

Information package for a tenant



VUOKRATURVA

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1. INFORMATION PACKAGE FOR A TENANT



“Information package for a tenant” is a guidebook written by the personnel of Vuokraturva particularly for You – a tenant who has found him-/herself a new home from Vuokraturva. The package contains facile practical instructions and essential contact information, the purpose of which is to make moving into a new home as effortless and easy for You as possible.

We have included especially comprehensive instructions regarding collateral (i.e. rent security deposit) and different procedures that Finnish banks have regarding pledge of collateral account. Our experience is that varying practices of Finnish banks can bring about confusion and even trouble. By getting acquainted with the materials and instructions You can however avoid many of the potential problems already beforehand.

Please notice that useful information for tenants can also be found from our homepage www.vuokraturva.fi.

The personnel of Vuokraturva wishes You beneficial moments of reading and good luck with Your recently rented home!

2. COLLATERAL AND LIABILITIES OF THE TENANT

The main responsibility of the tenant during the period of rental is to pay the agreed rent at agreed time. Other foremost liability is to take good care of the premises. The tenant is obliged to make up for the lessor for damaging the premises, if the damage is caused by carelessness or negligence from behalf of the tenant. The tenant is also responsible for damage caused by his/her visitors. Nowadays, collateral is stipulated in the terms of the rental agreement almost without exceptions. The purpose of the collateral is to secure the position of the lessor should the tenant not cater for these liabilities in a manner presupposed by the law. In addition to using the collateral to offset missing rent payments, collateral can also be used to make up for possible damage to the premises.

According to Law of Finland the tenant and the lessor can agree freely on the amount of collateral, but a usual practice is that the collateral equals to two months' rent. The maximum amount stipulated by law is 3 months' rent. A common form of paying the collateral is that the tenant puts in a pledge into a separate bank account. The lessor will get a certificate document as a proof of the pledge. Another possibility is that the collateral is paid directly into lessor's bank account. You can ascertain the mode of payment from Your rental agreement.

2.1. Instructions for putting in a pledge into collateral bank account

The tenant can put in the pledge into collateral bank account in any free elective bank. However, it should be noted that the banks have varying procedures for the pledge. This information package contains bank specific guidelines, the purpose of which is to prevent potential problems resulting from these divergent practices. The certificate - that the tenant receives from the bank as a proof of putting in a pledge into the collateral account - should be accurately drawn. Therefore we kindly ask you to make sure that the certificate is drawn exactly according to the instructions of this guidebook. In order to be assured, we kindly advise You to check the certificate already at the bank. Whereupon You can ask the bank clerk to make the necessary corrections on the spot.

We kindly ask You to acknowledge that incorrectly drawn certificate of putting in a pledge can postpone handing over the keys. Hence, inaccuracies in the certificate can delay You moving into Your new home!

We would also like to remind You that lessor's original copy of the certificate must be brought directly to Vuokraturva's office. Should the bank clerk say that he/she will mail the certificate directly for the lessor, please inform him/her that in Your case Vuokraturva will take care of handing over the keys and receiving the collateral certificate. Vuokraturva has been assigned to take care of renting the premises on behalf of the lessor. We require that the tenant has the original certificate with him/her when he/she arrives to pick up the keys. Please notice, that if you do not have the certificate with You handing over the keys and moving can be fundamentally delayed.

Unless otherwise agreed with your agent, the keys for the rented property can be picked up from the Vuokraturva office at Ilmalankuja 2 L, 00240 Helsinki.

If the bank clerk does not comply to give the certificate for You when You leave the bank, we ask You to instantaneously give us a call; tel. (09) 6877 550, so that we can discuss about the matter directly with the bank clerk.

2.2. Essential information to be included in the collateral certificate

All the following information has to appear on the collateral certificate:

- Please note that Your lessor reserves the right to withdraw funds from the account without a separate authorization from You. The lessor must however have valid legal grounds for the withdrawal.



