

# TENANTS' GUIDE





Keskilohjantie 1



# We welcome you as a tenant at Lohjan Vuokra-asunnot Oy!

**This guidebook will give you useful information on  
general housing matters.**

You will find more information, topical issues and our contact information  
on Lova's website  
[www.lovafi.fi](http://www.lovafi.fi).

If you are interested in having a say in the affairs of your home, feel free to  
participate in the tenants' meetings held on the premises.

**WATCH OUR VIDEO!**





### Moving into Apartment and Inspection of Apartment

When the tenancy agreement starts, you will be e-mailed a link to the apartment inspection form. We would like you to inspect the apartment as soon as you move in. As needed, we will compare the condition at the time of departure against the initial condition.

You can use the form to report any defects and faults you have noticed and attach photos of possible defects. Please note that the link expires within seven days from the effective date of the tenancy agreement. If necessary, you can pick up the paper form from our office.

The apartments are always inspected after tenants move out. The wear of surface materials or normal traces of living are not defects in themselves. We will try to take care of defects that require repair as soon as possible after you have moved. Repairs are ordered either from the maintenance company or from contractors with whom we have annual contracts.

### MOVER'S CHECKLIST

- ✓ Notification of move to the Post Office and the Digital and Population Data Services Agency,
- ✓ Electricity contract with the electricity company
- ✓ Home insurance
- ✓ Register on our tenant pages



### NOTIFICATION OF MOVE:

[www.posti.fi/en/private/change-address](https://www.posti.fi/en/private/change-address)





## Insurance

Our properties are insured under a comprehensive property insurance policy. Property insurance does not cover damage to the tenant's movable property, for example, resulting from a water leak or fire.

It is recommended to get home insurance to protect your own property. With home insurance, you protect your belongings at home, in the yard and in the housing association's storage premises. You can find more information about home insurance from the insurance company.

Permanent tenants of the properties are covered by the customer protection insurance. Permanent tenants are persons who live in the apartment permanently and are registered in the tenant register. Customer protection is a package that includes three different insurances: group accident insurance, key insurance and insurance against interruption of residence. You can find more information about the content of the insurance policies at [finib.fi/asiakastuotteet/asiakas-turva/](https://finib.fi/asiakastuotteet/asiakas-turva/)

## Payment of Rent

It is important to pay the rent on time. The rent payment is due on the 5th of each month. Always use the reference number when paying. Please note that you will not receive a separate invoice for rent payment every month, but we will send it once a year in connection with the annual rent review.

If you have payment difficulties, please contact the rent control service and find out your options in this situation. A payment notice is sent for overdue rent, which includes the legal collection fee. In addition to the above, any unpaid rent accrues default interest. Please note that the tenancy agreement may be terminated due to unpaid rent. If necessary, unpaid rent amounts will be collected through courts.

## Housing Advisor

Lohjan Vuokra-asunnot has its own housing advisor who helps you or your family in housing-related situations. You may contact the housing advisor, for example, should you face problems related to rent payment, apartment cleanliness or other matters related to managing your life. The housing advisor, along with their networks of cooperation partners will help you get support for your situation.

## Internet Connection and TV

Properties located in the Lohja Urban Area are covered by DNA's fibre-optic network. The basic broadband speed is included in the rent. In addition to this, you can purchase additional paid services of your choice and increase the connection speed.

You can check on our website whether your property is covered by the antenna or cable network. If necessary, ask the property manager for more information.

## Antinkatu 1–3



### Pets

Pets must be kept on a leash in the yard area. Pets are walked outside the yard area. The owner is obliged to collect their pet's waste from the yard and ensure that the pet does not cause any disturbances or damage the apartment. Pets may not be taken into public areas, such as the sauna or laundry room.

If you live in a terraced house and want to build an enclosure for pets in your back yard, first contact the technical property manager and ask for permission for the structure.

