

ENJOYING YOUR HOME



*Neea, Sami, Joanna, Jasmin and
their cats Torsti and Touho
Family life in a SATO RentHome.*

sato

WELCOME TO YOUR SATO RENTAL HOME!

This guide provides you with information and tips on moving into and living in your new home and building. You will also find up-to-date information at www.sato.fi.

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Appendix 1 General Building Rules and Regulations for SATO Buildings

Appendix 2 Division of Responsibilities Table for SATO Rental Homes

Published by: SATO, PO Box 401, 00601 Helsinki, phone 0201 34 4000

Printed by: Trio-Offset Oy, edition 1/2016

Photos by: Lina Jelanski and Tuomas Uusheimo

I. HOME-MOVER'S FREQUENTLY ASKED QUESTIONS

WHEN CAN I PICK UP THE KEYS?

You will receive the keys to your new home after 12:00 midday **on the first day your lease agreement is valid**. If that day falls on a weekend or public holiday, you will get the keys on the following working day after 12:00 midday.

When picking up the keys, please bring along:

- your official ID (such as driving licence or passport);
- signed lease agreement;
- receipt of the safety deposit payment.

If you are unable to pick up the keys personally, you can authorise someone else to do it. In addition to the authorisation (power of attorney) document signed by you, the person picking up the keys must have the documents listed above.

MUST TAKE OUT A HOME INSURANCE POLICY?

Yes. Under the terms and conditions of the lease agreement, you must have a valid comprehensive home insurance policy that includes both home and general liability insurance cover. You can take out the policy from the insurance company of your choice.

IS ELECTRICITY INCLUDED IN THE RENT?

No, unless this is mentioned separately in the lease agreement. You should enter into an electricity contract with the electricity company of your choice before you move so that the electricity connection will be on starting from your moving-in day.

IS WATER INCLUDED IN THE RENT?

No. Water is not included in the rent under our new lease agreements. The water charge is €18/person/month.

IS THE INTERNET CONNECTION INCLUDED IN THE RENT?

Yes, in most cases. Your new home building is likely to be ready for Telia broadband access. As a SATO resident you will have access to a 10/10 Mbps connection free of charge, and special discount rates will be available from Telia for faster speeds. To start using the broadband connection, call Telia's Customer Service on 0200 11611. There are some SATO RentHomes that are not covered by the free Telia connection. To see if your building is covered, visit sato.fi or contact Telia's Customer Service.

HOW DO I SUBMIT MY NOTIFICATION OF MOVE?

Submit an official notification of move to the **Population Register Centre** within a week of your move. To do this, phone 0203 456 456 or use the Population Register Centre or Posti website (you will find the link at www.sato.fi).

SATO Customer Service

Phone: 020 334 443

Opening hours Mon-Thu 8:00-18:00 and
Fri 9:00-16:00, asiakaspalvelu@sato.fi

SATO Customer Service is also available during the opening hours through our service chat.

IS SMOKING ALLOWED IN MY APARTMENT?

No. Under the terms and conditions of your lease agreement, smoking is forbidden in your new home. Please note that all communal areas of your building are also no-smoking zones. You will, however, find a specific smoking area outside most SATO buildings.

WHERE CAN I PARK MY CAR?

You can reserve **a personal car parking space** from the maintenance or parking company. You will need to pay a fee for the parking space. Visitor parking spaces are only intended for residents' guests. You must never – not even for a short period of time – park your car in emergency access routes. The emergency access routes are marked with signposts.

THERE IS A DEFECT OR OTHER PROBLEM IN THE APARTMENT – WHO CAN I CONTACT FOR HELP?

If urgent repair work is needed, contact **the maintenance company**. You will find the contact details at sato.fi on your building's designated pages and on the notice board of your building. At sato.fi you can also submit **an electronic defect report** if the need for maintenance is less urgent. The electronic defect report service is only available in Finnish.

WHICH OF THE SERVICING AND MAINTENANCE TASKS OF MY NEW HOME ARE MY RESPONSIBILITY AND WHICH ARE SATO'S?

You will find the answer in the **Division of Responsibilities Table** at the end of this guide. You will also find the Division of Responsibilities Table in several languages under Residents' Services at sato.fi.

WHO CAN I CONTACT IF I NEED HELP WITH SOMETHING?

The maintenance company will help you with defects relating to your home or the communal areas of your building as well as with keys. **The building management** will help you with issues relating to residents' cooperation, neighbourship and Building Rules and Regulations. **SATO Customer Service** will provide you with information about issues relating to rent payments and tenancy. If you are not sure who to contact about an issue, get in touch with SATO Customer Service first. You will find contact details, forms and information about living in a SATO home, events and customer benefits under Residents' Services at Sato.fi.

Congratulations on your new home!

2. FOR YOU AS A SATO RESIDENT

As a SATO resident you will get a range of services and benefits.

CUSTOMER MAGAZINE

The SATO customer magazine, Kotona, is free and does not require a separate subscription: you will get it delivered to your home. You can also read the articles at sato.fi.

CUSTOMER DATA

For our customer service to be smooth, SATO has a customer data system where we save the customer data and contact details of those living in SATO homes (phone calls, emails, letters and inquiries) in accordance with the authorisation provided by you when you submitted your apartment application. You will find more detailed information about the SATO customer data system under 'Privacy and terms of use' at sato.fi.

CUSTOMER EVENTS

SATO organises a variety of free customer events every year. To read more visit sato.fi.

RESIDENTS' COOPERATION

Many SATO buildings have a residents' committee that organises activities in cooperation with the building manager. It is a good idea to participate in residents' meetings and events if you want to know more about matters concerning your building. If your building does not currently have a residents' committee but you are interested in communal activities, contact the building manager to establish a residents' committee.

Launched in 2014, the SATO Residents' Forum is a brainstorming group for residents and SATO. Its purpose is to find new ideas and ways to improve residential activity and residential comfort. Ideas on how to develop SATO's services and operations are also discussed by the group. If you are interested in the Residents' Forum, visit sato.fi for more information and a link to the registration page.

For ARAVA buildings cooperation also involves the national cooperation body. The cooperation body considers matters in accordance with the Act on Joint Management of Rental Buildings, with the main duty being to provide statements on rent determination. Representatives for the cooperation body meetings are selected at joint ARAVA building meetings. By participating in regional meetings, residents' committee chairpersons and contact persons get information about issues relating to rent determination for their building.

HOUSING BENEFITS

Housing benefit applications can be submitted to the Social Insurance Institution of Finland (Kela). You will find more information as well as a calculator you can use to check if you are entitled to housing benefits on the Kela website at www.kela.fi. As a SATO customer you will not need to submit housing-related enclosures to Kela when applying for housing benefits or for benefit reviews. Kela will receive the necessary information electronically from SATO's information system. Information transferred electronically includes details about the lease agreement, housing costs and payment details for the payment of rent directly to the lessor. Electronic data transfer helps ensure the information submitted to Kela is correct.

BROADBAND ACCESS

The rent of more than 20,000 SATO RentHomes includes Telia broadband connection at 10/10 Mbps. To gain access to the connection, call Telia's free sales service number on 0200 11611. SATO customers can also order extra speeds from Telia at a special discount price.

SURVEYS AND FEEDBACK CHANNELS

To improve our operations, we collect customer feedback using methods such as surveys. We will send the questionnaires to your smartphone or email. By responding you will help us improve our housing services.