- Name(s) and address(es) of the tenant(s) (owner of the account)
- Name(s) and address(es) of the lessor(s) **Please note! Vuokraturva is not the lessor.** If there are two lessors, their names must be written in the collateral certificate in the following way; "Larry Lessor and Lily Lessor"
- Street address, postal code and city of the object of rental **Please note! The address of the object of rental should be exactly the same as in the rental agreement**
- Number of the collateral account
- Balance of the collateral account (amount of the collateral) (€)
- Bank's confirmation for not using the collateral pledge to set-off possible depths of the owner of the account (tenant)
- Signature and name clarification of the bank clerk
- Account owner's (tenant) signature

2.3. Bank specific instructions for putting in a pledge into collateral account

All banks

Once you have opened a collateral bank account, please note that Your lessor reserves the right to withdraw funds from the account without a separate authorization from You. The lessor must however have valid legal grounds for the withdrawal.

Sampo Bank

Sampo Bank has a clause in the collateral certificate regarding lessor's right to withdraw assets from the collateral account. We kindly ask you to acknowledge that we require that the tick mark in the collateral certificate is in the right spot giving the lessor the right to withdraw the pledge from the collateral account also without hearing the tenant first. **Unfortunately, we can not hand over the keys in exchange for a collateral certificate, where the tick mark is not in the previously mentioned spot.** Please make sure that the following statement is mentioned in the form: "The lessor reserves the right to withdraw funds from the account without a separate authorization from the owner of the account". Sampo Bank draws up three (3) copies of the collateral certificate. Please, make sure that You have both lessor's copy and the copy belonging to the account owner with you when You leave the bank. It states in the right top corner of the collateral certificate whose copy is in question.

Tapiola Bank

Tapiola bank has a clause in the collateral certificate regarding lessor's right to withdraw assets from the collateral account. We kindly ask you to acknowledge that we require that the tick mark in the collateral certificate is in the right spot giving the lessor the right to withdraw the pledge from the collateral account also without hearing the tenant first. **Unfortunately, we can not hand over the keys in exchange for a collateral certificate, where the tick mark is not in the previously mentioned spot.** Please make sure that the following statement is mentioned in the form: "The lessor reserves the right to withdraw funds from the account without a separate authorization from the owner of the account". Tapiola Bank draws only one original copy of the collateral certificate. Please, make sure that You have this original collateral certificate with You when You leave the bank.

OKO Bank

In OKO Bank opening a collateral account is not usually possible without having lessor's signature in the rental agreement. However, You can suggest that the bank would provide You with an envelope with their address on it, for sending a copy of the rental agreement to the bank as soon as the lessor has also signed it. If You give this envelope (with bank's address on it) for the personnel of Vuokraturva while picking up the keys, Vuokraturva can send a copy afterwards on your behalf to the bank. Consequently OKO Bank will get the copy of the rental agreement that they require for their archives. These previously mentioned procedures have been used already for several years with certain OKO Bank offices. Please, make sure that You will have lessor's original copy of the collateral certificate with You when You leave the bank.

Nordea

Nordea draws up collateral certificate in three (3) copies. Please, make sure that You receive both the lessor's original copy and account owner's copy from the bank. In the right bottom corner of the collateral certificate it states whose copy is in question.

Aktia

Aktia has two different ways: either they draw up the collateral certificate only in one original copy or in three (3) copies of the collateral certificate. Please, make sure that You receive the original copy from the bank. If the bank draws three different copies, please make sure that You have both lessor's copy and the copy belonging to the account owner with you when You leave the bank.

Handelsbanken

Aktia has two different ways: either they draw up the collateral certificate only in one original copy or in three (3) copies of the collateral certificate. Please, make sure that You receive the original copy from the bank. If the bank draws three different copies, please make sure that You have both lessor's copy and the copy belonging to the account owner with you when You leave the bank.

Ålandsbanken

Ålandsbanken draws up three (3) copies of the collateral certificate. Please, make sure that You have both lessor's copy and the copy belonging to the account owner with you when You leave the bank. It states in the left top corner of the collateral certificate whose copy is in question.

S-Bank

S-Bank draws up the collateral certificate only in one original copy. Please, make sure that You receive the original copy from the bank.

