ayy
asunnot

Resident Guide

The resident guide provides comprehensive instructions and information about living in AYY student housing.

Sisällys

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Rent payment

Rental invoices are sent by email on the first weekday of each month.

- Rent is due by the 6th of each month.
- Payment must be made using a bank transfer; cash or card payments are not possible.
- Remember to use the invoice reference number to ensure that your payment is correctly allocated.
- For international payments, you can save the reference number in the message field.

If your rent payment is delayed

- A payment reminder will be sent if the rent is late for 14 days.
- After this, the invoice will be transferred to our partner for collection.
- If you are experiencing financial difficulties, please contact us well in advance via AYY's key form. You may be granted additional time to pay or be able to agree on a payment plan. If the invoice has already been transferred to collection, please agree on a payment plan directly with the collection company to avoid further complications.

Home insurance

AYY requires tenants to have a valid home insurance policy for the entire duration of their tenancy. Residents are responsible for comparing the available options and taking out home insurance themselves.

Information on home insurance

Electricity contract

If electricity is not included in your rent, please remember to make an electricity contract for your new apartment well in advance. You can check your rental agreement to see whether electricity is included in your rent. Residents are responsible for comparing the available options and arranging an electricity contract themselves.

Tenancy transfers and rent payments

- The main tenant is always responsible for paying the rent to AYY even if they have transferred the tenancy.
- Rental invoices are sent to the main tenant only.
- Recommendation: The subtenant should pay the rent to the main tenant, who then makes the payment to AYY.
- Any costs resulting from late payment will always be charged to the main tenant.

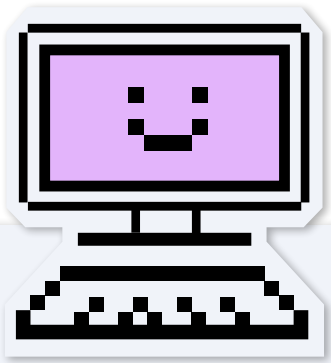
Internet connectio

The rent includes DNA Netti Perusnopeus 200M internet connection, which requires registration before use. You can register here:

- dna.fi/ayy
- DNA Customer Support 0800 550 044 (free of charge, Mon–Fri 9–20, Sat 10–16)
- DNA Kauppa

If you do not have a Finnish social security number, registration can be completed at DNA Customer Support or DNA Kauppa.

After registration, the internet connection will usually be activated within 30 minutes. If you need a faster connection, you can order it from DNA at your own expense.



Apartment temperature

The building automatically adjusts the temperature in each apartment according to the weather outside.

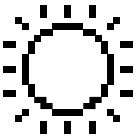
During the heating season (winter) : +18–26 °C
Outside the heating season: +18–32 °C



Are you feeling cold?

- Measure the temperature in the middle of the room at approximately 1 meter above the floor.
- If the temperature is below +21 °C, please contact maintenance.

Watch AYY's Maintenance Officer's video to learn how to measure the apartment temperature and find heating tips for the winter.



Too hot in the summer?

The sun and heat can make the apartment temperature higher than usual.

- Keep the curtains and blinds closed during the hottest hours.
- Ventilate in the evening and at night when it is cooler outside.

Pets

Pets are allowed in studio apartments, studios with shared facilities, two-room, and larger apartments. Please note that pets are not allowed in shared apartments, even for a short time while you care for them.

According to AYY's building rules and regulations:
Pets must be kept on a leash outside the apartment and within the property area. Pet waste must be cleaned up. It is prohibited to walk pets on children's playgrounds or in their immediate vicinity. Keeping pets in shared apartments is prohibited. Washing pets is prohibited in laundry rooms or sauna facilities.

General building rules

These rules and regulations apply to all AYY residents. Residents are also responsible for ensuring that their guests comply with these rules and regulations

Familiarize yourself with the division of responsibilities chart

As a resident, you are responsible for maintaining your apartment and for any damage you cause. The division of responsibilities chart clearly shows which maintenance and repair responsibilities belong to you and which are AYY's responsibility. Before you submit a service request, please check the division of responsibilities chart.

Division of responsibilities chart

The tenant is obliged to take care of and maintain the apartment and to report any defects in it. The tenant is always responsible for the cost of repairing any damage they cause, as well as for their own personal property, excluding normal wear and tear. Always submit a defect report to the maintenance service immediately upon detecting any defects or deficiencies. If you fail to report defects, you will be liable for expenses. Also report any defects and deficiencies in staircases and other common areas to the maintenance service.
If a resident damages AYY's property intentionally or through negligence, they will be held liable for compensation. The amount of compensation is determined based on the actual costs incurred from the repair or replacement of the property.