### Balcony and Barbecue

The balcony is meant to be a place of leisure. The tenant has to keep it clean and remove snow in the winter. When cleaning, water and debris must not drip from the balcony. You

may air out clothes and linens inside of the balcony railing and beat rugs either on the airing balcony or on the airing racks in the yard. Individual balcony glazing is prohibited. The use of an electric grill is allowed on the balcony, as long as the odour does not disturb your neighbours.

### Smoking

Smoking is prohibited inside the apartment and in common areas. The costs caused by smoking in the apartment will be charged to the tenant in accordance with the tenancy agreement. It is safe to smoke on the balcony and outdoor areas ensuring that it does not harm other tenants. Throwing cigarette butts from the balcony or leaving them outside is prohibited.

## DNA Netti brings fast connections to Lova residents

**DNA**

You have access to 10 Mbps free DNA Netti broadband provided by DNA.

To activate broadband for your home, visit nearest DNA Kauppa store, call DNA customer service at +358 44 144 044 or go to [dna.fi/lova#en](https://dna.fi/lova#en). Your home has also access to all DNA cable TV channels!





### Rechargeable Devices

All types of devices equipped with a battery, such as electric scooters, electric bicycles and other rechargeable aids, must be equipped with a removable battery or else the entire device must be taken to the apartment for charging. Charging of devices in the association's public premises and heating plugs is prohibited.

### Common Areas

Staying in common areas is prohibited, with the exception of the club area. According to the Rescue Act, hallways and other spaces must be kept accessible and fire-safe. Goods left in the hallways will be removed, and the costs incurred for removal will be invoiced to the owner of the goods.

In an accident, the person who caused the damage or the guardian of a minor is the person liable for compensation.

### Storage Facilities for Goods

The properties have their own storage facilities for outdoor equipment and bicycles. Often there is also a separate storage room for prams in the building. Flammable liquids, such as gasoline, gas bottles, and devices with internal combustion engines, such as scooters or mopeds, may not be stored in storage areas.

Each apartment has a separate numbered storage room for personal property. It's the responsibility of the tenant to obtain the lock for the storage room. The storage room al-

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HINDERSSON**

**Luotettavat vaihtolavakuljetukset**

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[jksrakennus.fi](http://jksrakennus.fi)

located for a specific apartment shall not be made available for use by another person.

### Laundry Room and Drying Room

Most properties have a laundry room and a drying room for tenants to use. Their use is generally free of charge. The premises are only intended for the use of the tenants of the building. Washing of rugs in washing machines and on floors is prohibited. The laundry room must be cleaned after use. Detailed instructions on how to use the room are displayed on the wall of the room.

Observe the mutually agreed rules and use the reservation book to book your turn. The drying room is intended primarily for laundry washed in the laundry room. The fan may be used from 7 a.m. to 10 p.m. Dry laundry must be removed as soon as possible.

### Sauna

You can make a reservation for the sauna turn at our customer service. The use of the sauna is subject to a fee, and the fee is collected with the monthly rent. The booked sauna turn is intended only for the tenant's own use.

Please make sure that the sauna and changing rooms are left clean for the next user. When in the sauna, use a sauna seat cover. Protect the panel walls of the sauna against water.

Waste causing odour problems, such as diapers, must not be left in the sauna premises.

### Clubroom

The use of clubrooms and their maintenance is usually arranged by the building's tenant committee.

### Yard Area

A well-kept yard and living environment add to the comfort. The maintenance company is responsible for summer and winter maintenance of the common areas. If your apartment includes a yard, you yourself are responsible for its maintenance. Maintenance includes e.g., snow shovelling and lawn mowing in the yard attached to the apartment.

The tenants' committee organises yard work campaigns to promote cooperation between tenants and increase living comfort. For example, the tenants' committee might purchase summer flowers to plant in the common areas of the yard. If the property has a barbecue shelter intended for tenants, the tenants are responsible for its cleanliness.

Washing and repairing cars in the yard of the building is strictly prohibited.