3. TO BE ACKNOWLEDGED AND REMEMBERED IN DIFFERENT PHASES OF THE TENANCY

This chapter includes beneficial instructions and practical guidelines the purpose of which is to help You in settling into Your new home. Additionally, these guidelines can help you to ascertain that all goes well throughout the tenancy.

You can use the instructions as a check list in the beginning, during and in the end of the tenancy while making sure that You have surely remembered to take care of all relevant matters. By following carefully these instructions, You can avoid many unpleasant surprises. You can focus entirely on living in Your new home knowing that all is well.

3.1. In the beginning of the tenancy



- Notification of move to national Population Information System (Local Register Office) and in the address register of the Finland Post.

By law, the notification must be submitted to the Local Register Office no later than one week after moving. By submitting the notification well in advance, You will ensure receiving your mail at Your new address without delay. Please notice, that You ought to submit notification of removal to the Local Register Office on every occasion when moving permanently from one residence to another, and also when temporary residence at another address lasts more than three months. When moving inside of Finland the easiest way to give notification of a move is to use the Call Service for Movers at 0203 456 456. (www.vaestorekisterikeskus.fi). However, it should be noted that the telephone service for movers can be used only when having a Finnish identity number and when moving inside of Finland. If You are moving from abroad, You have to make a notification of move in the internet or by using a form that can be printed from the website of Finland's post. Nevertheless, without Finnish identity number, notification of move can be done only to Finland's post and not to the Local Register Office.

Additionally, If You are moving from abroad, You must also make a notification of move to the post of Your previous country of residence. In this way, You can ascertain that Your mail will be forwarded into Your Finnish address according to Your agreement with the post of Your previous country of residence. Expenses and duration of the forwarding service depend explicitly on the terms of the post in Your previous country of residence.

- Notification of the change of address must also be given to banks, insurance companies, newspapers and magazines, associations, library, telephone operators, friends and family etc.
- Notification of moving in / out must be given to the manager or the maintenance company of both the new and old estates. The contact information of the manager can most often be found on the notice board in the estate's stairwell. The manager is the person the tenant can also ask for parking spaces, sauna times and shared premises such as laundry facilities etc.
- Establishing an electricity contract with a chosen electricity provider.
- Establishing a gas contract with Gasum, if the dwelling has a gas stove.
- Updating the invoicing information to the water provider (detached house)
- Establishing a waste disposal contract (detached house)
- Transferring the landline phone into Your new address / transferring or acquiring the internet
- Establishing home insurance with an insurance company of Your choice. It is recommended to take a comprehensive home insurance with liabilities. A copy of the insurance contract must be sent to the lessor directly by mail. Alternatively it can be delivered to our office and we can forward it to the lessor.
- The collateral certificate must be delivered to Vuokratuura before the keys can be handed over to the tenant. If the collateral is in the form of a deposit made into special bank account, Vuokratuura will hand over the keys in exchange for the lessor's original collateral certificate. We will be send the certificate further on to the lessor. Therefore, when the tenancy is to reach conclusion, You can contact the lessor directly for returning the collateral. If the collateral is paid to the lessor's bank account, Vuokratuura will hand over the keys in exchange for the receipt of payment.
- Additional keys might be found from the dwelling, if the previous tenant has left his/her keys into the apartment when moving out. If this is not the case and You need more keys, it is best if You contact the lessor directly.
- Please be advised that You will not receive separate invoices for the rental payments. The rents are to be paid directly to your lessor's account based on the information written on the rental

agreement. If there is no reference number mentioned, please remember to mention the address of the rented property in the subject box of the invoice.

