

The Check-up List

- Collect **the key** from TOAS housing office at the earliest during the week your tutee is arriving in Tampere. Take good care of the key!
 - Make sure you give the key to the correct person.
 - Let your tutee know the value of the key: a lost key costs 50 €. Additional 150 € will be charged for the lock exchange.
 - Show your tutee how the door lock mechanism works.
 - Should your tutee lock themselves out of their apartment, **a spare key** may be borrowed from TOAS office during office hours. Outside the office hours the maintenance company can be called in for help. Maintenance company services cost approximately 25-80 €.
 - Go through the apartment with your tutee and fill in **the Tenant Inspection Form** on www.toas.fi/en. Also, check **the registration to myTOAS** so your tutee can make reservations for sauna and laundry facilities. If there are any complaints/ repair work to be done, show your tutee how to **report a fault** on TOAS website (or on myTOAS).
 - It's tenants responsibility to buy and replace **light bulbs** as well as **fuses** and fire alarm **batteries**.
 - Urgent faults (i.e. **waterleaks/-damages**) must be reported immediately to the maintenance company. Phone number can be found on the notice board.
 - Let your tutee know that **pests** are very uncommon in Finland. Should they find some in their apartment, they must inform TOAS immediately.
 - Ignoring the responsibility of reporting a problem may cause liability regarding repair/ disinfecting costs.
 - Show your tutee where the **sauna and laundry** room are situated and guide your tutee to the garbage units outside and advise on recycling!
 - Ask your tutee if he/she has already signed his/hers **tenancy agreement**. If not, bring him/her to TOAS office as soon as possible to take care of the matter.
 - Help your tutee to understand how to pay the **rent**. Personal reference number must always be used! Deadline is always the 6th of each month. Deposit payment does not cover the first month's payment. The rent is paid as a money transfer, it is not possible to pay it in cash.
 - European residents should make their payments as SEPA payments in order to avoid additional bank charges.
- Make sure your tutee knows the **TOAS rules and regulations**:
 1. No smoking inside the apartment or corridors
 2. No pets allowed
 3. Not allowed to accommodate anyone in the apartment
 4. Silence is to be respected between 10pm and 7am
 5. Responsibility to keep the apartment clean and in good condition