**FIND YOUR HOME WITH US!**



## Sähkötyöt nopeudella ja varmuudella

**Monipuoliset sähkötyöt ammattitaidolla**

Sähköurakoinnit uusiin ja vanhoihin kohteisiin | Huoltotyöt

**Tarvikemyynti**

Sähkö-, murtohälytin- ja kameravalvontatarvikkeet/laitteet



**Ota yhteyttä Marko Kaarakainen 0400 870 855**  
marko.kaarakainen@sahkotyokaarakainen.fi



### Waste management

Domestic waste is disposed of waste containers located in the yard according to the waste sorting guidelines. Each tenant is responsible for the removal their waste other than domestic waste. No waste may be left outside the waste containers or in the yard. The rubbish bins in front of the building are not intended for domestic waste. Waste management costs play a big role in determining the property's rent.

Hazardous waste (such as accumulators, batteries, fluorescent tubes, energy-saving lamps and oils), old household appliances and furniture, as well as large-sized waste are delivered directly to the waste station. An exceptionally large amount of waste generated during the move must be taken to the waste station. You can find more information at [rosknroll.fi/jate-opas/](https://rosknroll.fi/jate-opas/)

### Parking

Parking spaces are intended for parking cars that are used in traffic. You can book a parking space at our office's customer service, and a separate agreement will be made for that. If there are vacant spaces available, you may rent more if you wish. However, you might have to give up the extra space later, if there are no more parking spaces available and another tenant needs a parking space. All places with heating posts and numbered outdoor spaces are subject to a fee. The parking space fee is paid with the rent.

Cars must be kept in the parking lot in the places reserved for them. Guest spaces are for guests of tenants for short-term parking. Tenants must also instruct their guests to park their cars correctly.



**STJERNA**  
TÄHTIPALVELUT

**TUHOLAISTORJUNTAA**

KYSY LISÄÄ  
Jan Stjerna

**020 730 4000**

[tahtipalvelutstjerna.fi](https://tahtipalvelutstjerna.fi)



**ESPOONHISSI**

Elevator maintenance and repair

Tel. 020 7811 888 • [www.espoonhissi.fi](https://www.espoonhissi.fi)



The cover of the car heating socket must be kept locked and the cables must be removed after use. Car interior heaters are prohibited to prevent fuse overload. The electricity in the heating areas is turned off during the summer season.

If you have an electric car or a plug-in hybrid, contact the management company.

### Fire Safety

The Rescue Act requires that residential apartments have fire alarms. It is the tenant's responsibility to test the functioning of the fire alarm system regularly and to inform the maintenance company of its malfunction.

### Exterior Doors, Locks and Security Locks

The exterior doors are kept locked in the evening and at night. Times may vary from property to property. Please make sure that the doors are locked in the evening and at night.

If necessary, the maintenance company will open the door for persons registered in the apartment. The tenant must prove their identity and pay the maintenance company an opening fee. If the key is lost, contact our customer service immediately. Unless all the original keys are returned when the tenant moves out, the lock will be rekeyed at the expense of the tenant.

The installation of the safety chain and a safety lock requires the permission of the property manager.

### Disturbances in Building

Various sounds are part of normal living. The quiet hours are from 10pm and 7am, but for example going to the toilet or a baby crying are considered normal sounds of living at night as well. In multi-storey and terraced apartments, it is necessary to take into consideration the other people who live in the property.

In cases of disturbances, it is advisable to take action as soon as possible. If you wish, you can first take the matter up yourself with the neighbour causing the disturbance. Disturbances must always be reported to us in writing. Fill out the written disturbance report form, which you can find on our website. The disturbance report is submitted to the property manager, who decides based on the report whether there is a reason to intervene in the situation. The report must state as precisely as possible what kind of disturbance has occurred, when and whether it is recurring. The report has to contain the contact data of two people living in different apartments. Disturbance reports are treated confidentially. Anonymous reports will not be reviewed.

### Violation of House Rules

Violation of the house rules may result in liability for damages and/or cancellation or termination of the tenancy agreement. The up-to-date house rules can be found on the property's tenant pages and on our website.