3.2. During the tenancy

- The tenant's main responsibility is to disburse the agreed rent at the agreed time. Another key responsibility is to take good care of the premises.
- The due date for rent payment, according to the law, is the second banking day of each rent period, i.e. calendar month. However, it is possible for the tenant and the lessor to agree upon an optional day. Both the rent and possible water fee are paid collectively to the lessor's account on the date specified in the rental agreement.
- If a parking place is included in the rental agreement, it is to be paid to the lessor's bank account, if not stated differently.
- Parking place, laundry facility and sauna fees reserved directly from the house manager, are to be paid directly to the bank account of the apartment complex.
- The electricity company will send a separate bill for electricity directly to the tenant.
- Unless stated otherwise, the lessor is responsible for the premises being in a condition reasonably expected by the tenant. The ostensible normal wear and tear of the apartment is on the lessor's responsibility. He/she is responsible for water equipment as well as the kitchen equipment and cupboards, if not specified otherwise.
- It is prohibited to make any changes to the dwelling without the lessor's permission. If, however, the tenant does some repair work during the tenancy with the lessor's permission, the two parties should agree upon choices of material and upon who will pay for the changes. It is also useful to agree at once whether the installations and/or equipments that the tenant has possibly purchased will stay in the apartment when the tenancy ends, and if they stay, does the tenant receive a specified payment for them.
- If the lessor is responsible for keeping the dwelling in good condition, the tenant in turn is obliged to inform the lessor, without delay, of any damage or faults in the apartment. In doing so, the two parties are able to get things repaired promptly.



- If there are any changes in tenancy during the validity of the rental agreement, the tenant must contact Vuokratuura without delay.

3.3. When tenancy ends

- A rental agreement must be terminated by giving notice in writing and verifiably. Period of notice itself depends on the party terminating the agreement. When the tenant terminates a rental agreement that is valid until further notice, the period of notice is one month. When the lessor is to give notice, period of notice for an agreement valid until further notice is 6 months, if the tenancy has lasted for an entire, uninterrupted year. In tenancies of lesser duration, the period of notice is 3 months. In his written notice of termination the lessor must specify the moment that the agreement ceases to be valid and the grounds for terminating the agreement. (www.kuluttajavirasto.fi). Period of notice is calculated from the last day of the calendar month when the agreement has been terminated by giving notice. The notice of terminating should be drawn and delivered to the other party of the rental agreement well in advance prior to the turn of calendar months. Thus it is possible for the other party of the agreement (lessor/tenant) to receive the notice in time and to give receipt in writing of receiving the notice in time. One copy of the notice should be sent to Vuokratuura for information.
- Prior to giving notice, You should also check from the rental agreement (that is valid until further notice) when is the first possible day to give notice.
- A rental agreement that is valid for a fixed period can not be terminated by giving notice. This type of contract is obligatory for both parties until the end of tenancy.
- When the tenancy has come to an end, the lessor must return the collateral to the tenant without delay, provided that all the rents have been paid and no damage has been done to the apartment that cannot be included in normal wear and tear. To get the collateral returned, the tenant must contact the lessor directly. If the collateral is in the form of a pledge that is put in into a special collateral account, the lessor will return the money by signing the collateral certificate after the tenancy has ended. If the collateral has been paid directly to the lessor's bank account, the lessor will disburse the sum to the tenant's bank account.
- Returning of the keys is to be agreed upon with the lessor.

4. USEFUL CONTACTS

Electricity providers

Helsinki Energy, tel. 010 802 802, www.helsinginenergia.fi

Fortum Espoo, tel. 0800 1 9900, www.fortum.fi

Vantaa Energy, tel. (09) 829 0225, www.vantaanenergia.fi

Insurance companies

If, tel. 010 191 919, www.if.fi

Tapiola, tel. 010 195 100, www.tapiola.fi

Pohjola, tel. 0303 0303, www.pohjola.fi

Veritas, tel. 010 55 010, www.veritas.fi

Gas provider

Gasum, tel. 020 4478 550, www.gasum.fi

Water providers

Helsinki Water, tel. (09) 3103 3028, www.helsinginvesi.fi

Espoo Water, tel. (09) 8165 411, www.espoo.fi/vesi

Vantaa Water, tel. (09) 8392 2322, www.vantaa.fi

Waste management providers

YTV, tel. (09) 1561 611, www.ytv.fi

Lassila & Tikanoja, tel. 010 636 6600, www.lassila-tikanoja.fi

**We hope that Your move-in goes smoothly and that
You enjoy Your new home. We are pleased to help
You also in the future with all matters related to rentals
and real estate investments.**



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