

# Welcome to Mikalo as a student resident!

We want to make your living as smooth as possible, so this guide will help you get to know your apartment, housing practices and our services.

Read the instructions carefully to ensure comfortable and problem-free living. If you have any questions, don't hesitate to contact us – we're happy to help!

You can also find a lot of information on our website: [mikalo.fi/en](https://mikalo.fi/en)

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*We wish you pleasant moments in your new home!*



## RENTAL AGREEMENT AND NOTIFICATION OF MOVE

The rental agreement is always made in writing or electronically through strong identification.

Remember to submit an official notification of move to the Digital and Population Data Services Agency. This can be done conveniently using the notification of move form at [posti.fi/muuttoilmoitus](https://posti.fi/muuttoilmoitus).

## HANDING OVER THE KEYS AND THE APARTMENT

The keys to the apartment will be handed over at a pre-agreed time at the apartment. The time must be agreed upon a few days in advance with the property manager in your area. Usually, the keys are handed over at the earliest from 12 noon on the start date of the rental agreement. If the rental agreement starts on a weekend or is a public holiday, you will receive the keys on the next working day.

When a resident moves into the apartment, the maintenance man will carry out an entry inspection of the apartment together with the resident. From the inspection, a form is filled in with which the resident approves the condition of the apartment.

According to the rental agreement, the apartment includes three (3) keys and one (1) key in shared rooms. Keys must be stored carefully. The tenant guilty of misuse is responsible for any damage or repair work caused by the misuse of the keys.

**Lost the key?** If your key is lost or forgotten on the wrong side of the door, you can order a door opening from property maintenance. The person requesting the opening must prove their identity. Opening the door is always subject to a fee and is invoiced afterwards. The prices of the opening fees are displayed on the property's notice board and on our website.

## DEPOSIT

Before moving into the apartment, the resident must pay a security deposit. A security deposit is charged for all new tenancies (also applies to apartment changes). No interest is paid on the security deposit. The security deposit will be refunded within approximately 2-3 weeks (no later than 2 months) of the end of the tenancy, provided that the tenant has no rent arrears, all keys have been returned, the move-out cleaning has been done appropriately, the apartment is in good condition and other payment obligations have been taken care of.

## RENT PAYMENT

The new tenant will receive rent payment information when signing the lease agreement. If the tenant fails to pay their monthly rent by the deadline, they must pay interest on late payments in accordance with the current Interest Act. Continuous failure to pay rent (2 months) will result in the collection of overdue rent, including interest on late payments and collection costs, through the courts in the district court of the municipality where the property is located, as well as eviction from the apartment.

**Remember! The rent payment is always on the 5th of the month.**

If you pay the fee incorrectly or run into payment difficulties, contact the rent control. Late payments are subject to the current statutory interest on late payments.

## **OPENING ELECTRICITY / MAKING AN ELECTRICITY CONTRACT**

The residents make an electricity contract with the electricity supplier of their choice. In some apartments (e.g. furnished), electricity is included in the rent. Please check this in your own apartment offer.

## **KEEP YOUR HOME SAFE**

A safe home is the sum of many factors. Take good care of your apartment and, for your part, also the common areas of the house. Taking care of fire safety, locking doors and windows, and using electrical appliances appropriately will prevent many damages. If you notice a defect in your apartment or house that impairs housing safety, submit a fault report without delay.

### *Take out home insurance or transfer it to a new address*

All our properties have full-value insurance that covers damage caused to the property. However, it does not compensate for damage caused to residents' movable property, such as damage caused by a fire or water leak or items stolen from storage space. The safest thing to do is to take out a home insurance policy that meets your needs. The insurance should also include legal expenses and liability insurance.

When your apartment is left empty even for a short time, remember to close the windows and the doors to the balcony and yard and, if necessary, lock your apartment. It is not advisable to store any valuables in an attic, basement or yard storage.

No matter how careful you are, accidents can still happen. Or maybe things happen next door. You may also cause damage to others for which you are liable for compensation through your negligent actions. For these situations, liability insurance provides cover as part of home insurance.

If damage occurs in the property, notify us as soon as possible. Document the incident in detail by writing down the course of the event, the people involved and the time of the incident and, if possible, take pictures of what happened, for example.

## **APARTMENT MAINTENANCE**

The Act on Residential Leases and the terms of the rental agreement oblige the tenant to take care of the apartment carefully. In a shared apartment, the residents of the apartment are jointly responsible for the common areas. The apartment must be taken care of during the tenancy and when moving out of it.

The apartment must remain in the same condition as it was at the beginning of the tenancy, with the exception of natural wear and tear. The tenant is also obligated to compensate for any damage caused or caused by the tenant or their guests.