You can contact us and give your feedback by calling our Customer Service, submitting the form available at sato.fi and our Facebook page or using our service chat or email (asiakaspalvelu@sato.fi).

DO-IT-YOURSELF RENOVATION KIT

If you want to paint your home, SATO will give you a free DIY renovation kit containing the paints and supplies you will need. You can pick your choice of paint colours from the SATO range. For more information about DIY renovations and how to order the kit visit sato.fi. For renovation tips and inspiration see [#satojaidoita](https://twitter.com/satojaidoita).



*Sandra, Erika, Rosa and Riikka
From childhood homes to sharing a SATORentHome*

HOME MAINTENANCE INSPECTIONS AND UPKEEP MONITORING

We monitor the condition of SATO homes in conjunction with moves and through regular maintenance inspections. Residents are informed of inspections in advance. The buildings are also visited regularly by SATO's own supervisors and apartment inspectors.

PROBLEMS AND DEFECTS

If there are problems or defects in your apartment or building, there are several ways you can contact us. You can send us a defect report using the online form at sato.fi or you can phone the maintenance customer service. You will also find a QR code for defect reports on the noticeboard of some SATO buildings. We will respond to defect reports on working days within 24 hours and to written complaints within 48 hours.

SECURITY DEPOSIT REFUND AFTER ONE YEAR'S RESIDENCE

You may be entitled to a refund of your security deposit when you have lived in your SATO home for a period of one year without any interruptions. The condition for the refund is that you must have an incident-free residential and payment history with us. You can request for the refund at sato.fi or by contacting the SATO Customer Service for a paper form. We will process your request within two months.

USING E-INVOICES FOR RENT PAYMENTS

SATO's rent invoices can be paid using e-invoicing. You can order the e-invoices via your own bank's online banking service (web bank). That way the rent payment details arrive directly at your online banking service and paying your rent is convenient as the payment details are always up to date. With e-invoicing you can select the 17th of each month as the payment date for rent payment instead of the 2nd day.

3. OUR COMMON GROUND RULES

3.1 WHAT IS SATO RESPONSIBLE FOR?

SATO is responsible for ensuring the appropriate maintenance and care of the apartment and building. Most SATO RentHomes are in buildings owned entirely by SATO. In these cases SATO is responsible for the agreements signed concerning building maintenance and upkeep as well as related supervision. SATO is also responsible for property repairs and maintenance. In properties where SATO only owns some of the apartments, the board of directors of the housing company is responsible for these tasks and agreements.

The maintenance and upkeep of a building calls for cooperation between many players. SATO is responsible for the functioning of the cooperation network. We collect feedback on various activities using methods including customer satisfaction surveys and inspection rounds.

DIVISION OF RESPONSIBILITIES TABLE

The tasks relating to responsibilities for the maintenance and upkeep of apartments have been divided between SATO and residents. To find out which tasks belong to SATO and which you are responsible for, see the Division of Responsibilities Table in Appendix 2 to this guide.

RENT DETERMINATION

At SATO we aim to reach a good balance between price and quality in the rents charged for our apartments. The rents of interest-subsidised and non-subsidised rental homes are determined on the basis of market rates and the rents of those financed on state-subsidised ARAVA loans on the basis of the cost correlation principle. In ARAVA buildings a rent equalisation model is used to determine the rents between buildings on the basis of building utility value. Any long-term renovation needs are also anticipated in rents. For the amount of rent and rent review principles see your lease agreement.

All SATO rental homes are sent the details of the rent review as well as the payment summary every year.

The payment summary document specifies the new amount of rent, its start date and details relating to payment, including bank account and reference number. We will not send you a new rent invoice every month. Instead, the rent payment summary serves as your invoice until you receive a new summary. Summaries are usually sent out once a year.



*Sonia and her cat called London
Already in their second
SATO RentHome.*

3.2 WHAT ARE YOU RESPONSIBLE FOR?

Good housing also includes residents' responsibility for the smooth running of things. As a SATO resident your responsibility is to pay your rent on time, look after your apartment as appropriate and comply with the Building Rules and Regulations found in Appendix 2 to this guide. Your obligations as a resident are laid down in more detail in your lease agreement.

CUSTOMER DATA

Notify SATO Customer Service if a new resident moves in or a resident moves out of the apartment during your period of residence. This helps keep our customer register up to date and, for example, check who we can open the door to your home to in case someone has left the key at home. The number of residents also affects the water bill. We also regularly check resident data on the basis of the Finnish Population Register.

BEING A GOOD NEIGHBOUR

The building's atmosphere and everyone's comfort levels are affected considerably by how smoothly everyday life runs between the neighbours. Life is a lot more pleasant when everyone remembers that they are also a neighbour and takes other residents into consideration.

The common ground rules and everyone following them makes life together easier. Your way of living must not cause disturbance or inconvenience to the normal lives of other residents. People live close to each other in apartment blocks and terraced houses. Therefore normal sounds of life belong to everyday life in them, but disturbing behaviour does not. If you experience disturbances in your home or elsewhere in the building, contact the building manager. The manager will take the measures necessary to address the issue.

SATO buildings have General Building Rules and Regulations to make life living together easier (see Appendix 1 of this guide). These rules and regulations may have been amended building-specifically by a decision made by the residents' meeting. The Building Rules and Regulations are in force everywhere in the property and apply to all residents and their guests.

PAYING YOUR RENT ON TIME

Unless otherwise agreed regarding the payment date, your rent must be paid on the 2nd day of each month. You can also use e-invoicing to pay the rent. With e-invoicing you can select the 17th of each month as the payment date for rent payment instead of the 2nd day if you like. Make sure you notify SATO Customer Service of the change of date so that we can enter the information in our rent payment system.

If you face problems regarding your ability to pay rent, contact SATO Customer Service. In these cases we will still charge you for the costs payable for a payment reminder and delay in payment in accordance with our normal procedure, but by contacting us in advance you may be able to avoid the transfer of your overdue payments to a debt collection agency.

LOOKING AFTER YOUR HOME

Your obligations as a resident include looking after your home as appropriate, including through regular cleaning (see the terms and conditions of your lease agreement). If you notice any problems regarding building safety, vandalism, repeated disturbance or defects that need repairs, contact the maintenance company as well as the building manager. You will find more detailed advice on how to look after and clean your home in this guide and at sato.fi.

LIST OF CUSTOMER CHARGES

If you break or damage the apartment or its fittings, fixtures or equipment, you will be charged for the costs arising from the repairs in accordance with the List of Customer Charges. Please note, however, that SATO reserves the right to also invoice residents for the actual costs arising from the repairs. The up-to-date List of Customer Charges can be found at sato.fi.



4. THE ABC OF LIVING IN A SATO HOME

We have compiled general instructions concerning living in a SATO home in this section. If you have received more detailed instructions or instructions that differ from this guide in conjunction with the signing of your lease, please follow those instructions.

DISHWASHER

Dishwasher installation is a task that must always be performed by a professional. Make sure you keep the original kitchen cabinet removed to fit the dishwasher because it must be reinstalled in the same place when you move out.

