TOAS
Tampere Student Housing Foundation

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Orientation
Fall semester 2017
TOAS Housing

- Accommodation for full time students

- Mostly unfurnished apartments, furnished rooms for new international students

- Furnished rooms for international students of three universities: UTA, TAMK, TUT

- Office: lidesaukio 1, opening hours 9.00am–3.30pm (weekdays)

- toasoffice@toas.fi
Keys

- Take good care of your key(s)!

- A lost key costs 50€. Additional 150 € will be charged for the lock exchange.

- If you lock yourself out of the apartment, a spare key may be borrowed from TOAS office during office hours IF you are able to prove your identity!

- **Outside the office hours** you may call the maintenance company for help. Maintenance companies’ services cost approximately 25–80 €.
Button up: lock **ON**
Button down: lock **OFF**
Your tenancy agreement

• You must sign your tenancy agreement at TOAS office as soon as possible.

• Read your agreement carefully, ask if you don’t understand something.

• Agreements are time-specified from August 1\textsuperscript{st} until December 31\textsuperscript{st} or May 31\textsuperscript{st} 2018 (cannot be terminated earlier).

• The deposit payment DOES NOT cover any rents. The deposit will be refunded to you \textbf{when your agreement has ended} (assuming that you have paid your rents, return the keys in time and the apartment is left in a good condition).
Rental payment

- The rental payment deadline is always the 6th of each month. Deposit payment does not cover the first month’s rent.

- Use always your personal reference number.

- TOAS accepts only direct money transfers. Credit card payments are possible as a money transfer also, contact your bank for assistance.

- Banks in Finland do not accept cash payments anymore!

- All rents from August to December must be paid, regardless of the arrival date. The rent of August is paid after arriving to Tampere, so a small delay in the first rent is ok. Following rents must be paid by the deadline (6th of the month).

- You can pay also all 5 month’s rent at once, as a one payment.

- European residents should make their payments as SEPA (Single Europe Payments Area) payments in order to avoid additional bank charges. Ask your bank for assistance.
Internet access

• **Free of charge Internet access.**

• **City:** WiFi, username and password given at TOAS office.

• **Rauhaniemi, Lukonkruuti and Tuulanhovi shared apartments and Reinola shared bedrooms:** a WiFi modem in the apartment, Internet open always, no registration. Password given in the modem itself or in a stricker in your room.

• **Pinja, Lapinkaari, Lukonkierikka, Sepontalo, Mikontalo, Paawola, Tekniikantornit:** you need an **Ethernet cable** to access the Internet, **registration** by calling Internet provider Telia customer service (. Only name and TOAS address needed when calling.

• **Telia customer service:** 0200 11611 (local network charge/mobile call charge)
Condition of the apartment

• **When you move in:** **tenant inspection form**
  (= your feedback on the apartment, what is the condition of the apartment when you move in).

**FILLED ONLY ONCE!**
(This page can be found on the front page of toas.fi).

• **Problems/ faults in the apartment during your stay:** **online fault report form.**
  = If something is not working, then you must report it, a maintenance man will come and fix it.

**Filled always when a new fault occurs.**
This page can be found on the front page of toas.fi.
Online services
You can now run majority of your errands online.

Quickly available apartments
Check out the quickly available apartments.

Fault report
Submit your fault report online.

Tenant inspection form
Tell your observations of the apartment.
Other problems in the apartment?

• Water damages and pests must be reported immediately (online fault report or call to the maintenance company).

• Tenants must change the light bulbs, burned fuses and fire alarm batteries.

• Ignoring your responsibility to report a problem, may cause liability regarding repair costs.

• Too cold? First measure the room temperature, before you make a fault report. If it’s below 20 degrees, you may submit an online fault report.

• The room temperature is measured from the warmth of the air inside the room, not from the warmth of the radiator.

• Wear warm clothes in the winter 😊
City & Lapinkaari tenants

- A meeting with TOAS on **Tuesday August 29th:**
  City 1pm (13:00) on 3rd floor kitchen area
  Lapinkaari 2pm (14:00) on 3rd floor kitchen area

- Topic: cleaning matters and common areas in the building
KUKA? WHO?  |  MITÄ? WHAT?

Kuka tekee, kerja, huoltaa, hoitaa?
Su lakkeen poksahtessa tai avaimen jäädessä koliko ei yleensä tarvitse loitaa sormea suhun asti. Usein pelkä puhelinsolito riittää avun saamiseksi. Alla olevasta ajoitettuisa näe, keneen olla yhteydessä ja myös mitkä asiat kuuluvat sinulle asukkaana.

Who does, repairs, maintains and takes care of?
When the fuses go out or you forget the key next to the morning paper, there is no need for panic. Usually just a telephone call helps to fix things. See the sections below to know, who to contact or if there is something that you as a tenant need to know.

HUOLTOLIITE | MAINTENANCE COMPANY
- Piha-alue
- Vasenhoine
- Oven arahminen
- Tukessa on vihmä
- Kylyhuenen viat
- Lämmitys ja Ilmastointi
- Yard area
- Water damage
- Door openings
- Blocked Drain
- Bathroom faults
- Heating & ventilation

ISÄNNÖINTI | HOUSE MANAGEMENT
- Vasenhoine
- Asunnon sarkassus
- Sahien peraaminen
- Väärin pysäköity auto
- Water damage
- Final inspection
- Drilling walls
- Wrongly parked car

ASUNTOTOIMISTO | HOUSING OFFICE
- Häiriötiluikset
- Kadonnut avain
- Autoilikuviemen vuokraus
- Talonkirje
- (vuokraperimissä)
- Disturbance complaints
- Missing key
- Renting a car space

ASUKAS HOITAA ITSE | TENANT’S DUTY
- Lampun vaihto
- Palovaroittimien pariaston vaihto
- Sulakkeiden ja äräytimien vaihto
- Lamo bulbs
- Fire alarm batteries
- Fuses and lamp starters
Housing rules

TOAS rules and regulations:

• No smoking inside the buildings or from windows!

• Silence between 10pm and 7am

• All tenants are responsible for cleaning the common areas!

• Not allowed to accommodate anyone in the apartment

• No pets allowed
Other problems?

• Written complaints

• Security guard in City, Pinja and Lapinkaari, number on the notice board

• In case of emergency, call 112

• TOAS office open only on weekdays 9am–3.30pm
Who to contact

• Tenancy agreement, keys etc. Housing office toasoffice@toas.fi

• Condition of the apartment, possible renovations: House management isannointi@toas.fi

• Fault report online www.toas.fi

• Rental matters vuokrat@toas.fi

• Door openings outside TOAS office hours: maintenance company (number on the front door)

ENJOY YOUR STAY AT TOAS!

You can find us:

on Facebook @toastampere
and on Instagram @toas_asunnot
TOAS Housing office

Housing office: toasoffice@toas.fi
or asuntotoimisto@toas.fi

House management: isannointi@toas.fi

Office open on weekdays from 9am to 3.30pm (9.00–15.30)