Duty	Responsibility for performance	Responsibility for costs	Additional instructions
KEYS AND LOCKS			
Acquisition of additional keys	AYY	Tenant	
Lock repair	Maintenance	AYY	
Reporting of lost keys and rekeying if necessary	Tenant	Tenant	Notify the housing office immediately
Storage unit locks	AYY	AYY	You will receive the lock or key from AYY's office when signing the agreement
SURFACES, WINDOWS, AND DOORS			
Painting of one feature wall	Tenant	AYY	Contact the housing office **in advance** to receive a payment commitment and instructions
Repair of other interior surfaces	Maintenance	AYY	Based on AYY's discretion
Non-standard blind / curtain installation	Tenant	Tenant	To be removed when moving out
Repair and replacement of windows, doors, fittings, seals	Maintenance	AYY	
Window washing	Tenant	Tenant	
Adding residents' names to display screens	Maintenance	AYY	
OUTDOOR AREAS			
Cleaning and snow removal on balconies, particularly keeping clean drain pipes/outlets	Tenant	Tenant	
Other outdoor areas	Maintenance	AYY	Report deficiencies
FURNISHINGS			
Renovation and replacement of furnishings (kitchen cabinets, etc.)	Maintenance	AYY	If necessary
Reinstallation of detached doors and cabinets when moving out	Tenant	Tenant	
VENTILATION			
Cleaning of ventilation valves	Tenant	Tenant	See the separate instructions
Repair and replacement of ventilation valves and filters	Maintenance	AYY	
Cleaning of the cooker hood and grease filter	Tenant	Tenant	See the separate instructions
Replacement of grease filters	Maintenance	AYY	
FIRE ALARMS			
Purchase, repair, and replacement of fire alarms	Maintenance	AYY	From 1 Sept 2025 onwards:
Monitoring the operation of fire alarms	Tenant	Tenant	Defect report to maintenance if needed
HVAC			
Installation and removal of washing machines and dishwashers	Tenant	Tenant	Installation by an authorised installer **only**, to be removed when moving out
Plugging of the washing machine's inlet and and drain pipes	Tenant	Tenant	Water connections must be sealed by a professional
Cleaning of the sink trap in the kitchen and bathroom	Maintenance	AYY	
Cleaning of the bathroom floor drain	Tenant	Tenant	
Opening of sewer blockages	Maintenance	AYY	
Washbasin plugs	Tenant	Tenant	
Reporting of leakages (taps, etc.) to maintenance	Tenant	AYY	
Purchase and repair of water fixtures	Maintenance	AYY	E.g. Replacement of a sink
Maintenance of shower walls and cabinets	Maintenance	AYY	
Acquisition of shower curtains	Tenant	Tenant	
HEATING			
Repair, replacement, and bleeding of radiators	Maintenance	AYY	
ELECTRIC DEVICES AND LIGHTING			
Replacement of blown fuses/resetting of automatic fuses to operation	Tenant	Tenant	If located in the apartment
RCD testing and resetting back to operation	Tenant	Tenant	If located in the apartment
Defrosting of freezers and cleaning of drain holes in refrigerators	Tenant	Tenant	See the separate instructions
Cleaning of cookers and refrigerators	Tenant	Tenant	
Maintenance of cookers and refrigerators	Maintenance	AYY	Submit a defect report
Purchase and replacement of light bulbs, including refrigerator, oven and hood lamps	Tenant	Tenant	If replacing the light bulb with a new one doesn't help or a suitable one is no longer available, please submit a defect report
Purchase of antenna cables and internet cables	Tenant	Tenant	
Repair and replacement of light switches, electrical outlets, antenna and telephone plugs	Maintenance	AYY	Submit a defect report
Purchase, maintenance, and upkeep of kitchen equipment	Tenant	Tenant	Also in shared housing
COMMON FACILITIES			
Staircases, club rooms, laundry rooms, saunas	Maintenance	AYY	Submit a defect report on defects and deficiencies
Common areas in shared housing: cleaning, items, furniture, balcony	Tenant	Tenant	Common areas in shared housing are the joint responsibility of residents
DOOR OPENING			
Door opening service	Security company	Tenant	Contact details on the website
Door opening service: Maapadontie 5	Maintenance	Tenant	Contact details on the website
PEST CONTROL			
Pests (bedbugs, ants, silverfish, etc.)	AYY's contracting party	AYY	Submit a defect report of any suspicions immediately, pest check and control are free for residents

Installing a dishwasher yourself is prohibited

Dishwasher installations must always be conducted by a professional. This is to reduce the risk of water damage and ensure that the installation company is responsible for any errors arising from the installation.

