



A-Kruunu

# RESIDENT'S HANDBOOK



# Welcome to your new home

You have signed a tenancy agreement with A-Kruunu Ltd. This guide contains the essential information about your tenancy agreement, good rental practices and everyday living. In addition to this guide, additional information about your housing can be found on the property-specific resident pages at [www.a-kruunu.fi](http://www.a-kruunu.fi)<http://www.a-kruunu.fi/>

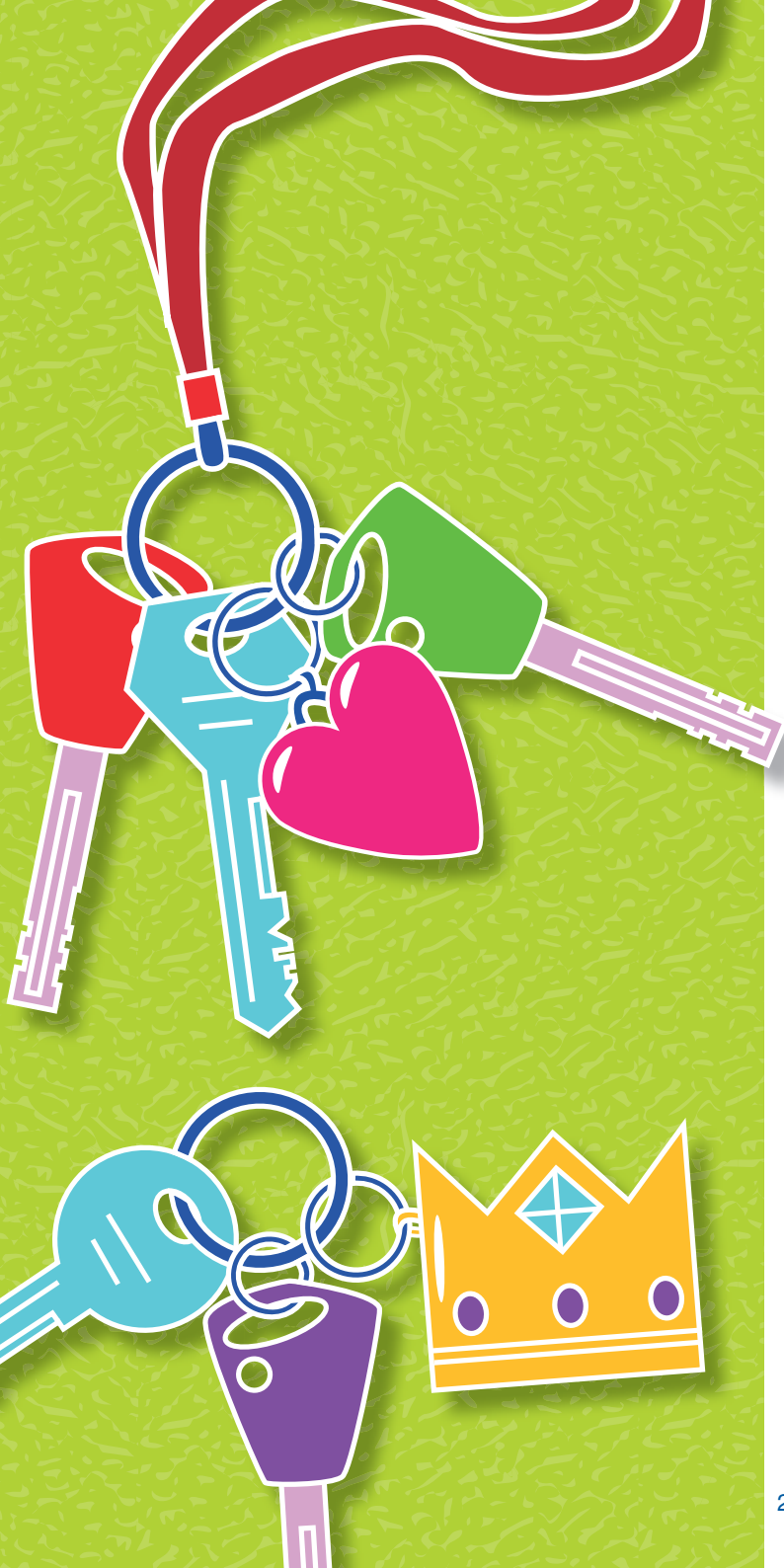
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- Give notice of change of address to the maintenance company so that the resident list can be updated
- Give notice of change of address to the Register Office
- Sign an electricity contract with an energy company
- Take out home insurance or notify your insurance company of changes to your home insurance information
- Take a look at the instructions provided by the landlord and kept in the apartment
- Visit the landlord's website
- A-Kruunu has set up broadband for the whole building in most locations. The property manager can provide more detailed instructions for any specific building on taking into use the broadband subscription.
- Regarding any housing benefit matters, contact Kela.





## GOOD RENTAL PRACTICES

The room tenancy agreement emphasises the mutual trust between the tenant and the landlord. The landlord hands over for the tenant's use the apartment that they own and the tenant establishes their home in the rented apartment.

An essential part of good rental practices is being a good neighbour within one's residential community. The pleasantness of living environment and the well-being of the community are dependent on the residents being interested in shared matters, taking each other into consideration, and taking responsibility for shared spaces and yard areas. This is about ensuring that both normal rules of behaviour as well as the building's specific rules and regulations are taken into account in the use of shared spaces.

You can find the contact details of the property manager and the maintenance company in the appendix to the tenancy agreement or on the resident pages at

**[www.a-kruunu.fi](http://www.a-kruunu.fi)**

## PAYMENT OF RENT

The rent is due for payment on the 5th of each month. When creating the tenancy agreement, you receive a rental bill which is valid until the end of December. The bill has a standard reference code, so make sure you store it safely until the end of its period of validity.

If the apartment makes use of apartment-specific water metering, the water bill is paid according to the water measurements. The water bill is sent approximately every 2 months. In residential locations completed after July 2019, an advance water fee will be charged according to the number of persons in the apartment. If necessary, A-Kruunu has the right to switch from charging based on water consumption to charging on some other basis.

Car parking spaces and sauna shifts are billed according to the reservations made.

Rent supervision and all tenancy-related and billing matters are handled by A-Kruunu Ltd:  
[vuokravalvonta@a-kruunu.fi](mailto:vuokravalvonta@a-kruunu.fi), tel. 020 720 7100.



