

TOAS Student housing

Tutor presentation
for fall semester 2018



Arriving in Tampere, keys

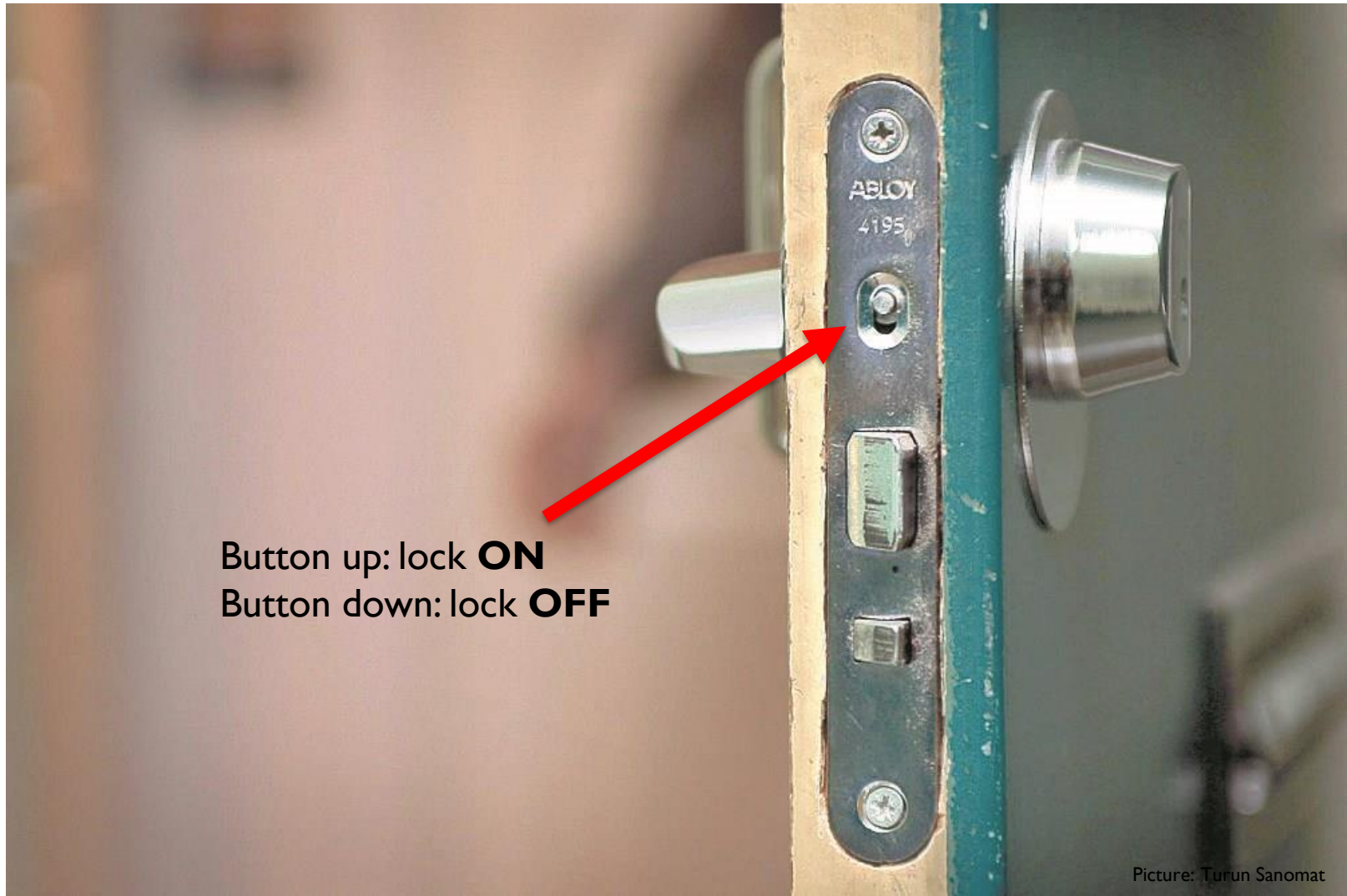
- The keys can be taken from the TOAS office from **August 1st onwards**.
Prepare to queue!
- **Discuss with your fellow tutors, who is getting whose keys! Make sure that the tutee will also know your actions.**
- **You must know the FULL NAME of your tutee!** Take your ID-card with you.
- **Changes to the key pickup must come only from your university!**
- Tutors can get the keys from TOAS **only during the same week the tutee is arriving.**
- If a key is lost, it must be immediately reported to TOAS.