PEACE IN THE BUILDING

People live close to each other in apartment blocks and terraced houses. Therefore normal sounds of life belong to everyday life in them, but disturbing behaviour does not. Things in life do not always go as planned, and you may hear noise from next door that disturbs you. Tell your neighbour about it as they may not necessarily know that their music or movie sounds can be heard through the wall. If the neighbour does not change their behaviour despite your discussion and if you are continuously disturbed, contact the building manager. The manager will take the measures necessary to address the issue.

PARKING SPACES

The building has parking spaces, of which some are reserved for residents and some for their visitors. A separate fee is charged for parking space rental. The amount of fee depends on whether the space has a heater outlet or is a “cold” space. You will get the keys to the car heater outlet from the organisation that takes care of parking space reservations, in most cases the maintenance company or a separate parking company. At times demand for parking spaces exceeds the number of spaces available, in which case you will not get a space immediately and will be placed on a waiting list.

KEYS

You must never receive your keys directly from the previous resident of your new home. Instead, everyone must collect and sign for their keys with a representative of SATO, in most cases the maintenance company. A record is kept of keys and missing keys, and the costs arising from orders for extra keys and rekeying are invoiced in accordance with the List of Customer Charges. You can order extra keys using the service form available at sato.fi.

APARTMENT-SPECIFIC STORAGE UNIT

It is not a good idea to store anything valuable in the apartment-specific storage units as this may attract burglars. You can avoid basement burglaries by fitting the unit door with a sturdy lock and blocking the view into the unit. For fire safety reasons it is prohibited to store any flammable liquids, gases or explosives in the storage units.

WASTE ROOMS

The building’s waste management and everyone’s commitment to rules and tidiness of the waste rooms improves residential comfort. For instructions on how to use the waste rooms see page 15.

CLUBROOM

Many SATO buildings have a clubroom. Their uses vary, with some decorated to make them pleasant spaces for spending time that residents can use for purposes such as children’s birthday parties, while others have gym equipment. In most cases the residents’ committee is in charge of clubroom decoration and usage rules. Contact your building’s residents’ committee or building manager for information about clubroom use. You should discuss any new ideas at residents’ meetings and with the building manager.

BROADBAND ACCESS

The rent of most SATO homes includes Telia broadband access. To gain access to the connection, call Telia’s free sales service number on 0200 11611. SATO customers can also order extra speeds from Telia at a special discount price. Visit your building’s pages at sato.fi or contact SATO Customer Service to find out if your home has free broadband.

BABY TRANSPORT STORAGE ROOM

Baby transport items must be stored in the area reserved for them in the baby transport storage room. If the area is not signposted or otherwise known by you, contact the building manager to find out how to safely store your baby transport. For fire safety reasons, baby transport items may not be stored in the staircase or corridors.

LAUNDRY AND DRYING ROOM

Many buildings have a laundry and drying room that residents can use free of charge. You will find the reservation list as well as user instructions for the machines in the laundry and drying room or on the notice board. Rugs and mats must not be washed in the laundry room because the washing machines and dryers cannot take their weight.

STAIRCASES

For fire safety reasons it is prohibited to store any movables underneath stairs or any other areas of a staircase. This prohibition also applies to baby transport.

NAMEPLATE

The maintenance company takes care of name changes to the nameplate on your door and the list of names at the entrance to the building.

NOTIFICATION OF MOVE

Submit an official notification of move to the Population Register Centre within a week of your move. To do this, phone 0203 456 456 or use the Population Register Centre or Posti website (you will find the link at www.sato.fi).

DO-IT-YOURSELF RENOVATIONS

If you want to paint your home, SATO will give you a free DIY renovation kit. The DIY kit contains the paint and supplies needed. For more information and instructions on how to order the kit visit sato.fi.

CHANGE OF ADDRESS NOTIFICATION

Submit a change of address notification and redirecting service agreement to Posti. Your mail will be redirected to your new address free of charge for a month. Change of address postcards available free of charge at postal outlets are handy for letting your contacts know about your new address. Many authorities are informed directly by the Population Register Centre about your change of address, but also remember to notify newspaper and magazine publishers, banks, insurance companies, retail chains (regular customer schemes) and other organisations and associations about your change of address.

BALCONY

When on your balcony, you may not always realise how easily sound travels to other people's balconies and homes. Remember that on your balcony you are very close to your neighbours. Barbequing and handling of open fire or gases is forbidden on your balcony for safety reasons. Plant containers must also be fully inside the balcony railings to make sure they will not fall and cause a hazard. You may not throw any cigarette butts or other items out of the balcony. Contact the building manager if you are planning to install an extra aerial or satellite dish.

BUILDING GROUNDS

The residents' capability for cooperation can be seen in the outdoor areas and communal tidying-up events. The different seasons provide everyone with the opportunity to make their living environment beautiful for their own and their neighbours' enjoyment. Although the regular grounds maintenance and upkeep work is done by the maintenance company, there are many kinds of things to do in the outdoor areas. Safety and security on the grounds also play a big role as regards how comfortable the grounds are. Key issues in this include following parking instructions and ensuring traffic safety in the area.

NON-SMOKING POLICY

Under the terms and conditions of your lease agreement smoking is forbidden indoors in your apartment. If smoking in a designated smoking area or a balcony, please be considerate and ensure cigarette smoke does not go to a neighbour's balcony or home via their windows. All common areas, staircases, corridors and lifts of SATO buildings are no-smoking zones.

In new and renovated fully SATO-owned buildings completed on or after 2015 the no-smoking zone covers the entire property. This means all apartments as well as balconies and grounds are covered by the non-smoking rule under the lease agreement.

SAUNA TURNS

You can book a private sauna turn in the building sauna section from the maintenance company. In many buildings there is also a communal sauna turn for residents for which there is no separate charge. The building sauna is used by many people so it is a good idea to use bench covers. Always leave the sauna and shower room tidy for the next person.

DECORATING AND WALL MOUNTINGS

You can choose your own decorating style, but please remember a few basic rules on how to take good care of your home. Radiator thermostats must never be covered by furniture or textiles because this will disturb them and the heating system will not function properly. When mounting anything onto a wall, make sure you take the wall material into consideration to ensure the mounting is safe and tidy. Instructions are available from sources such as hardware stores. It is a good idea to place felt floor protector pads on the bottom of furniture legs to prevent scratches, discolouring and other marks caused by furniture.

VENETIAN BLINDS

You may install Venetian blinds at your own cost without having to ask for separate permission. Please note that when you move out you must leave the blinds in place and you will not be paid any separate compensation for this.

HIGH-SECURITY LOCK AND PEEPHOLE

You may also have a high-security lock and peephole installed in the door without asking for a separate permission. When moving out you must leave these in place and return all the keys with your other keys. Please note that you will not receive any compensation for the costs arising from high-security lock and peephole installation.

INSURANCE COVER

SATO's lease agreements contain a clause under which a valid home insurance policy is required. Make sure to get one or check that the content of your current insurance policy is appropriate to your new home. A home insurance policy also provides you with financial protection in case of an accident in your home where you maybe liable to compensate for damage to your home or apartments next door to it.

COMMON AREAS

In SATO buildings all common areas are no-smoking zones. Everyone must do their share to keep the communal areas tidy. The areas are signposted with pictograms illustrating their intended uses.

QUIET-TIME POLICY

The quiet-time policy must be followed between 22:00 and 7:00, and this is when everyone's right to a peaceful night's sleep must be respected. Please let your neighbours know well in advance if you are planning to have a party in your home or do something noisier than normal. Also make sure you do not cause any unreasonable disturbance to your neighbours even when you notified them in advance.