Housing instructions and e.g. [cleaning instructions](#) can be found on our website.

## **USE OF FURNITURE AND EQUIPMENT**

- When using refrigerators and stoves, the instructions for use must be followed
- The stove, oven and refrigerator must be kept clean
- The ventilation valve settings must not be changed and the valves must not be removed
- Replacement air valves must not be completely closed
- air conditioning valves and floor drains must be cleaned regularly
- Repairing and adjusting electrical appliances on your own is prohibited
- Changing the light bulbs during the period of residence is the responsibility of the residents, and the bulbs must be intact when the resident moves out of the apartment
- flushing solid waste into the sewer is strictly prohibited



- Use contrary to the instructions may lead to liability for damages

### **ENERGY SAVING**

- ventilate quickly and efficiently, do not keep the windows open unnecessarily
- Use warm water sparingly
- Use running water as little as possible
- Don't leave faucets leaking
- Report even the smallest water leaks to the property manager
- Use only the lights you need, and don't forget to turn them off
- submit fault reports concerning the apartment, property and yard areas through our website

### **SHARED APARTMENTS**

In a shared apartment, each resident has their own lockable bedroom. The sizes of the rooms vary from about ten square meters to twenty square meters. The kitchen and bathroom are shared with other residents. Mikalo has both two- and three-room shared apartments. Each tenant will have their own rental agreement for their own room.

Shared living goes smoothly when living and everyday habits are agreed upon and discussed together. It is especially important to agree on the cleaning of common areas with your roommates so that living together goes effortlessly. It is a good idea to agree on common rules right at the beginning of living together. In shared apartments, all tenants are jointly responsible for the common areas (kitchen, bathroom, balcony, etc.). When someone moves out of a shared apartment, a move-in inspection is carried out not only in the mover's room but also in the common areas.

When you terminate your rental agreement, tell your roommates about your moving out immediately and agree together on cleaning the shared spaces. This way everyone has time to participate in the moving-out cleaning before your rental agreement ends. If the shared spaces do not meet Mikalo's requirements, Mikalo will order cleaning at the residents' expense. Moving-out cleaning instructions can be found on our website. Price example from year 2025: 50 €/hour, working time depends on the need for cleaning.

#### **TIPS FOR PLEASANT SHARED LIVING**

- List the cleaning shifts of common spaces. You can even use a shared calendar.
- Agree on whether and when guests can be brought into the apartment.
- Go through which items in the apartment are shared.
- Agree on whether some of the consumables are in common use (e.g. toilet paper, kitchen towels and dish/cleaning products) and who buys them when.
- Respect roommate schedules and observe quiet times.
- It's good to talk about things directly, even the ones that annoy you.

### **FURNISHED APARTMENTS**

If your apartment includes furnishings, it contains: a bed (200x80 cm), mattress, desk, chair, kitchen table, and chairs. Kitchen appliances include: refrigerator, freezer, stove or hot plate, and microwave.

Please note: you must bring your own bed linen and duvet/pillow.

**Pets are allowed in all other apartments, except shared apartments and furnished apartments.**

**Smoking is prohibited in all apartments.**



## INTERNET

All Mikalo Oy's study apartments are available with a broadband connection implemented with optical fibre technology, which is included in the rent.

The service can be accessed by contacting Telia Finland Oyj's customer service number and agreeing to open the connection. The speed of the Internet connection included in the rent is 10/10 Mbit/s. Speed increases must be ordered separately from Telia. For higher speeds, the resident pays directly to Telia.

In student apartments, a modem is provided and must be left in the apartment when moving out. The Internet connection is established wirelessly (WIFI modem). The password can be found on the modem.

**Activate the subscription** using the instructions below:

- EITHER by leaving a contact request [via this link](#), and a Telia customer service representative will call you
- OR by calling Telia's customer service at 0200 11611 (mobile network charge/local network charge) on weekdays Mon-Fri from 9 a.m. to 5 p.m., at the same time you will receive information about additional services.

**When calling Telia**, tell them that you are a resident of Mikalo's apartment and want to activate an internet subscription. Also be prepared to tell:

- your full name, exact street address, phone number, email address
- and the 12-character CM-MAC/MAC address on the bottom of the modem.

N.B! In the event of problems and faults in the Internet connection, the tenant must contact Telia's customer service directly: tel. 0200 11611 (weekdays Mon-Fri 9 a.m.–5 p.m.) and tell them that you are a resident of Mikalo.