**More information at [www.lova.fi](http://www.lova.fi)**



# MEDEL OY

ENERGIANHALLINTAA JA AUTOMATIikkaa  
VUODESTA 1978.

Medel Oy

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# OUMAN

Saving energy, Creating comfort



### Taking Care of Apartment

The apartment shall be used with proper care. This includes e.g., regular cleaning of the entire apartment and prompt reporting of detected defects, faults and damage to the maintenance company or directly to us. You might be held personally liable for damage that you have failed to report.

If you wish, you can make small renovations in your apartment, but these must always be agreed in advance with the technical property manager. The precondition to granting the renovation permit is that the work is done professionally.

### Service Requests

You can find information about your property's maintenance company on the tenants' pages, our website and the property's notice board. Maintenance companies have an electronic problem reporting system, the link to which is available on our website. For urgent matters outside normal working hours, contact the emergency number of your own maintenance company.



qviba.fi

## Parempi ilmanvaihto! Parempi elämä!

IV-laitteiden päivitykset



Ilmanvaihdon diagnostiikka



Christian Hellgren  
christian@qviba.fi

045 1733 383



Jani Kuusisto  
jani@qviba.fi

050 3110 456





## Heating

As a rule, our properties are heated with circulated water radiators. In some properties, each apartment has an individual electric heating system featuring an air-source heat pump.

The thermostats in the radiators automatically keep the apartment temperature constant. The temperature is adjusted by turning the radiator control thermostat. The thermostats must not be covered by thick sheets or large pieces of furniture, instead air has to circulate freely around the battery. The temperature of your apartment can feel comfortable in winter, even if the radiator feels cold.

A suitable room temperature is around 20 degrees. The temperature in the bedroom might be a little lower. If the temperature in your apartment drops below 19 degrees or rises above 23 degrees during the heating season, and the situation is not corrected by adjusting the radiator thermostats, contact the maintenance company or the technical property manager. The temperature of the apartment is measured in the centre of the room at a height of about one meter.

## Ventilation

Most of our apartment buildings have a mechanical exhaust system, which is generally time-controlled. Few of our properties feature ventilation units for each individual apartment, in which we replace filters twice a year. Terraced houses

generally feature a separate exhaust ventilation system in each apartment. With these systems, you can control the operation of the ventilation yourself using the switches on the stove hood.

You can find apartment-specific instructions on the door of your apartment's spice cabinet or in a separate folder in the apartment. If necessary, you can request additional information from the property manager.

The exhaust ventilation sucks air through the exhaust air valves in the kitchen, bathroom and cloakroom. Their settings must not be changed, because it interferes with the ventilation of the entire building or apartment. Fresh air is supplied to the apartment through the fresh air valves at the top of the window frames or from separate fresh air valves, which must not be blocked. The replacement air valves in the saunas must always be kept open, otherwise the heater will not function properly.

## Equipment Cleaning

Regular cleaning of the exhaust air valves and the grease filter of the extractor hood is the responsibility of the tenant. You can wipe the dust off the exhaust air valves with a normal cleaning cloth and detergent; however, do not remove the valves or change their settings. You can wash the grease filter of the extractor hood in the dishwasher or soak it in detergent solution and wash it by hand.

# Laadukasta sähköurakointia Lohjalla ja Uudellamaalla



Palvelemme julkista sektoria sekä eri yritys- ja teollisuusalojen toimijoita yksilöllisesti, luotettavasti ja ennen kaikkea laadusta tinkimättä.

- Turvajärjestelmien asennukset
- Sähkökunnossapito
- Sähköurakoinnit
- Paloilmoitinjärjestelmät

# TELILÄ

Sähkö-Sinssi Oy  
Asemanrinne 9  
08500 Lohja

Sähkö-Sinssi osana Telilää  
[telila.fi/sahko-sinssi](http://telila.fi/sahko-sinssi)



## Water Fixtures and Bathrooms

Leaking water fixtures must be reported to the maintenance company immediately. These could multiply the consumption of water in the entire building and cause high costs.

