



Guide for safe living



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TERVETULOA

Welcome, new tenant!

Thank you for choosing a Sivakka apartment as your home. We want to make your life in it as easy as possible. Good living consists of many things. The condition, functionality and safety of the apartment and common areas, as well as good neighbourliness towards other tenants are the key factors of settling in.

Most of our properties have tenant activity, which is a great way to get to know your neighbours and take part in decision making in your home building.

This guide will provide you with the FAQ's and common rules for living in a Sivakka home. By following these instructions you will ensure convenient living and positively affect your living costs.

Our staff is glad to help you with whatever comes to mind. The contents of this guide along with other useful information can be found on our website www.sivakka.fi

Congratulations on your new home!

Sivakka



Before moving in

Applying and tenancy agreement

Apartments are offered based on applications. The condition for signing an agreement is that the people mentioned in the application are the ones moving in. The offered apartment can be reserved by paying the deposit and signing the tenancy agreement. The instructions for paying the deposit will be delivered with the offer.

Deposit

The deposit acts as a warranty for repair costs and rent. After terminating the tenancy agreement, the deposit will be returned within a month. In order to get the deposit back, all

keys must be handed in, the apartment must be cleaned and in good condition and no rents are overdue.

Signing the tenancy agreement

You can sign the tenancy agreement at our office or online using your online banking credentials. The tenancy agreement requires the signatures of all tenants.

Conditions for signing the tenancy agreement are paying the deposit, and in the case of apartments with interest subsidies, delivering all attachments.

Further condition is a valid home insurance.



At our office...

If you sign the tenancy agreement at our office and your spouse or significant other can't come and sign it with you, remember to bring their mandate with you. You will need your identification card when signing the agreement.

When signing the agreement, you will need a receipt of the paid deposit. You can also pay the deposit at our office with a debit or credit card. We do not accept cash.

...or online

If the tenancy agreement is signed online, all tenants must sign the agreement with their personal online banking credentials.

The deposit must be paid online either with the payment information or when signing the agreement with online banking credentials.

You can pay online with your online banking credentials. If you pay the deposit online separately, you can sign the agreement after the deposit has been paid to our account. Usually this takes a few business days.

When signing the agreement online, please deliver the required attachments in picture format (either scanned in jpg format or as a photo).

Keys

The tenant will receive three keys and in some cases a master key for the common rooms. In order to receive the keys, you will need to present your identification card.

Please take good care of the keys. Keys are a matter of safety not only for you, your apartment and your personal belongings but also for all other tenants in the same building.

If your key goes missing or gets stolen, contact your housing assistant immediately. The housing assistants also take care of additional key orders. Our address is: isannointi@sivakka.fi.

If the tenancy agreement is terminated within six months of reporting the loss of keys, the lock needs to be rekeyed. The tenant is responsible for the costs of rekeyed locks. This is to ensure the safety of the next tenant moving into the apartment.

Picking up the keys before moving

If the previous tenant is still living in your future home, you may pick up the keys on the first day of your contract at the latest. It might be a good idea to reach out to the previous tenant to figure out the exchange of keys. If the apartment is unoccupied, you may pick up your keys two days prior to the first day of your agreement.

The keys can only be picked up at the property maintenance. The keys can be picked up only on working days.

If the last day of the month is on a weekend, the previous and future tenant can work together quite easily:

Tenant moving out

- Leave one key to the property maintenance and show them the rest of the keys on the last day of the month.
- When moving out, leave the keys on the kitchen counter on the last day of the agreement.

Tenant moving in

- Pick up at least one key at the property maintenance on the last working day of the month.
- Move in on the first day of the agreement unless you have agreed on a different schedule with the previous tenant.
- Check that you have all the keys to the apartment.
- If you are moving into a brand-new apartment, you will receive the keys in a separate tenant meeting.

The easiest and most convenient way of moving is finding an agreement between the previous and future tenant. Please notice that all keys must be checked in and out at the property maintenance when moving.



CHECKLIST FOR MOVING

- Notification of change of address from one month before moving in to one week after.
- Redirect your mail especially if you get bills and invoices from companies.
- Notification of change of address to any magazines etc. you have subscribed to.
- Home insurance for your new home.
- Updating your housing, student etc. benefits if you are entitled to them.
- Notify your children's schools and daycares about your new address.
- If your apartment has an internet connection provided by Sivakka, register it on the operator's home page with your online banking credentials or by calling customer service. You might also need a router for your connection.
- Renew your electricity contract.
- Rent or borrow a moving truck or trailer.
- If possible, ask the previous tenants about their schedule for moving out in order to organise your own schedules.
- Do you need to dispose of some items that are left over after moving? Take them to the waste management station or recycle them. Waste management costs are the tenant's responsibility.