5. HOW TO LOOK AFTER YOUR HOME

5.1 GOOD INDOOR AIR QUALITY

The indoor air of an apartment should be replaced once in two hours. This requires that there are no obstacles to ventilation and the ventilation ducts are clean. Impurities and humidity are removed via air extract valves. You will find these in the kitchen, toilet, bathroom and walk-in wardrobes. Fresh replacement air flows in through air supply valves placed in exterior walls or window frames or through windows that have a section at the top that has been left without sealing. Your home's ventilation will not function properly if you tape up or otherwise block the valves or forget to clean them.

Extract and air supply valves must be cleaned regularly. Your apartment may also have a mechanical air extraction or a mechanical air intake and extraction system. These take care of ventilation automatically, provided that the system is never switched off. To increase ventilation efficiency it is a good idea to leave bedroom doors open for the night. Smoking reduces indoor air quality. SATO's lease agreements have a no-smoking clause that applies to the indoor areas of apartments.

5.2 CLEANING YOUR HOME

Cleaning is part of taking good care of your home and helps maintain good indoor air quality. It is a good idea to decorate your home in a way that allows for easy cleaning and to get good cleaning supplies. The method of cleaning depends on the surface material. Using too much water or strong or abrasive cleaning agents can quickly damage the surfaces of your home.

A good rule of thumb is to clean regularly, use dry or slightly damp cleaning methods and neutral cleaning agents. Make sure the surface cannot be damaged by water if using washing or damp wipes. When you clean your home regularly, most dirt will be removed by water or ordinary washing-up liquid. You will need an alkaline cleaning agent to remove grease in the kitchen (pH above 7), while lime deposits and rust in the shower room can be removed with an acidic cleaning agent (pH below 7). For pH values see the label on the cleaning agent bottle.

Even if you take care of regular cleaning, household pests such as pharaoh ants or silverfish may still appear in your home. Although harmless, these must be eliminated. Contact the maintenance company if you spot them.

HOW TO ENSURE GOOD INDOOR AIR QUALITY

- Do not change the extract valve settings.
- Keep the extract valves open.
- Clean the extract and intake valves at least twice a year.
- Clean the kitchen extractor fan/hood valve and grease filter at least once every three months.
- Clean your home regularly.
- Do not smoke indoors.
- Think carefully before you get any dust-generating textiles, pets or house plants.
- Keep the indoor temperature at 20–22 °C (bedroom temperature can be lower).
- Take particular care to ensure that ventilation functions flawlessly in wet areas such as the bathroom.

Contact the maintenance company if you have done all of the above and your home's ventilation still does not seem to function well.

FLOORS

Clean laminate floors using a vacuum cleaner or a slightly damp mop or cloth. Laminate flooring surface can be damaged easily if you use a cleaning tool that is too rough, so make sure not to break the surface through scrubbing. Plastic flooring is usually made from flexible vinyl and the best method of weekly cleaning is vacuuming and dry mopping and, if necessary, damp mopping using a mild washing-up liquid solution.

WALLS

Use a mild cleaning agent and a slightly damp cloth to clean painted walls. The more matte the finish of the painted wall is, the less scrubbing it will tolerate. It is best to remove any stains from walls while still fresh.

Tiled walls in bathrooms and other washing areas can take wet cleaning using a brush or non-metal scourer. If the walls appear grey after cleaning, this is caused by lime deposits.

Paper wallpaper can take very light wiping with a slightly damp cloth but must never be scrubbed. You can clean vinyl wallpaper with a damp cloth or even a soft brush.

WINDOWS

To clean your windows you will need a window washer, a microfibre cloth, a window cleaning squeegee and some washing-up liquid. Remove dust from Venetian blinds and clean the window frames. If there are no air intake valves in the exterior walls of your apartment, air intake is designed to take place via gaps on top of windows. Therefore there is a section without any insulation seal on top of a window, usually an airing window. You must not block the air intake gaps.

BATHROOM/SHOWER ROOM

How often you need to clean your sauna and bathroom/shower room depends on how often you use them. If you handle laundry in your bathroom, you need to vacuum or wipe the dust every week. Sauna and bathrooms need good ventilation.

FRIDGE AND FREEZER

If your fridge has an auto-defrost system it will defrost automatically. You will only need to clean the drain hole at the back of the fridge. If your fridge is not an auto-defrost one, you need to defrost it once a month.

Fridge-freezers must be defrosted twice a year. Do not use force or abrasive tools to scrape ice from the freezer compartment or freezer. Do not use strong cleaning agents to clean your fridge. Keep an eye on your fridge or freezer when defrosting it, making sure to dry out the water while still inside it to prevent water from dripping onto the floor. Vacuum clean behind your fridge a few times a year.

COOKTOP AND OVEN

Regular cleaning is the best approach to your cooktop as it is very difficult to remove food stains that have got stuck on hot surfaces. Soak any dried food spills to make them easier to remove and use a cleaning agent suitable for the type of cooktop. Use a specific oven cleaner product to clean the oven, racks and baking trays.

Clean the kitchen extractor fan/hood and grease filter at least twice a year and even more often if necessary. You will find an air extract valve under the grease filter. Remember to remove and clean it, too, when you clean the filter.

BALCONY

A tidy balcony provides nice extra space in your home, but remember that you must not clean it by pouring water onto it as the drain pipe is only intended for rainwater. In the winter you will need to remove any snow. Never drop snow off the balcony. Instead, take it to your bathroom, let it melt and pour it down the drain.

Rainwater or snow may enter a glassed-in balcony through gaps between the glazing elements. It is a good idea to keep the glazing elements closed in the winter.

HOW TO CLEAN A DRAIN TRAP

(Do this if a sink or washbasin is blocked.)

- Clean a sink or washbasin trap via the plughole using a 'drain snake' or by unscrewing the pipe parts.
- Rinse the trap parts with water and screw them back on.
- Make sure you put all the sealing washers back in place.
- Finish by running some water down the drain to make sure the trap is not leaking.

HOW TO CLEAN A FLOOR DRAIN

(Do this once a month.)

- Use a knife to lift the strainer that covers the drain. Remove the plastic cover of the drain. It is under this cover that hair and other dirt will accumulate.
- Clean the drain using water, a cleaning agent and a brush.
- Brush hairs and dirt off the strainer.
- You can also buy a filter for the floor drain that will collect hairs and prevent them from clogging up the floor drain.
- If you have cleaned a floor drain and it still remains blocked, contact the maintenance company.



5.3 HEATING

A healthy room temperature is +20–22 °C. You should use a thermometer to check the temperature. For a reliable reading, place the thermometer 1.5 metres from an exterior wall and 1 metre from the floor.

The air in your rooms may get too dry if the indoor temperature is too high. The temperature of your apartment is adjusted using radiator valves. They sense the air and adjust the apartment temperature accordingly. You can turn the thermostat knob to turn the temperature up or down. Once the correct temperature for the apartment has been found, the thermostat maintains it at an even level. At times the radiator may be cool while the room temperature still remains right. Make sure you never cover the thermostat with curtains or furniture as this will prevent it from functioning properly. Manually adjusted radiator valves function the same way as water taps. The apartment temperature can be raised or lowered by adjusting the valve.

