



**WELCOME TO SAVONLINNA
AS A STUDENT**

HOUSING SERVICES

Rental agreements
Parking spaces, sauna bookings
Key matters
Tel. 015 550 110
sao@savut.fi

RENT ADMINISTRATION

Rent payment matters
Payment reminders, payment plans
Interest invoicing
Tel. 044 358 3809, 044 358 3811
vuokrat@savut.fi

Open on weekdays

Monday	12:00-15:00
Tuesday-Wednesday	10:00-11:00 and 12:00-15:00
Thursday	12:00-15:00
Friday	10:00-11:00 and 12:00-14:00

The virtual customer service assistant Sampo is available on our website 24/7

www.savonlinnanasuntopalvelu.fi



Savonlinnan Asuntopalvelu



Asuntopalvelu

PROPERTY MANAGER

Alisa Luukko
Tel. 050 476 5783
alisa.luukko@savut.fi

HOUSING ADVISORS

Resident activities and help with housing-related matters, such as disturbances caused by neighbours, difficulties paying rent, financial counselling and personal problems.

Jouni Mehtonen
Tel. 050 340 5193
jouni.mehtonen@savut.fi

Henna Kristiansson
Tel. 050 534 5087
henna.kristiansson@savut.fi

PROPERTY MAINTENANCE

For example: door opening services, general property maintenance, maintenance of water fixtures and heating adjustments.

You can submit a maintenance request by filling in the fault report form online:

<https://savonlinnanasuntopalvelu.fi/asukkaille/vikailmoitukset/>

Maintenance work is carried out on weekdays between 7:00 and 15:00. Maintenance staff will first ring the doorbell, but if the door is not opened, they will use the master key.

When filling in the fault report, please state whether you have a pet or if the use of the master key is otherwise not reasonably suitable for you. A note about the completed maintenance visit will always be left in your apartment.

In urgent cases, such as a water leak or door opening, call the maintenance company directly.

Savotek Oy

Property maintenance customer service, tel. 015 515 132, Mon-Fri 9:00-14:00

Maintenance on-call service outside normal working hours: 0600 396 909

NEW RESIDENT CHECKLIST

CHANGE OF ADDRESS

It is advisable to submit a change of address notification well in advance so that your post will arrive at the correct address from the date you choose. The easiest way to submit the notification is through the electronic service at <https://dvv.fi/muutto>

ELECTRICITY CONTRACT

The residents do not need to make an electricity contract.

HOME INSURANCE

Make sure that your home insurance is also valid at your new address. The property is insured by us, but this does not cover damage to the resident's personal belongings or damage caused to the property by the resident's negligence.

KELA

You can easily apply for housing benefits online at www.kela.fi.

SMOKE ALARM

A smoke alarm is mandatory in all apartments. There must be at least one smoke alarm for each beginning 60 square metres. From the beginning of 2026, the responsibility for obtaining and maintaining smoke alarms belongs to the building owner. The functionality of smoke alarms is checked annually. The tenant is obliged to immediately inform the property owner of any malfunction in a smoke alarm.

The summer hotel properties, Vuorilinnat and Villa Aria, have automatic fire alarm systems.

APARTMENT INSPECTION

Fill in the apartment inspection form and return it to Housing Services within one week of moving in. If the resident does not return the form, liability for compensation transfers to the resident.

LIVING IN THE APARTMENT

Read the house rules. Observe the quiet hours. Keep your apartment clean and in good condition throughout your tenancy.

RENT PAYMENT

Rent is due on the 5th day of each month. Use the details on your rent invoice when paying rent. You can also pay the rent at our office by bank card. We do not accept cash. For rent paid late, we charge late-payment interest in accordance with the Finnish Interest Act. Interest invoices are sent twice a year when the amount of interest exceeds EUR 5. For overdue rent, we send the resident a payment reminder with an added reminder fee of EUR 5. If you have difficulties paying your rent, contact Rent Administration immediately.

E-INVOICE

You can conveniently make an e-invoice agreement in your online bank.

INTERNET CONNECTION

More information about the internet connection included in the rent is available on our website and at www.blc.fi/telecom/savut.

WEBSITE AND SOCIAL MEDIA

Visit our website and follow our social media channels. This will help you stay up to date on matters related to your rental housing. Our website contains plenty of additional information about our practices and other useful housing-related matters.

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THESE TASKS ARE THE RESIDENT'S RESPONSIBILITY DURING THE TENANCY

- replacing ceiling lights, fluorescent tubes, fuses and oven and refrigerator lamps during the tenancy (in many buildings, automatic circuit breakers are located in the apartment above the front door in a metal box)
- the installation of a dishwasher and washing machine must always be carried out by a professional, and a leakage tray must be placed under the dishwasher
- cleaning and washing the cooker hood filter
- cleaning floor drains
- monitoring the condition of window and door seals
- lubricating doors, window locks and hinges
- cleaning refrigerators and freezers and vacuuming the grilles behind them

Faults and defects that occur in the apartment during the tenancy must be reported to the maintenance company or the property manager.

Water leaks or other acute faults must be reported to the property maintenance company without delay.

If the apartment is left unused for a long period, the tenant must inform the landlord and reserve the landlord the opportunity to access the apartment. A tenant who neglects this duty to notify is liable for any damage caused by neglect.

USING THE HOUSE SAUNA

Leave the sauna facilities in the condition you would like them to be in yourself. You can do this by following these instructions:

- take a shower before entering the sauna
- use a sauna seat cover
- grilling sausages on the sauna stove is prohibited
- consider other users; do not use sauna scents
- using hair treatments and hair masks, and dyeing hair, is prohibited in the shower and sauna facilities
- collect birch whisk leaves from the floor and benches
- do not leave smelly rubbish in the bin
- no pets in the sauna facilities

LAUNDRY ROOM INSTRUCTIONS

Book a separate time for the washing machine and the tumble dryer.

