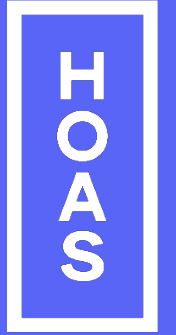


Hoas info



Hoas Exchange Student Services
Hoas Tenant Support



What is Hoas?

- Foundation for Student Housing in the Helsinki Region
- A non-profit organization aiming at providing housing for students.
- Established 1969 by the student unions
- About 18 000 tenants and over 10 000 apartments
- 944 furnished apartments are reserved for exchange students



HOAS

Living in Hoas apartment



How to get keys to your new Hoas home?

- In order to prevent coronavirus from spreading, Hoas service center in Pohjoinen Rautatiekatu 29 is closed. Nevertheless, it is possible to pick up keys to your new Hoas home from Hoas service center during special key pick-up times.
- Be prepared for some queueing. Make sure you have something to do while waiting and possibly bring some snacks, good mood and depending on the weather sunscreen or an umbrella with you.
- When you come to Hoas office, **please wear a mask.**
- If you have respiratory tract symptoms or suspect you might have contracted the coronavirus, please authorise another person to pick up the keys on your behalf. You will find [a template for the authorisation letter here.](#)
- If you are not able to come by during the opening hours and you cannot authorise another person to pick up your keys on your behalf, you can make an appointment ([+358 9 549 900](#) or [+358 9 5499 0381](#)) Bookable times are on Mondays and Fridays during 10 am to 3.30 pm and from Tuesdays to Thursdays during 12 am to 3.30 pm.
- To make your appointment or if you have questions concerning other housing matters, please call us or send an email.
- The phone service ([+358 9 549 900](#) or [+358 9 5499 0381](#)) mobile phone charge/local network charge) is open:
 - **Mon** 10am–4pm
 - **Tue–Thu** 12pm–4pm
 - **Fri** 10am–4pm
- In addition, 10am–4pm on first and last working day of each month.
- Email addresses: exchangestudents@hoas.fi applications, tenancy agreements and parking spaces
- **If you are not able visit the Hoas service center on our opening hours or you are not able to authorize anyone, you can use the Securitas [door opening service.](#)**



Door opening service

- If can't pick up the key from service center due to arriving on weekend or late at night, you can use door opening service.
- **In this case call Securitas at +358 20 491 2962*. NOTE That you would need to be in the property when you call.**
- You must prove your identity by showing an official identity document such as passport or EU identity card (with a photo).
- The cost of this service is **30 euros per opening**, and you must pay it with the invoice sent to you by Securitas. They will send you invoice by post. If you have any questions about the invoice, please contact Securitas.
- Note that Securitas don't have the key for you. They are only able to open the doors with a master key.





I LOST MY KEY, WHAT SHOULD I DO?

Immediately notify Hoas.
The locks will be updated and the lost key will no longer gain access. The security level of the building is restored.

HOW DO I TAKE CARE OF MY KEY?

The key has no battery, and it is made out of stainless steel. It stands hardware, water and cold. An iLOQ key is maintenance free. Note that the key still could get broken.



WHY DOES MY LOCK NOT OPEN?

If you insert your key too quickly, the lock may not have enough time to recognize the programmed access rights. Try again with a slower motion.



IF YOU TURN THE LOCK KNOP:

1. up the door will be locked.
2. down the door will stay unlocked.

Remember to lock the room door always when you are not in the apartment.

WHERE DO I GET A NEW KEY?

Contact HOAS Exchange student service
telephone: + 358 9 54 99 0381.

Your new key will be quickly programmed in the service center.

The new key will cost 100€ + service fee 6€.



