if it is necessary, to call the police. Also contact the service number to call in the guard, in case you notice disturbance or trespassers inside the building or in any common areas or spaces.

When the disturbance is serious (e.g. threat of violence, substances) turn to the police right away so that they can calm the situation quickly. In the end, issues regarding safety and order are the authorities responsibility to handle, and everybody has a right to call out the police. The emergency number for the police is 112. After calling the police, please inform the maintenance team also so that the landlord/lessor also knows about the serious disturbance that has required the police to visit. Please consider that the police do not inform the lessor about their possible visits.

You can fill in a disturbance report of a repeated disturbance to the service point of Soihtu Housing.

## **Disturbance report**

# Tenant Advisor

In the housing locations of Soihtu, works our tenant advisor who you can contact if you encounter challenges regarding residential issues.

Our tenant advisor can support you with a bit challenging problems regarding your tenancy. When you need advice and help with prolonged rent payment difficulties, a neighbour's recurrent disturbing or other life management issues regarding tenancy, you can contact our tenant advisor.

With the tenant advisor's help more challenging situations can be solved and she can guide you to suitable services if necessary.

When to contact the Tenant Advisor?

- Prolonged rent payment difficulties and challenges in the jungle of grants.
- Prolonged disturbance situations and arguments with neighbours.
- Challenges with keeping your apartment clean and tidy.
- Need of guidance in everyday life.

Tenant Advisor of Soihtu: [asukasneuvonta@soihtu.fi](mailto:asukasneuvonta@soihtu.fi)

## Difficulties with paying your rent?

In case you have difficulties with payments, or you want to ask further information, contact Soihtu Rents. In case of temporary payment difficulties, you can negotiate about making a payment agreement.

To agree on the payments, we need an exact date for the payment. If you want to divide the whole sum to several payments, you need to agree on the due date and the amount of each payment. Our rent accountants have to confirm the proposed schedule for the payments. Please note that you cannot keep making payment agreements constantly. The payment agreement is always done in writing.

Rent accountant of Soihtu: [vuokrat@soihtu.fi](mailto:vuokrat@soihtu.fi)



# Terminating the tenancy agreement

Time to move out? If you want to give notice to terminate your tenancy agreement that is valid until further notice, it is easiest to do that using our electronic form. Please remember that the notice period is one full calendar month and a tenancy agreement can only be terminated to end of a month.

As for a fixed-term tenancy agreement, it has in advance been made for the fixed term and the term cannot be changed.

## Check list before and during the move-out:

- You must inform Soihtu when you want to terminate your lease, if your tenancy agreement is not for a fixed term. When the tenant gives notice, the notice period is one full calendar month (Act on Residential Leases). Giving notice must be done in a written form.
- If you have a fixed-term lease, please keep in mind that the ending date cannot be changed. Remember to inform your bank details for the returning of the deposit before you move out.
- All the payments, including the last rent, must be paid before moving out.
- Soihtu Facility Services carry out a pre-inspection on the condition of the apartments in buildings K, L, M, N, O, P and in shared flats in the Student Village and in all apartments in Soihtu Vehkakuja.
- The apartment must be cleaned before you return your keys. Please read carefully our cleaning tips before your moving out.
- You need to return the keys to the Soihtu Housing Service Point (Vehkakuja 2 B) at latest at 12 pm on the first weekday after the ending date of the tenancy agreement. The keys can be returned to the mailbox of Soihtu Housing or to our customer service within the normal opening hours. When you return your key to the Soihtu Housing, you vacate your room/apartment for a use of the landlord.
- Soihtu Facility Services makes the apartment inspection at latest on the first weekday after the rent contract has ended.
- The deposit will be returned to the bank account stated by the tenant approximately within two months after the tenancy agreement has ended (Note! Deposits have not been collected after 1/2022).

We hope you enjoyed your stay in the apartment of Soihtu!

# Where can I find more info?

## Housing instructions

On the housing instructions, we have compiled information, instructions and tips for applying for and living in a housing location of Soihtu.

## Tenant's Page

The tenant's online service channel and databank. Register to gain access to your rental payment situation and instructions for your own residential building.

## Tenant Info

Most of the communication at Soihtu happens via e-mail. Rent invoice, monthly newsletter and all important notifications will be send by e-mail. To get all the information, keep your contact information updated at Tenant's page.

## Contact information

Soihtu Housing	<a href="mailto:asuminen@soihtu.fi">asuminen@soihtu.fi</a>	+358 14 607 201
Soihtu Rent	<a href="mailto:vuokrat@soihtu.fi">vuokrat@soihtu.fi</a>	+358 14 607 201
Soihtu Facility Services	<a href="http://soihtu.fi/vikailmoitus">soihtu.fi/vikailmoitus</a>	+358 10 524 8315
Rentukka Info Desk	<a href="mailto:info@rentukka.fi">info@rentukka.fi</a>	+358 14 607 201