What to do after getting the keys

- **Check-up list.**
- Show your tutees **where** they are staying.
- **Go through** the apartment with your tutee.
- Show how the **lock on the door works** (picture next slide). Tenant: a spare key may be borrowed from TOAS housing office. The key must be returned during the same day by 3.30 pm. When forgetting the keys in the room, outside TOAS office hours call the maintenance company. Opening the door will cost approximately 25-80€.
- **Bring your tutee to TOAS office** within a week to sign the tenancy agreement (next slide).
- Condition of the apartment / faults in apartment → upcoming slide.
- How to connect Internet → explained to the tutee in an information email. Internet access is free of charge.





Button up: lock **ON**
Button down: lock **OFF**

Picture: Turun Sanomat

What to do next → TOAS office

- Your tutee must visit TOAS office to **sign the tenancy agreement**.
- Rental payment will be explained at the TOAS office, the student is able to pay in advance when he/she receives the **rental invoice via email**.
- TOAS accepts **only direct money transfers**. Credit card payments can be done to TOAS account also, tutee must contact their bank.
- **Banks in Finland do not accept cash anymore!**
- All rents from August onwards must be paid, **regardless of the arrival date**.
- The deadline to pay the rent is always the 6th of each month.
- All rents can be also paid as a one payment, at once.



MyTOAS

- The **reservations for sauna and laundry room** is done online, on MyTOAS.
- Your tutee will receive instructions via email, but you can assist them to register for the system on the TOAS web site.
- On MyTOAS the tenant can also see the current rental payment situation.



Apartments Applying Your tenancy TOAS Contact us FAQ **myTOAS** Suomeksi



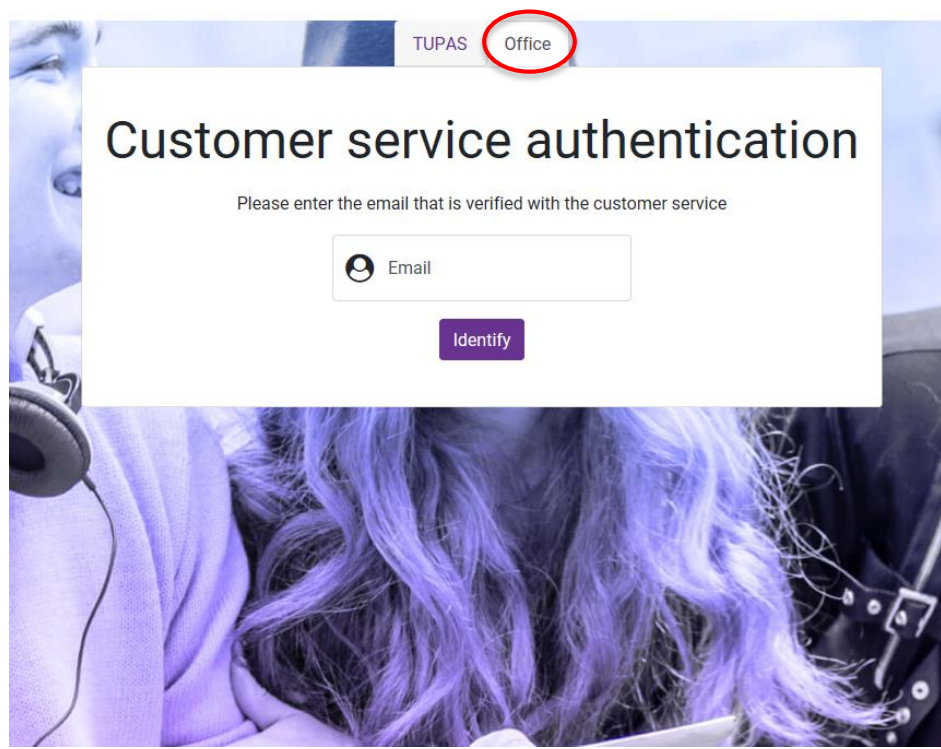
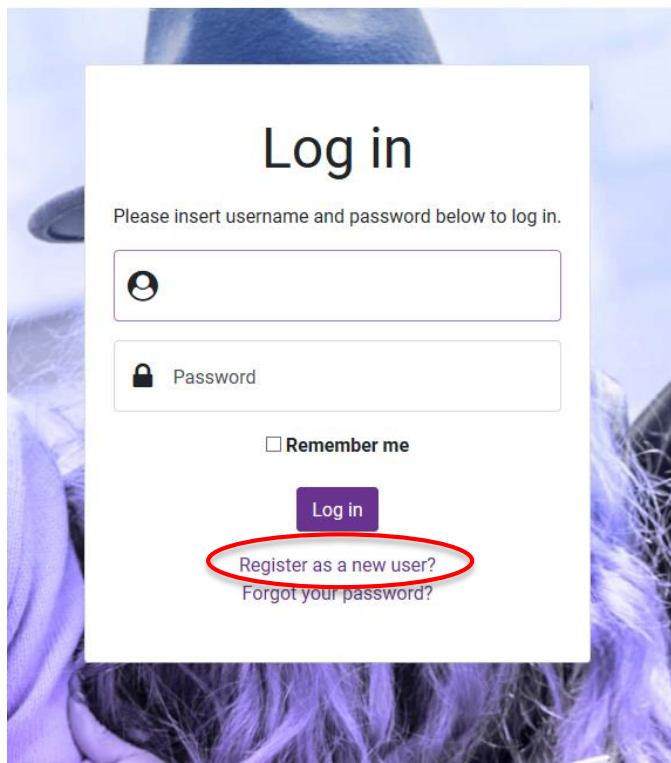
myTOAS

