



WELCOME
as a resident of Savonlinnan Vuokratalot Oy

CONTACT INFORMATION

HOUSING SERVICES

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

Open on weekdays
Monday and Thursday
Tuesday and Wednesday
Friday

www.savonlinnanasuntopalvelu.fi
Facebook: Savonlinnan Asuntopalvelu
Instagram: Asuntopalvelu

RENTAL PAYMENT SERVICES

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

12:00-15:00
10:00-11:00 and 12:00-15:00
10:00-11:00 and 12:00-14:00

HOUSING ADVISERS

Resident activities and assistance with housing-related matters (neighbour disturbances, rent payment difficulties, financial advice, personal problems)

Jouni Mehtonen
Kellarpelto, Pihlajaniemi, Hernemäki,
Heikinpohja, city centre, Miekkoniemi,
Kyrönniemi, Mertala, Nojanmaa and
Kerimäki
Tel. 050 340 5193
jouni.mehtonen@savut.fi

Henna Kristiansson
Nätki, Haka area, Punkaharju
Tel. 050 534 5087
henna.kristiansson@savut.fi

PROPERTY MANAGERS

savut@savut.fi

Teemu Immonen

Kellarpelto, Nätki, Haka area, Punkaharju, Miekkoniemi, Mertala, Nojanmaa and Kyrönniemi
Tel. 050 559 4902 teemu.immonen@savut.fi

Alisa Luukko

Pihlajaniemi, Hernemäki, Heikinpohja, city centre, Kerimäki
Tel. 050 476 5783 alisa.luukko@savut.fi

PROPERTY MAINTENANCE

Includes door openings, general property maintenance, maintenance of water fixtures and heating adjustment.

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 16:00. Maintenance staff will first ring the doorbell, but if the door is not opened, they will use the master key.

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

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

Outside normal working hours, the maintenance company emergency numbers will answer.

You may also contact Housing Services, and we will submit a maintenance request based on the information you provide.

SOL Palvelut Oy

Kellarpelto, Pihlajaniemi, Kyrönniemi, Miekkoniemi, Mertala, Nätäki, Nojanmaa, Haka area
Kerimäki, Punkaharju

Tel. 020 570 0200 (24/7)

asiakaspalvelu@sol.fi

Savotek Oy

City centre, Hernemäki, Kyrönniemenkuja 5

Tel. 015 515 231 (weekdays 7:00-15:30)

Emergency number 0600 396 909 for urgent work outside normal working hours.

NEW RESIDENT CHECKLIST

CHANGE OF ADDRESS NOTIFICATION

It is advisable to submit a change of address notification well in advance so that your mail is delivered to the correct address from the desired date. www.posti.fi/muuttoilmoitus

ELECTRICITY CONTRACT

You can make an electricity contract with the electricity company of your choice. For example, Lumme Energia, tel. 029 1800 056 (local/mobile network charge); the number is answered 24/7.

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: www.kela.fi

The housing benefit must be paid directly to the landlord. The resident is responsible for calculating and paying their own share.

SMOKE ALARM

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

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 is transferred to the resident.

LIVING IN THE APARTMENT

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

RENT PAYMENT

The rent due date is the 5th day of the current month. Use the payment details you have received and always use the agreement-specific reference number.

If the rent has not been paid by the due date, you will receive a payment reminder. In addition, we invoice the interest accrued on late rent payments every six months. If you have difficulty paying rent, contact Rental Payment Services immediately.

E-INVOICE

You can conveniently set up 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.

CLEANING TIPS

See our website for cleaning tips to help keep your home tidy.

MAINTENANCE TIPS

Maintenance tips for housing-related issues can also be found on our website.

WEBSITE AND SOCIAL MEDIA

Visit our website and follow our social media channels. This helps 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.

