

MAINTENANCE INSTRUCTIONS FOR A STUDENT RESIDENCE

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1. MAINTENANCE

Our own maintenance organisation is responsible for the property maintenance together with some service companies. Maintenance takes care of general property care tasks such as electricity, plumbing and heating maintenance, heating of the saunas, snow-clearing and lawn care as well as changing light bulbs for outdoor lights, etc.

Notice of defects are being informed via TYS's website.

Service number outside office hours :

0204 28 2000

Only in case of an emergency. Do not call if it can wait until the morning of the next weekday!

2. APPLIANCES IN THE RESIDENCE AND THEIR MAINTENANCE

All appliances in the residence are to be used carefully and according to instructions. Defective appliances are dangerous. Any defects are to be re-

ported via the notice of defects form (Tenant>Notice of Defects).

Fire alarms

Fire safety laws require that all residences be equipped with a fire alarm. Since the beginning of 2010 in the bigger apartments have to be multiple fire alarms, one alarm in every 60m². The responsibility for acquiring a fire alarm rests with the resident, who is also responsible for the alarm to be in working order. In cell apartments there is to be a fire alarm in the common area as well as in the residents' own rooms.

Fuses

Fuses ensure the safe operation of all electrical devices. Fuses react to overloads (which can be caused, for example, in a faulty device) and shut down power.

Fuses are usually located on a fuse board situated in the entry way to the residence. There are two types of fuses. The regular exchangeable wire fuse and the newer automatic fuse, which can be used again by pressing the blown switch into place.

Before you exchange or replace a fuse, inspect what caused the blown fuse and remove the defective device from use. If the fuse blows again, call maintenance for help. Do not, in any case, replace the

fuse with any other object. This can be life threatening!

Refrigerators

Refrigerators should be cleaned and defrosted periodically. In a communal kitchen a rotation system should be implemented or a responsible person should be assigned for this task. The ice in the fridge weakens its power and the fridge will use excess electricity. Do not use a sharp instrument, force, hot water or hot air to remove ice as this can damage the refrigerator.

Newer fridges are self-defrosting as long as the removal of the defrosted water is taken care of. The outlet at the bottom of the defrosting dish (at the back of the refrigerator) is to be kept clean with, for example, a Q-tip. If the outlet is blocked, the water will run into the fridge and to the floor, and may cause moisture damage. Do not block a refrigerator's ventilation openings. It is also good to clean the rear with a vacuum at least once a year.

Ranges

A range, as a refrigerator, is an electrical appliance that can be very dangerous if faulty. Each resident is responsible for the clean and proper use of a range. The oven, pans and stove are to be cleaned

periodically, so that burnt grease or dirt does not amount. Please use the proper cleaning agents (according to instructions) when cleaning your range, and under no circumstances are you to use abrasive materials which may damage the surface. Repairing a range should always be left to a professional.

Maintaining the range hood

The range hood gathers steam and smoke from cooking rather effectively. Some of the smoke does, however, escape past the range hood. To keep these fumes from spreading into the rest of the residence or into the stairwell, keep your kitchen door as well as the vents or windows closed while cooking.

The range hood has a grease filter, which prevents grease and other dirt from entering the exhaust air ducts. The range hood is not to be used without a grease filter. The grease filter is to be cleaned periodically. The frequency for cleaning greatly depends on how often, and what type of food is cooked on the range. The suggested time interval is about one month.

For cleaning purposes, the grease filter is removed. The filter is cleaned with warm water and dishwashing fluid. The cleaned filter is then drip dried and placed back firmly. Some filter models can be washed in a dishwasher. See instructions on your range hood.

Once you have removed the grease filter for cleaning, check the cleanliness of the inside of the range hood and the exhaust air duct, and if necessary, clean them. If a grease filter is in poor condition it might have to be changed so make a fault report.

Lighting fixtures

The resident is responsible for changing light bulbs in their flat. If you do not know how to change the light bulb, ask a roommate or our maintenance department, but do not try to force a difficult lighting fixture open. A broken lighting fixture is dangerous if broken or mishandled.

Automatic ventilation

All student houses have a ventilation system based on automatic venting. According to building regulations the air in dwelling units must change at least every two hours. This is achieved with powered ventilators, whose operation

times between half and full speed are controlled by clocks.

Powered ventilators and the exhaust air valves in residences are controlled so that the air exhaust in a building is even. Blocking valves or adjusting controls mixes up this balance and the air exhaust in the entire building will be altered. In a balanced state, there is enough clean air for everyone. Functional air exhaust is the single most important factor affecting the health status of a building. Ventilation holes are not to be blocked.

