

Hoas info 2026

For Exchange Students



About Hoas

- Foundation for Student Housing in the Helsinki Region
- A non-profit organization providing housing for students
- Established in 1969 by the student unions
- Approx. 19 500 tenants and 11 000 apartments
- Furnished apartments for about 950 exchange students every year



Hoas for exchange students

- Furnished apartments in Helsinki capital region
 - Helsinki
 - Espoo
 - Vantaa
- Apartment types for exchange students
 - Room in a shared apartment
 - Studio
 - Shared studio for two persons
- Furnished exchange student apartments have basic equipment
 - Bed, mattress, pillow, blanket, and linen
 - Desk and wardrobe
 - Refrigerator, oven, microwave, table and chairs
 - See full list of furniture [on our website](#)
- Services
 - Internet
 - Laundry
 - Sauna
 - See all services [on our website](#)

Before you arrive

- Check the first day you can move into your apartment from the tenancy agreement you have signed
- Exchange student apartments are furnished with basic furniture. You'll need to bring:
 - Towels
 - Ethernet cable (for internet connection) and router if you want to use Wi-Fi
 - Kitchen utensils (there is usually some in the apartment already, so you might want to wait until you have arrived before making purchases)

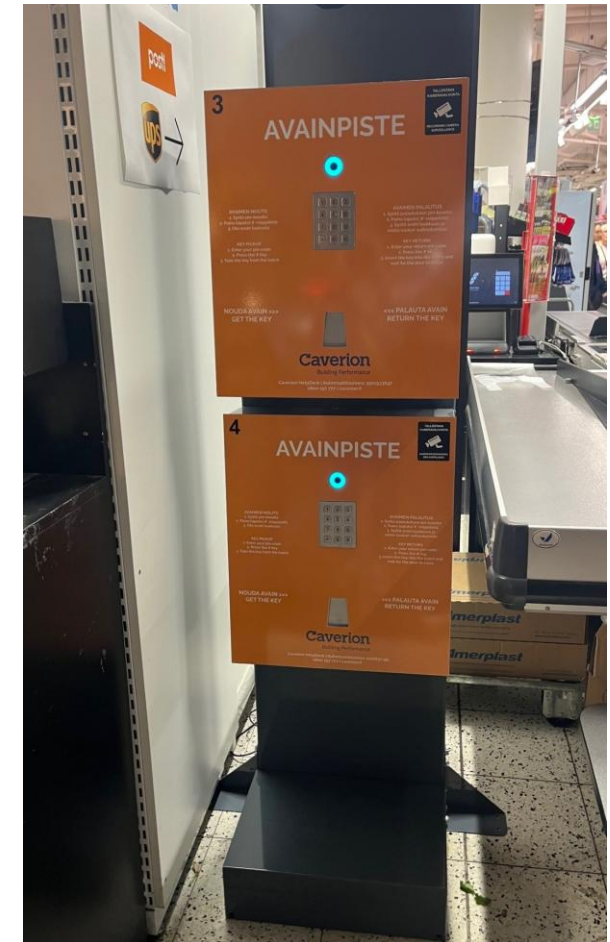
Keys

How to get the keys?
How to use the keys?
What to do if you lose your key?