MOVING INTO YOUR NEW HOME

- ✓ If the apartment has not been cleaned properly, contact your housing manager as soon as possible or send us an email: isannointi@sivakka.fi If you are moving outside business hours or on a weekend and Sivakka cannot inspect the apartment, please take photos of the apartment and contact your housing manager on the next business day.
- ✓ Any possible flaws in your apartment must be reported on our website with the service advice form.
- ✓ Make sure all smoke detectors are working. According to the law, the tenant is responsible for maintaining the smoke detectors and replacing the battery.
In apartments of over 60 square meters there should be at least two smoke detectors.
- ✓ If the final inspection has not been done before moving in, it can be done right after you have moved in.
- ✓ Reserve a parking space and sauna shift from property maintenance.

The property maintenance will put your name on the board and mailbox within two weeks after you have moved in.

When moving, all keys will be picked up and handed in at the company responsible for the keys.

Paying the rent

After signing the tenancy agreement you will also get a bank transfer form for paying the rent monthly by the third day of every month. You can pay the rent by using direct debit, bank transfer or online invoice. You can also order the invoices per email.

A joint responsibility tenancy agreement means that all tenants are responsible for paying the rent. If the rent is not paid, each tenant will be transferred to the collection agency and any interest or other costs incurred by the debt will be shared between those responsible.

The joint responsibility tenancy agreement ensures decent living costs for all tenants: unpaid rent results in additional costs and those costs will eventually be covered by raising the rent.

If the rent is still not paid, the tenant will receive an eviction notice and the tenant is responsible for all related costs. This will also have affect your credit history.

If you have problems paying the rent, contact us for advice. We will help you organise a payment plan in order to avoid further issues.

In December, a notice of rent checks will be delivered directly to the tenants. General information will also be submitted on the notice boards. If changes are to be made, they will be valid from March onwards.

What does the rent cover?

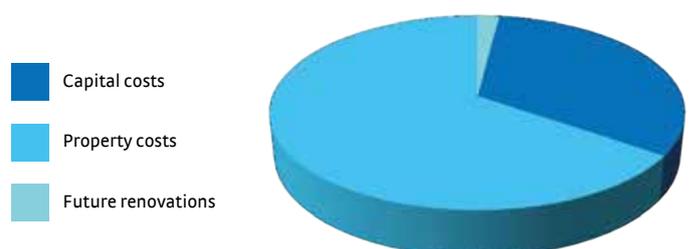
The principle of rent is rather simple: the revenue must cover the costs. Each property has its own rate for rents: every building has its own individual costs and the rent depends on those costs.

The rent of each apartment consists of capital and property costs. We do not charge for water separately and the sauna shifts are free of charge (except in separate accommodation units).