Some AYY apartments have ready-made electrical, water, and drain connections for a dishwasher. If there is a base cabinet or a cover panel in place of a dishwasher, please store and reinstall it when you move out. Before ordering a dishwasher, please check the location of the connection points and the dimensions in your apartment.

Do not install or disconnect a washing machine yourself

The installation and disconnection of a washing machine must be conducted by a professional. It is particularly important that the water and drain connections are properly sealed when moving out.

Please remember to take out home insurance. Depending on your insurance coverage, it may reimburse damage to your personal belongings and temporary accommodation expenses.

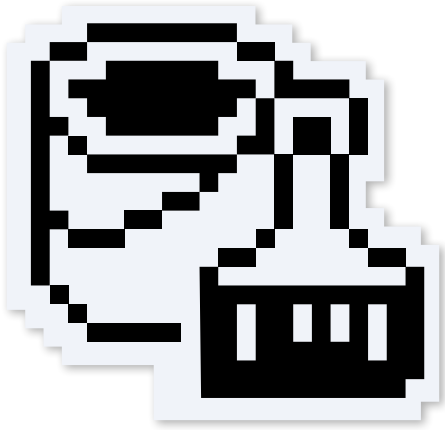
Apartment painting

AYY offers residents the opportunity to paint one feature wall free of charge with a payment voucher. Painting is a one-time benefit during your time in AYY housing. It is prohibited to paint floors, ceiling, doors, window frames, radiators, sockets, or skirting boards. You may only use the products included in the painting package.

Paints and painting supplies can be collected from Olari or Herttoniemi Stark. In new and recently renovated properties, painting is only allowed after the two-year warranty period has ended. Before painting, please familiarise yourself with the instructions for painting indoor wall.

If you notice any issues in your apartment, please submit a service request to maintenance.

Read more



Fire safety

1. Be aware of two routes to safety

Learn how to exit your apartment using two different routes. In an apartment building, the second route may be via a balcony, from which the rescue services can evacuate you. Always keep exit routes clear of any items. Shoes, for example, should be stored somewhere other than by the front door.

2. Do not charge devices overnight

Charge electronic devices under supervision and unplug them from the mains after charging. Do not use a damaged or faulty electronic device, as it may cause a fire or electric shock.

3. Do not leave food cooking unattended

Unattended cooking is one of the most common fire safety risks. Keep the stove and its surroundings free of flammable items, and stay in the kitchen while cooking.