## Deposit

The deposit must be paid before the tenancy agreement is signed. The deposit is paid in order to ensure compliance with all the obligations stated in the tenancy agreement. If you fail to comply with your obligations as a tenant by having, for example, unpaid charges for rent, late payments, water, parking spaces, sauna bookings, or apartment repair and cleaning that has been charged to you, then the landlord will use the deposit to cover these costs.

Provided that all tenancy agreement obligations have been fulfilled when the agreement comes to an end, the landlord will return the deposit to the bank account notified by the tenant. A-Kruunu Ltd does not pay interest on rental deposits.

## Rent checks in ARA tenancy agreements

The properties owned by A-Kruunu Ltd are ARA rental housing, for which resident selections comply with the legislation on ARA rental housing and the applicants are grouped on the basis of the urgency of their housing needs.

According to the legislation, rents cannot be freely set or increased, but instead the rent is determined according to the absorption principal. For information about rent setting and the absorption principle, see the ARA website at <http://www.ara.fi/>

In ARA rental buildings, the owner notifies residents about rent increases and issues affecting the rent at residents' meetings which are held once a year in the autumn. Notification of rent increases is given in writing to residents at least two months before the increase takes effect. This notification explains the reasons for the increase and the new rent.

## Keys

Instructions on obtaining the keys is provided during the signing of the tenancy agreement. As the tenant, it is your responsibility to keep good care of the keys and consider carefully who you allow to use them. Keys or key chains must not include information identifying the property or apartment. When the tenancy agreement ends, all keys received plus any additional keys made must be returned

to the locksmith. As the tenant, you are responsible for the re-keying charges if some keys have been lost.

Additional keys can be ordered from the property manager, who places an order with the locksmith. The tenant pays for the additional keys that they order.

Report lost keys to your property manager. If necessary, the property manager shall arrange for the re-keying of locks and the acquisition of new keys. You are responsible for the costs incurred and are also responsible for the stolen keys.

If you install a security lock, notify the property manager and deliver the key to the maintenance company's office. Any security locks you install should be left in place when moving out.

Please note that if you lose your key, you will only have access to the door opening service if you are listed in the housing company's resident list. Before the door is opened, the person requesting the service must prove their identity. The door opening service is ordered from the 24h service standby number and the maintenance company charges the resident an opening fee.

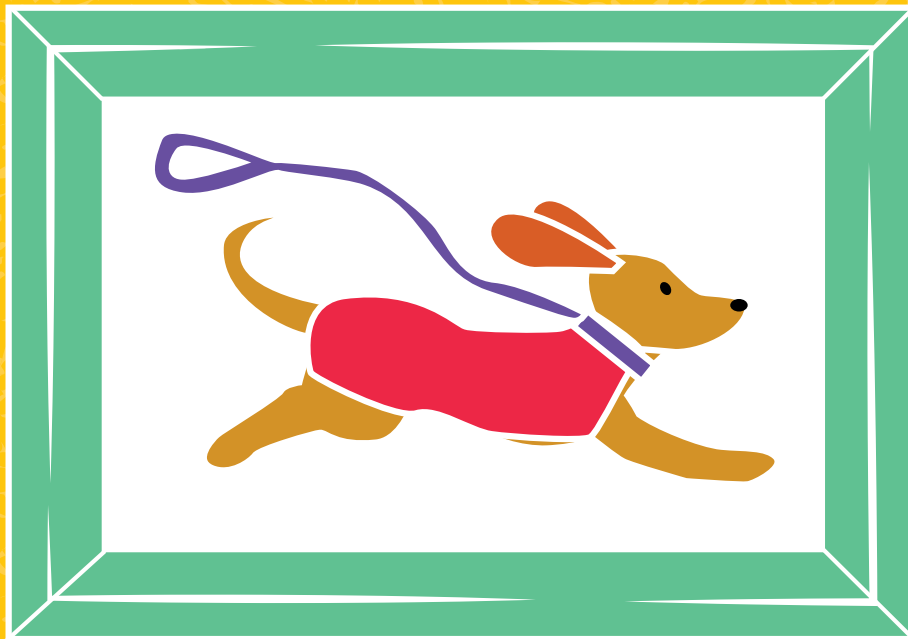
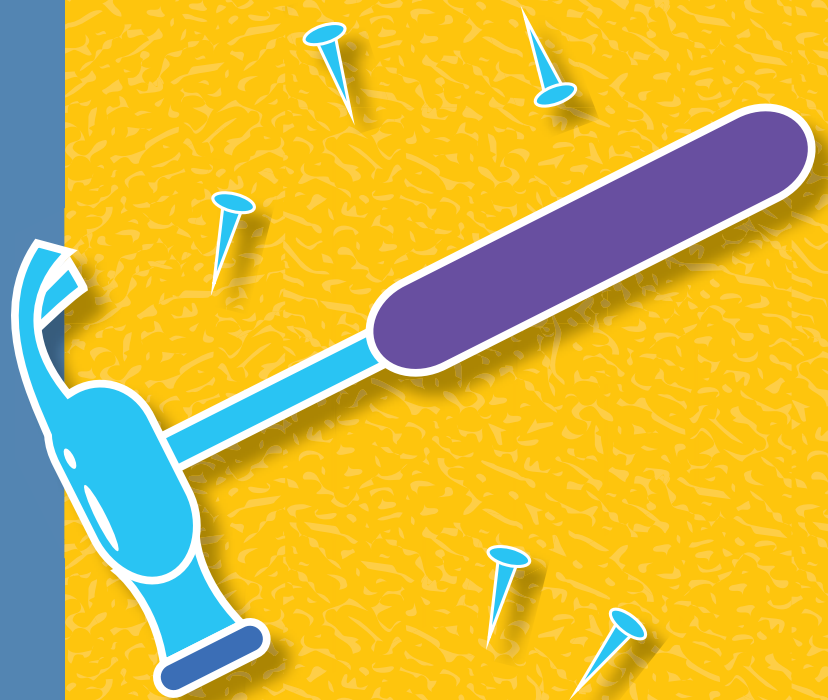
## NOTICE OF CHANGE OF ADDRESS

Notify your change of address to the maintenance company. The maintenance company's contact details can be found on the building's noticeboard and on our website at [www.a-kruunu.fi](http://www.a-kruunu.fi). This ensures that the building's resident information is up-to-date and that the apartment's name information is correct. You can give the notice of change of address using the notification form or in free form by indicating the names, dates of birth and moving-in dates of the persons living in the house. It is also a good idea to provide a telephone number and email address that the maintenance company or property manager can use to contact you if necessary.