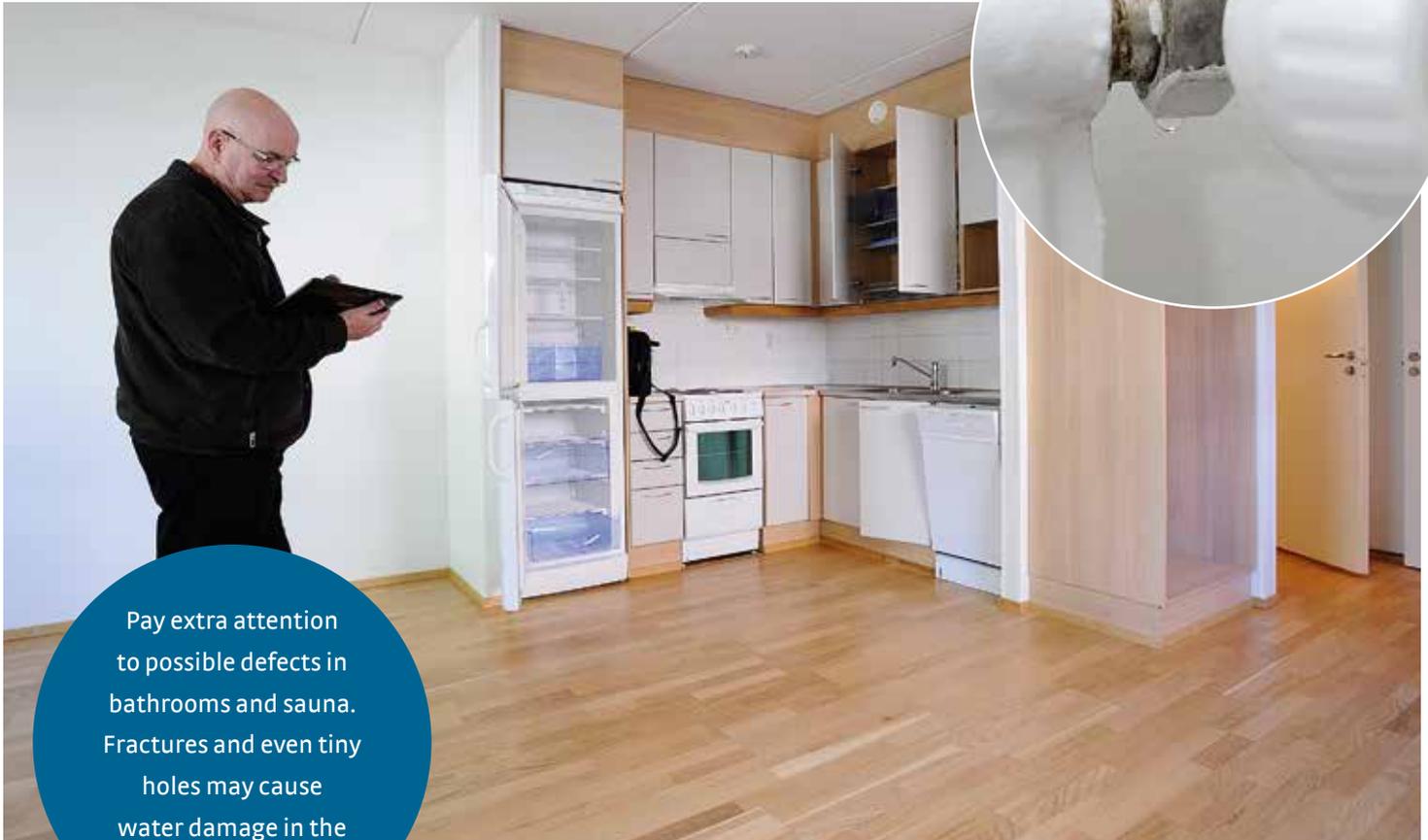
- Capital costs include the building and renovation loans and their interest.
- Property costs include heating, electricity, water, waste management, property management and other related costs.

These costs must be covered with rents. The tenants can affect the rental costs with their personal choices, such as sorting their waste and maintaining a reasonable temperature inside. For example unpaid rent can result in rent increases.

EXAMPLE OF COST STRUCTURE



Condition & equipment



Pay extra attention to possible defects in bathrooms and sauna. Fractures and even tiny holes may cause water damage in the long run.

We always inspect the apartments before a new tenant moves in. The inspection is made by the housing manager and apartment inspector.

If the apartment is brand new or newly renovated, or if the tenancy agreement has been a short one, the inspection may not be done.

The inspection is made within two weeks after moving in.

If the apartment is brand new or newly renovated, manuals for different appliances and gadgets will be provided. It is recommended to read through them; if any appliances are damaged due to misuse, the tenant may be responsible for the repair costs.

Our apartments are rented with the existing equipment at the time of signing the agreement. If you need any additional equipment or appliances, talk to your housing manager about it. If the additional equipment causes any extra costs, you as the tenant are responsible for them.

Service advice

The property maintenance is responsible for service advice. The easiest way to report faults or defects is online at www.sivakka.fi

Apartment defects and renovations

Pay attention to all surface materials in the apartment regularly in case of possible defects. Pay extra attention to bathrooms and sauna because fractures and even tiny holes may cause water damage in the long run.

The apartment must meet the general quality standards which means the tenants are not allowed to renovate without permission. All renovations must be done by professionals accepted by the housing manager. If the tenant wants to do renovations on their own, they must contact the housing manager about it beforehand.

All costs for uncleanliness or causing damage to the apartment are the tenant's responsibility and will be charged according to our rates. You will find our current rates on our website and at our office.

The housing managers are responsible for renovations and annual repairs in apartments and properties. We do annual repairs and renovations in all our properties as well as small upgrades in apartments, renewing equipment or surface materials up to date. We will inform our tenants of upcoming renovations beforehand.

Floors

The floor materials in dry areas of our apartments are mainly laminate, PVC or vinyl and in some cases parquet. Care instructions for different floor materials can be found in the house folder or by asking the housing manager.

Avoid excessive use of water when cleaning the floors and always use pH neutral detergents. Protect the floors from scraping and discoloring by using light-colored felt pads on furniture legs.

Faucets and drains

All faults or defects in faucets or drains must be reported to the property maintenance as soon as they are noticed. The faults may cause severe damage not only in the apartment but also in the whole building.

Fatty or greasy food waste must be cooled down and placed in the organic waste bin: do not pour them into the sink! Any fat in the sewage system may clog the sewer and drains. Clogged pipes and sewers may cause severe damage and repair costs.