Underfloor heating installed in wet rooms must be kept switched on all the time. The heating keeps the floor dry and may help prevent moisture damage. If the temperature gets too high, you can lower it. Electric underfloor heating costs are usually included in your electricity bill.

5.4 WATER AND DRAIN PIPES

The drain pipes in your home are only capable of transporting wastewater and will become blocked if you put solid waste down the drain. You must never pour liquid fat or oil (such as fat or oil used for deep-frying), solvents or chemicals down the drain or toilet. Do not run water into a blocked drainpipe. The purpose of the trap in a drain is to prevent unpleasant smells from entering the room.

If you are not using much water (such as during your holiday away from your home), the water in the trap may evaporate, allowing the smells to escape. If a trap has dried up, run some water to refill it.

GOOD TO KNOW

- Bathroom/shower room radiators must always be kept switched on to make sure the room dries quickly.
- If a radiator needs bleeding (if it will not get warm), contact the maintenance company. Also contact maintenance if a radiator makes a gurgling or hissing noise or if water is dripping from the radiator or valve.
- If your home is too warm, do not open windows and lose energy. Instead, turn the radiator thermostat switch down.
- It is wasteful to keep a window slightly open all the time. The most efficient way to air your home is to open a few windows at the same time for a few minutes to achieve a good breeze.
- Contact the maintenance company if your home continuously feels too cold or hot although the thermostats have been adjusted carefully.
- Saving energy is the responsibility of us all. Reducing the temperature of your home by 1 °C will help cut heating costs by 5%.



6. HOME SAFETY

A rescue plan has been drawn up for every SATO building. Residents interested in civil protection issues can serve as their building's safety representative and that way increase the level of safety in and around the building.

6.1 INSURANCE COVER

When you move into a new home, and also at regular intervals after that, it is a good idea to check the content of your home insurance policy to make sure it is up to date. Under the terms and conditions of SATO's lease agreements you must have a home insurance policy.

Please note that the building company insurance policy only covers damage to the property. Any damage to your household contents is compensated for on the basis of your home insurance policy. Home insurance policies vary in terms of their coverage. When taking out a home insurance policy you should check the maximum amount of compensation, the types of loss or damage covered, the deductibles and any restrictions as well as any general liability cover.

You will find more information about home insurance policies on insurance company websites.

6.2 PREVENTION

It is a good idea to pay special attention to the prevention of any risks or hazards to increase home safety.

ELECTRICAL APPLIANCES

Take special care when using electrical appliances. An appliance that is faulty, used incorrectly or repaired insufficiently may be life-threatening for the user. Electrical installations and repairs may only be carried out by a qualified professional. You may replace light bulbs and fuses as well as fluorescent lamps and light fittings using a connector block or replacing it with a new-system plug. When painting or wallpapering, you may remove the deactivated front plate of a switch or socket for the duration of your renovation. Just remember to remove the fuse or switch the power off using the mains switch for the duration of the installation or renovation work.

FIRE SAFETY

Each apartment must have at least one smoke alarm for each 60 sqm of floor area. Smoke alarms must be installed in the ceiling. Residents must take care of battery purchase and replacement. It is a good idea to have fire extinguishing equipment such as a fire blanket or a small fire extinguisher in your home.

Taking care when handling fire and storing flammable substances in accordance with relevant instructions are important things to remember to prevent fires. Never dry your laundry on electrical heaters or on top of the sauna stove. Dust gathering behind an electrical heater may also cause a risk of fire. Therefore it is important to clean behind them regularly.

HOW TO ENSURE SAFETY IN A SATO BUILDING

- Avoid driving a car on the building grounds.
- Never park in emergency access routes.
- Slow down when driving on the grounds and parking area.
- Do not leave any items in staircases or other passage routes.
- Take care of fire safety and make sure your smoke alarms work.
- Take care to close doors properly behind you.
- Inform the maintenance company and building management company if you notice any defects or problems.

ISSUES TO REMEMBER ABOUT ELECTRICAL SAFETY

- Never leave a cooktop, oven, dishwasher, washing machine or iron on when you leave your home.
- Only use electrical appliances that are labelled with the FI marking.
- Clean dust off electrical appliances regularly.
- Turn the TV off completely (instead of just leaving it on stand-by).
- Never use any faulty electrical appliances or wall sockets.
- Never use a wall socket indoors to plug in a lead of an electrical appliance located outdoors.
- It is a good idea to unplug all appliances before holidays away from home.
- Never leave the cord hanging off a parking space heater outlet.



WATER DAMAGE

Dishwashers may only be installed by a professional. Contact the building manager before getting a dishwasher to make sure one can be installed in your apartment. Never leave a washing machine or dishwasher on unattended and always switch their taps off when not in use. A machine left on unattended or with the tap open may be interpreted as carelessness that prevents the right to receive compensation based on home insurance.

THEFT

The best way to prevent theft is to take good care of keys and locking doors. Look after your home keys carefully and contact SATO Customer Service immediately if you lose a key. Do not attach the address with your keys or the storage locker number with your basement keys. Do not leave any signs in your home that might indicate you are not at home.

CRIMINAL ACTIVITY

Always contact the police if your suspect criminal activity, such as drug dealing, in an apartment of the building.

PRACTICE HOW TO REPORT AN EMERGENCY

It is a good idea for everyone to practice how to report an emergency and revise the instructions on what to do in case of an emergency. The most important thing is to try to rescue those in danger, report the emergency and show the rescue service professionals to the scene. Also inform the building manager about any damage.

EMERGENCY TELEPHONE NUMBER
112

7. THE ENVIRONMENT

At SATO we take environmental issues into special consideration in our operations. Environmental aspects are emphasised in the construction, design and use of our buildings. We seek to ensure sustainable maintenance and servicing solutions based on lifecycle thinking while SATO homes are in use. For example, when water fittings are replaced we always select water-saving models. In waste management we pay attention to sorting opportunities, waste room tidiness, appropriate disposal of hazardous waste, and correct scaling of waste management. Our aim is to promote energy savings, correct waste management and environmental consideration. You will find SATO's Environmental Programme at sato.fi.

7.1 HOW TO SAVE ENERGY

As a resident you can cut down your own electricity consumption by:

- cleaning the dust off the back of your fridge and freezer a couple of times a year, defrosting your fridge (excluding auto-defrost ones) regularly and by not placing any warm food in the fridge or freezer; Only use the intensive cooling setting when necessary and set the temperatures correctly: -18 °C for the freezer and +5 °C for the fridge;
- regularly checking the condition of the freezer and fridge door gasket;

- utilising the heat still remaining after you have switched a cooker ring or the oven off;
- washing full loads of dishes and clothes;
- setting the electric sauna heater temperature at 70–80 °C;
- using energy-saving lights;
- switching off all appliances and lights that are not needed;
- not leaving home electronics or computers on (including on stand-by) unnecessarily as these consume a lot of electricity.

THE HOUSING COMPANY'S ELECTRICITY CONSUMPTION CAN BE CUT DOWN BY:

- booking the sauna turns one after the other over a few consecutive days;
- making sure you close cold and refrigerated storage doors properly when you leave;
- switching the lights off when you leave a communal area;
- using the car engine heater correctly and using a timer;
- turning the manually controlled drying room fan off after use and not setting the timer for longer than actually needed for drying.