Any person who is not on the residents list kept by the maintenance company is not able to access the services provided to residents. All changes in the resident information must also be reported for the register of residents, such as births or divorces.

# Taking care of your rental home

The condition of the rental apartment is checked before being handed over to the tenant, and also when the tenant hands the apartment back to the landlord. In new locations, the tenant themselves performs the inspection using the contractor's form, which is then returned according to the instructions given for the particular location.



The official notice of change of address is made to the local registry office using either a postal form or through the website at **[www.muuttoilmoitus.fi](http://www.muuttoilmoitus.fi)**. The information is passed on to the Population Information System and the Post Office's address information system. According to the law, the tenant must take good care of the rented space and the equipment and furniture within. As a tenant, you are liable to pay compensation if you or a person in the apartment causes damage to the apartment – whether intentionally or through neglect or carelessness.

No compensation needs to be paid, however, for normal wear and tear which results from the normal use of the apartment.

If you find a defect in your apartment that could cause damage, you should take action to prevent any damage being caused. Depending on the nature and urgency of the situation, this may mean taking protective measures, notifying the authorities, or contacting the 24-hour service number or the property manager. In normal cases, notify the property manager in writing of bolts or other defects arising in the apartment. If a fault or defect threatens the condition or structures of the apartment, a notification must be made immediately. The contact details of the property manager can be found in the appendix of the tenancy agreement or on the property's residents pages at **[www.a-kruunu.fi](http://www.a-kruunu.fi)**.

If the apartment does not have a fire alarm, you are responsible as the tenant for obtaining one. Make sure that the fire alarm is in good condition.

## Pets

Normal pets are permitted in A-Kruunu apartments provided that they do not cause disturbances or damage to the apartment. Professional breeding or care of animals is not allowed. As a tenant, you are fully responsible for any damage caused by your pet. We recommend that you do not leave your pet alone for an extended period of time. For example, a dog that barks continuously will cause a strain on relationships with one's neighbours. As the owner of the pet, you are also responsible for cleaning up after your pet within the yard and parking areas.

## Smoking

In new A-Kruunu properties, smoking is prohibited in both the apartments and on the balconies. In tenancy agreements signed before 2018, however, the agreement conditions may differ.

Under the Tobacco Act, smoking is prohibited in all public and shared spaces.

## Home insurance

You are committed to purchasing and maintaining a home insurance policy for your apartment.

Home insurance improves the safety of housing and normally provides compensation for damage to movable property in the event of accidents.

Neither the building insurance policy nor the landlord themselves provide compensation for either the tenant's movable property or the costs of the resident temporarily living elsewhere.

Check also with your insurance company about liability insurance, which covers damages caused by others.

## Modifications

As a tenant, you are not entitled to perform modifications or repairs in a rented apartment without the written permission of the landlord. Work that requires such permission includes painting and replacement of fixtures.

In new buildings, permission is not granted for DIY repairs during the warranty period (2 years from building completion).

When planning modifications, contact the property manager for written permission and necessary instructions. In general, the property manager also inspects repairs and modifications carried out independently.

The main principle is that the resident is responsible for the costs of DIY repairs and modifications unless otherwise agreed in advance for some special reason. Compensation is not provided for modifications and repairs carried out by the residents.

# Being a good neighbour

Being a good neighbour is part of good rental practices. Living in a residential community imposes some restrictions, but at its best it also offers safety and social interaction.





The landlord is responsible for repairs needed because of normal wear and tear within the property and apartment, and the tenant is responsible for repairs carried out which are not due to wear and tear and for modification work.

The tenant must, at their own expense, return the apartment to its original condition (for example, reassembling or undoing changes to fixtures, removing special equipment installed in the apartment, etc.) at the end of the tenancy agreement, unless otherwise agreed.

It is normal within any home to need to tolerate some levels of noise, and it must be possible to live a normal life in the apartment. For example, the sounds of children playing are considered normal within the time permitted by the rules and regulations.

A good neighbour takes into account the fact that their neighbour may have a different daily rhythm than they do. Making noise is prohibited at night, and unnecessary noise should also be avoided during the day. It is polite to notify neighbours about parties in advance using the notification board for one's stairway.

Permitted and acceptable activities may sometimes constitute a neighbourhood disturbance if they cause unreasonable inconvenience to neighbours. Some examples of this would include playing piano for many hours a day, continual barking of a dog, or listening to loud music.

According to the law, the landlord may terminate and even cancel the tenancy agreement, after a warning has been issued, of a person who is causing a neighbourhood disturbance. This means that the apartment is the source of a recurring or continuous sound or other sensory disturbance that has a negative effect on those living nearby. According to the law, the landlord may also be entitled to cancel the tenancy agreement if the tenant is in breach of the regulations considered necessary for preserving health and order (e.g. instructions provided by health and rescue authorities' and the property's rules and regulations).

## Resident activities

Resident activities are voluntary activities of residents aimed at making their surroundings more pleasant and functional. Resident activities can also have an impact on housing costs.

In A-Kruunu buildings, management by residents is implemented in accordance with the act on joint administration. Every autumn, a building-specific meeting of residents is held to discuss factors affecting the rent and other matters. A resident committee is also elected at this meeting, and this committee is then able to have an influence on current housing issues during the period between the annual meetings, in cooperation with the property manager. The representation of residents within the company's Board of Directors is also part of the system for management by residents.

For more detailed information about A-Kruunu's system for management by residents, please refer to page 14. Read more about the resident activities at Svanströmkinkuja on page 18.



# Terminating your tenancy

## Final Cleaning

The apartment and any other facilities that have been rented out, such as garages, parking places, storage rooms, etc. must be emptied and carefully cleaned.

- Wipe clean the apartment's cabinets, floors and other surfaces.
- Take the rubbish to the rubbish bins.
- Switch off the refrigerator and freezer. Clean the equipment thoroughly and leave the doors partially open.
- Clean the cooker and oven and remember also to clean the grease filter of the cooker hood and the back of the stove.
- Clean also the walls and floor and floor drains around the appliances.
- A qualified HPAC installer must be used to connect and disconnect washing machines and dishwashers. If required, one must be able to present a written receipt of the installation and removal to the insurance company. If your dishwasher is removed, the inlet and outlet must be properly plugged.
- Leave the aerial cables, amplifiers, fire alarms, window keys and home folder in the apartment. Replace the 'sugar cubes' (ceiling power sockets) that you have removed.