Tenants should pay attention to the plastic plumbing in the kitchen as the connections may start leaking over time. Seals and gaskets can be tightened by hand.

If the tiling or plastic floor or wall material seem loose in bathrooms, the tenant must contact the housing manager immediately.

The floor drains and stench traps in kitchens and bathrooms should be cleaned regularly. Any installations of washing machines or dishwashers must meet the current standards and regulations. You may ask help for installing the devices from your housing manager.

Please note that installing a dishwasher is not possible at all our apartments.

If the tenant wishes to have a dishwasher installed, they can order a plumber to do the installation through Sivakka (approx. one hour of work). The installation is free of charge if the tenant has already acquired all the necessary parts and a leak pan, and the apartment has an available spot for the dishwasher.

In older apartments, installing a dishwasher may require an additional power outlet, a new faucet or removing a cupboard. This might lead to additional costs, which are the tenant's responsibility.



Remove the dishwasher correctly when moving

- Plug the drain connection tube.
- Plug the water inlet from the faucet.
- Make sure there are no leaks below the sink.
- You can always ask for help from Sivakka. By doing so, you will avoid leakage and possible repair costs.

Electrical devices

Only authorized professionals are allowed to repair electrical devices in your apartment. Always report faults and defects to your property maintenance.

Acquiring and installing fuses, light bulbs and fluorescent tubes are the tenant's responsibility. Electrical underfloor heating costs are paid by the tenant as part of their electricity bill.

Internet connection

Nearly all Sivakka apartments are provided with an internet connection free of charge. The connection must be registered to the tenant. You may do the registration with your online banking credentials on the operator's website or by calling their customer service. A router is necessary in most of our apartments. The tenant is responsible for purchasing the router.



Smoke detector

According to the law, all apartments must have a smoke detector. All floors of an apartment must have at least one functioning smoke detector. There must be at least one smoke detector per 60 square meters.

According to the law, the maintenance, battery replacement and the purchasing of new detectors are the tenant's responsibility. Neglecting this responsibility may result in an insurance claim rejection in case of accidents or damage.

Heating system

Indoor temperature in apartments is about + 21 °C. The radiators do not always need to be warm because the thermostat regulates the hot water flow in radiators.

The thermostat measures and adjusts the room temperature. Do not cover the thermostat with curtains or furniture! Room temperature is measured from the air in the middle of the room.

Ventilation

Buildings have different kinds of ventilation systems. Centralized systems are usually found in high-rise apartment buildings. With those systems it is common that the ventilation cannot be controlled individually in single apartments. The system commonly used in row houses lets the tenant control the ventilation.

Different kinds of ventilation systems, their features and their use are listed here. If you don't know which system your apartment has, please ask your property maintenance or housing manager.

Natural ventilation

Airflow in the bathroom and clothes room takes place naturally due to the temperature difference between the inside and outside air. In short, the airflow works better in the wintertime than in the summer.

The kitchen may have a separate hood for removing smells and odors from the kitchen while cooking.

Supply and exhaust air vents

Only clean the exhaust vent from the outside so that the settings will not be affected. Do not change the settings as they are set as part of the ventilation in the whole building. Air vents in the sauna must be open at all times.

Keeping the windows open all the time will significantly increase the heating costs. Keep the supply air vents open at all times to ensure controlled ventilation.

Kitchen hood filters

Kitchen hood filters and/or ventilation fan filters must be washed regularly to ensure adequate ventilation (every 1-3 months).

Ventilation units

Ventilation units have a timer. Full exhaust ventilation operates usually between 7.00–9.00, 11.00–12.30, 16.00–17.30 and 20.00–21.00. In other times the ventilation system is running on a lower setting. On extremely cold winter days the ventilation is reduced to keep the apartments from cooling down too much.

Newly renovated exhaust systems may have a timer-controlled exhaust booster installed in the kitchen hood. When switched on, the booster will increase the exhaust ventilation for a few minutes before setting itself back to normal level.

Centralized ventilation

The system supplies the apartments with clean, pre-heated air through the supply vents. The exhaust air flows through the exhaust vents. Do not change any settings in the vents by yourself. Sivakka will have the air channels and filters cleaned regularly. The tenant may clean the outside and the surroundings of the vent by dusting or with a vacuum cleaner without removing any parts.

Apartments with individual ventilation units

In apartments with individual ventilation units the tenant can control the air flow as desired.

You may control the flow by adjusting it: Setting 1 is "away", setting 2 is "normal", settings 3-4 are for removing smells and odors from the kitchen or moisture from the bathroom. "Open damper" -setting lets the unit work as a kitchen hood. "Closed damper" -setting increases the air flow in the bathroom.

Individual ventilation units with heat recovery

The property maintenance replaces the filter and takes care of adjusting the damper to summer and winter settings. The unit is locked so that the tenants can not open it by themselves.