7.2 HOW TO SAVE WATER

On average 155 litres of water per resident is consumed in apartment blocks and terraced properties. Of this, toilet use and personal hygiene account for 100 l, laundry 20 l and kitchen use 35 l. Water leaks can get expensive as the housing company's water fee is the higher the more water is consumed. Therefore make sure you report any water leaks immediately to the maintenance company. If there is a constant trickle the width of a matchstick down your toilet, 3,000 m³ of water is wasted over a year.

TIPS ON HOW TO SAVE WATER

- Never run water unnecessarily in the kitchen or bathroom. Try to wash yourself as quickly as possible.
- Wash full loads of clothes and dishes or use the half-load option.
- In the summer water garden plants in the evening, not when the sun is strong. If possible, use rainwater.
- Contact the maintenance company if you notice any leaks or problems with the water flow, temperature, taps or toilet.
- Try to use the communal laundry room as much as possible if there is one in your building.

7.3 WASTE MANAGEMENT

You will find waste sorting instructions near the waste containers. Do not hesitate to ask your neighbours or the building manager for help if necessary.

Waste is generated in every home. At SATO we encourage recycling. In your home building there is either a waste room, waste shelter or round waste collection containers that are partially underground. Sort your waste carefully into the correct containers. For example, you should sort mixed waste, biowaste, newspapers and magazines, and cardboard and cartons. Careful sorting helps ensure your waste is processed further in the most environmentally friendly manner possible. Some waste, such as fluorescent lamps, batteries and medicines, must be collected separately and put in collection containers intended for hazardous waste.

Make sure to keep the outdoor areas tidy. Do not leave any rubbish bags or other waste outside the collection points, on the floor or in front of a door. The waste transport company invoices us separately for waste left outside the waste containers.

You will find waste sorting instructions near the waste containers. If you do not know where a waste item belongs, put it in mixed waste. This way the sorting carried out by other residents will not be wasted.

BIOWASTE

Put food scraps, fruit and vegetable peel, egg shells, berry, fruit and fish waste, coffee grounds and tea leaves as well as filter bags, tea bags, used kitchen roll sheets, paper napkins, dried and out-of-date foods, indoor plant potting soil, pieces of plants and withered flowers in the biowaste container.

Do not put plastic, nappies, milk, juice cartons, yoghurt tubs, ash, cigarette butts, vacuum cleaner bags, metal or hazardous waste in the biowaste container.

Milk, coffee and juices need to be poured down the drain.



PAPER COLLECTION

Put all paper products you receive through the letter box, i.e. newspapers and magazines, advertisements and envelopes, in the paper container. Do not put wet or dirty paper, tissue paper, aluminium paper, corrugated fibreboard or brown paper bags, cartons or other packaging in the paper container.



CARTONS AND BOXES

Liquid packaging board, boxes and cardboard is collected building-specifically or at a local collection point.

In areas such as the Helsinki Metropolitan Area there is a building-specific collection system for every building with at least 20 apartments. You can put all rinsed milk and other dairy product, juice and berry soup cartons as well as cleaning agent and aluminium-lined cartons in the liquid packaging container. The box container is intended for biscuit and cereal packaging, flour bags and egg cartons. Put brown corrugated fibreboard, kraft paper and paperboard in the cardboard container.



GLASS

More and more buildings already have a separate collection container for glass.

This is where you can put coloured and transparent glass but not window glass or ceramics. If your building does not have a container for glass, you will find recycling points in locations such as large shopping centres.



METAL

Small items consisting mostly of metal can be put in the metal collection container. These include food tins, drink cans, aluminium trays and foil, metal lids and caps and metal tealight cups. You will have to take any large metal waste items to a Sortti or other waste reception station.



RECYCLING

Take furniture, clothes, kitchenware and other items that can still be used to a recycling centre or flea market. Second-hand shops may also accept furniture that is in good condition. Clothes and shoes can also be taken to charity collection points. You and your neighbours could also set up a recycling room in your building where you could take items no longer needed by you, such as magazines, that other residents can still use.

WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT

Household waste electrical and electronic equipment (WEEE) can be taken free of charge to reception points approved by the producer community (such as the Sortti stations and Kuusakoski recycling points). WEEE includes household appliances, computer and telecommunications equipment, consumer electronic and electrical and electronics tools.

HAZARDOUS WASTE

Take old medicines and thermometers to a pharmacy. There is a specific battery collection point at many shops and glass recycling points. Take hazardous waste to a waste station. Touring collection vehicles also accept hazardous waste.

Please remember that the regulations issued by your home municipality must always be followed primarily as regards waste management.

For more information about waste management, sorting and environmental issues visit sites such as www.hsy.fi, www.lajitteluapuri.fi and www.motiva.fi.

8. MOVING OUT OF A SATO RENTAL HOME

If you are planning a move into a new home, take a look at the selection available from SATO.

You must terminate your current lease agreement in writing. You can do this online at sato.fi (you will need your online banking codes) or print out the termination form. If your lease agreement has been signed by two persons, both of you must also sign/confirm the termination.

Make sure you submit your notice of termination as early as possible once you have decided to move out. Once we have received your notice of termination in writing, you will receive a written confirmation and information about issues concerning your move, such as the moving-out inspection of the apartment and cleaning the apartment before moving out.

PERIOD OF NOTICE

The period of notice is one full calendar month. The period of notice is calculated from the last day of the calendar month during which the notice of termination was received by a SATO representative. The period of notice ends on the last day of the calendar month following that day. You must still pay your rent for the month during which the period of notice is on. For example, if a notice of termination is submitted on 20 June, the period of notice and the liability to pay rent end on 31 July.

KEYS

You must return your keys when the apartment has been cleaned and you will no longer visit the apartment. Do not give any keys directly to the next resident. You will find more detailed information about key returns in the moving-out instructions sent to you by SATO.

APARTMENT INSPECTION

The condition of the apartment will be inspected in conjunction with your move. The date and time of the inspection will be confirmed separately. You can attend the inspection, but this is not necessary unless you have a pet in the apartment that may affect the performance of the inspection. If you wish to attend the inspection, contact the inspector once you receive the letter specifying the time. If you are not at home during the visit, the inspector will use the master key to get in. If damage to the apartment or its fixtures or fittings that cannot be regarded as normal wear and tear is detected during the apartment inspection, SATO will charge you for the costs arising from the repairs or replacements in accordance with the List of Customer Charges. SATO also reserves the right to invoice you for the actual costs arising from any repairs. The up-to-date List of Customer Charges can be found at sato.fi.

MOVING-OUT CLEANING

To be carried out as required, moving-out cleaning needs to cover the following:

- vacuum cleaning and wiping the floors using a cleaning agent and removing any stains;
- wiping the kitchen surfaces and cabinets and removing any stains;
- cleaning the cooktop and oven using a damp cloth, including vacuum cleaning and other cleaning behind the cooker;
- cleaning the oven baking trays;
- cleaning the kitchen extractor fan grease filter;
- emptying, defrosting and cleaning the fridge and freezer (leave them with their doors open and the power switched off);
- cleaning the bathroom/shower room and sauna;
- cleaning the toilet, washbasin, bath/shower area using a cleaning agent;
- cleaning the floor drain;
- removing any stains on doors, door frames and walls;
- emptying the walk-in and other wardrobes and cabinets, cleaning them and removing any stains;
- cleaning the air extract valves;
- airing the apartment thoroughly; making sure, however, not to leave any windows or the balcony door open when leaving the apartment.