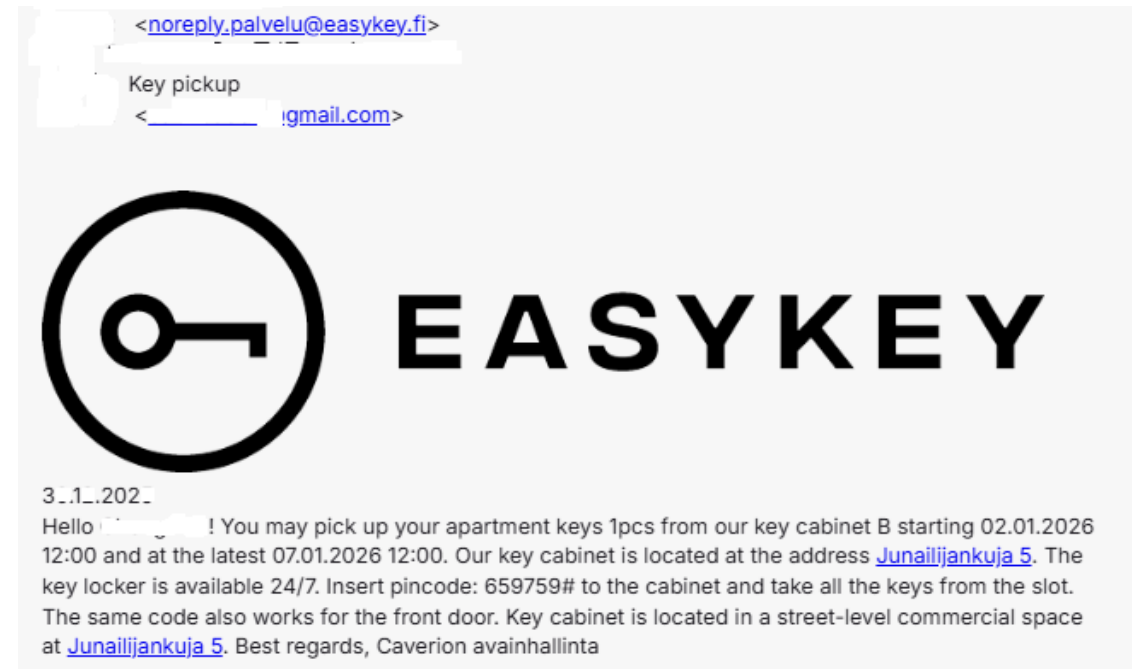
How to get the keys?

- Hoas apartments key management and the machine network is handled by Caverion Suomi Oy.
- Keys to your new home can be picked up from a **Caverion key machine** near the apartment.
- These machines are mainly located in grocery stores operated by the K Group, and the machines are available during the stores' opening hours.



How to get the keys?

- You'll receive a message from Caverion at least **three days before** your tenancy agreement begins.
- The message states the precise location of the key machine, PIN code needed to open the locker, the number of keys to be picked up, and the time frame within which the keys must be picked up (usually few days).



Caverion's tenant key management



- Customer service is open on weekdays from 08:00 – 16:00
- Caverion's office is located at Vitikka 4 A, 02630 Espoo
- <https://www.caverion.com/catalog/offices/finland/espoo---vitikka/>
- Phone: 010 2090 931
- Email: keys_hoas@caverion.com

Door-opening service

- You can use the door opening service:
 - Go to your apartment
 - Call the door opening service
 - 020 491 2962 (Securitas, 24/7)
 - You need to show an official photo-ID (passport or EU identity card)
 - Service costs 44 € (2026). Pay it with the invoice sent to you by Securitas.
 - If you have questions about the invoice, please contact Securitas directly: asiakaspalvelu@securitas.fi.
- Note that Securitas doesn't have the key for you. They only open the door with a master key.

How to use an iLOQ key?

- iLOQ is an electronic key programmed with access rights
- iLOQ is mostly used like regular key, but keep in mind:
 - Insert the key slowly - the lock may need time to recognize the programmed access rights
 - If the lock doesn't open, try again with an even slower motion
 - Sometimes the doors can be a bit stuck - push or pull the door a bit to help it open
 - Check that you are using the right key for the right lock
- Watch a [short tutorial video](#) (YouTube)



How to lock the room door?

- In shared apartments there is a **lock knob** in your room door (circled in the photo)
- If the knob is up the door will be locked when you close the door
- If the knob is down the door stays unlocked
- Check the position of the knob on your room door, so that you won't lock yourself outside accidentally
- Remember to lock the room door when you are not at home



Lost keys

- Forgot the key inside the room or apartment?
 - Call Securitas door-opening service: 020 491 2962 (24h)
 - There will be a door opening fee of 44 € (2026)
 - Pay it to Securitas with invoice from them
 - Unpaid invoice will be collected by Securitas with a late charge on it.
- Lost your key?
 - Contact Caverion by e-mail: keys_hoas@caverion.com, that you have lost your key
 - Visit their office Vitikka 4 A, 02630 Espoo, to get a new key.
 - <https://www.caverion.com/catalog/offices/finland/espoo---vitikka/>

Moving In

What to do when you first arrive to your apartment?

Check the apartment

Something needs repairing?



Check the apartment

1. Check that the apartment is clean
2. Fill in the Move-in Report in MyHoas if possible (open 10 days after the tenancy agreement has begun)
3. Submit a separate fault report in MyHoas if needed and something needs repairing

More detailed instructions on next slides.

It is tenant's duty to inform about the faults in the apartment. Please check the condition of the apartment!

Is the apartment clean?