DIY renovation – for a unique home

People often wish to change the appearance of their apartment to make their home unique. Sivakka offers its tenants an easy and flexible way to do it.

As a tenant, you have the possibility to make your home unique with decorative walls. The Sivakka website has a range of colors for you to choose from. Sivakka provides you with all the necessary equipment (paint, paintbrushes, fillers etc.) which you can pick up from selected businesses.

DIY renovation is also possible with flooring.

How do I start?

- Contact your housing manager or housing assistant

You will need the following information:

- how many walls are to be painted
- requested color
- an inspection is needed in some cases

If the apartment has been neglected or if the tenant has been smoking inside the apartment, the right for DIY renovation may be declined.

Sivakka will order the supplies to the selected business per email.

You may pick up the supplies from the selected business on a set date.

Common areas



Balconies

In high-rise buildings, the dusting balconies are meant for dusting. Apartment balconies are meant for personal purposes. Dusting rugs on apartment balconies is forbidden, as well as tossing items or waste from the balcony. Airing out bedsheets can be done on apartment balconies.

Grilling on a balcony on underneath it with open fire is forbidden in all our buildings. If you are using an electric grill on the balcony or in the yard, please make sure you do not cause harm to other tenants.

Front and back yards

All tenants are responsible for keeping their front and back yards nice and tidy. The grass needs to be cut often enough, and the yard needs to be tidy in general. Tenants are allowed to plant flowers on their back yards to brighten up their surroundings.

Planting trees or setting up fences as well as other alterations require a permission from the housing manager.

Yard area

Yard areas have specific areas for parking, waste management, plantings, playing and hanging laundry. Cars have their designated parking spaces. They don't belong in play areas or on the grass. The pathways work as rescue passages so parking on the pathway is forbidden.

Washing or fixing cars on the yard is forbidden.

Stairwells and passages

Storing any items in the stairwell is not allowed. Personal items must be stored in the apartment or in locked storage rooms. According to fire regulations, all fire exits and passages must be kept free from clutter. To help keeping the passages clean, doormats must be placed inside the apartments.

Smoking in common rooms is forbidden.



Storage rooms

There are specific storage spaces for sports equipment, bikes and prams. Each home also has a locked storage available.

If your items do not fit in the storage and are left outside of it, the property maintenance will clear them out and haul them to the junkyard. Storing motorized vehicles (scooters etc.) inside the building is forbidden.

Laundry room

Laundry room can be used daily between 7 and 20 if not started otherwise. You reserve your laundry time slot by writing it down on the notebook or whiteboard in the laundry room. Remove your reservation after you are done.

The laundry room is for tenants only. Do not wash rugs in the washing machines. The manuals for the washing machines can be found in the laundry room.

Club rooms

Many buildings have club rooms that are free to use for everyone. For more information, contact your property maintenance or members of the tenant committee. Any items stored in the club room or other common areas will be hauled to the junkyard.



Sauna

You may inquire about your sauna slot from the property maintenance and ask for a preferred slot or reschedule it. The sauna in the apartment is not meant for drying laundry.

Parking spaces

Contact your property maintenance to get a parking

space. You can easily pay the monthly fee while you pay your rent. Once you have a parking space, you will receive the key to the power outlet from your property maintenance.

The parking space power outlet is meant for warming up the engine only. In most cases, the cables and fuses are not designed to enable interior heaters. Using interior heaters is going to overload the fuse, which leads to all power outlets shutting down. The outlets have timers limiting the power outlet to two-hour periods.

Power outlets must be locked at all times. Leaving the power cord in the outlet is considered a safety hazard and the cord will be removed.

Parking spaces are reserved for cars or motorcycles in active use. Tenants are not allowed to rent or give the parking space to someone else.

Parking trucks or other large vehicles is not allowed on parking spaces. If you have two parking spaces and another tenant needs one, you will have to give away one of them if there are not any vacant spaces left.

Guest parking spaces are meant for short-term parking only. Some properties use private traffic wardens. In those cases, there is a sign of it at the parking area. Follow the parking instructions to avoid parking tickets or other fees.





Pets

The Finnish law has certain regulations for cats and dogs, for example when walking them. It is the owner's responsibility that cats, dogs or other pets will not cause disturbance or inflict damage to neighbours, other tenants or the apartments.

Pets must be kept on a leash at all times when outside. Pet owners must ensure that their pets or their droppings do not cause disturbance. Possible damage inflicted on the apartment and the repair costs are the tenant's responsibility.

General rules and safety

Legal emergency plan for properties

All our properties have valid emergency plans. You can find your emergency plan on our website. You may also print out the emergency plan if you want. You will also find a map of emergency routes and pathways as well as the emergency plan itself.