Considerable omissions of any of the above will result in the security deposit not being refunded in full or a separate invoice as a cleaning service will have to be employed to clean the apartment.

ITEMS NO LONGER NEEDED

Please remember that the same waste management guidelines that you must follow during your residence in the building also apply to moving-out situations. You must transport any hazardous waste and discarded pieces of furniture and other large items away from the property by yourself and dispose of them in accordance with the municipal waste regulations. Only items that fit inside the waste containers may be left in the waste room.

Any costs arising from extra collection of waste may be deducted from your security deposit or charged separately. You may not leave any items in private or communal storage units or areas, staircases or other passageways.

SECURITY DEPOSIT REFUND

As a rule, the security deposit is refunded within a month of the termination of rent liability, provided that no damage other than fair wear and tear is detected in the apartment inspection and that the apartment has been cleaned in an appropriate manner and all keys have been returned to the maintenance company. We will also check that all the rents and other payments have been made as required. If we find any overdue payments, these will be deducted from the security deposit. The security deposit

or the remaining security deposit will be refunded to the bank account given by you in your moving-out notification. If any amounts need to be deducted from the security deposit, we will contact you and agree on the measures required.

MOVING-OUT NOTIFICATION

Submit a moving-out notification to the maintenance company when you return your keys. You can also visit the maintenance company to fill in the form.

Remember to terminate all agreements relating to the apartment. To terminate a parking space, contact the maintenance company or the parking company (the same one that you contacted to reserve a space).

If you are using the broadband connection provided with the apartment, remember to contact Telia to terminate the agreement. Other agreements to terminate include the electricity agreement and the sauna turn if you have one.

SUBMIT A NOTIFICATION OF MOVE AND A CHANGE OF ADDRESS NOTIFICATION

Submit an official notification of move to the Population Register Centre within a week of your move. You can do this by calling 0203 456 456 or online. Also make sure to take care of the change of address notification and mail redirection service agreement with Posti.



*Pia, Toni and Isabella
Proud residents of a brand-new
SATO RentHome.*

Appendix 1 GENERAL BUILDING RULES AND REGULATIONS FOR SATO BUILDINGS

In addition to provisions laid down in laws, decrees and the lease agreement, specific Building Rules and Regulations have been adopted for SATO's buildings in order to ensure residential comfort. Every resident must take the building's other residents into consideration in their behaviour and not disturb other people's residential comfort. It is the obligation of each resident to familiarise themselves with these Rules and Regulations, comply with them and make sure their family members and guests also comply with them. These Rules and Regulations may be amended or building-specific rules and regulations may be adopted by the Residents' Meeting or Shareholders' Meeting. Any building-specific rules and regulations may not, however, be in conflict with provisions laid down in laws, decrees or lease agreements.

COMMUNAL AREAS

Exterior doors must be kept locked during the agreed hours, usually between 21:00 and 7:00. Those going through locked doors must make sure the doors are relocked behind them. There may not be noise in communal areas. Smoking and loitering is also forbidden in them. Communal areas must be kept tidy.

For reasons of fire safety, no items may be stored outside designated storage premises. No items may be stored in staircases. Flammable substances must be stored in compliance with fire safety regulations.

Communal areas, such as outdoor equipment storage rooms and laundry and drying rooms, are only intended for residents' own use.

Signs and advertisements may only be posted if authorised by the housing company.

APARTMENTS

Neighbours may not be disturbed in the apartments. Noise and any other disturbing activity must be avoided especially between 22:00 and 7:00.

Any activity that continuously and unreasonably disturbs neighbours by causing noise, vibration, smell or other corresponding disturbance is not permitted in the apartments, on balconies or elsewhere on the property. Apartments must be looked after with care. Apartments may not be aired by opening the door to the staircase. Waste that may block and/or damage pipes or drains may not be placed in the toilet or other drains.

Smoking is forbidden indoors in the apartments. In non-smoking buildings smoking is also forbidden on balconies and in the outdoor areas of the property.

BALCONIES

Residents must also keep their balconies tidy and remove snow from them in the winter. Barbequing is not permitted on balconies. Plant containers must be placed inside the balcony railing. Items that disturb the environment must not be stored on balconies or other corresponding areas. Cigarette butts or other items must not be thrown out of balconies. Antennas, aerials, etc., may not be installed unless authorised by the housing company.

OUTDOOR AREAS

Outdoor areas must be kept tidy. Plants, lawns, outdoor furniture or play equipment must not be damaged. Smoking is not permitted outside the designated areas. Cigarette butts must be placed in the designated containers.

WASTE MANAGEMENT

Household waste and other rubbish must be packed and placed in a waste container. Waste must also be sorted in compliance with relevant regulations. Residents must take care of the removal of waste other than household waste (such as old furniture) from the property. Any extra costs arising for the housing company from a violation of waste regulations will be invoiced to the resident who caused them. Such violations include leaving furniture or hazardous waste in the waste room/shelter, causing untidiness in the waste room/shelter, vandalism and other inappropriate activity. Environmentally harmful waste must be taken to a reception point provided by the waste management authorities.

PARKING

Vehicle parking requires authorisation by the housing company and is only permitted in specifically assigned and signposted parking spaces.

Unnecessary vehicle access to the yard area is not permitted. If vehicle access to the yard cannot be avoided in a special situation, driving speed must be kept particularly slow. Parking is not permitted in emergency access routes. Vehicles must not be left running idle unnecessarily. Visitor parking spaces are reserved for temporary use by residents' guests – not for continuous parking of residents' vehicles. Parking spaces may only be used for the parking of licenced motor vehicles.

Loose power cords must not be left at car heater outlets.

TEXTILES CARE

Rugs, bedding or other textiles may only be aired and dusted in designated areas. Clothing and household textiles may only be aired and dusted and small items of laundry may only be dried inside apartment balcony railings, in private apartment gardens or in designated areas.

PETS

Pets must always be kept controlled on a leash while outside the apartment or private apartment garden. Pets may not cause disturbance to residents or those accessing the property on authorised business nor soil the building, grounds or common areas. Pets must not be allowed to leave waste on the property's grounds. Pets must not be left unattended or allowed on the grounds, children's play areas or in their immediate vicinity. Residents must make sure pet noise (such as dogs barking) does not continuously and unreasonably disturb neighbours.

RESIDENTS' NOTIFICATION OBLIGATION

The building maintenance company or building manager must be notified immediately of any defects observed in the property or apartment, such as water leaks or pipe or wire damage. It is also hoped that residents inform the building manager in writing of any vandalism or violations of these Rules and Regulations observed. The building manager must be informed of any alteration or repair work on an apartment. Neighbours must be notified in advance of any work that may cause noise or other disturbance and efforts must be made to conduct such work on weekdays before 21:00.

NOTIFICATIONS OF MOVE

For the housing company's internal administration purposes a representative of the company or the building maintenance company must always notified of persons moving to or from apartments.

VIOLATIONS OF THESE RULES AND REGULATIONS

A violation of these Rules and Regulations may result in liability to pay damages, apartment takeover or lease rescission. Criminal or other illegal activity, such as property offences, related to residence in the building will result in actions regarding lease continuation and may result in liability to pay damages.

