



Greetings from The Student Village Foundation of Turku! (TYS)

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What is 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 are used to cover the housing costs
- There are approximately 40 000 students in Turku
- TYS has about 7000 apartment places

Tips for applying for an apartment with TYS

We'd love to accommodate every applicant, but we can realistically only house a little under 20% of all students in the Turku area. The demand for affordable student housing is quite high, so we wanted to give you a few tips on how to improve your chances of getting a TYS apartment!

1. Have realistic expectations

Shared apartments are most commonly available, while furnished apartments are very rare. Get familiar with different housing options and their prices before applying. Your application will do better if we can actually offer you the type of apartment you're asking for.

2. Fill your application carefully...

Missing attachments and documents can really put a halt to your application process.

3. ...And truthfully.

Make sure to only apply for an apartment that really suits you in terms of size, pricing and type. Always mention it in your application if you will be arriving with family. Please note, that we can't house families in single apartments sized under 34m² due to safety regulations.

New tenant? Start here!

1. Get familiar with the Tenant Pages

This is the most important website for TYS tenants.

Here you can find all the information about your contract and rent payments. You can also make fault reports and read up on rules and guidelines.

Every TYS tenant gets their own login credentials.

A link to the tenant pages can be found from the frontpage of our website www.tys.fi.

2. Remember to sign your lease

After accepting a housing offer, you will get an email with a link that you can use to sign your lease.

If you have accepted a housing offer, but have not signed your lease yet, please send us an email (office@tys.fi) or visit the office to sign your lease.



Arriving at your apartment

1. Check your apartment's condition and fill the apartment form!

You can fill the form in the Tenant Pages. If there are faults in the apartment or something is broken, remember to also file a fault report in the Tenant Pages!

2. Update your contact information

This is done – you guessed it – in the Tenant Pages!

3. Buy a fire alarm

According to law, all tenants must equip their apartment with a working fire alarm.

4. Get insured!

We recommend that every tenant gets their own home insurance.



Paying rent

Make sure to pay your rent on time

Due date is always on the 6th of each month. Please use the payment details provided in your rent invoice. The reference number is especially important!

Please note, that credit cards or cash are not valid payment methods.

Tenant Pages has all the information

All the important payment information can be found from the Tenant Pages.

Your rent payment won't be visible on your Tenant Page right away, as it can take up to a whole week for it to get to TYS and for the information to be updated to the Tenant Pages.





Make use of our services

- **Laundry rooms** are found in all housing locations and can be booked via Tenant Pages. You can also buy credits for the laundry machines in the Tenant Pages.
- **Saunas** are also found in all housing locations. The reservations are done online on the Tenant Pages. Four monthly sauna shifts are included in the rent.
- **Club rooms** can be found in most housing locations. You can reserve them for three hours per reservation.
- **Storage spaces** can be found in most housing locations. Check out the Tenant Pages for more information.
- **Parking places** can be reserved via eParking. Instructions can be found on our website www.tys.fi.
- **Tenant Committees** organize all kinds of tenant activities and events! Learn more on our website!
- **TYS n' Chill** is a common space located in the housing location Tyyssija. All tenants in the Student Village area can apply for an access code via our website: <https://tys.fi/en/services-common-space>

Need maintenance?

If something is broken in your apartment

fill in a fault report on you Tenant Pages and maintenance company will come to check it.