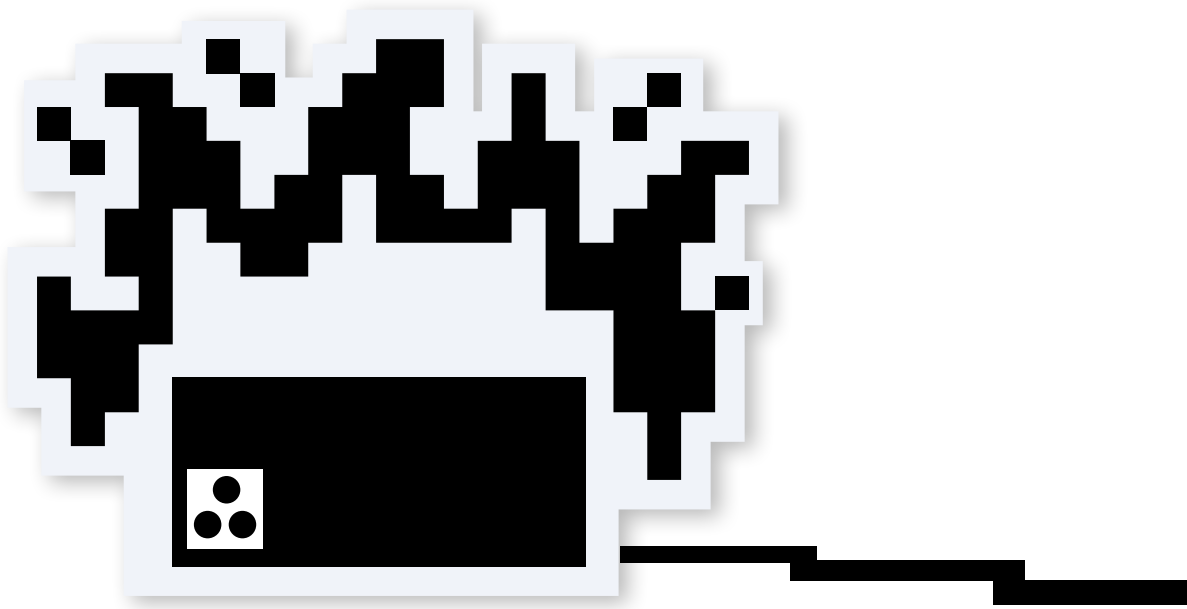
4. Know how to extinguish a small fire

Make sure you know how to extinguish a small fire. It is advisable to purchase a fire blanket or a portable fire extinguisher and learn how to use them in advance.

5. Smoke alarm - test it once a month

It is the resident's responsibility to test smoke alarms about once a month. Maintenance of the smoke alarms is AYY's responsibility.

Watch the Maintenance Officer's video to learn how to test a smoke alarm:
If your smoke alarm does not work, please submit a service request to maintenance immediately.



How to submit a service request to maintenance

Submit a service request via an electronic service requist form and describe the issue as clearly as possible. In non-urgent situations, maintenance will contact you based on the information provided in the form. In urgent situations, please call the maintenance number immediately.

Urgent service requests 24/7

Call: 020 750 5300
Property Maintenance Tahti
Please note! Maintenance issues at Maapadontie 5 are managed by Property Service Sajo Ltd.
For all maintenance issues, please call: 045 277 6601

Name change on the door

Please submit a service request to maintenance to have your name changed on the door.
(NB! Moving notifications at Maapadontie 5 are made by phone to Property Service Alamaa Ltd, tel. 045 277 6601).

Door opening service

If you lock yourself out of your apartment, Securitas will open your door every day and at any time of the day for a door opening fee. You must prove your identity with an official photo ID. A door opening service can only be ordered by a resident who is officially registered as living in the apartment in question.

If you live in AYY housing and lock yourself out of your apartment, please call Securitas service number 0600 13513. Please note! At Maapadontie 5, door opening service is provided by Property Service Alamaa Ltd. Call: 045 277 6601.

The door opening service fee is €30 on weekdays and €60 on weekends and holidays.

(NB! Moving notifications at Maapadontie 5 are made by phone to Property Service Sajo Ltd, tel. 045 277 6601).

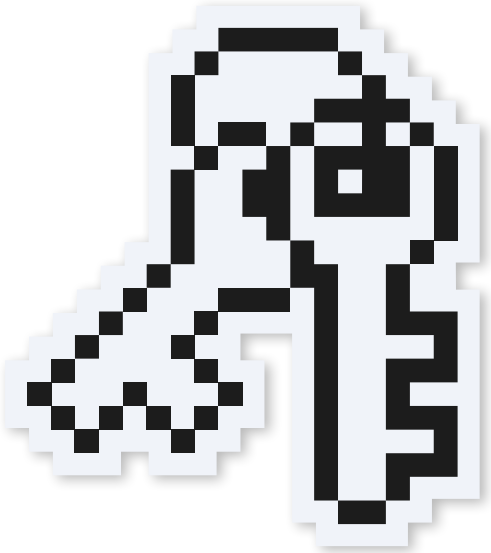
Read more

I lost my key. How can I order a new one?

If you lose your home key, please fill out a key form on AYY's website. Using the same form, you can also order additional keys, request a key code, or take care of other key-related matters.

New keys can be collected from the AYY office in Otaniemi. You will receive a notification when they are ready for collection.

If your key is stolen: Please report the theft to the police and contact AYY housing services. If necessary, the lock can be rekeyed, and the cost will be charged to the resident.



How to keep your home tidy

As a resident, you are responsible for keeping your apartment clean and in good condition. Regular cleaning helps prevent the need for more extensive cleaning later.

Daily

- Wipe the stove and kitchen counters after cooking.
- Do the dishes or put them in the dishwasher
- Take out the rubbish regularly
- Dry the bathroom floor and walls after showering.
- Remove hair from the top of the floor drain.

At least every other week

Whole apartment: Put items back in their places, wipe away dust and splashes, and vacuum and lightly mop the floors with a damp cloth.

Kitchen: Wipe the stove, counters, tap, sink, tiles, and cupboard doors. Also wipe away any stains from the walls.