If you leave some of your possessions in the property or neglect to clean properly, the goods will be removed and transported to the landfill and the necessary cleaning work will be carried out and charged to you.



According to the law, a notice of termination must always be given in writing. You can find the A-Kruunu notice of termination form on the resident pages at **[www.a-kruunu.fi](http://www.a-kruunu.fi)**.

Return the completed and signed form to [vuokraus@a-kruunu.fi](mailto:vuokraus@a-kruunu.fi) or to A-Kruunu Ltd, Arabiankatu 12, 00560 Helsinki.

The tenant's period of notice is always one month, regardless of the duration of the tenancy. The period of notice is calculated from the last day of the calendar month in which the notice of termination was made.

### **Transfer and cancellation of the tenancy right**

You may not transfer the tenancy right to another person without the written consent of the landlord unless the person in question is a spouse already living in the apartment, a child belonging to the family or a parent of one of the spouses. The landlord must be immediately informed in writing of the transfer of the tenancy right.

The Housing Finance and Development Centre of Finland (ARA) provides more detailed instructions on the selection of residents by A-Kruunu.

Regulations concerning the cancellation of a tenancy by the landlord are laid down in sections 8, 38, 40, 49 and 61 of the act on housing rental, while cancellation by the tenant is regulated by sections 8, 16, 20, 21, 42 and 63 of the same act. The notification of cancellation must be made in writing to the other party and must state the grounds for cancellation and the date when the tenancy will end.

### **Moving-out inspection**

The moving-out inspection, which is an inspection of the condition of the apartment, is usually carried out once the residence is empty (during the month of notice). The time of the moving-out inspection is announced in advance and as the tenant you will have the opportunity to participate in the inspection. If the inspection finds any defects or repair needs other than those due to natural wear and tear, or if the apartment has not been cleaned carefully, you are responsible as the tenant for the costs incurred.

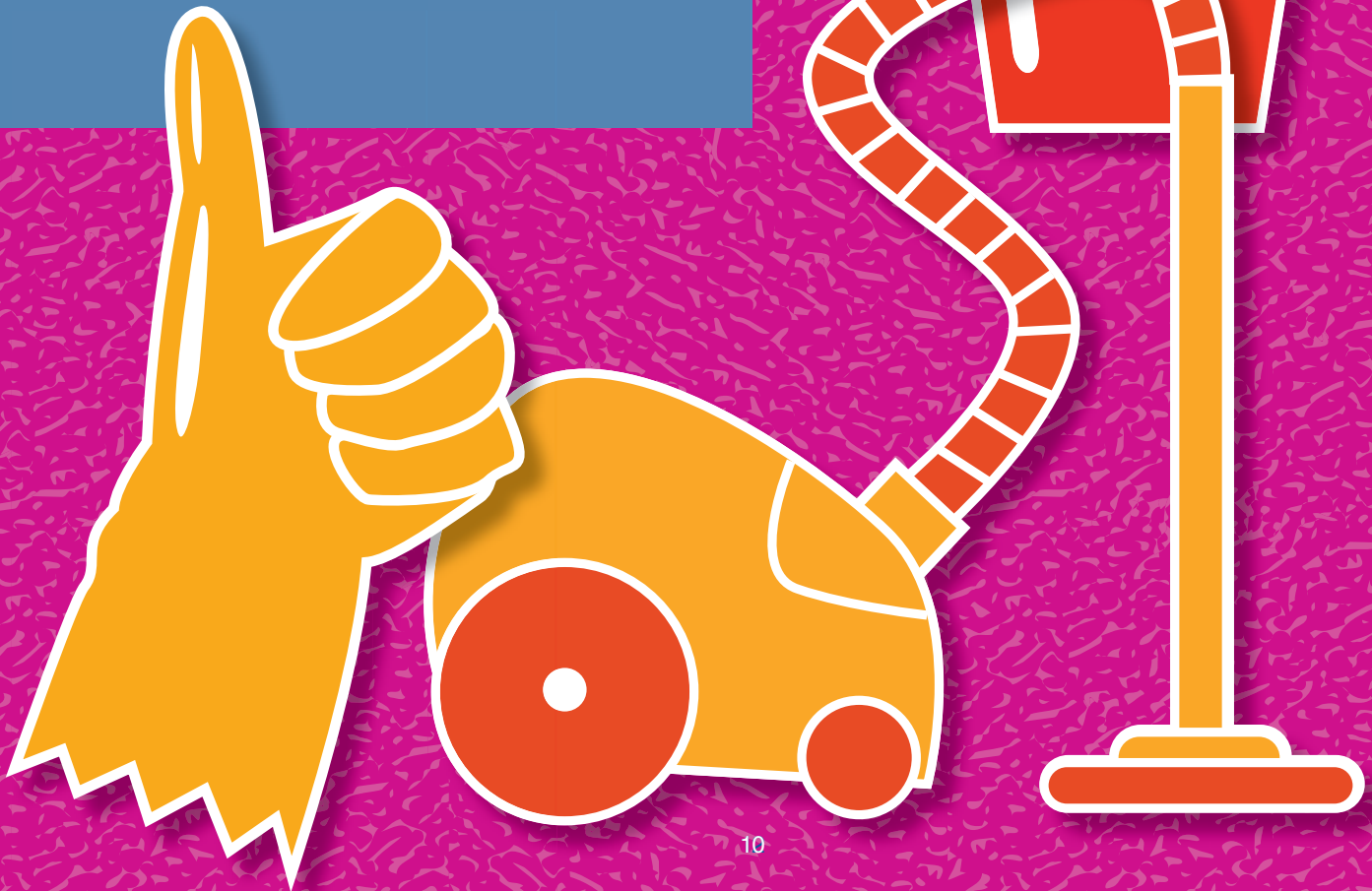
### **Keys**

Return all keys for the apartment and building to the locksmith. As the tenant, you are responsible for the costs of re-keying the locks and making new keys.



# A small guide to home maintenance

Here's a quick list of tips regarding things that you are responsible for in your new home. Take a good look also at the home folder, which contains more detailed information about the equipment in your home and the care instructions for it. You'll find this folder in your home.





## Making changes to the walls

In older properties, you are allowed to paint the walls in your home, but you must first make agreement on this with the property manager. Neutral colours are recommended, otherwise the wall must be repainted when you move out. The company will cover the costs for this DIY renovation work. In new buildings, you cannot paint walls during the warranty period. You are not allowed to use wallpaper on the walls. All other kinds of renovations are the responsibility of the company.

