

MOVING-OUT CHECKLIST

Moving homes is always a big effort and we hope everything will go smoothly for you. We've put together a list to help you remember everything. Also make sure you take a look at the terms and conditions of your lease agreement for any exceptions to the basic rules.

You'll also find a lot of useful information to help you plan your move on our website at www.sato.filmoving. Also check out our customer benefits at www.sato.filmcustomer-benefits and utilise any current special offers relating to moves!

TWO WAYS TO TERMINATE YOUR LEASE AGREEMENT: ONLINE OR ON PAPER

Remember to fill in a lease termination notice and submit it to SATO. Without the lease termination notice the apartment will remain in your name and you will remain responsible for rent payments even if you move out.

A lease termination notice for a rental home always requires a signature: this can be an electronic signature confirmed with your online banking codes or an ordinary signature with pen on paper. The lease termination notice cannot be given by email or by phone. Remember therefore to either use our online lease termination notice or the termination notice form you can print out. You must use one of these methods or otherwise your termination notice will not be valid.

The period of notice of rental homes is one full calendar month. This means the period of notice is calculated from the last day of the calendar month during which your termination notice is received by SATO. For example, if you submit your notice of termination to SATO on 20 June, your liability to pay rent for the apartment does not end until 31 July. The terms and conditions may vary depending on the agreement in cases such as a fixed-term lease agreement, so make sure you check the terms and conditions of lease termination from your own valid lease agreement.

MOVING-OUT DAY IS ALWAYS A BUSINESS DAY

The moving-out day is the business day following the date of termination of the lease agree-

ment and in most cases the first business day of the month. The apartment should be fully available for use by the new resident (or in a renovation situation by SATO) no later than at 12:00 midday on the moving-out day.

GOOD MOVING-OUT CLEANING WILL MAKE THE NEW RESIDENT HAPPY

Appropriate moving-out cleaning is the obligation of the resident who is moving out. It includes:

- vacuum cleaning the floors and mopping them using a damp cloth, making sure any stains are removed;
- wiping the kitchen units and removing any stains;
- cleaning the bathroom/shower room and sauna;
- cleaning the toilet, washbasins, bath/shower areas;
- cleaning the floor drains;
- 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 intake and extract valves.

Long-term airing is not part of moving-out cleaning. Please do not leave any windows or the balcony door open when you leave the apartment for your new home.

If you fail to take care of the moving-out cleaning, any resulting cleaning costs will be charged to you either separately or by deducting the amount from your security deposit payment.

ATTENTION TO ALL APPLIANCES

Dishwasher

If you installed a dishwasher in your home, put the original cabinet back in place and put all the plugs of the water intake and drain connections carefully back in their places. A missing cabinet or any water damage caused by carelessness with a plug will be deducted from your security deposit payment or invoiced separately.

The maintenance company or apartment inspector will be happy to help you if you need any advice concerning plugs or the re-installation of the cabinet.

Cooker hood/extractor fan

A lot of grease always accumulates in the cooker hood filter, and cleaning the filter is one of your responsibilities. An easy way to clean the filter is to do it in the dishwasher.

Cooktop and oven

Make sure you clean the cooktop, oven as well as oven trays with a damp cloth and a suitable cleaning agent. If you have a ceramic cooktop, we recommend that you use a special product to get it nice and clean.

Also remember to vacuum and wipe behind the cooker.

Fridge and freezer

Empty, defrost and clean the fridge and freezer. Be extra careful when defrosting the freezer. Keep an eye on it all the time to make sure no water drips onto the floor.

Once you've finished defrosting and cleaning, leave the fridge and freezer door(s) open and switch the power off.

Washing machine

Put all the plugs of the washing machine water intake and drain connections carefully back in their places.

DIY RENOVATIONS ARE OK

If you've made some home improvements in compliance with the SATO DIY renovation guidelines, don't worry about repainting – feel free to leave the walls in your chosen colours. But remember that you're responsible for any renovations done by you: we may require compensation from you for any work done that is not in accordance with our DIY renovation guidelines. Check out the guidelines at www.sato.fi/diyrenovation

TAKE YOUR WASTE TO THE RIGHT PLACE

Remember to follow the same waste management guidelines when you're moving as when living in the building. 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. You may only put household waste in the waste room containers.

Please make sure you follow these rules as we will deduct any costs arising from extra waste transport from your security deposit payment or invoice them to you.