Bathroom and toilet: Clean the toilet seat, sink, and taps, and wipe the walls and floor. Remove any signs of pink mould immediately.

1–2 times a year

- Wash the windows and clean the ventilation valves.
- Wipe behind the radiators and clean the tops and surfaces of cupboards.
- Clean the fridge and defrost the freezer.
- Clean the oven, stove, baking trays, cooker hood, and grease filter.
- Wash the bathroom walls, floor, and tile joints, and remove any limescale.
- Clean the floor drain and empty the drain trap.

Balcony

- Keep the balcony clean and regularly clear the drainage holes of leaves and other debris.
- **Smoking on the balcony is prohibited.** Only an electronic grill may be used for grilling.

Bathroom maintenance and care instructions

Bathrooms are frequently used facilities, and their proper care is the resident's responsibility. With proper care, you can ensure good indoor air quality, prevent moisture damage, and keep the surfaces clean.

1. Ventilation and cleaning of exhaust valves

Proper ventilation is essential for allowing the bathroom to dry after a shower. If the air does not circulate properly, moisture can remain in the structures and cause mould to grow in tile joints and on other surfaces.
Cleaning frequency: Approximately 1-2 times a year.
How to clean: Clean the exhaust valve and its surroundings with a damp cloth. If the valve is very dusty, you can carefully vacuum it.
Important: If you remove the valve from its place, do not change its settings (the position of the center plate), as this may disrupt the balance of the building's ventilation system.
It is also a good habit to leave the bathroom door ajar overnight.

Watch our Maintenance Officer's video to learn how to clean the ventilation valve.

2. Cleaning the floor drain

Floor drains collect hair, soap residue, and other dirt, which can cause blockages and unpleasant odors.

Cleaning frequency: At least once a month, or whenever the water drains slowly.

How to clean:

1. Remove the floor drain grate.
2. Remove hair and other loose debris by hand (protective gloves are recommended).
3. Wash the drain and grate with a brush and detergent.
4. Rinse thoroughly and put the grate back in place.

3. Cleaning tile surfaces and tile joints

Dirt and limescale easily build up on damp tile joints.

Cleaning: Clean wall and floor surfaces regularly with a small brush and bathroom detergent.

Drying: After taking a shower, wipe the walls and floor dry with a squeegee. This is the most effective way to prevent limescale deposits from forming and to keep the surfaces clean.

Watch for these signs

Notify maintenance immediately if you notice any of the following:

- Water does not drain normally through the floor drain despite careful cleaning.
- A tap or toilet is constantly leaking.

Pest control and prevention

It is the resident's responsibility to report any signs of pests immediately via a service request form. Residents must carefully follow the instructions provided by the pest control company to prevent the spread of pests. **If a resident reports signs of pests immediately, pest control is provided free of charge.**

Prevention

The most important thing in pest control is prevention. You can help prevent pests, for example, by following these guidelines:

- Keep the kitchen clean and store food in closed containers.
- Clean the bathroom regularly.
- Dispose of waste carefully and place it in the appropriate containers.

Even if you are careful, you may sometimes accidentally bring pests home from a grocery store with your groceries. This is why prompt reporting is always important.

Laundry slots and laundry room guidelines

The use of laundry rooms is included in your rent, and slots are reserved through the Domo system.

- One slot is 30 minutes - usually you should reserve 2-3 slots.
- Do not book the laundry room for the whole day. If you no longer need your slot, please cancel it in advance.
- The dryer must be booked separately. Only clean clothes may be dried in the dryer.
- Please be on time and remove your laundry from the machine as soon as your slot ends.
- Make sure that no clothes are left in the machine.
- Prefer mild or fragrance-free detergents.
- It is prohibited to dye clothes or wash carpets in the machine.
- Please report any issues to maintenance immediately.

Cleaning instructions for common areas in shared housing

In shared housing, all residents are responsible for keeping the common areas tidy. Everyone should clean up after themselves, and the shared facilities are cleaned regularly.

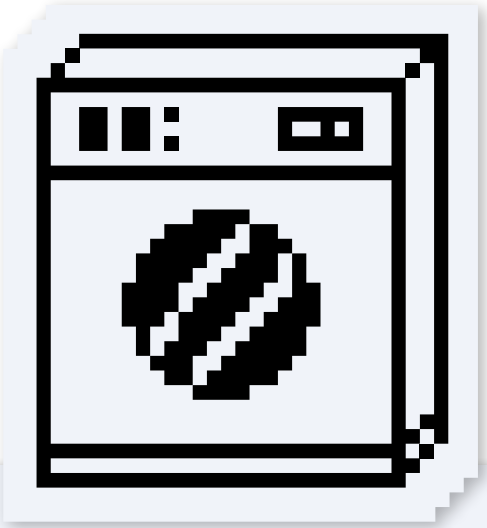
Agree on cleaning shifts

If the shared areas need cleaning, first discuss the matter with the other residents and agree on cleaning routines.
If you cannot reach an agreement or the shared areas remain dirty, please submit a service request and mention that the issue concerns common areas in shared housing.