Read through your emergency plan as soon as you have moved in so that you can act fast in different emergencies. It is also a good idea to go through the emergency plan and safety issues with your children.

Home insurance

Home insurance is there to secure your home and possessions. Home insurance includes at least the home insurance, contents insurance and legal protection. Contents insurance covers sudden damage to your possessions such as breaking. If your new washing machine breaks down, the bathroom sink cracks or your home gets broken into, the insurance is there to cover it.

The property insurance in our buildings may not cover incidents in the apartments. Therefore, it is important to have a home insurance in case of water damage or fire in your apartment.

In case of disturbance

If your neighbour causes any disturbance, you may first discuss it with them in a friendly manner. If the disturbance is frequent, you can send a written complaint to your housing manager at isannointi@sivakka.fi

The easiest way to submit a complaint is by email or by registering on our website and fill the form. The following information is needed: type of disturbance, when it occurred, who caused the disturbance and the name of the person submitting the complaint.

The disturbance is very rarely a police matter, but in such case you should also let the housing manager know about it. The police will not inform the housing manager.

If there is still any disturbance and there are other witnesses as well, the troublemaker will get a warning after the second report. If that does not work, our last resort is an eviction due to frequent disturbance.

Tenants are responsible for any disturbance caused by their guests. If you are organising a party, let your neighbours know about it beforehand. Telling your neighbours is not a waiver for disturbance if the party is loud and lasts until late in the night.

Safety regulations for handling fire:

- Never leave candles or fire unattended inside or outside.
- Do not put outside burners or torches on the terrace, balcony, wooden stairs or handrails.
- Always position burners or torches within a safe distance from flammable materials.



Who to contact in case of problems?

Always contact the property maintenance for service advice

If you notice any faults or defects in your apartment or building, you can always contact your property maintenance. Filling out a service advice is easy on our website. The system directs registered users directly to the correct property maintenance and housing manager. You can also report faults or defects by calling them directly. You will find the contact details on the board in your building.

The following services are available during on-call duty hours:

- ✓ leaking radiator valves
- ✓ clogged drains or plumbing
- ✓ door locks, for example broken locks or if the key has broken inside the locking mechanism
- ✓ toilet seat or valves are broken, or the toilet seat is leaking
- ✓ the radiator in the draught lobby feels cold (freezing hazard in winter!)
- ✓ elevator service advice
- ✓ no electricity in the apartment
- ✓ other potential hazards, such as snow falling off the roof, snow barriers on the roof seem loose, potholes on the driveway or parking area

Online service

By using your online banking credentials you may check your rent status, overdue rents, track the energy consumption of your building, inform us about changes in family status, update your contact details etc.

Check out the online service on the Sivakka home page.

If the service advice is urgent and may cause risk of injury or problems to tenants or the property, call your property maintenance as soon as you notice the fault or defect!

We are here to help!

Property maintenance

My responsibility is the general tidiness, common rooms, yard areas, repairing faults and doing minor maintenance and repair work.

Contact me if your toilet seat or faucet leaks, your apartment is colder than usual, yard area needs maintenance, door lock needs repairing or any of the larger household appliances break down.

Housing manager

My responsibility is taking care of larger repairs and renovations as well as renewing equipment and taking care of any disturbance.

Contact me in case of disturbance, when you are organising tenant activity or if your apartment needs renovation.

Door opening

You can order a door opening through the 24/7 phone service of your property maintenance. You will find the number on the board or on our website. There is always a fee for opening the door. The property maintenance has its fixed rates for the service.

Missing or additional keys

Ordering additional keys or reporting missing keys can be done by sending an email to the housing manager assistant at isannointi@sivakka.fi

Ecological living and waste sorting

Saving energy

Sivakka has committed to national energy efficiency agreements.

We reduce energy consumption with energy efficient systems, monitoring the energy consumption, sharing knowledge between tenants, property maintenance and housing manager and by motivating them to reduce their energy consumption. By improving our energy efficiency, we also improve the standard of living for our tenants.

Properly adjusted systems ensure that our tenants have a good and even standard of living. The daily energy consumption habits of a single tenant play a significant role in the total energy consumption of the whole property. Reducing the consumption reduces personal costs and helps in saving the environment. The lower the energy costs are, the cheaper the rent is.

Energy certificate

All our properties have individual energy certificates. You will find the energy certificates on our website.

Waste sorting

Waste sorting is important both for us and the environment as it reduces the amount of mixed waste. The latest waste sorting guide can be found on the Kiertokaari website (Oulu Waste Management). The waste sorting guide for your building can be found nearby the waste bins outside.

