

UNIHOME STUDENTS' ACCOMMODATION INFO

VUOLUKIVENTIE 1 B

Warmly welcome to Unihome Students!

PAYMENT

- Payments are made per calendar month and due date is always the 1st of the month.
- Please note that a late payment fee of 8% is charged for late payments.
- Accepted payment methods: Cash (Euros), Visa, Visa Electron, Master Card, Maestro, or Eurocard. If you pay with cash, we appreciate it if you bring the exact amount.
- If you have a credit card, you can add the credit card details in the MEWS reservations engine and give permission to the reception to charge the card automatically in the beginning of each month. The receipt of the payment will be sent to your e-mail. Please note that this is possible only with a credit card (for example Maestro and Visa Electron are debit cards). An online payment via link from MEWS reservations engine is also possible. Payment via link is possible with most credit and debit cards.
- If you do not have a credit card, you can pay by debit card or cash at the Unihome office, Töölö Towers (address: Pohjoinen Hesperiankatu 23 A), open Monday-Sunday 08.00-22.00
- It is NOT possible to pay to any bank account.

FURNITURE

Rooms with shared kitchen in S and W buildings

- A single bed with mattress, mattress protection cover, duvet, and pillow
 - Duvet size: 150 cm x 200 cm; Pillow size: 50 cm x 60 cm.
- Table with one chair and two stools
- Shelf
- Bedside table
- A desk lamp and a floor lamp

- Wardrobe
- Curtains
- Refrigerator with freezer locker
- Private bathroom with shower, toilet seat and sink
- Own floor's common kitchen with refrigerator, stove/oven, dishwasher, microwave and some kitchen utensils, open daily 5.00AM to 22.15PM
- Kitchens are checked 2 times per month. If the cleaning is not up to an acceptable standard, 10€ will be deducted from the deposit of everyone living on that floor.
Please, mark clearly all food items you own. Unmarked items will be recycled away during the checks.

Studio apartments in G, H, J, K, L, and M buildings

- A single bed with mattress, mattress protection cover, duvet, and pillow
 - Duvet size: 150 cm x 200 cm; Pillow size: 50 cm x 60 cm.
- Table with one chair and three stools
- Two shelves, additionally in some of the apartments a bedside table
- A desk lamp and a floor lamp
- Wardrobe
- Curtains
- Private kitchen with refrigerator with freezer locker, ceramic hotplates, and sink. Some of the rooms have an induction stove, **please remember to check that your pots and pans are compatible with an induction stove.**
- Private bathroom with shower, toilet seat and sink
- No access to common kitchen

Please note! In case you notice damage or defects (no need to inform about normal wear and tear) in the apartment or if you have a complaint about the cleaning, contact the reception staff within one week after moving in or send an e-mail to students@unihome.fi

RE-USE MARKET

- The re-use market is a place where previous guests can leave household items and other useful appliances for future use. The activity is free for all guests.
- Unihome Students re-use market is in building S on the ground floor.
- Open as separately announced at the beginning and end of the semester.
- You may pick up free of charge items left by previous residents.
- Upon departure we will inform you what you may bring to the market and what needs to be re-cycled by you in a sustainable manner.

It is not allowed to leave any items in the room or in any common areas, such as corridors, upon departure. If any items are left in the corridors, a fee of 10€ is deducted from the deposit of everyone living on that floor.

KEYS

- In case you forget your keys inside the apartment, you can call maintenance service Kiinteistöhuolto MAK Oy to open the door for you for an extra charge. Weekdays (Mon-Fri) 7.00-16.00 40€, all other times 100€. Rates are valid when payment is done by cash. Payments are done directly to MAK. Phone: weekdays 8.30-16.00 +358 20 730 3300, all other hours +358 40 504 3266
- You can also get a spare key or in case your key needs to be coded again (if you change your accommodation period), this can be done at the Unihome office Töölö Towers on Monday-Sunday 08.00-22.00.
- We need an ID if you come to Töölö Towers to verify your identity. Without the ID we can't give you the spare key.
- You need to return the spare key to Töölö Towers by the agreed time, if not we will charge 40€
- A lost key is 40€ and to be paid at Unihome at Unihome office, Töölö Towers.
- Extra keys are not provided.

MAINTENANCE

- Please report maintenance issues to:
Kiinteistöhuolto MAK Oy
E-mail: asiakaspalvelu@mak.fi
Phone: weekdays 8.30-16.00 +358 20 730 3300, all other hours +358 40 504 3266
- Or Unihome Students email: students@unihome.fi

LAUNDRY

- In the basement of building E. Free of charge to use. Accessed with your key.
Remember to make a reservation for the machine you wish to use and follow the common rules. Bring your own detergent.
Opening hours: Daily 7.00-22.00
- **Laundry is not available during cleaning times:**
Monday – Friday between 10.00 a.m. – 10.30 a.m.
and Tuesday between 9.00 a.m. – 10.00 a.m.
- Remove your own clothes from the drying room once they are dry
- Using the laundry room at your own risk.

