



INFORMATION FOR RESIDENTS



OUR OFFICE

It is easy to reach us. Our offices are situated to easily accessible locations near the Myyrmäki train station and in the middle of Pihlajisto. Welcome!

Offices

Myyrmäki: Ojahaaranrinne 4, 01600 Vantaa customer service is open for enquiries on Mon 8am-5pm and Tue-Fri 8am-4pm

Pihlajisto: Tiiristmaantie 6, 00710 Helsinki office is open for enquiries on Mon, Tue, Thu, Fri 9am-11am and 12pm-2pm, Wed 1pm-5pm

Phone number
Calling times
Email

09 530 6140

Mon-Fri 8am-4pm

asiakaspalvelu@myyrmaenhuolto.fi

Through our customer service our customers can take care of the following matters:

- | | |
|------------------------------|-----------------------------------|
| - keys | - announcements of moving |
| - sauna turns | - copies of occupant registers |
| - parking space reservations | - property manager's certificates |
| - flag raising services | - door opening services |

On bank holidays our offices close at 2pm

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Fax: 09 530 61460

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www.myyrmaenhuolto.fi

Fault service: 09 530 61430



ON-CALL AND DOOR OPENING SERVICES AND EMERGENCY REPAIRS

The regular working hours of the building's maintenance personnel are 7am-3.30pm. During other times things requiring urgent repairs and the need for door opening services can be reported to on-call number: 040 7311 436 which operates 3.30pm-7am during week days and 24H during the weekend.

FAULT REPORTS

It is recommendable that fault reports are done through our website, www.myyrmaenhuolto.fi, so that a written document of the report is created. Fault reports done by phone can be done directly to the fault report services (Mon-Fri 7am-3.30pm) at 09 530 61430 or through the central office at 09 530 6140.

The reparation works initiated through fault reports are carried out in the order of urgency.

ANNOUNCEMENTS OF MOVING

Announcements of moving in and out of properties should be done to the civil registry as well as to the representative of the condominium (= maintenance company) so that the resident is entitled to copies of occupant register and door opening services if need be.

The recommended way of making the announcement of moving is through our website at www.myyrmaenhuolto.fi under Services/Announcement of moving.

The announcement can also be made in paper form in our customer service office. A legally required announcement should always also be made to the civil registry.

Other changes in occupant numbers

You must make an announcement of a new-born baby to the occupant register right after the birth. You should also announce temporary absences (over 3 months) and deaths to our office's customer service.

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BEING INCLUDED TO THE REGISTER OF SHAREHOLDERS

In order to be included to the register of shareholders the following documents should be presented to the real estate management agency:

1. Share certificate which show the entry of a share transfer
2. Title of deed, such as: deed of sale, deed of donation, deed of partition, deed of estate inventory, will
3. Calculation of transfer tax, stamped by the national tax office or certified by a legalised broker
4. Official certificate that shows if the seller is married and, if required, a consent of the spouse for selling the property that has been occupied as a shared home.
5. In matters relating to inheritance, a report of family relationship of the deceased if the deed of estate inventory is not certified by the magistrate.
6. In matters relating to division and partition of inheritance a certificate of the payment of transfer tax on the share paid with funds not included to the death estate.

The inclusion is done without additional cost if petitioned in our office. Shareholder's meeting invitations, invoices for management charges etc. are mailed to the shareholders included in the register.

MANAGEMENT AND RENTAL CHARGES

After the shareholder has been added to the register the maintenance company delivers an invoice of management charges bearing the name of the owner to the shareholder. In the case of changes to the sauna and water charges, the adjustments should be done to the invoices by the shareholder. The real estate assistant should be notified of the changes. Paper billing can be changed to e-invoicing or direct payment in online banks. A lessee pays water charges to the shareholder. The bills should be paid by the date they are due. A penalty interest is applied on late payments in accordance with the law on penalty interest.

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PROPERTY MANAGER´S CERTIFICATE COPY OCCUPANT REGISTER

After the shareholder has been added to the register s/he (or a named representative) can obtain, against payment, the property manager's certificate or the loan component calculation.

Copies of the occupant register can also be obtained against payment directly from the office. These documents requested by the resident can be collected from our customer service and paid by cash or back card or, upon separate request, they can be sent through mail the loan component calculation. Copies of the occupant register can also be obtained against payment

PARKING SPACES AND SAUNA TURNS

Leasing parking spaces and terminating the leases can only be done through our customer service. Booking a sauna turn and cancelling a turn has to be agreed with our customer service. A resident cannot agree on parking spaces or sauna turns with the previous resident.

ELECTRICITY CONTRACT

The resident takes care of making and terminating the electricity contract with which ever electricity provider s/he chooses.