VENETIAN BLINDS, PICTURE HOOKS AND STICKER-MOUNTED MIRRORS CAN BE LEFT IN PLACE

Please leave any Venetian blinds in place – even if you installed them yourself. The same applies to picture hooks and sticker-mounted mirrors as their careless removal may damage the walls much more than you might imagine.

TAKE YOUR STUFF FROM STORAGE

Take all your belongings from the balcony and all storage units with you when you move out. Remember to check the outdoor storage room, apartment-specific storage unit(s) and cold storage unit to make sure you won't leave anything behind.

YOUR BROADBAND AGREEMENT WILL NOT MOVE WITH YOU

The Telia broadband agreement included in your rent will not move with you, not even if you're only moving into another SATO home. When contacting Telia to terminate the agreement, you can ask about the opportunity to transfer the services to your new address or to buy additional services.

To terminate the broadband agreement, call the Telia service number on 020 690 400 (mobile phone charge/local network charge) or submit a service request at www.telia.fi.

If you've been using a broadband connection other than the one included in your rent, contact the service provider to terminate the connection or to transfer the services to your new home.

TERMINATE YOUR ELECTRICITY CONTRACT AND TRANSFER YOUR HOME INSURANCE

To terminate your home electricity contract, contact your electricity company. Don't forget the electricity contract for your new home, either. Also remember to transfer your home insurance policy to your new home.

CANCEL SAUNA TURN AND CAR PARKING SPACE RESERVATION

In most cases the maintenance company is the place to contact to cancel a sauna turn and a car parking space reservation.

WRITE DOWN THE WATER METER READING

Is the water charge of your home based on metered water consumption? In that case remember to write down the water meter reading just before you leave the apartment for the last time.

LEAVE HIGH-SECURITY LOCK UNLOCKED

If there is a high-security lock on the door to your home, leave it unlocked and in place. Return the high-security lock keys with the other keys to the maintenance company.

PLEASE DON'T TAKE EVERYTHING WITH YOU

Remember to leave behind all items that belong to the apartment, such as the window handle, smoke alarm, appliance manuals and the resident's manual if there is one. The ceiling light fitting and terminal blocks can also stay where they are.

RETURN THE KEYS TO THE MAINTENANCE COMPANY

Once you've cleaned the apartment and moved your belongings to your new home, return the keys to your old home to the maintenance company no later than by 12:00 midday on the business day following the date of termination of your lease agreement. It's a good idea to check online in advance for the maintenance company opening hours.

Also remember to return any high-security lock and car parking space heater outlet keys.

It's really important that you do not give your home keys directly to the next resident. The maintenance company keeps a record of the keys and will invoice you for any missing keys and re-keying of locks.

SECURITY DEPOSIT RETURNED AFTER YOUR MOVE

We'll return the security deposit to your account in around a month's time from the date of termination of your lease agreement. Before we make the payment, our apartment inspector will go round and check that there is no damage other than normal wear and tear in the apartment, that the place is clean and tidy and that all keys have been returned.

If you've taken good care of all your rent and other payments, we will be able to pay the security deposit back to the bank account the number of which you gave to us in your lease termination notice.

If you have any outstanding payments, we will deduct the outstanding amount(s) from the security deposit.

REMEMBER TO TELL EVERYONE THAT NEEDS TO KNOW THAT YOU'RE MOVING

When you submit a notification of change of address to the Population Register Centre, the information goes to the Local Register Office and Posti at the same time. You must submit the official notification of move within a week of your move. You can do this online at www.posti.fi/changeaddress.

See the Posti website about the mail forwarding service. Change of address postcards are also available from Posti. Remember to let organisations such as newspaper and magazine publishers, banks and insurance companies know about your change of address.

The maintenance staff will be informed about your move directly by us at SATO, which means you won't have to submit any traditional moving-out notification.

WHAT IF THERE MIGHT BE A PROBLEM?

If we have to clean the apartment for you, repair something that is broken or re-key a lock, we will invoice you for the measures. If you're concerned that there might be a problem, give our Customer Service a call on 020 334 443 and we'll have a chat about it.

For an up-to-date List of Customer Charges visit www.sato.fi.

Good luck with your move! And remember that you can contact our Customer Service about anything relating to your home. We'll be happy to help you.

SATO Customer Service
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