Cancel your booking if you do not need it after all. If laundry has not been started within 15 minutes of the beginning of the booked time, someone else may use the turn.

Remember to clean the washing machine detergent compartment and the tumble dryer lint filter after use.

More detailed instructions can be found in the laundry room.

Leave the laundry room in the condition you would like it to be in yourself.

SAVONLINNAN VUOKRATALOT OY HOUSE RULES

The following rules are in force to ensure residents' safety and comfort. Everyone must take other residents into account through their behaviour and in other ways. Residents must also ensure that their guests comply with these house rules.

Municipal regulations and legislation contain provisions concerning the property.

COMMON AREAS

The entrance doors are kept closed between 22:00 and 7:00. In some buildings, the doors are locked around the clock. When using locked entrance doors, make sure that they lock again after you pass through. Leaving doors open may cause expensive damage, such as radiators freezing in winter, as well as disturbances to residents at night.

Noise must be avoided in common areas. Unnecessary loitering in them is prohibited. Cleanliness and order must be maintained when using common areas and outdoor areas. Club rooms are intended ONLY for the residents of the building. For fire safety reasons, belongings may only be stored in the areas reserved for them. Fire safety regulations must be followed when storing flammable substances.

Attaching signs and advertisements, as well as installing antennas and similar items, is permitted only with SAO's permission.

Faults observed on the property must be reported to maintenance or to SAO's office.

WASTE MANAGEMENT

Household waste and other rubbish must be taken to waste containers in bags or other packaging. Regulations on waste sorting must also be followed. Residents are responsible for arranging the removal of waste other than household waste themselves. Waste that is harmful to the environment must be taken to the locations designated for it by the waste authorities.

APARTMENTS

Residents must not disturb their neighbours in apartments. Noise must be avoided, especially between 22:00 and 7:00. Apartments must be looked after carefully. Water leaks and other faults observed in apartments must be reported without delay to maintenance or to SAO. Alteration and repair work may not be carried out in apartments without SAO's permission. Waste that may block or damage drains must not be put into toilets or other drains. Balconies must be kept tidy, and in winter snow must be cleared from them. Apartments must not be aired into stairwells.

PARKING

Vehicles may only be parked in spaces reserved and marked for them. Unnecessary idling of cars is prohibited.

BEATING DUST OUT OF TEXTILES

Beating dust out of rugs and bedding is allowed only on balconies or in areas reserved for this purpose. Shaking and airing tablecloths and bed linen, as well as drying small laundry, is permitted on apartment balconies only inside the railings.

PETS

Pets must be kept on a leash outside the apartments. They must not disturb the residents of the building or soil the building or the plot. Walking pets is prohibited in places reserved for children's play and in their immediate vicinity.

SMOKING

Smoking indoors, including inside apartments, is prohibited. Smoking is permitted outdoors, but smoke must be prevented from drifting indoors.

VIOLATION OF HOUSE RULES

Violating the house rules may lead to liability for damages or termination of the rental agreement.

The house rules were approved by the Board of Savonlinnan Vuokratalot Oy on 13 March 2023.

Rescue Act 29.4.2011/379

Section 1 - Objective of the Act

The objective of this Act is to improve people's safety and reduce accidents. The objective of the Act is also that, when an accident threatens or occurs, people are rescued, important functions are secured and the consequences of the accident are effectively limited.

Section 3 - General duty to act

Anyone who notices or becomes aware that a fire has started or that another accident has occurred or is imminent, and who cannot immediately extinguish the fire or prevent the danger, is obliged to promptly notify those in danger, make an emergency call and take rescue measures according to their ability.

Section 9 - Fire safety and evacuation safety of buildings

The building owner and holder, as well as the operator, must each for their part ensure that the building, structure and its surroundings are kept in such a condition that:

- the risk of a fire starting, deliberate ignition and the spread of fire is low;
- the people in the building are able to leave the building in the event of a fire or other sudden danger, or they can be rescued in another way;
- rescue operations are possible in the event of a fire or other accident;
- the safety of rescue personnel has been taken into account.

Easily flammable material or other goods may not be stored in an attic, basement, under a building or in the immediate vicinity of a building in a way that causes a risk of fire starting or spreading, or makes extinguishing a fire more difficult.

Section 10 - Exits from buildings

The building owner and holder, as well as the operator, must each for their part ensure that exits and routes leading to them are kept passable and unobstructed and otherwise in such a condition that they can be used safely and effectively.

No items may be stored in exits or on routes through attics, basements or storage areas.

Exits and routes leading to them must, where necessary, be appropriately marked and illuminated. More detailed provisions on marking and illumination may be issued by decree of the Ministry of the Interior.

Section 11 - Rescue roads of properties

The property owner and holder, as well as the operator, must each for their part ensure that access roads and other routes intended for emergency vehicles (rescue roads) are kept drivable and unobstructed, and that they are appropriately marked.

Vehicles may not be parked on a rescue road and no other obstacle may be placed there.

More detailed provisions on the marking of rescue roads are issued by decree of the Ministry of the Interior.

Section 17 - Smoke alarms

The occupier of an apartment is obliged to ensure that the apartment is equipped with a sufficient number of smoke alarms or other devices that detect an incipient fire as early as possible and warn the people in the apartment.

RESCUE PLANS

<https://savonlinnanasuntopalvelu.fi/pelastussuunnitelmat/>