## Pictures

The home folder contains location-specific instructions for attaching pictures to the wall. Read the instructions before doing anything. This will avoid excessive surface damage and repair of the walls.

## Floor

Do not wet the laminate floor as it will be damaged by standing water. Immediately mop up any water that accumulates in front of the entrance door, balcony door, bathroom door or refrigerator door. If necessary, put down a mat to protect the floor.

Remember that no detergents are needed to wash the laminate floor; wiping with a damp mop when needed is sufficient. The laminate floor must not be waxed either.

Place felt pads under the furniture legs to protect the floor

## Washing machines

Dishwashers must always be installed by a qualified person. You can connect a washing machine yourself as long as you remember to check that the hoses are securely connected.

## Door hinges

If your door hinges creak and squeak, add a drop of lock oil or sewing machine oil. This will help with the functioning of the locks without sustaining them.

## Locks

You can buy a safety lock, safety chain or spyhole for your front door. However, the property manager should be notified of this and it should not be taken away when moving out. Be sure to deliver one security lock key to the maintenance company.

Make sure that the doors in your building's common areas are locked when you enter or leave these areas. If there is a problem with the locking, notify the maintenance company immediately.

## Balcony

You must clean the snow from your balcony in the winter to avoid it coming into your home through the building's structures when it melts. Also clean the screen of the drain pipe on your balcony.

Balcony windows are washed in the same way as apartment windows. If needed, a drop of sewing machine oil can be added to the balcony window rails.

## Windows

Washing the windows in your home is your responsibility both while you are living there and when you are moving out. Also wash the seals and, if needed, lubricate the hinges and locks with sewing machine oil. For instructions on cleaning very large windows, see your home folder.

## Blinds

The blinds can be cleaned by using the vacuum cleaner's brush nozzle in a horizontal motion. Never clean blinds with anything damp, as they will only collect dust! If your windows do not have blinds, you can purchase them yourself. The blinds must be light in colour and installed between the window, and they should not be removed when you move out.

## Ventilation

The outgoing air and replacement air vents in the apartment can be cleaned by vacuuming them with a brush nozzle. Do not remove the vents.

## Bathroom fixtures

If the bathroom fixtures in your home are defective or leaking, notify the maintenance company without delay. The maintenance company takes care of repairs to bathroom fixtures, such as replacement of shower hoses. The residents are responsible for keeping the bathroom fixtures clean. The most common reason for unpleasant smells in the apartment is that the drain traps in the sinks or the floor drains have not been kept clean. Cleaning them is your responsibility, and it is best to do it several times a year. If you need washing instructions, you can find them in the home folder.

## Sorting waste

Sorting household waste reduces housing costs. Sort the waste well within your home. It is recommended to fill the waste containers for the building evenly (not one at a time) and to follow the instructions given. Keep in mind that when moving out you should not take furniture, household appliances or other large waste items to the property's waste disposal point.

## Cooker hood

The hood filter should be cleaned sufficiently often. You can usually wash the filter in a dishwasher. Check the specific information for your building from the home folder.

## Dishwashe

Cleaning the dishwasher is your responsibility. Empty and clean the filter regularly. Also check the cleanliness of the spray arms. Do not leave the machine unattended while it is running.

## Lighting fixtures

The replacement of the fluorescent tubes and bulbs for the fixed lamps in your home is your responsibility. Similarly, replacement of refrigerator, oven and cooker hood lamps is the responsibility of the resident. Instructions for replacing the bulbs of fixed lamps can be found in the home folder. If you are unable to replace them yourself, ask your neighbour for help or, if needed, get in touch with the maintenance company.

## Fire safety

Fire alarms are pre-installed in new homes. However, if you do not have a fire alarm in your home, you are responsible for obtaining one. In the tenancy agreement, you commit to ensuring the functionality of the fire alarms in your home.

Be sure to purchase a fire blanket for your home as well. Do not store possessions or place any furnishings in the stairway.

If you have a sauna in your building, do not use it to store excess items or to dry clothes or burn candles.

## Storage areas

The storage area within your home is your responsibility. Do not store flammable liquids there. You can store your car's replacement tyre kit in your storage area, but as with any other items, it should not be left in the corridors.

## Shared spaces

The residents' meeting or the residents committee prepares instructions for the use of the clubroom or other such shared space. All residents are responsible for the shared spaces. The users ensure that the space is clean after use.

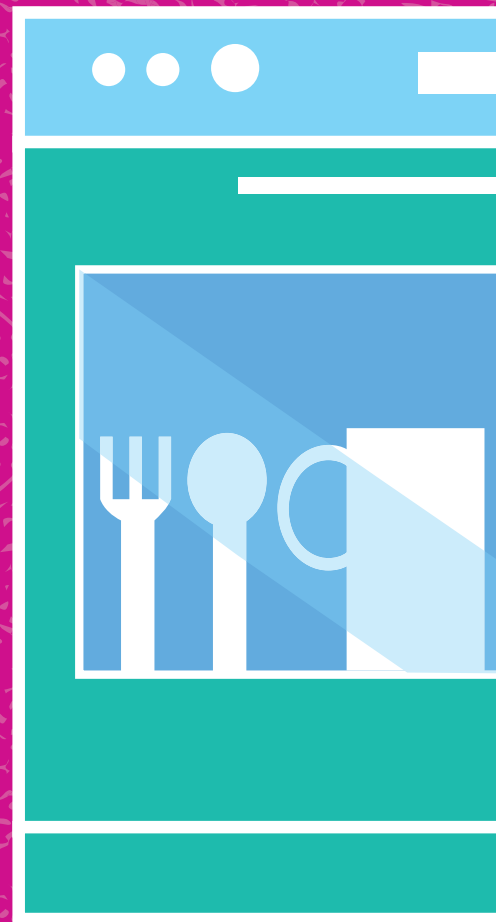
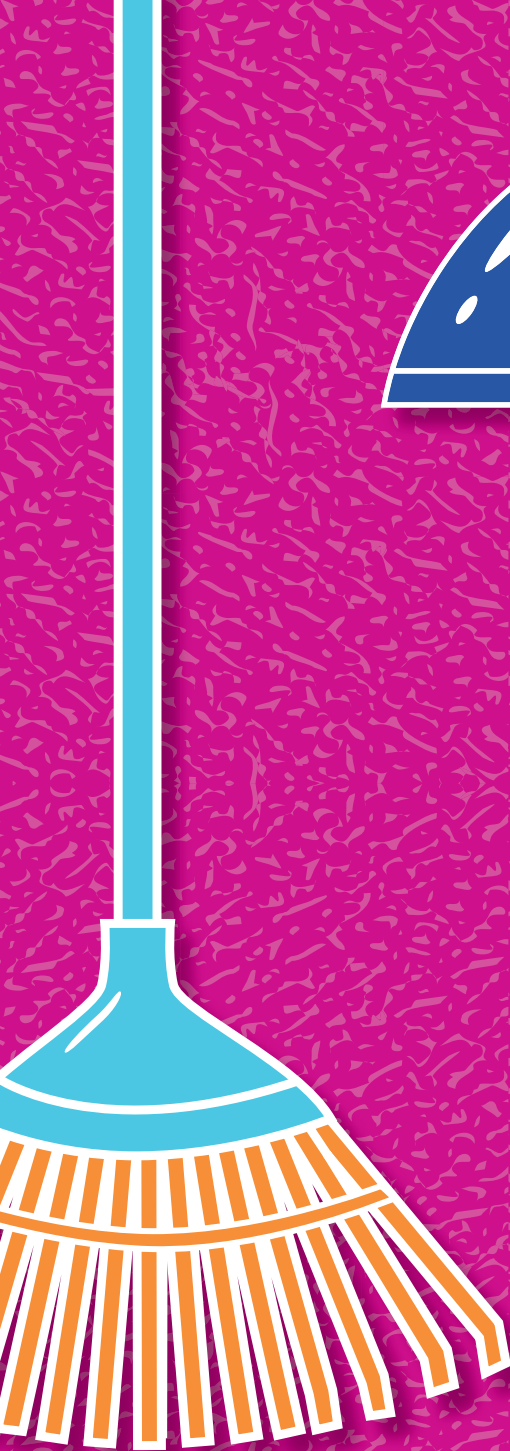
## Parking