VACUUM CLEANERS on loan

- Stored in the laundry room
- Make a reservation to the reservations calendar by the vacuums
- Return after each use

SAUNA

- In building M, 1st floor. Free of charge to use.
- Sauna hours:
- Men: Thursdays 18.00-21.00
Women: Wednesdays 18.00-21.00

BIKE STORAGE

- In building K. Access from outside next to the building K side entrance. From March until October, you can use the bike racks in the yard.

LUGGAGE STORAGE

- Available upon request at students@unihome.fi

WASTE MANAGEMENT

- Grey deep containers situated by the entrance to Unihome Students yard. Please sort your waste by types collected.
- Deep containers for bio waste, mixed waste, paper, cardboard, glass, and plastic. A separate container for metal.
- In case you have any questions about how to recycle waste, please contact the reception staff.
- Residents may not leave any trash, shoes, or other items in the corridors, even for a short while, since it is required in the rescue law that all building corridors must be always empty. **If any items are left in the corridors, a fee of 10€ is deducted from the deposit of everyone living on that floor.**

INTERNET

- Free Wi-Fi in all rooms. Connect to our open network “Vuolukiventie 1b” (no password required)
- Basic internet connection is included in the room rate.
- The service provider is called Suomi.com.
- If you want to access the internet via Ethernet, you need an ethernet cable to connect.
- For any internet-related inquiries, please contact Suomi.com directly:
Customer Service +358 9 4342 1700 (Mon-Fri 8 – 18)
info@suomicom.fi
Technical Customer Service +358 44 700 8000 (Mon-Fri 8 – 18)
helpdesk@suomicom.fi

MAIL

- Mail will come directly to your apartment through the letter slot. **It is important that your apartment number is written on the letter**, so always write/forward your full address.
- Parcels, if sent with regular mail, will be stored at the closest available pick-up point. You will receive a notice when the package can be picked up. If a courier company delivers your parcel, they will be in touch with you directly to agree on the details of the delivery.

- You may also install an app to your phone to keep track of parcels arriving to you, more information: <https://www.posti.fi/en/private/omaposti>.

HEATING AND AUTOMATIC AIR CIRCULATION

- The buildings have central heating. Regular room temperature is approximately 20 degrees C (between 19-22 degrees C) in the heating season. For summer months there is no cooling system.
- Temperature of the water inside the radiator is automated and dependent on outside temperature.
- Keep all furniture away from the radiator for it to function properly.
- Through air valves above the windows, fresh air gets into the apartment. Air valves have a summer and a winter set-up. Pull the tap out for the summer set-up (better airflow) and push it back in for the winter set-up (keep the warm air inside). Do not open the big windows (except for cleaning). Keeping the big windows open will mix up the automatic air circulation and heating system.

FIRE SAFETY AND SMOKING

- It is strictly forbidden to smoke in the apartments (not even through the windows) or any common areas inside or on the balconies.
- Breaking this policy leads to a cleaning fee of at least 150 €.
- Smoking is allowed only outdoors in the yard. In the yard are ashtrays, please use them.
- There is a smoke detector in each apartment.
- Making any kind of fire (e.g. candles) in the premises is prohibited
- All corridors must be kept empty at all times for fire safety. If any items are left in the corridors, a fee of 10€ is deducted from the deposit of everyone living on that floor.

COMMON POLICIES

- Resident is not allowed to transfer accommodation even temporarily to a third party or hand over the key to anybody. Visitors (family or friends) of short term (max 7 nights in a row) are allowed (no extra keys)
- Do not let anybody except your own guests into the building.
- It is not allowed to hang anything on the walls or the doors including posters, paintings, photos, mirrors and (sticker) hooks.
- No pets are allowed.
- No parties are allowed.
- Avoid making noise in the stairways and corridors. Always consider your neighbours.
- Silence is to be maintained from 10.00pm to 7.00am. The resident will receive a fee of 200€ if quiet hours are not respected.
- Resident must take good care of the apartment fixtures and furniture and must carry out the final cleaning of the apartment, instructions will be sent before departure.
- Notify the maintenance company or reception staff immediately of all defects in the room: Furnishing, fittings, heating, water pipes, electrical problems.
- Resident is liable to pay for all the damage they (or any other person whom the resident has let in) cause to the building or its furnishings or fittings.

PUBLIC TRANSPORTATION

- Via HSL- website or HSL-application (Android and Apple)

PHONE NUMBERS

- TAXI +358 100 0700
- Airport taxi +358 600 555 555
- Info phone at airport (24/7) +358 200 14636

GENERAL EMERGENCY NUMBER FOR POLICE, AMBULANCE AND FIRE BRIGADE 112 (no land code)