THESE TASKS ARE THE RESIDENT'S RESPONSIBILITY DURING THE TENANCY

- replacing ceiling light bulbs, fluorescent tubes, and oven and refrigerator bulbs during the tenancy
- dishwashers and washing machines must always be installed 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
- cleaning refrigeration appliances and vacuuming the grilles behind them
- installing a smoke alarm in the apartment, testing the smoke alarm once a month and replacing the battery when necessary. A working smoke alarm is the most important item in the apartment and an inexpensive life insurance policy.

Any faults or defects that occur in the apartment during the tenancy must be reported to Housing Services.

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

If the apartment is left unused for a long period of time, the tenant must inform the landlord and provide the landlord with an opportunity to access the apartment. A tenant who neglects this notification obligation is liable for any damage caused by the neglect.

USING THE BUILDING SAUNA

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

- take a shower before going into the sauna
- use a sauna seat cover
- roasting sausages on the sauna stove is prohibited
- consider other users; do not use sauna scents
- using hair treatments and hair masks, as well as dyeing hair, is prohibited in the shower and sauna facilities
- collect birch whisk leaves from the floor and benches
- do not leave smelly waste in the bin
- no pets are allowed in the sauna facilities

LAUNDRY ROOM INSTRUCTIONS

- The laundry room may be used daily from 7:00 to 22:00. Do not do laundry outside these hours.
- Use of the laundry room is included in the rent. Please note that you must bring your own laundry detergent.
- Reserve your laundry slot in advance on the booking list. Remember to book separate times for the washing machine and the tumble dryer. Read the appliance instructions before using them for the first time.
- Cancel your slot if you do not need it after all. If laundry has not been started within 15 minutes of the beginning of the slot, someone else may take the slot.
- Remove your laundry from the washing machine and tumble dryer immediately after use. The next user has the right to empty the machine if necessary.
- Laundry is left in the drying room at your own risk.
- Remember to clean the washing machine detergent drawer and the tumble dryer lint filter after use.
- Do not dye textiles in the laundry room washing machines. Do not wash rugs in the laundry room washing machines. Washing shoes in the laundry room washing machines is not recommended.
- Leave the laundry room in the condition you would like to find it in yourself.

Report any faults or defects without delay to Housing Services (015 550 110 or asuntopalvelu@savut.fi) or, in urgent cases, directly to the maintenance company.

HOUSE RULES

The following house rules are in force to ensure residents' safety and comfort. Residents must take other residents into account through their behaviour and in other ways.

The public order regulations of the City of Savonlinna and legislation contain provisions concerning the property.

COMMON AREAS

Entrance doors are closed from 20:00 to 7:00. Property-specific exceptions may apply.
Make sure that the doors lock behind you.

Noise and unnecessary loitering must be avoided in common areas, such as the building sauna, laundry room, drying room and club room. Cleanliness and order must be observed when using common areas and outdoor areas. Common areas are intended ONLY for the residents of the building, and bringing pets into common areas is prohibited.

For fire safety reasons, belongings may be stored only in the areas reserved for them. Stairwells and access routes in common areas must be kept clear. Fire safety regulations must be followed when storing flammable substances. Batteries, outboard motors, mopeds, gases or flammable liquids may not be stored in storage units. Tyres must be stored in the tyre storage room or, if there is no tyre storage room, in the resident's own storage unit (one set of tyres per storage unit).

Attaching or installing signs, advertisements and antennas is permitted only with the permission of SAVUT Oy.

Feeding wild animals in yard areas and on balconies is strictly prohibited.

Lawns and plantings must not be damaged.

Faults observed on the property must be reported to the maintenance company or landlord without delay.

WASTE MANAGEMENT

Household waste and other rubbish must be sorted, packed and taken to the appropriate waste containers, and the waste shelter must be kept tidy. Residents are responsible for removing waste other than household waste, such as furniture. Waste that is harmful to the environment must be taken to locations designated by the waste authorities. If items that do not belong there are left in waste shelters, the costs of handling and removing them will be charged according to actual costs.