Cars can only be parked in the marked locations. Remember that guest places are not for residents and disabled parking spaces are only for disabled persons. Do not park on the emergency access road.

## Yard areas

The yard area of your residential building is like the business card for your home. Make sure you keep it tidy. If you're an enthusiastic outdoor spirit, you can shovel snow or rake up leaves in the yard. It is the responsibility of a pet's owner to ensure that the pet does not make a mess in the yard area. Smokers must ensure that they put their cigarette butts into the rubbish.

The yards of individual homes are to be kept tidy by the resident living there, and can also be used to grow plants and flowers.



# You can be an active and influential resident

**Resident activities are voluntary activities of residents carried out either alone for one's own pleasure or together with neighbours for the benefit of all in one's residential building. This can bring more meaningful activity to your everyday life and gives opportunities to make new acquaintances, facilitate your everyday life and make your surroundings more pleasant. You can also have an impact on the costs of housing.**

Resident activities are shaped by those involved. The things done together by the residents can vary greatly depending on the enthusiasm and skills of the people involved. The forms of the activities can also be shaped together in the residents' meetings or by the resident committee.

The most common joint activities includes various work parties, small construction projects, grill parties or yard parties, trips, food circles and club activities using the shared spaces.

More recent forms of joint activities include establishing a Facebook group for your house in order to communicate between each other or designating a resident as an eco/green/energy representative, who then provides information on relevant topics. It's also a good idea to appoint someone to be responsible for Facebook communications, in order to make sure that communications remain fair and neutral.





## **Gardening and yard care**

Resident activities are not just about cooperation between residents. You can also do it alone, according to your interests and schedule. In the yard areas of A-Kruunu houses, you can freely rake up, remove weeds, clean up or shovel snow. If needed, you can ask the property manager about yard care equipment. A well-maintained and tidy yard is appreciated by both the residents and visitors. The clean appearance of the property also prevents vandalism and thus reduces maintenance costs.

## **The neighbourhood spirit**

A good neighbourhood spirit is built from small things like greeting your neighbours. Greeting is the simplest but perhaps even the most important kind of resident activity. Once you are used to greeting a neighbour, it is easier to start talking with them about something if needed.

A good neighbourhood spirit is an essential part of a pleasant living environment. Everyone feels better and daily life flows more smoothly when the residents are interested in shared matters, taking each other into consideration, and taking responsibility for shared spaces and yard areas.

## **Recreational Activities**

If your house has a separate club room, you can also use it for recreational activities either for your own pleasure or for others too by setting up a hobby club in your building. Residents' joint club activities can also make use of the budget for resident activities, which is managed by the resident committee. The club room can also be used to hold family parties or children's parties if this is approved by the residents' meeting.

## **Property maintenance**

Do you naturally pay attention to the condition and maintenance of the building where you live? The house is maintained by professionals, but as a resident you can provide valuable information to the maintenance company and property manager if you inform us of things you have observed.

## **Getting to know each other through work parties**

Work parties are the most traditional kind of joint activities among residents. Work parties are a part of Finnish tradition that are worth continuing. For children in particular, work parties leave pleasant childhood memories of doing things together. Work parties also make it easy to get to know your neighbours. It is a good idea to agree in the residents' meeting on the timing of the work party and then to leave the planning of the event to the resident committee. In well-designed work parties, the schedule, work goals and costs are planned in advance, everyone has something to do and there is also plenty of food and refreshments for everyone. The residents are informed well in advance so that everyone has the opportunity to join in. Work parties are voluntary activities, so no one needs to come if they don't want to. The most important thing is that there is a good atmosphere and people have a good time together. Often there are plenty of concrete results that can be seen afterwards. For further information on how to organize work parties, contact the property manager.

## **Management by residents is about cooperation**

Management by residents is implemented in A-Kruunu buildings in accordance with the act on joint administration. The purpose of management by residents is to create opportunities for residents to use the opportunities for decision-making and influence provided by the law in matters that affect their own housing. A key underlying idea in management by residents is that residents, property managers, maintenance companies and building owners can work together to develop everyday resident activities and the pleasantness of the surroundings. All the parties involved are equally important, although each one has their own role, tasks and responsibilities. Every autumn, a building-specific meeting of residents is held to discuss factors affecting the rent and other matters. A resident committee is also elected at this meeting, and this committee is then able to have an influence on current housing issues during the period between the annual meetings, in cooperation with the property manager. Management by residents also includes the representation of residents on the Board of Directors of A-Kruunu Ltd. In addition, the first chairpersons' meeting will take place in the autumn of 2018 and will elect a cooperation body made up of residents.

## Residents' meeting

The residents' meeting deals with current issues for the building from the perspective of both the residents and the company. All the residents are entitled to attend the meeting, and the property manager is also present there.