- Check that the previous tenant has done a proper final cleaning
- Let us know **immediately** if the apartment is in filthy condition
 - No more than within **three days** from picking up the keys and moving in
 - Submit a fault report in MyHoas
 - And Call Hoas customer service (09 5499 00)

Move-in Report

- Fill the move-in report in MyHoas
 - The report will guide you to check the condition of the apartment
- You have **10 days** to fill in the move-in report after your tenancy agreement has begun
- If the move-in report has closed already you can just fill out a fault report, if needed and something needs repairing

Something needs repairing?

- If you notice something is damaged, broken or in need of repairing, submit a fault report in MyHoas
- Fill out the fault report no more than within **10 days** from picking up the keys and moving in
- When you fill in the report by due date, you are not responsible for any damage the previous tenant has possibly done
- In shared apartment: ask if your roommates have already made a fault report about something in common areas
 - One report per fault from the common areas is enough

MyHoas Online Service

Registration
Online services
Mail and packages



MyHoas - registration

- You can take care of many housing-related matters and send messages to Hoas in MyHoas online service
- If you have registered to the Hoas online services as an applicant, use the same credentials to log in to MyHoas (username and password)
- If you have not registered, first register as a new user
- If you have problems with the registration or logging in, contact exchangestudents@hoas.fi

MyHoas – Online Service for Tenants

- Customer service
- Fault reports
- Rent and payments
- Property notices
- Property maps with floor plans (useful for finding the laundry room or garbage disposal area)
- Move-in report
- Tenancy information
- Your contact information

Link to MyHoas: <https://living.hoas.fi/>



Mail and packages

- If you need to remind yourself of what was your new address, it is easiest to find from MyHoas under property details section
- If you live in a shared apartment, your room number is the last number on the address (for example Junailijankuja 5 A 010 2 = room 2)
- In Finland, mail usually comes to your apartment through the slot on your apartment door
- Packages, however, are typically delivered to a nearest pick-up location
 - The delivery service will inform you about the arrival of the package and when, how, and where to pick it up
- Also, Posti has many useful tips for sending and receiving letters/packages in Finland on their website
- If you receive someone else's mail, cross out the address and write "incorrectly delivered" on the envelope. Return the letter to a Posti outlet or Posti's orange mailbox.

Rent

How and when to pay rent?
Rent payment in MyHoas
Rent payment with bank transfer



How to pay rent?

- Rent is due the **6th of each month** and it cannot be postponed for any reason
- Pay your rent in MyHoas or as a bank transfer
- You can pay several or all your rents beforehand, if you want
- No need to send confirmation emails or receipts of paid rent
- It can take several bank days before the payments are updated to your MyHoas account
- Furniture, water, and electricity are included in the rent
- Questions about rent and payments? Contact payments@hoas.fi

Rent payment in MyHoas

- Will become available when your tenancy agreement begins
- You can view and pay invoices that are due or will be due within the next 30 days
- You can see the total amount of your invoices and pay all of them at once
- You can pay invoices in advance, even if they are not yet visible in the service
- Payments can be made through Visa or Mastercard card payments
- See [instructions](https://hoas.fi/instructions) (hoas.fi)

Rent payment with bank transfer

- The rent invoice will be sent to you by email and you can also find the payment information in MyHoas
- Use your individual reference number each month
- Add possible international transaction fees to the rent

Services

Hoas Booking
Laundry and Sauna
Internet



Hoas Booking

- You can use the common saunas and laundry rooms free of charge
- **Always book a turn!**
- Book your turn to use laundry and sauna in Hoas Booking
- <https://booking-hoas.tampuuri.fi/auth/login/>
- You get your login credentials (username + password) by email when your tenancy begins
 - If not, please check your spam file!

Forgot your credentials?

- Get a new password with the Forget password? –button.
- You receive instructions to the email address which you have filled to your Hoas application
 - If this does not work, contact exchangestudents@hoas.fi for instructions

Laundry

- Free of charge
- Always book a turn!
- Book a turn to use washing machines from Hoas Booking ahead of time
- You get 5 or 10 laundry/dryer turns per week
- You can use tumble dryers, drying cabinets, spin dryers, and drying rooms – whatever is available
- In the newest and recently renovated buildings there are also study spaces where you can spend time while doing your laundry