If you cannot collect the keys yourself, you can authorise another person to do it on your behalf

- The authorization must always be in writing. You will find [a template for the authorisation letter and more instructions here](#).
- Authorization letter for collecting the keys
- You can authorise another person to collect the keys on your behalf. The authorization must always be in writing. The easiest way is to use Hoas [authorisation template](#).
- The authorization letter must be signed and dated by hand by the authorizer.
- The authorization letter must state the full name, birth date and personal identity code of both the authorized person and the authorizer.
- Send the document by email : exchangestudents@hoas.fi
- Anyone collecting keys with an authorization letter must always prove their identity by producing an official picture identification document (for example a passport or an id card). Please note that a student card or a Kela card is not an official identification document. A minor cannot be an authorizer, nor can a minor be authorized.



POWER OF ATTORNEY for picking up keys

The person authorizing (tenant)

Family name	First name(s)	Social security number/ Date of birth and passport No.
Minogue	Kylie	28.05.1968

Authorized person

Family name	First name(s)	Social security number/ Date of birth and passport No.
Pitt	Brad	18.12.1963

Address

Street address	Apartment number	Room number
Junailijankuja 5 A	280	3

I hereby authorize the person mentioned above to pick up my keys for the apartment above on my behalf from Hoas Service Center.

This power of attorney is valid until 01 / 01 / 2050 (date).

The person coming to pick up the keys with the power of attorney must prove their identity by showing a formal identity document such as passport or identity card (with a photo). We do not accept student cards for identification purposes.

Date and place	Signature of the person authorizing (tenant)	Clarification of signature
24.12.2049, Las Vegas		Kylie Minogue



Rent

- The due date for paying the rent is always the 6th of each month.
 - It cannot be postponed in any situation.
- The rent payment information has been sent together with the confirmation documents.
- Tenants can always pay their rent in advance or several months at a time.
- Hoas will automatically direct the payments to the rents so there is no need to send a confirmation email or receipt.
- Tenants should always remember to use reference number and add possible international transaction fees to the rent.
- Furniture, Hoasnet, water and electricity are included in the rent
- Any questions of the payments, you can email to payments@hoas.fi



Move-in-report

- Tenant's duty is to inform about the faults in the apartment.
- Any complaints concerning the condition of the apartment must be made **within 10 days** from picking up the keys by fault report form to ensure that new tenant is not held responsible for any damage caused by the previous tenant.
- It is always a duty of the previous tenant to make the moving pleasant by cleaning the apartment throughout. If this duty has been neglected, contact Hoas maintenance services immediately by phone 09 5499 00 or by fault report.
 - Hoas does not compensate any cleanings made by the tenants themselves.
- Please check the condition of the apartment!



Hoas is a non-smoking

- Any smoking is strictly forbidden in shared apartments and in all apartments with tenancy agreements commencing after May 31st 2010.
- The tenant must also make sure that the smoking does not affect the condition of the apartment. If the apartment has to be washed or painted because of smoking, the tenant must pay all the costs.



Apartment and maintenance



- Faults concerning the apartment, the property and the outdoor areas can be reported via **fault report form** on Hoas website.
- Urgent cases outside Hoas office hours (e.g. plumbing leakage, broken window).
 - Call Securitas 020 4912720
- Hoas properties are connected to a district heating system and the heating is adjusted automatically by thermostats according to outdoor temperature.
 - Normal temperature inside is +20 degrees
 - Measure the temperature with a thermometer from the middle of the room.
 - If the temperature is constantly below 20 degrees, make a fault report (please mention the exact temperature as well).
 - <https://www.hoas.fi/en/contact/contact/contact-information/fault-report/>

A screenshot of the HOAS website's 'Fault report' page. The browser address bar shows 'hoas.fi/en/tenants/taking-care-of-your-home/fault-report/fault-report/'. The page features a navigation menu with 'HOAS' logo and links for 'Housing', 'Applicants', 'Tenants', 'Moving', 'Contact', and 'Hoas'. Below the navigation are two blue buttons: 'SAUNA AND LAUNDRY BOOKING' and 'FAULT REPORT'. The main content area is titled 'Tenants' and is divided into three columns: 'Additional services for tenants' (listing Internet, Cable TV, Parking spaces, Saunas, Laundry rooms, Storage spaces, and Certificates/forms), 'Keys' (listing Door opening service, Losing your key, and Additional keys), and 'Fault report' (listing Fault report, Internet and cable TV, Warm water and electricity disruptions, and 24h maintenance number).