The meeting is convened by the property manager once a year at the end of the year. Residents have the opportunity to hold residents' meetings at other times as well.

At the residents' meeting, the resident committee is elected and a candidate is selected for the company's Board of Directors. The meeting also decides on the use of the resident activities budget or authorises the resident committee to manage the use of the money.

The property manager is responsible for informing residents about matters affecting the rent. At the residents' meeting, it is also possible to choose a supervisor to monitor the management of the building's finances and administration.

## Resident Committee

The resident committee seeks to develop interaction between the residents and between the residents and the property management. Cooperation is important for making everyday life flow as smoothly as possible.

The resident committee is elected annually at the residents' meeting. Anyone who wants to can sign up for the resident committee. The number of members is decided at the residents' meeting.

The act on joint administration gives the resident committee broad opportunities to influence their housing conditions. Each committee itself decides, however, which tasks it takes on.

## Chairpersons' meeting

The objective of the chairpersons' meeting is to bring together the active residents from different locations to exchange housing-experiences and to discuss all issues related to the residential buildings together with the company management.

The chairpersons' meeting is held twice a year, in spring and at the end of the year. Representatives of the company also attend the meeting.

The meeting deals with company-level issues such as financial and development issues.

If necessary, training for new members of the resident committees will be arranged in connection with the chairpersons' meeting.

## Cooperation body

Because of the increasing number of residential buildings, a cooperation body is being introduced. For the time being, development issues are dealt with at the chairpersons' meeting. In the implementation phase, the meeting dates and persons present will be decided on.

## Resident representative on the Board of Directors

The Annual General Meeting selects a resident representative based on the proposals made at the residents' meeting. The proposals must be submitted to the company management by the end of the previous year. The resident representative acts as a member of the company's Board of Directors with all the rights, obligations and responsibilities specified in the Finnish Housing Company Act.

## Resident activity budget

All buildings have access to a resident activity budget. This budget is set according to the building's total square metres of living space. The amount can be found in the overall financial budget for the location.

The use of the resident activity budget is prepared through the resident committee's action plan and delivered to the property manager. The amount set for the location is to be used during the year in question and cannot be transferred for use in the following years.

The chairpersons' meeting may present development needs for which the resident activity budget could be used.

The residents' meeting can also make a budget proposal to the property manager for more extensive projects to be implemented through resident activities.

## Club rooms

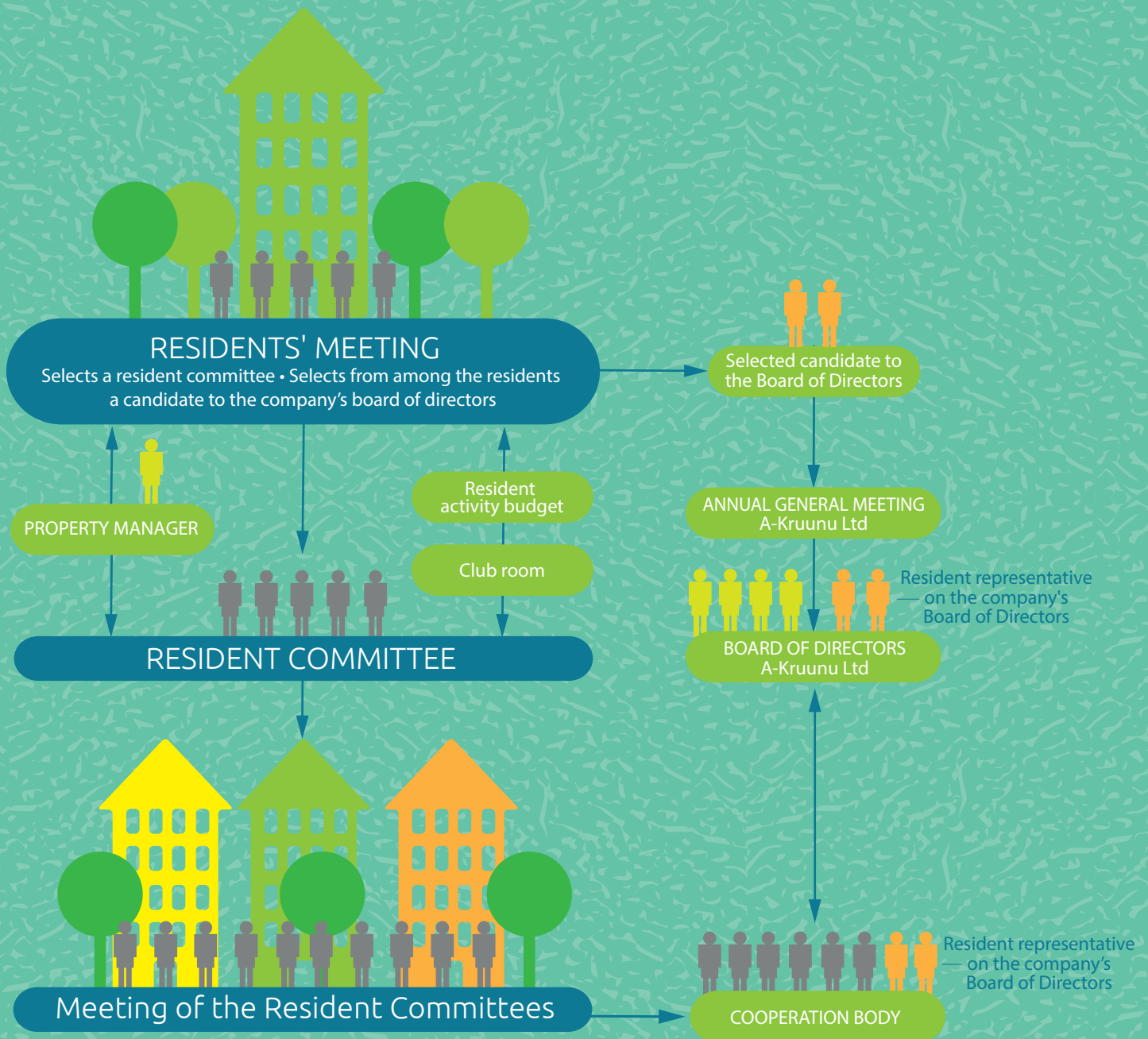
The residents' meeting decides on the use of a club room or similar shared space. Depending on the spaces in question, they may be used to hold events for residents, provide refreshments for work parties, or for residents' own private events.

The building's yard area can also serve as a shared space for resident activities.