myTOAS is a platform for tenants to find their tenancy agreement, rental invoices, payment information and location information. At myTOAS you can make laundry and sauna reservations via TOASbooking.

You may register and log in to myTOAS at <https://omatoas.toas.fi>. Please see the instructions on registering [here](#).

MyTOAS

- The registration for the system is done with the same email address, as used with TOAS application. *Username = email address!*
- The applicant must *create a password* and verify it via the link received via email.
- When the registration is done, they can book the laundry and sauna online via the *Booking*-section on the site.



Problems in the apartment?

- **Tenant inspection form** needs to be filled **after moving in**, give feedback on the apartment when moving in (filled only once).
- If there are any complaints/repair work to be done, show your tutee how to fill in a **fault report** on the TOAS website → it will be fixed.
- Water damages and pests must be reported immediately, email or phone call.
- Tenants must change the **light bulbs, burned fuses and fire alarm batteries**.
- Ignoring your responsibility to report a problem may cause liability regarding the repair costs.
- Too cold? Room temperature should be around 20-22 degrees. If it's below 20 degrees, fill in the fault report form online. In the fall it might feel colder than it really is.
More clothes on in the winter!



Part of Student Life

This is how to apply to us:

New
international
students



Students already
living
in Finland



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.



Housing rules

Make sure your tutee knows the rules and regulations of TOAS:

- All tenants are responsible for **cleaning the common areas**.
- **No smoking inside** the apartment or corridors.
- **Silence** is to be respected between 10pm and 7am.
- **Not allowed to accommodate** anyone in the apartment.
- **No pets** allowed.



Some other problems

- Written complaints.
- **Security guard** in buildings with the bigger common kitchens: Pinja and Lapinkaari, the guard's phone number on the notice board.
- In case of emergency, call 112.
- TOAS office open only on **weekdays** 9am-3:30pm.



A woman with long brown hair, wearing a grey knit hat and a grey and white patterned sweater, is looking out a window. She is holding a white mug. The background is a blurred indoor setting.

TOAS Housing office

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

TOAS Property maintenance: isannointi@toas.fi

Office open on weekdays from 9am to 3:30pm (9.00-15:30)

The TOAS logo consists of the letters 'TOAS' in a bold, white, sans-serif font. The letter 'O' is replaced by a white house icon with a chimney. The logo is set against a purple rectangular background with a pink horizontal bar at the bottom.

TOAS