After showering, it is advisable to wipe the wall and floor surfaces in the bathroom dry with a water blade, this way the room dries much faster and the wall and floor surfaces stay cleaner. Do not drill holes in any wet room surfaces. Some of the bathrooms are equipped with hot water heaters. Its manual regulator needs to be turned a few times a year to ensure its functioning and to prevent jamming.

It is advisable to dry large amounts of laundry in the building's drying room.

## Drains

Regularly clean the floor drains and S-traps. If you can smell the sewer in your apartment, the cause may be a dry floor drain. Do not put in toilet bowls and drains anything that does not belong there, such as diapers, cat litter, grease, etc.

## Washing Machines

The washing machine must be placed in the bathroom. The

dishwasher is installed in the kitchen in the place intended for it, and there has to be an overflow tray placed under it. When the machines are not in use, the filling taps must be closed. Machines must not be left on when leaving home. The furniture that has been dismantled in order to install the machines must be stored and installed in its place when moving out.

You are responsible for the installation of your own washing machines and the resulting costs. When installing the machines, it is recommended to use an HVAC professional, in which case, in the event of water damage, the responsibility for any possible incorrectly made connection passes to the installation company.

If the dishwasher or washing machine is removed, the water intake and drain connections of the machines must be plugged. Plugging must be done professionally to avoid possible leaks.

## Electrical Equipment

The refrigerator, freezer and freezing compartments must be defrosted regularly. Please make sure that the defrost water drain pipe is functioning and that the water does not get on the floor. Fixed household appliances must be cleaned





regularly. Refrigerators and stoves must be pulled out of their places every year and their back surfaces must be cleaned carefully. Cleaning extends the life of equipment and reduces electricity consumption.

### Personal Saunas in Apartments

Monitor the condition of the sauna heater stones and check that the stones cover the heating elements. The maintenance company will deliver new heater stones if necessary. If your sauna has a window, ventilate the room after sauna or alternatively keep the ventilation at full power for about half an hour after sauna.

### Replacing Fuses

If an electrical device malfunctions, always check the fuses first. If your apartment has automatic fuses, reset the fuse with the switch to the operating position.

If your apartment has plug fuses, check which fuse has blown. A blown fuse can be identified by the fact that the coloured indicator is detached from the fuse holder. When replacing the fuse, the power must be turned off at the main switch. Fuses can be bought, for instance, at most grocery stores.

# MASTER KUIVAUS OY

09 8196 3554 | [toimisto@masterkuivaus.fi](mailto:toimisto@masterkuivaus.fi) | [masterkuivaus.fi](http://masterkuivaus.fi)

- KOSTEUSKARTOITUS
- KOSTEUSMITTAUS
- RAKENTEIDEN PURKU
- HAJUNPOISTO / DESINFOINTI
- RAKENTEIDEN KUIVAUS
- JÄLLEENRAKENTAMINEN
- JVT PÄIVYSTYS 24/7

Part of the apartment or device	Associa- tion	Tenant	Notice
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## DOORS, WINDOWS AND KEYS

Additional key orders		x	Please contact the customer service
Lost keys / Rekeying		x	Please contact the customer service
Purchase and installation of a safety lock		x	Ask the property manager's permission for installation
Door eye installation		x	In the middle of the door at a height of approx. 1.6 meters
Safety chain installation		x	
Padlock for the storage room for personal property		x	
Window key		x	If the key is available in the apartment, it should be left there
Curtain hooks etc. holders		x	
Purchase and installation of blinds		x	
Door and window seals	x		Report problems to the maintenance company
Hold-open devices	x		
Window frames, fittings, etc.	x		
Exterior doors	x		
Mailbox, doorbell	x		
Mailbox	x		
Nameplates	x		