## MOVING OUT

When a tenant terminates a rental agreement valid until further notice, the notice period for the apartment is **one calendar month**, so if you are moving out on 30 September, you must terminate your apartment at the end of August, i.e. 31 August, at the latest. Everyone with the agreement must submit their own notification. **The notice of termination** must always be filled in carefully and **dated and signed**. The easiest way to make a notice of termination is to use the termination form on the mikalo.fi page.

When moving out of the apartment, **the final cleaning must be done**. You can find the instructions on our website. **In a shared apartment**, the common areas must also be cleaned, even if only one resident moves out. All residents are responsible for cleaning the common areas together.

**Items must also not be left in the apartments.** Transporting them away is also billable work. **NOTE:** In student apartments, the cable modem and its components (power cable, Ethernet network cable and F-cable) are left in the apartment/locked shared room. If you have used the internet connection, you must terminate the subscription either via this link or by calling Telia tel. +358 200 11611 Mon-Fri 9 am to 5 pm.

When moving out, the condition of the apartment is inspected. It is recommended that the final inspection of the apartment be carried out together with the maintenance man, so that any shortcomings can be agreed upon during the inspection. A poorly cleaned apartment is cleaned by Mikalo Oy. The work and other costs caused by the cleaning will be invoiced from the residents. The keys must be returned to the maintenance man during the final inspection or left in the apartment on the kitchen countertop. If the keys to the apartment have been lost, we will serialize the lock and invoice the tenant for the serialization costs.

The deposit will be returned to your account within about 3 weeks (no later than 2 months) of the end of the end of the tenancy. Please remember to provide your account number when giving notice of termination.

## COMMON AREAS OF PROPERTIES AND THEIR USE

Carpets and clothes may only be dusted and aired in places reserved for this purpose 8 am–8 pm (8:00–20:00). Activities that disturb the residents' peace at night are prohibited in the apartments between 11 pm and 7 am (23:00–7:00).

## PARKING SPACES

All parking spaces are subject to a fee. The parking space fee is 10 €/month, and the fee is collected in connection with the rent payment every calendar month. You can inquire about free parking spaces from the property manager in your area.

## SAUNAS, LAUNDRIES AND DRYING ROOMS

The rents of the apartment include the use of the laundry room and public sauna shifts. You can book a sauna shift by contacting the property manager of the area by phone/e-mail. One sauna shift/week/tenant. Some housing locations have public sauna shifts.

There are shared laundries and drying facilities for laundry in the houses. When using your own washing machine, care must be taken to ensure that it is properly installed, equipped with a suction guard and a shut-off valve, and is safe to use. Washing machines for student housing locations can be booked through the One4All Mobile resident application. Read more on our website [mikalo.fi](http://mikalo.fi)

## RESIDENT WAREHOUSES

Resident storage rooms are available in most buildings. Residents have a locker matching their apartment number. NOTE! Roommates in the same shared apartment share one storage. Locking is done with a lock you provide yourself. No items may be stored in the corridors.

## WASTE MANAGEMENT AND RECYCLING

The recycling of usable goods and the appropriate sorting of waste is in everyone's interest. The property's waste shelters have information boards about sorting.

*Do not leave any waste outside the waste containers!*

## OUTDOOR AREAS

To keep outdoor areas clean:

- do not trample or damage lawns and plantings
- do not store extra items in the yard areas
- always put all garbage and waste into the designated containers
- keep balconies and access balconies free of debris and snow
- do not store items outside on balconies or window ledges
- park cars only in the spaces reserved for them

Making an open fire, opening fire hatches and leaving windows open is prohibited under threat of liability. Bicycles, sports equipment, prams, etc. may only be stored in designated areas. Damage to structures, equipment and furniture results in liability for damages.

NOTE. The mailboxes are numbered according to the apartment number, and no name is placed on them.

Residents must report any defects they notice in the apartments or the building to the property janitor or manager. Failure to comply with the notification obligation may lead to the tenant's liability for damages.



## PROPERTY MAINTENANCE AND FAULT REPORTS

Each property has its own designated property manager.

In urgent maintenance matters, such as water leaks or a broken window, the property manager should always be contacted directly in the first place!

Non-urgent fault reports concerning an apartment, property or yard area are always submitted using an online form. > mikalo.fi > <https://portaali.tampuuri.fi/mikalo/uusiilmoitus>

Door opening is always subject to a fee. Openings can be requested by calling the maintenance phone number. Sauna shifts and parking spaces are also agreed with the property maintenance.