The right place for hazardous waste, old kitchen appliances and furniture is at the recycling stations.



Tenant benefit system

Sivakka offers benefits for long term tenants every five years. The benefit depends on the timespan of your tenancy agreement. If the tenant switches apartments, the benefit countdown starts from the beginning of the new tenancy agreement. We will inform the tenant of an active benefit with a letter sent directly to them. The benefits can be seen on our website for registered online users under personal information.

There are two types of benefits: after living five years in the same apartment the tenant is offered some benefits for consumer products. After ten years the tenant is entitled to a renovation benefit or they can choose the product benefit.

Product benefits are household appliances or other equipment for enhancing the standard of living.

Renovation benefit will improve the quality of the apartment. You may renovate the floors, walls, cupboards, bathroom or other parts of the apartment of your choice.

Renovation benefits must be discussed with the housing manager to avoid overlap with other upcoming renovations in the building.

The benefit will not be offered if there have been any problems with apartment maintenance, paying the rent or other areas in the tenancy agreement. For example, the benefit will not be offered if the tenant has been smoking inside.



Tenant activity

Sivakka tenant activity aims to increase the standard of living and communality in your home building. At its best, tenant activity is...

PARTICIPATION: You are the expert of living in your home – you can have your say in it. In properties with restrictions, the tenant committee is annually responsible for general matters, such as renovation funds and rent calculations. All tenants have the right and possibility to participate in all tenant events.

INFLUENCING: You can influence the congeniality and standard of living in your home building. As a part of tenant activity, you can present your own ideas on how to improve congeniality, house surroundings or maintenance.

COOPERATION: You will cooperate with the housing manager and other tenants in organising events and improving common rooms and areas.

According to Finnish law, the tenant committee holds a meeting at least once a year together with the housing manager.



Tenant representative

Is the representative of all Sivakka tenants who is there to represent and help the spokespeople of all tenant committees.

Tenant supervisor

One tenant supervisor represents all Sivakka housing units. The supervisor checks the administration structure of the units, financial statement, cost structure of rents and the use plan of the renovation fund every year.

Cooperation committee

Consists of active tenants and complements itself.

The cooperation committee gathers regularly to discuss current topics, and gives their suggestions to the administration of Sivakka Group. The committee selects their tenant representative candidates for the Sivakka Board. Sivakka cooperation committee has three members representing the tenant committees. The committee discusses different topics around tenant activity and life as a tenant annually.

Sivakka group representatives are also present in cooperation committee meetings.





Terminating the tenancy agreement

Apartment exchange

There are two options for apartment exchange:

1. Exchange for a vacant apartment first by terminating the vacancy agreement and then applying normally.
2. Exchange with another tenant through our apartment exchange service.

If you exchange apartments, the moving day is always at the end of the month. When the tenant accepts the offered apartment, they must terminate their current tenancy agreement. Please note that we need around three weeks to process the application.

Exchange requirements:

- You have been our tenant for more than 6 months.
- The housing manager has inspected both apartments.
- There are no unpaid repair costs.
- You haven't received any notice or warning due to disturbance.
- You have not neglected the maintenance of your current apartment.
- There are no unpaid rents.
- You have paid the deposit and sent us the receipt.
- New tenancy agreements have been signed.
- The keys can be picked up from the property maintenance with your signature.

Terminating the tenancy agreement

You may terminate the tenancy agreement by signing in to our online service, at our customer service or by delivering the written letter directly to our office.

The term of notice (1 month) begins on the last day of the current month when the tenancy agreement has been terminated. In other words, if you were to terminate the agreement today, your tenancy agreement would come to an end on the last day of the following month. You will also pay the rent for that month.

Terminating the tenancy agreement must be verified. If several people have signed the tenancy agreement, the termination requires the signatures of all tenants.

If only one of the tenants is moving out, they will have to terminate the agreement on their behalf. This will also need to be verified. If the tenancy agreement is not terminated, the tenant is still responsible for the rent and the condition of the apartment.

Upon the death of a tenant, the estate is responsible for the rent. The term of notice is one month, as usual. The estate administrator needs to deliver the death certificate when the tenancy agreement is being terminated. The guide for moving out can be found on our website.

Guide for moving out

When you are moving out

- Make sure the apartment is in good condition and all smoke detectors function properly.
- If you have done any changes in the apartment or something is broken, repair them or contact your housing manager to figure out the repairs.
- Marks on the walls from hanging pictures or installing shelves are a part of everyday living. You do not have to cover the holes or screws to get your deposit back.
- Properly clean the apartment and locked storage.
- Any items left behind after moving out (furniture, car tires etc.) must be taken to the waste management stations, not in the waste bins of your house. If items are left behind, the tenant is responsible for the costs of transporting the items to the waste management station.
- Hand in all the keys at your property management or other business responsible for the keys. If the tenant does not hand in all the keys, the locks will be rekeyed. The tenant is responsible for the costs of this procedure. If you are moving out on a weekend, make sure to hand in at least one key on the previous business day or contact your property maintenance to figure it out.