In older buildings, the openings in the uninsulated upper parts of windows provide an equal amount of air into residences as is exhausted by the powered ventilators. In new buildings, the same task is performed by air vents fitted in walls with windows or in a window framework. The uninsulated openings and vents are to be kept open. If the incoming air vents are blocked, the residences are like bottles, from which the powered ventilators try to exhaust air that is becoming poorer in quality, increasingly moist and more unhealthy. This may also cause a draft as the replacement air is comes through any possible opening, usually on floor level and at high speed.

The exhaust air vents in the kitchen, above the range, in the wardrobe closets and washrooms are to be cleaned periodically by the resident. Especially the vents in the kitchen and washroom gather greasy dust that blocks the vent. An easy and simple way to clean the vent is to wrap a towel that has been moistened with dishwashing fluid around a knife and wipe the openings in the vent. After this, use a clean rag to finish the job. Vents are not to be removed from walls and their adjustments cannot be changed.

If the room air feels stuffy and/or the win-

dows are fogging, it is best to first check the exhaust air vents, clean them, check to see if the incoming air vents are unblocked and remove any insulation you have possibly put over the openings for incoming air. After this, test to see if, for example, a piece of kitchen paper towel stays over the exhaust air vent (due to suction). If it does not and it still feels like the air is not circulating, contact the housing office/maintenance as soon as possible. We will investigate the matter and fix the air circulation.

Radiators and radiator valves

The control for today's heating system, which is based on water circulation, is two-tiered. The circulation of water in the radiator network is balanced by pre-adjusted controls for each heating line and for each radiator and a thermometer that reacts to outdoor temperature. These control the temperature of the water circulating in the radiators. The radiator thermostat valves that have been pre-adjusted complement the controls to ensure an even 20-22 degree temperature in all residences. The temperature is measured at a height of about 1.5 m in the centre of the room. The temperature cannot be adjusted above this range from the thermostat valves, only below.

The thermostat opens and closes water circulation through the radiator so that the room temperature remains even. For this reason, the radiator may sometimes be warm and sometimes cool, as the thermostat has noticed the temperature to be sufficient, and for the same reason, the thermostat is not to be covered as the temperature near the thermostat will rise to be higher than in the rest of the room and the radiator will shut off, thus cooling the room.

Adjust the thermostat yourself only in the range where the control knob can



be moved uninhibited. It might not turn from one extreme to the other. Opening the thermostat and adjusting the basic control is strictly prohibited. The maintenance man is responsible for airing out the radiator. Make sure to keep the radiator clean. Dust in between the radiator plates disturbs airflow and decreases the radiator's efficiency. Fill the notice of defects form if the temperature gets too high during the heating season.

Washrooms and water fittings

The washroom and toilet are the most critical areas for moisture damage and require special attention and care. Wall and floor surfaces are either tile or plastic matting. Both let water through if they are broken or if the edgings are open, and if this is the case, contact the maintenance immediately. Repairing moisture damage is a slow and expensive process, and thus causes the resident quite a burden.

Faulty and dripping water fittings and

leaking toilet fixtures are water guzzlers. Even a minor leak can cost of thousands of euros a year. Thus, use water fittings carefully and report any faults to the maintenance.

Cleaning the floor drain in the washroom periodically is the responsibility of the resident as these gather hair and other stuff that does not escape past the drain trap, and in time they clog the drain. An easy way to clean the drain is to open the cover and remove the stuff with your hands. It feels somewhat grimy, but there is rarely much more there than your own hair. Follow this with a water wash, and even dishwashing fluid, and place back the drain cover. If the plug for the barring opening leading to the drain trap is not in place and the smell from the drain escapes freely into the residence, please contact the maintenance.

The drain trap for the handbasin can be cleaned, if you know how to do it, by unscrewing the cup ring and removing the grime and dirt gathered in the drain trap.

If you feel that you do not know how to do this, please contact maintenance.

It should be noted, that the lower portions of washroom walls gather grease and other deposits if they are not cleaned with the appropriate agents sufficiently often. Dry the floor after taking a shower. Leave the door ajar so that the air can circulate. A shower curtain prevents the entire washroom from getting wet so it is good to have one in every shower area. Residents are responsible for getting a shower curtain. The shower is meant for cleaning yourself, so it should be a given that this area itself should be kept clean.