### PROPERTY MAINTENANCE CONTACT INFORMATION (24h)

Hiidenpolku 1, 2	tel. +358 15 321 3576	Area 2
Kansankatu 2, 3	tel. +358 15 321 3575	Area 1
Laurinkatu 5-7	tel. +358 15 321 3551	Area 2
Maahisentaival 1	tel. +358 15 321 3581	Area 2
Menninkäisentaival 1, 2, 3	tel. +358 15 321 3576	Area 2
Olkkolankatu 13-15	tel. +358 15 321 3567	Area 1
Patteristonkatu 1	tel. +358 15 321 3596	Area 1
Peurankatu 2, 4	tel. +358 15 321 3554	Area 2
Pirttiniemenkatu 13	tel. +358 15 321 3575	Area 1
Raviradantie 1, 3, 5, 7	tel. +358 15 321 3595	Area 1
Raviradantie 9, 11, 17	tel. +358 15 321 3596	Area 1
Rusthollinkatu 1	tel. +358 15 321 3567	Area 1
Teljokuja 3	tel. +358 15 321 3551	Area 2
Tuntemattomantie 2, 4, 6	tel. +358 15 321 3579	Area 1
Vuorikatu 13	tel. +358 15 321 3579	Area 1

Property managers available: Mon – Thu 7.00 – 16.00, Fri 7.00 – 14.15

At other times, the on-call officers answer the numbers, but only take care of urgent emergency tasks.

Non-urgent fault reports are made using the online form at mikalo.fi

### OFFICE

Maaherrankatu 44, 50100 Mikkeli

#### Opening hours:

**Mon, Tue and Thu: customer service 9 am – 3 pm, rent control 9 am –12 pm**

#### Switchboard:

**tel. +358 15 321 350**

Mon – Thu **9 am – 3 pm** (9.00–15.00)

Fri **9 am – 1 pm** (9.00–13.00)

On the eve of public holidays **9 am – 3 pm** (9.00–13.00)

#### Tenant Secretary

Ramona Laitinen

tel. 015 321 3532

E-mail: ramona.laitinen@mikalo.fi

#### Rent Supervisor

Marjut Rapo

tel. 015 321 3518

E-mail: marjut.rapo@mikalo.fi

#### Property Manager

Dusko Cuckovic

tel. 015 321 3517

E-mail: dusko.cuckovic@mikalo.fi



## General House Rules and Regulations

1. The building's entrance doors are kept locked between 8 pm and 7 am, also other entrance doors must be kept closed. Anyone who leaves the door open is responsible for any damage caused. In the buildings with a door phone, the entrance doors are always locked.
2. Stairways
  - stairways are used in a tidy (e.g. wipe your shoes before entering) and quiet manner
  - apartments must not be ventilated into the stairways
  - pets must be under the owner's control and must not disturb other residents
  - Storing any items in the building's hallways is forbidden
3. You must not shake rugs or bedding on private balconies. Shaking is only allowed in designated areas. You may air bedding inside the balcony. Throwing cigarette butts or trash from the balcony is forbidden. Washing rugs in the laundry rooms is forbidden.
4. Any disturbing behavior in the property area is forbidden. **Absolute quiet must be observed between 11 pm and 7 am (23:00–7:00).**
5. If the tenant leaves the apartment for a long period, the property janitor must be notified.
6. Causing damage to structures, breaking windows, damaging walls or any other damage must be fully compensated by the person responsible. To avoid liability, residents must report any water leaks or other damage to the property janitor or property manager by phone IMMEDIATELY.
7. Keeping pets is forbidden in shared room apartments and furnished apartments.
8. Outdoor areas:
  - it is forbidden to damage the lawn or the flower beds.
  - leaving waste in the property area is forbidden incl. junk cars
  - all waste must be placed into containers according to waste sorting instructions.
  - vehicles must be parked only in the areas intended for tenants' parking/ guest parking.
  - making loud noise and other threatening behavior in the property area is prohibited.
  - consumption of intoxicating substances in the outdoor areas and in the common facilities is not allowed.
  - public urination and defecation is prohibited on the property area
  - pets must be kept on a leash when in the building stairwell or elsewhere on the property, also pets may not be exercised in children's play areas. When walking your pet, make sure that it does not soil or damage the property, yard, plants or building walls. Owners must clean up after their pets.
  - Feeding birds, squirrels or other animals is strictly forbidden in Mikalo properties
9. Posting signs and advertisements in the property area is forbidden.
10. Storing flammable liquids and gases as well as motor vehicles in the common storage facilities is forbidden. Electric bikes and electric vehicles (e.g. e-scooters and e-mopeds) may be stored in the property's outdoor equipment storage but charging them in storage rooms or other common areas is forbidden.
11. Guardians are responsible for damage caused by their minor.
12. Smoking is prohibited in the stairways, other shared indoor areas, sauna facilities and lifts.

**In addition to these house rules, residents must also follow the rental agreement, other Mikalo Oy guidelines and general laws and regulations.**