Sauna

- Free of charge
- Always book a turn!
- Book a turn for Sauna in Hoas
Booking ahead of time
- You get 3 or 5 sauna turns per month
- The saunas will be heated at least
from Wednesday to Saturday
between 5 pm and 10 pm
- Check the available times at your
property from Hoas Booking



Hoasnet

- Free internet as an additional service
- You need an ethernet network cable (RJ-45) (not provided by Hoas)
- Connect your ethernet cable from the internet socket on the wall to your computer/laptop
- If you want to use wireless connection or other tenants want to share the connection, you need a wireless router
- For most Hoas apartments the internet service provider is DNA
- If you have problems with Hoasnet, please contact DNA directly
 - Tell that you are Hoas tenant using Hoasnet provided by DNA



Common areas

- Available common areas depend on the property
- Typically, there is at least a clubroom
- Tenant committee manages the keys and reservations to common areas
- Tenant committees are formed by the tenants of your building
 - Find their contact information on the notice board
 - Some contact information are on our website
- Tenant committee members are tenants who are doing this as a voluntary work
 - They might not be available to always loan the keys
 - Please make reservation and agree on the key loan time with the tenant committee at least 2 weeks ahead of time



Apartment

Maintenance
Fault reports
Safety



Maintenance

- Submit a fault report in MyHoas if there are faults in your apartment, the property, or the outdoor areas
 - Please note that you can't submit a fault report by phone or email
 - State on the fault report whether you give permission to access the apartment with master key (while you are not home)
 - Check that your contact information is up to date
- Urgent cases (e.g., plumbing leakage, broken window)
 - Contact Hoas by calling +358 9 549 900 (Mon–Fri 10:00–15:00)
 - Outside Hoas office hours call 020 491 2720 (Securitas maintenance 24/7)

Before a fault report

- There are some things you can first try to fix by yourself, such as:
 - Fuses
 - Locking your room
 - Bathroom floor drain grating
 - Fridge water draining hole
- If you can't solve the problem, you can
 - Call the janitor for help and instructions
 - See the contact information on the notice board/near the entrance of your building
 - Submit a fault report in MyHoas
- Watch this video for help! [Simo the Everyday Hero: exchange student edition](#)

Apartment temperature

- Hoas properties are connected to a district heating system
- Heating is adjusted automatically by thermostats according to outdoor temperature
- Normal inside temperature is +20 degrees Celsius
- If the apartment feels cold
 - Check that the thermostat is on
 - Check that there are no leaks in windows
 - Check that is no heavy furniture against the radiator preventing the flow of warm air
 - Check the temperature by measuring with thermometer from the middle of the room
 - If the temperature is constantly below 20 degrees, make a fault report in MyHoas
 - Mention the measured temperatures on the fault report

Safety



- There are smoke detectors (fire alarm) in all of the exchange student apartments which are maintained by Hoas
 - Smoke detector alarms only in the apartment, and notification is not automatically transmitted anywhere else so please call the emergency number 112 in case of fire
 - Read more about fire safety on our website
- Each Hoas property has an individual rescue plan, that guides you in preparing for dangerous situations and surviving them
 - Check your property's rescue plan from property information in MyHoas
- When you come into and go out of the building, make sure that the doors lock behind you, and don't let outsiders inside the building
- In general Helsinki, Espoo and Vantaa are considered safe cities but normal caution should be followed as anywhere
 - Keeping the general order is the responsibility of the authorities (police) and everyone is entitled to call the police to intervene, if necessary
 - The emergency number for the police is 112

Living at Hoas

Roommates

Cleaning and waste disposal

Disturbances



Habits of Hoas homes

- Mind your roommates and neighbors
 - Remember the silent hours
 - Weekdays: 22:00 – 06:00
 - Weekends and holidays: 23:00 – 08:00
 - No discrimination – treat everyone respectfully
 - No smoking in the apartment, balcony, or near the building
- Take care of your home
 - Clean regularly
 - Take trashed to the garbage room
 - Submit a fault report in MyHoas when needed
 - Don't bring pets into furnished apartments
 - Don't put waste into toilet or sewer – they might get blocked
- Take care of shared spaces
 - Pick up after yourself when done using shared spaces (sauna, laundry room, club room, etc.)
 - Put trashes in the bins in the garbage room – black bin for all waste, and others for sorted waste
- Read [all rules and regulations](https://hoas.fi) (hoas.fi)

Life in shared apartment

- Get to know your roommates
- Discuss about your expectations and agree on rules for important things such as cleaning, sharing items, and visitors
- When you have a disagreement, try to discuss the matter with a friendly approach
- Be active in settling the disagreement yourself
- If you can not settle the matter through discussions, contact Hoas Tenant Support
- Check our website for [tips for living in shared apartment](#)



Easy cleaning guide

- There is basic cleaning equipment in the apartment
- Some may need to be purchased by yourself or together with your roommates
- Check our [easy cleaning guide](#) for what equipment and cleaning agents you need
- The guide also gives tips on what to do and when during your stay
- Guide is also a helpful start to a conversation about cleaning with your roommates - have they read the easy cleaning guide yet?