3. PERSONAL APPLIANCES

Washing machine and dishwasher

In some residences, there are places for a dishwasher and a washing machine as well as the necessary electrical and water connections. If these are not available, please contact the housing office/maintenance, so that we may find out if it is possible to install a dishwasher and washing machine into your residence. The resident is personally responsible for the cost of installing a dishwasher or a washing machine, and the installed electricity and water connections will remain in the residence permanently. Electrical and plumbing work as well as the installation and disconnecting of an appliance are always to be left to a professional.

A washing machine placed in the washroom can only be plugged in to an outlet meant especially for that purpose and the machine is not to be used while taking a shower. In a cell apartment, the residents are to decide amongst themselves on the use of a certain resident's own, or a joint, washing machine. A dishwasher or washing machine is not to be left on without supervision. Even a minor overflow may cause serious moisture damage. Insurance may not cover damage caused by a washing machine that has been left on without supervision.

Make sure that your machines are functionally and structurally without fault and in such shape that they do not make excessive noise that will disturb neighbours. It is best to dry laundry in a drying room or outside. If you do dry laundry in your residence, remember to make sure of sufficient ventilation. Laundry should not be dried on doors, windows or ra-



diators as wet laundry causes moisture damage and contributes to the formation of mould.

Television and stereo

Student residences have a master antenna system, which is connected to the building antenna, satellite antenna or cable television network. You can watch foreign channels as well as domestic channels with a satellite antenna or cable. The antenna network is very sensitive to disturbances and additional connections are not allowed to be made to antenna boxes, as only official couplers, branch trees and cords are allowed to be used. Each residence is furnished with one antenna.

Anyone in possession of a television is to have a TV license, and in case of an inspection, everyone is personally responsible for their own television. For safety purposes, it is best to keep all devices clean and undamaged. Dust that gathers on a television has been known to cause numerous fires.

Considerate TV viewing or listening to music also includes adjusting the volume so that it does not disturb your neighbours. If you want to listen to your favourite music at a higher volume, please use earphones. This will keep neighbour relations friendly and will also ensure that your music enjoyment is high quality and without interruption. Please remember to check the power requirement on your appliance and the needed fuses. Overloading can blow fuses.

Computers and accessories

Taking into account energy consumption, it is important that you do not keep appliances and electrical devices on day and night even if it is easy and convenient. Each device that is on consumes energy and these small amounts quickly add up to a surprisingly large quantity, which affects rent prices. Every resident has the possibility and responsibility to keep down costs which arise from electricity consumption.

4. REMODELLING & RENOVATIONS

Periodic maintenance and repair

A principle of continuous maintenance is upheld in student housing. This means



that repairs will be made at all locations as faults are found, for example, in conjunction with residents moving in or out. Residences are inspected during the term of notice and necessary paintwork and other repairs will be made after the key has been returned.

Renovations / General improvements

Renovations and general improvements are made once the economic life-time has reached the renovation stage. Renovations are always made on the basis of a condition appraisal and are planned individually according to the renovation schedule. Residents are separately informed of basic condition surveys. The condition level of sites to be renovated are raised to be equal to new, and this causes a raise in the price of rent after renovations.

We are usually forced to annul tenancy agreements for the duration of the renovations. This is done within the confines of the terms of the law and we always strive to accommodate residents from

renovated residences with a comparable residence for the duration of the renovations. The resident may, if they wish, return to the renovated residence.

A resident's own repairs

As a general rule, residents are not allowed to make repairs to residences. If an exception is made, permission from the housing office/maintenance and jointly drawn up renovation guidelines are always required. Only painting walls in the original colour of the residence or other similar minor renovations, which are possible to return to their original state by the resident, can come into question. Unfinished renovations may be finished, if necessary, and at the expense of the resident.

Electrical work, etc, that is subject to license are always to be left to a professional and the work is to be agreed upon with the housing office/maintenance.

The resident is personally responsible for their own as well as their neighbours' safety during all repairs.

Do not involve yourself with these matters !

A list of actions that are strictly forbidden:

- * the resident is not allowed to make structural changes or do any painting of the residence without permission (as was mentioned earlier)
- * do not adjust air conditioning valves as this disturbs the air conditioning in the entire building and may cause moisture damage and health risks
- * do not adjust radiator valves yourself for the same reason as with air conditioning
- * do not involve yourself with electrical devices as most electrical installation work is subject to license and is only allowed to be done by an electrician licensed to do installation
- * repairs to IT- and antenna sockets is forbidden as it always disturbs the network



For more information please contact the maintenance:

Janne Karesto (maintenance, recycling) (02) 275 0225 / 0400 525 172

Pentti Viitanen (service, locks) (02) 275 0254 / 0400 521 239