Furniture

The following basic equipment comes with each apartment for exchange student apartments. The models, numbers, and types of furniture may vary from one apartment to another.

Room:

Bed (80 or 90cmx200 cm)
 Duvet
 Pillow
 Mattress
 Bed linen (bed sheet, duvet cover, pillow case)
 Desk*
 Chair
 Set of drawers* or stool
 Shelf
 Wardrobe
 Curtains * (Note if the apartment/room has blinds, Hoas does not update window blinds)
 Desk lamp
 Ceiling light
 Bin

Kitchen:

Kitchen table
 Chairs, one for each tenant (2-8)
 Refrigerator
 Stove and/or oven
 Microwave oven
 Kitchen cupboards
 Ceiling light
 Vacuum cleaner
 Flat mop

Bathroom:

Shower curtain
 Drying rack
 Towel hooks
 Toilet brush
 Floor wiper

In most cases, there are two pieces of each item in shared rooms and shared studios, one for each tenant. However, some apartments do not have two pieces of all items due to lack of space. Studios do not have a separate desk or set of drawers due to lack of space.

What do I need to get myself?

For the international exchange student apartments you must acquire the following items for the apartment:

- Towels
- Kitchen utensils
- Dishes
- Cutlery



Internet

As a Hoas tenant you get an internet connection as a free additional service. Hoasnet connection is free of charge for tenants and you only need to have your own ethernet network cable and, if you want a wifi, a router.

Hoasnet by DNA

In almost all Hoas buildings the internet operator is DNA and apartments are fitted with a free 200M/20 Mbit/s Hoasnet connection. Each tenancy agreement is entitled to one connection, also family apartments.

To start using the broadband connection, you need an ethernet network cable (RJ-45). You don't need to register, just connect your ethernet cable from the internet socket on the wall to your computer/laptop. If you want to use your connection wirelessly or there are other tenants wanting to share the connection, you can buy a wireless router. The connection functions only on one internet socket of the apartment (/room in shared apartments).

See more: dna.fi/hoas-english

When facing problems with Hoasnet or having questions about it, please contact DNA's Fault notices by phone +358 800 300 500 and tell that you are a Hoas tenant using Hoasnet provided by DNA. Check also [our instructions for fault situations](#).

Trinet in Otaniemi

In Otaniemi (Jämeräntäival 9, Jämeräntäival 10, Jämeräntäival 11, Servin Maijan tie 3, Servinkuja 5 and Servinkuja 6) the internet provider is Trinet. More information: <https://verkko.ayy.fi/>

When facing problems with Trinet connection, please follow instruction at <https://verkko.ayy.fi/problems.html>



Fire alarms

- It is tenant's responsibility to ensure that there is a working fire alarm in the apartment. Please check the alarm once in a month.
- In properties with fire alarm system, the alarm goes directly to the emergency response center and sometimes to Securitas too. Even if the alarm is false, the fire and rescue services always arrive to check the situation.
- If you break the system, for example by removing the alarm or by covering it, you will be charged for the resulting maintenance visit. If you repeatedly cause unnecessary fire alarms with your actions, such as burning your food, you will also be charged for these visits.



Garbage / Recycling



- Please take your garbage all the way to garbage room. Don't leave them in the apartment or hallway.
- Make sure to use the right container for different rubbish material
- The containers should be filled starting from the one furthest away from the entrance and follow sorting guidelines.
- If there is rubbish on the floor of garbage room preventing that the bins cannot be brought out of the shelter, they will not be emptied.
 - The drivers of the waste collection trucks are not responsible for picking up rubbish left on the ground or in the yards; they only empty the bins.
- Food scraps and other rubbish left on the floor will soon attract various visitors, such as rats.