Report any shortcomings promptly

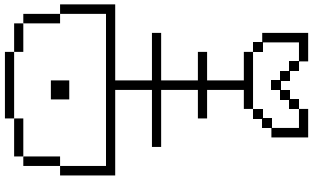
The Act on Residential Leases determines on which conditions the housing provider may check common areas in shared housing. Please report any shortcomings in cleaning as soon as possible. According to the law, it may take approximately two weeks before the housing provider receives permission from all tenants to inspect the facilities.

If common areas in shared housing are not cleaned by the deadline and inspection reveals shortcomings in cleanliness, AYY will arrange professional cleaning services. In this case, all residents will be charged for the cleaning expenses, except the person who submitted the notice.

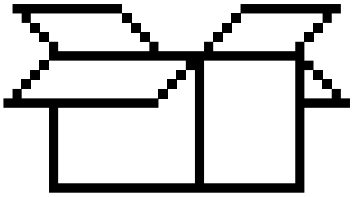


Waste sorting

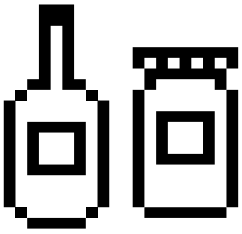
AYY properties have sorting containers for different types of waste. Recycling instructions can be found near the recycling bins and in the ground-floor lobbies of the staircases. Please sort your waste as follows:



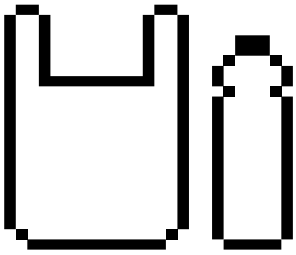
Biowaste
Food and plant-based waste, such as peels, coffee grounds, and spoiled food.



Carton and cardboard
Cardboard boxes, milk cartons, cardboard packaging, egg cartons.



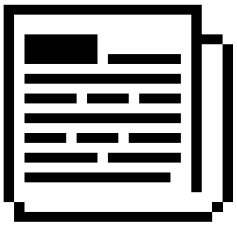
Glass
Bottles and glass jars (no porcelain, ceramics, or window glass)



Plastic:
Packaging, such as plastic bottles, detergent bottles, and plastic wrappers.



Metal:
Small metal items, such as cans, caps, aluminum foil, and metal containers.

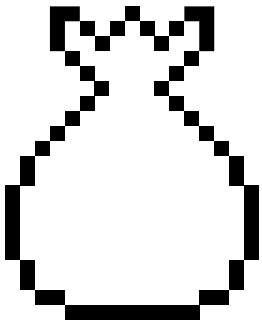


Paper:
Newspapers and magazines, advertisements, office paper.

Mixed waste:

Anything that cannot be sorted into other categories, such as used hygiene products, non-recyclable plastic, and textile waste (non-hazardous waste).

Learn more about sorting other types of waste: ayyasunnot.fi



Recycling in Teekkari Village

Clothing recycling

Undamaged and clean clothes can be delivered in plastic bags to the UFF collection point in the yard of Otakaari 20. More information can be found on UFF website.

Electronic waste

The electronic waste recycling point is located in the inner courtyard of Otakaari 20. It is located in a separate building in the inner courtyard, and the entrance is through the door on the right.

Sorting other waste

Households also generate waste that cannot be disposed of in the properties' own waste containers. The metropolitan area has numerous recycling stations, and Sortti collection vehicles collect hazardous waste and scrap metal across the region each year.