Appendix 2 DIVISION OF RESPONSIBILITIES TABLE FOR SATO RENTAL HOMES

	To be taken care of and paid for by SATO	To be taken care of and paid for by THE RESIDENT	Further information
STRUCTURES AND SYSTEMS			
External roof structures	●		
Roof, base floor and intermediate floor	●		
Load-bearing structures	●		
Façade exterior	●		
Interior wall structures	●		
Base floor ventilation	●		
French drains and drainage wells	●		
Balconies	●		
HPAC systems outside apartments	●		
KEYS, LOCKS			
Original lock maintenance	●		
Purchase of extra keys		●	Extra keys can be ordered online at www.sato.fi
High-security or electronic lock installation and maintenance		●	Work may only be carried out by a professional or specialised dealer. Must be left in the apartment without any separate compensation when moving out.
Apartment front door rekeying		●	Must be authorised in advance by the building manager. Work may only be carried out by a professional or specialised dealer. All keys must be returned without any separate compensation when moving out.
APARTMENT FRONT DOORS			
Hinge and original lock lubrication		●	
Seal repair and replacement	●		
Door and original door furniture repair	●		
Door chain, hinge safety stud or peephole installation and maintenance		●	Work may only be carried out by a professional or specialised dealer. Must be left in the apartment without any separate compensation when moving out.
WINDOWS AND EXTERIOR BALCONY DOORS			
Seal repair and replacement	●		
Fitting and mounting repair	●		
Window glass replacement	●		
Venetian blinds, bought by the resident		●	Work may only be carried out by a professional or specialised dealer. Must be left in the apartment without any separate compensation when moving out
Venetian blinds, supplied by SATO	●		
Balcony glazing installation and repair, glazing bought by the resident		●	Must be authorised in advance by the building manager. Work may only be carried out by a professional or specialised dealer. Must be left in the apartment without any separate compensation when moving out.
Balcony glazing installation and repair, glazing supplied by SATO	●		
Exterior balcony doors	●		
Window and balcony glazing cleaning		●	
APARTMENT WALL, CEILING AND FLOOR SURFACES			
Wall, ceiling and floor surface cleaning		●	
Wall painting and wallpapering	●		
Wet room surface repair and replacement	●		
Monitoring of wet room surface condition		●	
Sauna panelling repair	●		
Ceiling painting	●		
Floor covering repair and replacement	●		
Balcony cleaning and snow removal		●	
Balcony water drainage hole cleaning		●	
Balcony surface repair	●		

	To be taken care of and paid for by SATO	To be taken care of and paid for by THE RESIDENT	Further information
APARTMENT FIXTURES AND FITTED CABINETS			
Fixture repair or replacement	●		
Dishwasher cabinet uninstallation and installation		●	
Apartment sauna bench repair or replacement	●		
HEATING			
Radiator bleeding	●		
Basic radiator adjustment	●		
Radiator valve repair and maintenance	●		
Radiator cleaning		●	
Heating systems within structures	●		
VENTILATION			
Air extract valve cleaning		●	
Air extract valve adjustment and repair	●		
Ventilation duct cleaning	●		
Air intake valve and filter cleaning		●	
Purchase of and replacement with new air intake valve filters	●		
Kitchen extractor fan/hood grease filter cleaning		●	
Purchase and installation of new kitchen extractor fan/hood grease filter		●	
Kitchen extractor fan/hood repair	●		
Apartment-specific ventilation unit filter cleaning or purchase and installation of new filter	●		
Apartment-specific ventilation unit maintenance or repair	●		
Apartment-specific ventilation unit adjustment	●		
PLUMBING AND SANITARY EQUIPMENT			
Tap aerator cleanings		●	
Basic tap flow adjustment	●		
Shower hose and hand shower replacement	●		
Tap repair and replacement	●		
Toilet fixture repair	●		
Dishwasher/washing machine repair, machine bought by the resident		●	Work may only be carried out by a professional or specialised dealer.
Dishwasher/washing machine repair, machine supplied by SATO	●		
Dishwasher/washing machine installation, machine bought by the resident		●	Work may only be carried out by a professional or specialised dealer.
Dishwasher/washing machine installation, machine supplied by SATO	●		
Dishwasher/washing machine connection plug installation, machine bought by the resident		●	
Dishwasher/washing machine tap installation, machine bought by the resident		●	Must be authorised in advance by the building manager. Work may only be carried out by a professional or specialised dealer.
Dishwasher/washing machine tap installation, machine supplied by SATO	●		
Drain trap monitoring and cleaning		●	
Drain trap maintenance and repair	●		
Floor drain monitoring and cleaning		●	
Floor drain maintenance and repair	●		
Plumbing and sanitation pipeline maintenance and repair	●		
Tap and toilet leak monitoring		●	The maintenance company must be notified without delay of any leaks.
Apartment-specific water meter readings		●	If separately requested by SATO. Water meters are read by residents in certain buildings only.
Water heater	●		

	To be taken care of and paid for by SATO	To be taken care of and paid for by THE RESIDENT	Further information
APARTMENT-SPECIFIC ELECTRICAL EQUIPMENT			
Purchase and replacement of light bulbs and fluorescent lamps		●	
Purchase and replacement of fluorescent lamp starters		●	
Fixed light fitting and light fitting diffuser repair	●		
Purchase and replacement of fuses		●	
Wall socket and switch repair	●		
Household light fitting installation		●	
Aerial connector cable purchase and repair	●		
Additional telephone, data and aerial cable and mounting frame/outlet installation		●	Must be authorised in advance by the building manager. Work may only be carried out by a professional or specialised dealer.
Satellite dish installation		●	Must be authorised in advance by the building manager. Work may only be carried out by a professional or specialised dealer.
APARTMENT-SPECIFIC EQUIPMENT AND DEVICES			
Battery purchase and replacement		●	
Sauna heater repair and maintenance	●		
Sauna heater stone purchase and replacement		●	
Fridge and freezer defrosting when necessary		●	
Fridge, freezer, cooktop and oven inside and outside cleaning		●	
Purchase and maintenance of battery-operated smoke alarm		●	
Purchase and maintenance of mains-operated smoke alarm	●		
Cooktop, oven, fridge and freezer repair and maintenance	●		
OUTDOOR AREAS			
Surface structures	●		
Planted areas	●		
Furniture and equipment	●		
Light fences	●		
Play equipment	●		
Heavy fences	●		
COMMUNAL AREAS			
Outdoor buildings	●		
HVAC and electrical equipment and supplies	●		
HVAC and electrical systems	●		
Equipment and supplies	●		
CIVIL DEFENCE SHELTER			
Statutory equipment and supplies	●		
Additional supplies, such as iodine tablets	●		
APARTMENT-SPECIFIC PRIVATE GARDEN			
Area intended for the resident's private use		●	The resident is responsible for tasks including maintenance of tidiness, snow removal and lawn mowing within the apartment-specific private garden.
OTHER			
Taking out home insurance cover		●	

If the resident has caused damage and the damage cannot be regarded as normal wear and tear, SATO will invoice the resident in accordance with the List of Customer Charges or actual costs, including for issues covered by SATO's maintenance responsibility. If you have received more detailed instructions or instructions that differ from the above table from SATO or a SATO representative, please follow those instructions.