INTERNET CONNECTION

The property manager of the property or our customer service can be consulted about a possible broadband connection in the condominium.

REPARATION WORKS DONE BY THE SHAREHOLDER

The shareholder must notify the management company about all reparation and alteration works done in the property. The announcement of alteration works is easiest to do on our website at www.myyrmaenhuolto.fi under Shareholder's reparation works. If need be, the condominium has the right to set terms to the alteration works.

The announcement of alteration works should be done in good time before starting the works, so that it can be processed. A normal processing time is two weeks.

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Alteration and maintenance works cannot be started before the condominium has given its approval. Condominium has the right to supervise the alteration and maintenance works announced by the resident.

THE GENERAL RULES OF THE PROPERTY

The duties and responsibilities of the lesser and lessee are regulated not only by law on residential rent agreements but also by general rules of the city council and the property itself. The rules have been agreed in order to assure and maintain the comfort and security of the residents and following them benefits everyone.

The resident is responsible for making sure that those visiting his or her property follow the law on residential rent agreements as well as the general rules. Breaking these rules might result into liability or terminating the lease.

No one should unnecessarily compromise the living comfort of another resident through their own behaviour. Those living in the property should follow the conduct ensuring the general inviolability of the home. The residents of the building should also ensure, that those visiting their homes also follow these regulations.

Common spaces

When using common spaces no excessive noise should be made and loitering is forbidden. A special care should be paid to cleanliness and order when using the common spaces. Ensuring that locked doors remain locked afterwards is required when going through them.

Objects should only be stored in designated spaces.

Nothing should be stored in the staircases. Storing mopeds or similar devices in the cellar or elsewhere inside the property is forbidden.

In case of any damage to structures or furniture, breaking of windows or damaging or dirtying the walls or in case of any other similar action, the person causing the damage or the person who is responsible is held accountable and shall be charged a full compensation.

Outside areas

Domestic waste and other rubbish should be wrapped up and taken to waste containers. The residents are responsible for transferring and disposing all other waste that cannot be classified as domestic waste. Damaging the lawn or any planted plants is forbidden.

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Vehicles should only be parked in designated parking spaces. Parking elsewhere on the property is strictly forbidden. In areas where service transport is allowed traffic laws on service transport should be followed.

Apartments

Whilst inside apartments one should try to avoid disturbing the neighbours. During the week between 10pm and 6am and during the weekend between 11pm and 8am, all neighbours should be given an absolute night time silence.

Deviating from this can only be done with a consent of the neighbours.

The apartment should be looked after with care. Water leakage, other pipe damage and faults caused by structure should be reported to the maintenance company without delay.

No waste that can cause damage or blockages should be poured or thrown to the toilets or other drains. Hazardous waste should also not be dumped to the drains.

Alteration and reparations works should not be done in the apartment without a permission of the property manager.

If an individual garden is included to the property, the resident is responsible for maintaining it and keeping it tidy.

Balconies

Balconies should be maintained tidy and, during winter, snow-free. The balconies should not be washed with running water. Dusting textiles, carpets etc. in the balcony or throwing down rubbish is strictly forbidden.

Barbequing in the balcony or other similar activity is usually forbidden. Possible lines for drying laundry should be placed so that they are not visible to the yard or street. Nothing should be hung outside the balcony.

Dusting

Dusting carpets and bed linen is only allowed in the designated areas during weekdays. Dusting should be done at such time that it does not cause unreasonable disturbance to other residents.

Breaking general rule

Breaking general rules can result to compensation requirements or termination of the lease.

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MYYRMÄEN HUOLTO OY

IN THE FOLLOWING MATTERS CONSULT THE PARTY MARKED WITH X

Matter	Online	Customer service	Condominium's real estate agent	Fault report service	Condominium's real estate assistant	Technical unit
Leasing parking spaces and terminating the leases		X				
Matters relating to collecting the keys		X				
Property manager's certificates		X				
Disturbances			X			
Waste management	X		X			
Humidity measurements						X
Loan component calculations					X	
Flag raising services		X				
Heating related issues	X		X	X		
Announcements of moving: moving in or out, births, deaths	X	X				
Name changes to doors and ground floor's board		X				
Name changes to the occupant register		X				
Inclusion to the shareholder's register			X		X	
Door opening service		X				
Sauna turns		X				
Heating the sauna				X		
Cleaning services	X		X			
Copies of the occupant register		X				X
Cutting the water				X		
Checking the water insulations						X
Rateable value estimates from the tax office						
Fault reports				X		
Management and rental charge invoicing					X	
Management charges					X	
Reparation works done by shareholders	X		X			X

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