Make use of local recycling groups

Voit kierrättää tavaroita esimerkiksi seuraavissa kanavissa:

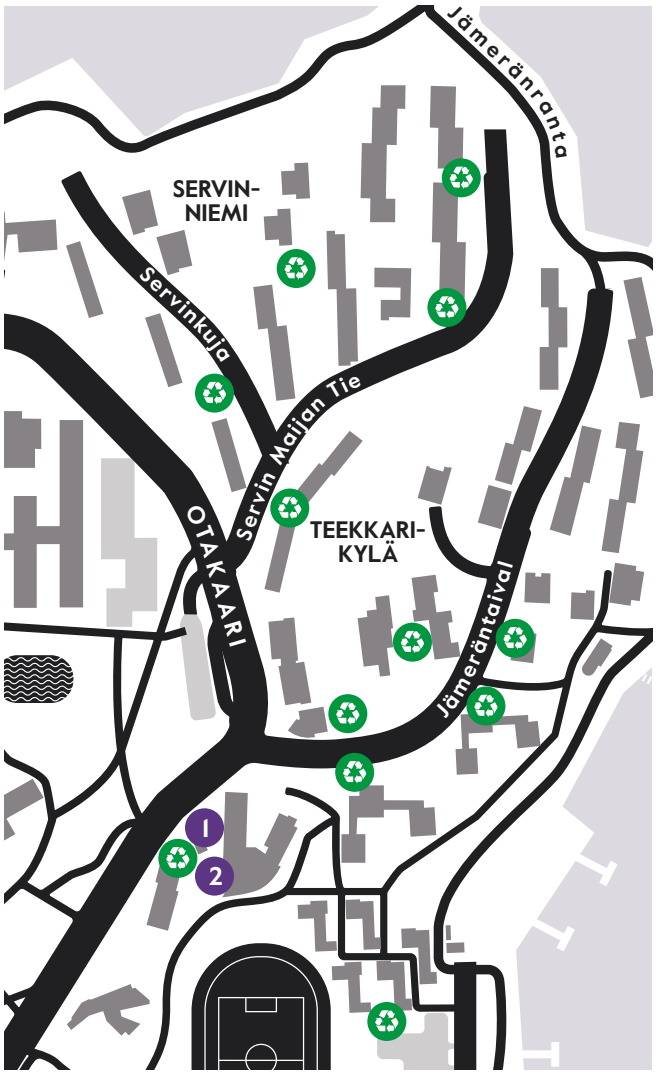
- Facebook: Teekkari Village Market
- Telegram: Otaniemi buy/sell
- Telegram: Food Giveaway
- Aalto Marketplace (sell, lend, exchange, or find a carpool/housing)
- Vinted
- Tori

Recycling usable items

The recycling center in the metropolitan area collects usable, clean furniture and small items. You can also personally bring donations to the recycling center.

- Recycling centre
- Fida
- SPR

Leaving items in staircases or communal areas is prohibited due to fire safety risks and the Rescue Act. If AYY has to remove your belongings, you will be responsible for all associated costs.



1. UFF clothes collection
2. Electronic waste

Parking space rental

Parking spaces can be rented near almost all AYY properties. If you need a parking space, please contact the housing services.
Parking space prices vary depending on the location.
Parking spaces along Maapadontie are managed by the property's maintenance company.

Storage units

AYY's storage units are free of charge for residents. Depending on the property, storage units are either apartment-specific or can be reserved separately.

Apartment-specific storage units

For apartment-specific storage units, residents may only use the unit assigned to their apartment.

Non-specific storage units

In properties with non-specific storage units, residents must sign a reservation agreement in order to use a storage unit. The agreement is made at the AYY office, where you will receive the key for your storage unit. AYY offers padlocks for reserved storage units.

The following properties have non-specific storage units: Arkadiankatu, Haarniskatie, Kääpiöidenpolku, Kaj Franckin katu, Rummunlyöjänkatu 1 and 3, Otaranta 8, as well as Jämeräntaival 1, 3, 5, 6, and 7.

Please remember:

- Do not leave items in storage corridors.
- When moving out, please empty and lock your storage unit. Return only the key to AYY and leave the padlock on the door.
- If you find someone else's belongings in your storage unit, please submit a service request to maintenance.

  Storage unit inquiries: housing@ayy.fi

Booking of sauna slots and sauna etiquette

Sauna slots are reserved through the Domo system. Each resident has 4 credits per month, and one credit equals to a one-hour sauna slot.

