



**Welcome to Turku and
to live in TYS apartments!**

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Turku Student Village Foundation = TYS**



TYS

- TYS rents, builds, renovates and manages student and youth housing in Turku
- TYS is a part of the City of Turku Group
- Non-profit organization – rents go straight to covering costs from TYS housing
- There are approximately 40 000 students in Turku
- TYS has about 7000 apartment places

Things to remember after moving in

- **Tenant Pages** is the customer data system, and each tenant has their own username and password to log in. Tenant pages include all information on your contract, payments, etc.
- **Sign your lease**
Most of you have received a link to sign your lease via email after you have accepted your housing offer. If you have not signed your lease, please send us an email to office@tys.fi or visit the office to sign your lease.
- **Pay your rent on time**
Due date is always 6th of each month and use the payment details provided in your rent invoice (REFERENCE NUMBER!). All payment information can be found from Tenant Pages.
The payment will not be visible on your Tenant Page right away and can take up to a week to get to TYS and to be updated to Tenant Pages



Things to remember after moving in

- **Check your apartment's condition and fill the apartment form online in Tenant Pages.** If something is broken in the apartment, remember to also file a fault report via your Tenant Pages!
- **Update your contact information in Tenant Pages**
- **Get a fire alarm & check that it works,** as according to the law the fire alarm is required and is the tenant's responsibility
- We recommend that every tenant **gets their own home insurance**





Services

- **Laundries** can be found in all housing locations and can be booked from Tenant Pages. You can buy laundry credits to use the laundries also via Tenant Pages.
- **Saunas** can be found in all housing locations. The reservations are done online on the Tenant Pages and it's possible to make 4 reservations a month (included in the rent).
- **Club rooms** can be found in all housing locations.
- **Storage and parking places** can be found on most housing locations, information can be found from Tenant Pages
- **Tenant Committees** organize different kinds of tenant activities (contact information on TYS's website).
- **TYS n' Chill**, the common space of Tyyssija, is in the free use of all the tenants of Student Village area. You can apply for the access to the space via TYS's website <https://tys.fi/en/services-common-space>

Services

If something is broken in your apartment fill in a fault report on you Tenant Pages and maintenance company will come to check it.

In urgent situations (water leaks etc.), please call:

During TYS Customer Service opening hours: +358 2 2750 200.

Outside of TYS Customer Service opening hours: All housing locations (except Iltakajo):
+358 500 523 759 (normal phone rates apply)
Arkea Oy on-call maintenance service.

Iltakajo: +358 2 275 2138 (normal phone rates apply) Akseli kiinteistöpalvelut.

Please make sure that your contact information is up to date in your Tenant Pages so that all important messages from TYS reach you





Services

Internet connection is called Kyläverkko and maintained by the University of Turku IT management.

Aitiopaikka, Haliskylä, Iltakajo, Tyyssija, Student Village 3 A-D, Student Village 10A, Student Village 12A and Yo-talot also have wireless Eduroam network, in addition to Kyläverkko. Tenants can sign into the network with the credentials given by their educational institute.

More information, instructions and if you have problems using Kyläverkko visit:

<https://www.yok.fi/en/>

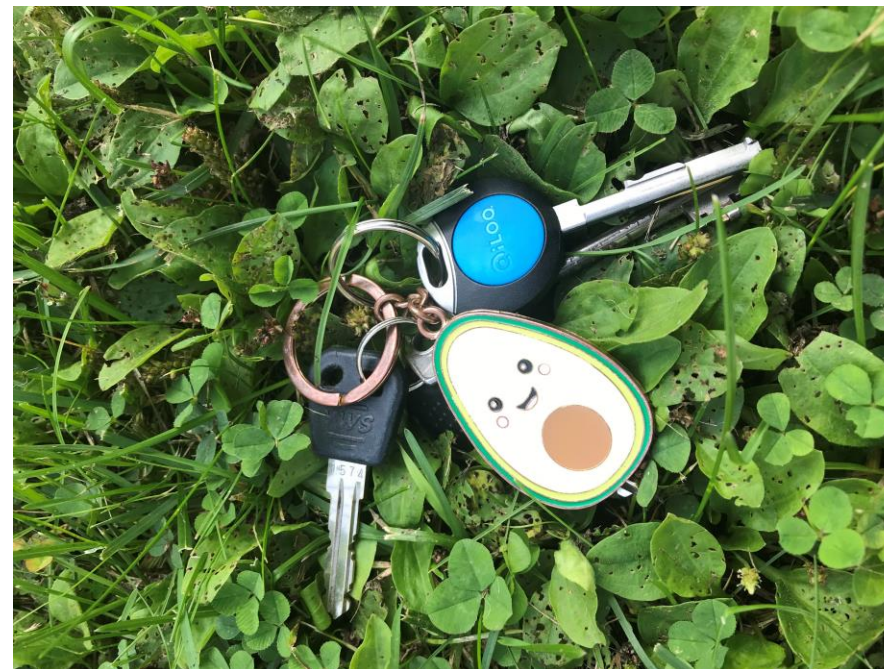
Keys

If you lose your key or get locked out from your apartment

During office hours you can borrow a spare key from the TYS Office for free, ID is needed!