Guide for Household Wastes

Biowaste

only biodegradable wastes



Mixed waste

no hazardous waste, no waste electric and electronic equipment



Plastic packages

Remove caps and lids



Glass packages

only glass jars and glass bottles



Small metal items

metal cans and small metal items



Carton packages

rinse dirty cartons and flatten them out



Paper

all postal mail you receive



Moving out

- Exchange students will receive a letter from Hoas confirming the ending of the agreement and instructions for the final cleaning.
 - All the tenants are jointly responsible for the cleaning of the common areas in a shared apartment.
- The keys must be returned the latest by the following morning at 9 am after the tenancy agreement has ended.
 - If the last day of the month is a public holiday or weekend, the moving day is the next working day.
 - For example, if the agreement ends on 31.8.2021 the keys must be returned the latest on 1.9.2021 by 9 am.
- The deposit will be returned within a month of the end of the agreement.
 - The deposit will be returned fully back if the apartment is in good condition, the keys have been returned correctly, all rental and other fees have been paid, and valid account details have been provided.
 - Tenant need to send their bank account information for the deposit return via Hoas website.
 - <https://www.hoas.fi/exchange/forms/form-for-account-details/>
 - A fixed-term agreement cannot be terminated even if you move out of the apartment earlier.



Website for exchange students www.hoas.fi/exchange



Exchange students

HOAS Housing Applicants Tenants Moving Contact Hoas

Search English

Homes for students

Hoas, the Foundation for student housing in the Helsinki region, rents out, builds and maintains housing for students in the capital region.

Contact center

Exceptions to the opening hours
From Tuesday 17 th March Hoas service center in Pohjoinen Rautatiekatu 29, is closed.
If you have questions concerning different housing matters, please call us or send an email. [Contact details](#)
[New tenant, see how to get keys to your new Hoas home](#)

Apartments

Hoas has the largest selection of student apartments in Finland. We have properties in 42 areas near various schools in the Helsinki capital region.

All cities

All areas

Vacant rooms in shared apartments New or renovated

Show apartments

Housing application

You can apply Hoas housing as soon as you have been admitted to a school. Apply for an apartment by filling in this application form.

You can update your existing housing application by [filling this form](#).

Apply

Apply for summer apartment

Latest news

25 March 2021
Current situation of deposit returns

25 March 2021
Read the newsletter

24 March 2021
Rearrangements of storage spaces – check tips

17 March 2021
Current application situation

Exchange students

HOAS Applicants Tenants Moving Contact Hoas

Search

Tenants

Additional services for tenants

- Internet
- Cable TV
- Parking spaces
- Saunas
- Laundry rooms
- Storage
- Certificates and forms available from Hoas

Tenancy agreement

- General Terms of the Tenancy Agreement
- Renting an apartment during the summer months
- The length of my exchange is changing and I also wish to change the length of the rental period

Heating and ventilation

- Heating
- Measuring the room temperature
- The apartment temperature in the summer
- The temperature in my apartment is not suitable
- Ventilation and airing

Keys

- Door opening service
- Losing your key
- Additional keys

Taking care of your home

- Cleaning the floor drain
- Cleaning the drain trap
- Refrigerator and freezer
- Other kitchen appliances and equipment
- Fuses and RDC
- Other electrical equipment and lighting
- Other devices and equipment

Fault report

- Fault report
- Internet and cable TV
- Warm water and electricity disruptions
- 24h maintenance number

Property maintenance

- Waste disposal
- Sorting waste
- Recycling of furniture
- Hazardous waste
- Waste collection pipes
- Maintenance of common facilities and outdoor areas
- Maintenance of yards and gardens
- Winter maintenance
- Long term property maintenance plan
- Renovation
- Amenity renovations

Living at Hoas

- Rules and regulations
- Paying the rent
- What constitutes the rent?
- Responsibility for your home
- Tenant responsibility chart
- Tenant charge sheet

Fire safety at home

- Fire alarms
- Fire load in common areas
- What to do in case of a fire
- The rescue plan for your property