## Property manager

The property manager handles matters related to the administration of the building on behalf of the company. They also acts as a contact person in matters related to management by residents, which means that you can contact the property manager for more information about management by residents or practical resident activities.

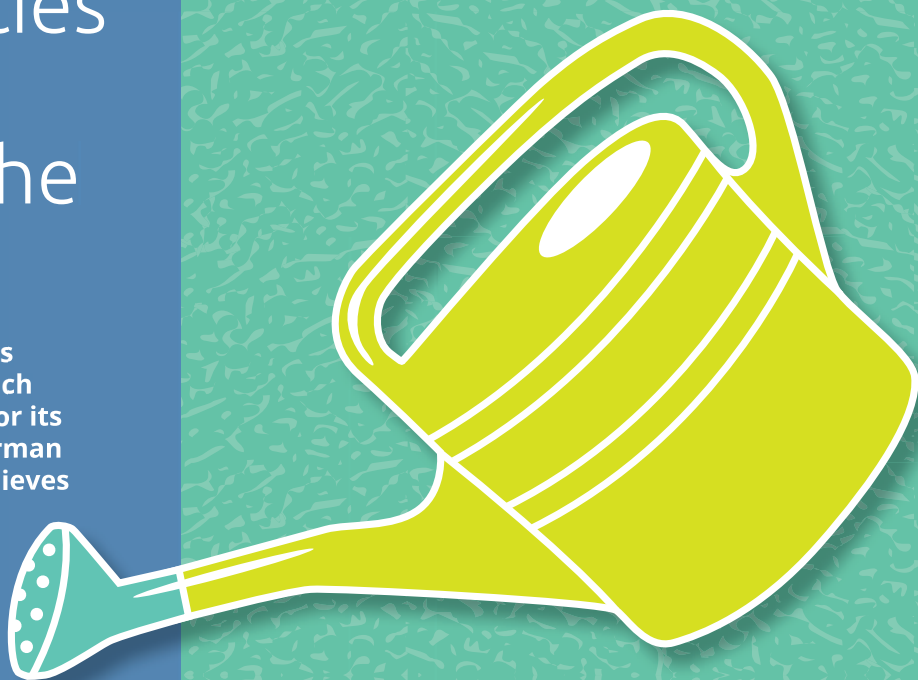
# RESIDENTIAL ADMINISTRATION SYSTEM





# Resident activities benefit both residents and the company

Svanströminkuja in Laajasalo, Helsinki, is the location of an A-Kruunu building which has become known in the local area as for its expansive flowerbeds. Ari Eschner, Chairman of the building's resident committee, believes that everyone benefits when the residents are active.



A-Kruunu complies with the act on joint administration in its administration of buildings, as is required for homes built with state support. Management by residents at Svanströminkuja has been shaped by the people involved.

## Founded on transparency

Transparency in financial matters, for example, is an important thing. In the resident committee, we go through the financial matters for a location every quarter, and do the same in the residents' meeting every autumn. In addition, the property manager gives us all the information we need,' says Eschner, who has lived in the house since 1991. According to Eschner, the property management body is very important for management by residents and for ensuring that daily life flows smoothly. At the same time, the residents have a large role in monitoring the property management. At its best, this means a reciprocal relationship where the interests of both sides are understood.

'The property manager must be able to show and explain the building's budget to the residents. If there is no transparency, rumours quickly get a foothold. The property manager should also be in contact with the residents, as the residents know more about the practical aspects of the building than the property manager does.

## Management by residents is a feedback channel

According to Eschner, management by residents is a tool that the company needs. It provides the company with important information about its operations. 'Through management by residents, the company receives information on whether it is carrying out good quality work in the buildings. Residents recommend to others a well-managed building and a landlord who takes care of things,' Eschner emphasises.

Residents also benefit in many ways from management by residents. 'Through resident activities, you can make friends, get to know your neighbours, do things that feel significant, have an impact on your surroundings and gain information about your housing. You can even learn new things,' says Eschner, in whose building the expertise of the different residents is utilised in many ways.

At Svanströminkuja, a lot of effort is put into the spring work party. They are planned carefully in the residential committee, from the work tasks themselves through to the refreshments provided. There are usually 40–50 people that attend, and a lot of sausages get eaten. Children in particular always look forward to the work parties.

Through the work parties, we have built tables, chairs, flowerbeds, and even a pergola. But it isn't about hard sweat and toil – the work parties are a shared day together for the whole building during which good feedback is received on housing conditions and experiences and we also get new ideas for how things should be developed.

## Care and Responsibility

Eschner emphasises that the work parties help residents to get used to taking care of their living environment together and carrying their share of responsibility.

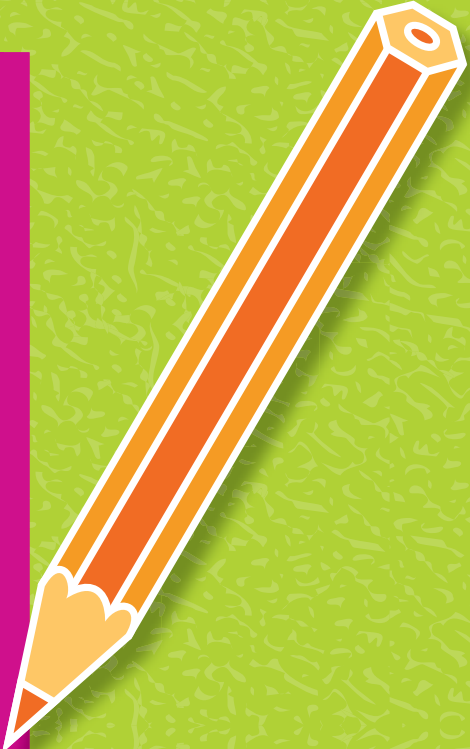

At Svanströminkuja, many inhabitants also do voluntary work outside of the main work parties, including pulling up weeds and raking the yard. The yard area also has 14 garden boxes for residents to use.

'Initially, flowers would sometimes be taken by a passer-by, but that no longer happens at all. Resident activities also reduce vandalism,' Eschner adds.

The building also has a club room where residents' meetings are held as well as joint festivities such as Christmas parties. The club room is also used for residents' private events. The building's resident committee has five members. They meet together three to four times a year.







**Contact information for property  
management and maintenance can be  
found on the building's noticeboard or on  
your building's webpage at [www.a-kruunu.fi](http://www.a-kruunu.fi)**

**Housing rental [www.a-kruunu.fi](http://www.a-kruunu.fi)**

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