Outside the office's opening hours, door opening services will be provided by Arkea Oy. Door opening service telephone number for all TYS housing locations except for Iltakajo is +358 2 284 6998 (normal phone call rates apply). For Iltakajo the number is +358 2 275 2138 (normal phone call rates apply). The tenant must be able to prove their identity.

The door opening service is subject to a charge (40€ + a possible invoice fee 10€) based on its price list.



KeyGuard TYS has an insurance for the tenants, which covers one (1) door opening during the duty time in a calendar year. NB! The door opening is first paid according to the instructions given by the company which opens the door, and the compensation is claimed afterwards from the insurance company. You need to attach the receipt of the paid door opening to your claim form. You can find the form on TYS's website at <https://tys.fi/en/keyguard>

! If you lose your key completely, contact our customer service immediately (+358 2 275 0200 / office@tys.fi). The office will give you a new key. The costs of the lost key and possible lock change or reserialization will be charged from the tenant in accordance with the valid liability price list.

Regulations

Tenants must follow TYS's regulations, which can all be found at <https://tys.fi/en/regulations>

Here are some highlights from the regulations:

Silent times must be followed from 11 pm to 6 am. This includes the apartments, balconies, other common areas and yards in all TYS housing locations.

TYS has zero tolerance for the disturbance that occurs during the silent times between 11pm and 6 am. Noise in yards or balconies is strictly prohibited.

If tenant causes disturbance in his/hers apartment or in the housing location during silent times, TYS will also be in contact with the tenants' educational institution in Turku.



The tenant is responsible to pay any damages on breaking building structure or furniture. Unsatisfactory cleaning of the apartment results in a liability claim.

Tenants are in charge of their visitors and must make sure that also their visitors obey these regulations.

Environmentally friendly housing



- TYS has a goal to be carbon neutral by 2029 and we encourage our tenants to join in the effort
- Electricity and water are included in the rent - **use them wisely**
 - Although electricity and water are included in the rent in most TYS's apartments, it is good to remember that energy consumption also has an impact on the environment and is also a cost for TYS. Saving energy is important for mitigating climate change, securing energy supply, reducing the need for imported energy, reducing energy costs and protecting the environment.
 - Did you know that the largest household water glutton is the shower, which consumes a lot of water and heating energy?
- **Sort your household waste** – There are bins for biodegradable, plastic, paper, metal, glass, carton and burnable waste in all housing locations. Take empty bottles and cans back to the store as there is a deposit in each bottle.
- **Don't throw away usable** furniture, household items or clothes. They can be sold or donated. For example, the **Ekotori Centres** and **Finnish Red Cross' Kontti Secondhand Department Stores** accept usable things. Information and details on the products that are accepted can be found on their webpage. Many TYS housing locations also have their own Facebook groups and Jodel channels in which you can offer or sell your unwanted items to other tenants.

For comfortable living

- **Be a nice neighbor** and respect your neighbors' right for peaceful living and studying, **respect the silence between 11pm-6am**
- **Clean your apartment and the common areas/kitchens** together with your roommates for comfortable living and for hygienic reasons.
- **Check also TYS's Shared rules for shared apartments** where you can find more useful tips for living in a shared apartment or apartment with a shared kitchen!



Stay up date on your housing

- Remember to keep you contact information up to date on your tenant pages. TYS sends bulletins via email about maintenance works (for example, when there are interruptions in water supply due to emergency maintenance work).
- When you're following TYS on Instagram and Facebook (@tysturku), you'll be the first to hear the most interesting news and updates!
- Please check also our news from www.tys.fi/en
- You will receive the TYS Newsletter every month via email. It contains a lot of useful information ;)



If you have any questions

TYS Customer Service is always happy to help in all your questions! 😊

You can always call TYS Customer Service +358 2 275 0200 (our phone lines are open when the office is open), send us an email to office@tys.fi or visit the office.

If you want to visit the office, we recommend that you book an appointment beforehand at <https://vello.fi/tys/>