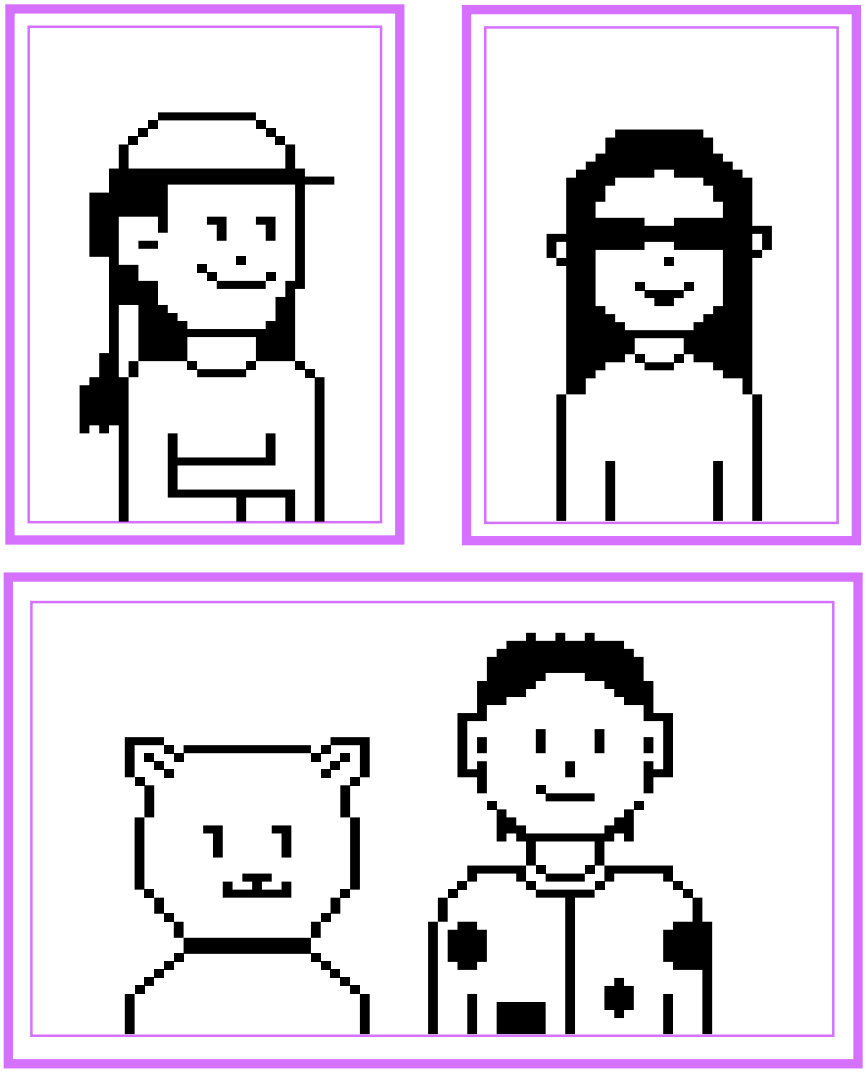
- You can have a maximum of 4 valid reservations.
- Credits cannot be saved for the following month.
- The booking calendar opens one week at a time, approximately one month in advance.
- Please check your reservation carefully:
  it can only be cancelled within one hour of making the reservation.
- Arrive for your slot on time and leave on time so that the next person can access the sauna.
- Leave the sauna and dressing room tidy and take your personal belongings with you.
- Pets are not allowed in the sauna or dressing rooms.
- Please report any defects or malfunctions to maintenance.

  Please note! Sauna slot credits will not be compensated.

Resident activities

Resident activities are about doing things together and having fun. By joining the residents' committee, residents can contribute ideas and help organise various events and activities in their building. A resident budget is allocated to each building to support shared activities.
Residents' committee chairs also serve on the housing cooperative, whose meetings address issues concerning AYY's housing stock as a whole, such as finances and property maintenance, in cooperation with AYY.
Resident Activities Coordinator Anniina Hakatie serves as the contact person between the residents and AYY. You can contact her with any questions about resident activities.

Get involved and share your own ideas!



Contact

AYY Service Office

Housing services

Mondays to Thursdays 12.00–15.00.
Call: +35850 520 9410
Email: housing@ayy.fi

Maintenance service

Submit a service request via an electronic service requist form and describe the issue as clearly as possible. In non-urgent situations, maintenance will contact you based on the information provided in the form. In urgent situations, please call the maintenance number immediately.

Urgent service requests 24/7

Call: 020 750 5300
Property Maintenance Tahti
Please note! Maintenance issues at Maapadontie 5 are managed by Property Service Sajo Ltd.
For all maintenance issues, please call: 045 277 6601

Door opening service

Call Securitas emergency number:
The cost of a call is 8.21 cents/call + local network charge/mobile charge.
Call: +358600 13513

(Please note Maapadontie 5 residents
Call: +35845 277 6601
Property Service Sajo Ltd)