Waste disposal

- Please take your garbage all the way to the garbage room
- Don't leave waste in the apartment or hallway
- Put trashes in the bins in the garbage room to avoid rats and other pests
- If there is rubbish on the floor of garbage room preventing that the bins cannot be brought out of the shelter, they will not be emptied
- Make sure to use the right container for different rubbish materials
 - black bin for all waste, and others for sorted waste

Sort your waste

- Waste collection at Hoas properties: mixed waste, bio waste, paper, cardboard, metal, glass, and plastic packaging
- Sorting waste is an easy way to take care of our environment
- Other waste, such as household items, electronics, and medication, needs to be sorted elsewhere
- See guides for sorting your waste at the garbage rooms and [on our website](#)
- If you don't want to sort your waste, put everything in the mixed waste bin (black bin)



Silent hours

- Don't disturb your neighbors with your own behavior in your apartment or in the common areas (including club rooms)
- Loud parties are never allowed
- Give your neighbors a chance for rest by keeping any extra noises down during silent hours
- Be mindful of your neighbors during other times as well
- On the nights before Monday through to Friday, noise must be kept down between 22:00 – 06:00 (10 pm and 6 am)
- On the nights before Saturday, Sunday, and public holidays, noise must be kept down between 23:00 – 08:00 (11 pm and 8 am)

 **We keep it quiet!**

Weekdays

22:00 - 06:00 (10 pm – 6 am)

Weekends & Holidays

23:00 – 08:00 (11 pm – 8 am)

Severe disturbance

- All the disturbance situations are reported to host school
- Be mindful of your neighbors especially during the silent hours
- Encountered disturbance in the property? First, discuss the matter directly with the neighbor
 - If that doesn't help, contact Hoas tenant support
- In an emergency situation, call the police (emergency number: 112)
- The lessor has a right to terminate the tenancy agreement without a notice period if the tenant causes frequent and severe disturbance to the neighbours
- **Termination is possible after a warning**

Hoas Tenant Support

Hoas Tenant Support is here for tenants! Offers assistance, guidance, and solutions in the social aspects of living, such as disagreements or disturbances with roommates or neighbors.

- Our methods are based on discussion and trying to improve communication between tenants.
- In most cases, the matter can be settled and agreed upon through discussions – other measures are rarely needed.
- Read more [on our website](#)



Moving out

Before leaving
Deposit return



Before leaving...

- You will receive a letter from Hoas confirming the ending of the agreement and instructions for the final cleaning
- All the tenants are jointly responsible for the cleaning of the common areas in a shared apartment
- The keys must be returned after the tenancy agreement has ended by the following morning at 09:00
- If the last day of the month is a public holiday or weekend, the moving day is the next business day

Deposit return

- The deposit will be returned within a month after the end of your tenancy
- Full deposit will be returned if the apartment is in good condition, the keys have been returned correctly, all rental and other fees have been paid, and valid account details have been provided:
 - Fill in your bank account information in MyHoas
 - You'll find the place for bank account information under Settings
 - Remember to add your home country address
- The deposit cannot be returned if you have not given us your account details, or if they are incorrect
- Hoas cannot see the payer's account number in the received payments, because account numbers are protected by banking secrecy

Contact information

Hoas Exchange Student Services

Email: exchangestudents@hoas.fi

Phone: +358 9 5499 0381 (Mon–Fri 12:00 – 15:00)

Hoas Customer Service

Phone: +358 9 549 900 (Mon–Fri 10:00 – 15:00)

Questions about rents and deposits: payments@hoas.fi

Hoas Tenant Support

Email: tenantsupport@hoas.fi

Caverion's tenant key management

Vitikka 4 A, 02630 Espoo

Phone: 010 407 9789 (Mon-Fri 08:00 – 16:00)

Email: keys_hoas@caverion.com