Inspecting the apartment after moving out

The apartment will be inspected within one week after terminating the tenancy agreement using a master key. A Sivakka representative will do the inspection on a business day between 8–16. The inspection may not be done in brand new or newly renovated apartments or if the tenancy agreement has been a short one.

The inspection after moving out will be done within two weeks after moving out.



Marks on the walls from hanging pictures or installing shelves are a part of everyday living.

We will invoice the tenant after inspection if:

- the apartment has been poorly cleaned (remember to clean drains, kitchen hood filter, windows, cupboards, closets and floors when moving out)
- the dishwasher water inlets and outlets have not been plugged correctly
- something is broken or damaged, for example toilet seat, sink, doors, windows, stove, refrigerator or other equipment in the apartment
- some of the standard equipment is missing
- flooring is damaged or has color stains
- holes in the bathroom walls must be repaired (risk of water damage)
- the apartment has been neglected and is in exceptionally poor condition and must be renovated
- items other than household waste have been left behind at the waste sorting area

We will do our best to renovate the apartment within one month for the next tenant. Only exception to this is in the summertime when holidays or yard work may prolong the renovation procedure. Urgent renovations are a priority. The apartment is considered handed over when all keys have been handed in.

If there is nothing to invoice, the deposit will be returned within one month after terminating the tenancy agreement.

Emptying and cleaning the locked storage is also the tenant's responsibility.



Sivakka Group

Sivakka Group, an organisation owned entirely by the city of Oulu, is a parent company for Sivakka. Our main goal is to support the availability of rental apartments in the city by maintaining diverse and reasonably priced rental apartments. The group has over 8000 rental apartments.

Sivakka Group subsidiaries are Oulun Sivakka Oy, Sivakka-yhtymä Oy, Oulun Tervatalot Oy, Oulun Remonttimylly Oy and Kiinteistö Oy Oulun Pikisaari.

As a lessor, Oulun Sivakka Oy administrates properties that fall into the legal category of interest subsidized properties. Oulun Tervatalot Oy has apartments for the elderly and people with special needs. Kiinteistö Oy Oulun Pikisaari owns culturohistorically valuable wooden houses in Pikisaari. Remonttimylly is a construction company specialized in maintenance and repair.

As a lessor, Sivakka is a modern, reliable and safe choice. Our customer service and housing management serve our tenants. Our work in maintenance and repair is extensive. Our services are being offered to everyone in Oulu and they are constantly developed to the benefit of the customers. The tenants have the possibility to take part in decision making concerning their everyday life in our apartments.

The shareholders' meeting, organised at least once a year, has the highest authority. Since the group is entirely owned by the city, representatives authorized by the city have the highest authority.

Sivakka Group builds new properties in central areas according to demand. We will inform about upcoming properties on our website and local newspapers at the beginning of the application period.

RULES AND REGULATIONS

1. The front doors are locked from 21 to 6 unless stated otherwise.
- 2.1 The cleanliness of the stairwells and passages and the comfort of tenants require that:
 - there is no excessive noise in the stairwell.
 - apartments are not aired out into the stairwell.
 - clothes are not dusted or brushed in the stairwell.
 - there is no clutter in the stairwell.
 - there is no loitering in the stairwell.
- 2.2 The cleanliness of the yard area and the comfort of the tenants require that:
 - children play only in the designated play areas.
 - trees, bushes and plantings are not being harmed.
 - cars are parked in the designated parking area.
 - vehicles are not washed in the yard.
 - the power outlets on the parking spots are locked at all times and unplugged cables are removed from the outlet.
 - tenants do not store large items or vehicles (such as trailers, boats etc.) on the yard.
 - pets are kept on a leash in stairwells and in the yard. Pets are not allowed to leave any waste or droppings on the yard. Pets are not allowed in common spaces such as sauna or laundry room.
 - use of alcohol and other substances is not allowed in common spaces.
 - feeding birds is not allowed on balconies or in the yard.
3. Any noise must be kept down between 22 and 7. In case of a family event, tell your neighbours about it beforehand if it is likely to last past 22.
4. Dusting and airing out rugs is only allowed in designated areas.
5. Keeping apartments, balconies and the yard clean is everyone's responsibility.
6. If you notice any faults or defects anywhere in the property, tell your property maintenance about it immediately.
7. In case of vandalism, the perpetrator is fully responsible for all repair costs. Tenants are also responsible for any damage caused by their guests.