Close menu



HOAS

Tips for easy and pleasant stay with Hoas



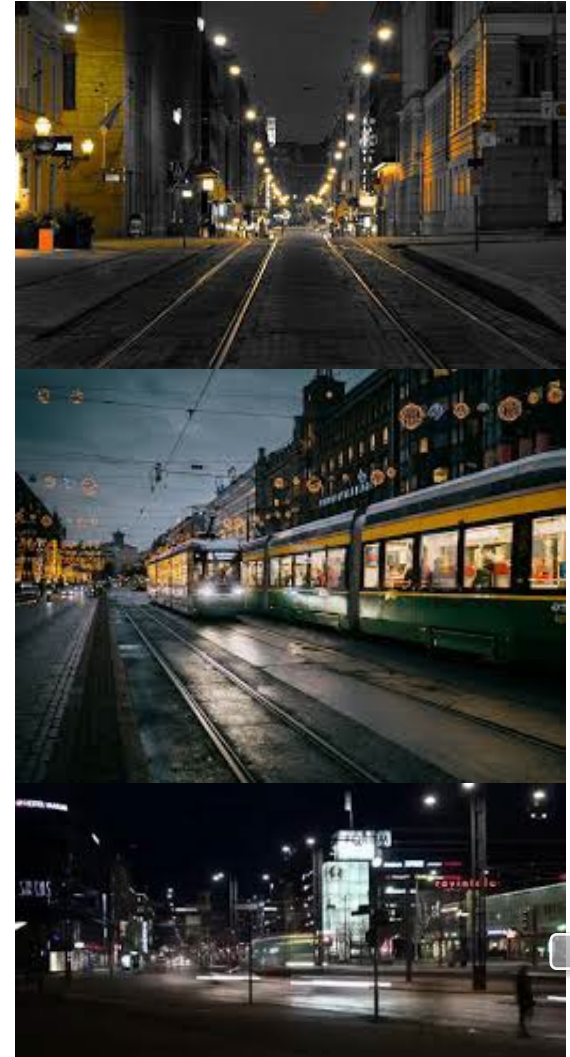
With roommates and neighbours:

- Get to know your roommates and neighbours
- With roommates jointly create rules for cleaning and sharing the apartment such as possible visitors
- Respect the silent hours
- When confronting a disagreement, try to discuss the matter with a friendly approach
- Be active in settling the disagreement yourself
- If you can not settle the matter through discussions, contact Hoas Tenant Support



Silent hours

- Tenants must not disturb their neighbours by their behaviour in the apartment or in the common areas.
- On the nights before Monday through to Friday, noise must be kept down between 10 pm and 6 am.
- On the nights before Saturday, Sunday and public holidays, noise must be kept down between 11pm and 8 am.
- Loud parties are forbidden!
- Note that your neighbours might go to school, work, practice or something else and need to have nighttime peace.



HOAS

Hoas Tenant Support



What is Hoas Tenant Support

- Hoas Tenant Support provides assistance and advice, as well as solutions for rental housing -related problems.
- Our measures are based on discussion and trying to improve communication between tenants.
- In most cases, the matter can be settled and agreed upon through discussions – other measures are rarely needed.



In a severe disturbance situation

- The lessor has a right to terminate the tenancy agreement without a notice period if the tenant causes frequent and severe disturbance to the neighbours.
- Termination is possible after a warning
- Therefore respect the neighbours especially during the silent hours!
- All the disturbance situations will be reported to your school!
- If you encounter disturbance in the property, discuss the matter directly with the neighbour!
- In an emergency situation, call the police (112)



Contact information

- **Hoas exchange student services**
 - exchangestudents@hoas.fi
 - Tel. 09 5499 0381
- **Hoas payment services** (deposit, rent payments)
 - payments@hoas.fi,
 - Tel. (09) 549 900, pick line 2 on the phone service
- **Hoas maintenance services** (fault reports)
 - maintenance@hoas.fi,
 - Tel. (09) 549 900, pick line 3 on the phone service
- **Hoas tenant support**
 - tenantsupport@hoas.fi
 - +358 9 549 900, line 1 (you can request to talk to tenant support)