PARKING

Vehicles may be parked only in the spaces reserved and marked for them. Emergency access roads must be kept clear. The resident is responsible for keeping their own parking space clean and clearing snow from it. Unnecessary idling of vehicles is prohibited.

Abandoned, decommissioned, unregistered or uninspected vehicles or parts of vehicles may not be stored on the property.

Heating posts must be kept locked. The heating cable must be disconnected from the heating post after use. Charging electric and hybrid cars from heating posts or other property sockets is not permitted.

Washing vehicles in yards and parking areas is prohibited.

Parking control at SAVUT Oy properties is carried out by the City of Savonlinna parking control.

APARTMENTS, BALCONIES AND RESIDENTS' YARD AREAS

Neighbours must not be disturbed in apartments. Quiet hours are from 22:00 to 7:00.

Apartments must be cared for carefully. The resident must ensure that the apartment has a sufficient number of working smoke alarms. Water leaks and other observed faults must be reported to the maintenance company or landlord without delay. No alteration or repair work may be carried out in the apartment without the permission of SAVUT Oy.

Waste must not be put into drains.

Balconies must be kept tidy and snow must be cleared from them in winter. Balconies must not be washed with large amounts of water. Grilling on balconies is allowed only with an electric grill. Flower containers must be placed inside the railings. The resident is responsible for keeping the yard area of their terraced house apartment tidy, mowing the lawn and clearing snow.

SHAKING OUT, AIRING AND BEATING DUST OUT

Beating dust out of rugs and bedding is permitted daily between 7:00 and 22:00 only on balconies or areas reserved for that purpose, not on apartment balconies. Shaking out and airing clothing and linen, and drying small laundry, is permitted on apartment balconies only inside the railings.

Apartments must not be aired into stairwells.

PETS

Outside apartments, pets must be kept on a leash. They must not disturb the building's residents or soil the building or plot. Droppings must be cleaned up. Any damage caused by a pet is always compensated by the pet's owner.

Do not allow your pet into or near areas reserved for children's play.

Pet enclosures may not be built on apartment balconies or yard areas. Permission from the landlord must always be requested before building a fence or enclosure.

SMOKING

Smoking and e-cigarette use are prohibited in all indoor areas.

Smoking is allowed only outdoors, sufficiently far from entrances, ventilation windows and ventilation equipment. Smoke must be prevented from entering indoor areas.

BREACHING THE HOUSE RULES

Breaching the house rules causes liability for compensation and may lead to termination of the rental agreement.

The resident is responsible for ensuring that their guests also comply with these house rules.

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

TO THE RESIDENTS OF THE PROPERTY

Rescue Act 29 April 2011/379

Section 1 Purpose of the Act

The purpose of this Act is to improve people's safety and reduce accidents. The purpose of the Act is also to ensure 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 learns that a fire has started, or that another accident has occurred or is imminent, and who cannot immediately extinguish the fire or avert the danger, is obliged to immediately 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 owner and holder of a building, as well as the operator, must for their part ensure that the building, structure and its surroundings are kept in such condition that:

- 1) the risk of a fire starting, being intentionally started and spreading is low;
- 2) people in the building are able to leave the building in the event of a fire or other sudden dangerous situation, or they can be rescued by other means;
- 3) rescue operations are possible in the event of a fire or other accident;
- 4) the safety of rescue personnel has been taken into account.

Easily ignitable material or other belongings must not be stored in the attic, basement, under the building or in its immediate vicinity in a way that creates a risk of a fire starting or spreading, or makes extinguishing a fire more difficult.

Section 10 Emergency exits in buildings

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

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

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

Section 11 Emergency access roads on properties

The owner and holder of a property, as well as the operator, must for their part ensure that driveways and other access routes intended for emergency vehicles (emergency access roads) are kept passable and unobstructed and are appropriately marked.

Vehicles must not be parked on an emergency access road, and no other obstruction may be placed on it.

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

Section 17 Smoke alarms

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

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