## FIXED FURNITURE

Cabinets, shelves, etc.	x		
Hat shelves, coat racks	x		
Washroom mirrors, mirror cabinets	x		
Refrigeration equipment	x		
Stove	x		
Cooker hood, extractor hood, etc.	x		
Grate shelves in the drying cabinet	x		
Toilet paper holders for washrooms, towel hooks	x		

## HEATING

Bleeding the radiator	x		Must not be performed without consent
Radiator valve repair	x		
Radiator repair	x		

## WATER AND DRAIN

Drain opening	x		
Pipe breaks, leaks, etc.	x		
Toilet seat	x		
Seals for water taps	x		



Part of the apartment or device	Association	Tenant	Notice
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## WATER AND DRAIN

Replacement work of water fixtures	x		
Changes to the water fixtures requested by the tenant		x	Contact the property manager
Connecting a washing machine or dishwasher		x	Have the work done by an HVAC professional
Disconnecting the washing machine or dishwasher		x	Have the work done by an HVAC professional
Replacement/repair of the hand shower	x		
Sink plug	x		
Regular cleaning of the floor drain		x	
Regular cleaning of the S-trap		x	(If necessary, ask for help from the maintenance company)

## VENTILATION

Washing the grease filter of the cooker hood		x	May be machine washed if the filter is made of metal mesh
Cleaning the filter mat of the extractor hood		x	
Cleaning of the exhaust and replacement air valves		x	Wiping dust, vacuuming of filters
Changing the mechanical ventilation filter	x		

## ELECTRIC

Apartment fuses		x	During the period of tenancy
Ceiling light bulbs		x	During the period of tenancy
Toilet light		x	During the period of tenancy
Kitchen light bulbs and fluorescent tubes		x	During the period of tenancy
Doorbell battery and its replacement		x	During the period of tenancy
Antenna cable		x	
Light switches and sockets	x		
Lamps for refrigerators, the cooker and the cooker hood		x	During the period of tenancy
Heater stones for the apartment sauna	x		Contact the maintenance company if the heater does not work
Smoke detector	x		
Fire alarm testing		x	Test the functioning regularly

## OTHER

Shovelling snow from the balcony		x	
Cleaning the balcony drainage hole		x	
Maintenance and cleaning of the private yards of town-houses and terraced houses and cleaning of the doorway		x	

See the contact details of  
the maintenance companies here  
[www.lova.fi/yhteystiedot/huoltoyhtiot/](http://www.lova.fi/yhteystiedot/huoltoyhtiot/)



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Linnaistenkatu 6



## Sinua palvelee kiinteistöhuollon asioissa paikallisesti Lohjan tiimimme

**Yhteistyömme Lohjan Vuokra-asuntojen kanssa on jatkunut jo pitkään. Olemme tuottaneet kiinteistöhuoltoa samalla tiimillä jo yli 10 vuotta.**

**Lassila & Tikanoja** on palveluyritys, joka tekee kiertotaloudesta totta. Yhdessä asiakkaidemme kanssa pidämme materiaalit, kiinteistöt ja tehtaات mahdollisimman pitkään tuottavassa käytössä sekä tehostamme raaka-aineiden ja energian käyttöä. Näin toimien luomme enemmän arvoa kiertotaloudella sekä asiakkaillemme, henkilöstöllemme että yhteiskunnalle laajemmin. Kun onnistumme tässä, myös omistajillemme tuotettu arvo kasvaa. Tavoitteenamme on jatkuvasti kasvattaa toimintamme hiilikädenjälkeä eli positiivista ilmastovaikutusta. Sosiaalista vastuuta kannamme muun muassa huolehtimalla oman henkilöstön työkyvystä sekä tarjoamalla töitä myös niille, joiden on vaikea työllistyä. L&T toimii Suomessa ja Ruotsissa.

### Palveluihimme kuuluu:

- Auraukset, hiekoitukset sekä käsilumityöt
- Hikoitushiekan poisto
- Nurmenleikkuu
- Lehtien poisto
- Vikailmoitusten hoitaminen sekä korjaustyöt



lt.fi