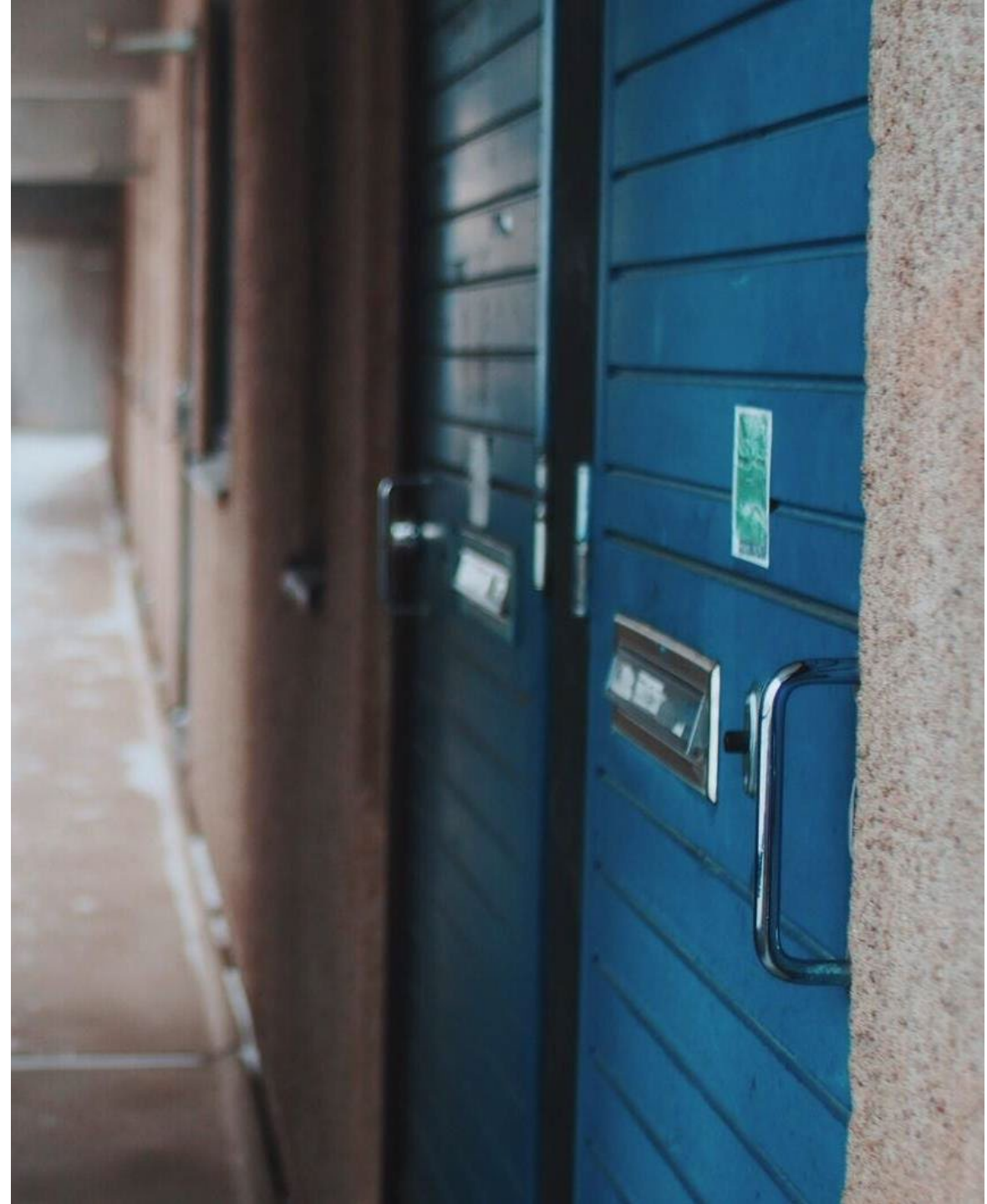
Want faster service? When filing a fault report, you can either ask to set a date for the maintenance call or opt to allow the maintenance worker to enter your apartment with a master key.

Opting to allow entry by master key will speed things up. The maintenance workers will always ring the doorbell before entering.

In urgent situations (water leaks etc.), please call on-call maintenance. Contact information:

<https://tys.fi/en/fault-report-and-maintenance>

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





Getting online

Internet connection is included in the rent of TYS apartments.

You will need an internet cable to connect. To get wireless internet, you need to buy a wireless router.

Our network is called Kyläverkko and it's maintained by the University of Turku IT Services.

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

More information, instructions and help using Kyläverkko can be found here:

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

A little bit about our rules and regulations

TYS regulations can be found at:

<https://tys.fi/en/regulations>

Silent times

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.

Property damage

Tenants are liable to pay for any damages or breaking of building structures or furniture. Unsatisfactory cleaning of the apartment can also result in a liability claim.

Visitors

We all like to have friends over at times! Tenants are responsible for their visitors and must make sure that the visitors also obey TYS regulations.

Smoking

Smoking is prohibited in apartments, corridors, French balconies, and in all shared spaces of the building. There is also a balcony smoking ban in Aitiopaikka, Haliskylä, Ikituuri, and Nummenranta. Tavasti is a completely smoke-free housing location where smoking is also prohibited in the outdoor areas.

Being a nice neighbour

Let others have some quiet time

Respect your neighbors' right for peaceful living and studying. **Respect the silence between 11pm-6am.**

Cleanliness is a virtue!

Keep your apartment clean and take good care of the common areas and kitchens together with your roommates. Cleanliness make life more comfortable and hygienic!

Shared apartments have specific rules

Check out TYS's [Shared rules for shared apartments!](#) We have gathered a bunch of useful tips for living in a shared apartment or apartment with a shared kitchen!



Waste sorting might *sound* boring, but hear us out!

Over half of the waste produced in TYS housing locations is turned into recycled materials! This is made possible by our responsible and environmentally conscious tenants!

Sorting made easy

There are bins for biodegradable waste, plastic, paper, metal, glass, carton and mixed waste in all of our housing locations. When everything is sorted properly, we can keep things environmentally friendly!

Recycling cans and bottles pays off – literally!

Take empty bottles and cans back to the store, and you will get a deposit fee for each one! That's a win-win!

Don't throw away usable furniture, items or clothes

Many of our housing locations have Facebook or Jodel groups, where you can donate or sell your unwanted items! Ekotori and Kontti also accept used items.



Energy efficient living

Electricity – and sometimes water as well – is included in the rent of TYS apartments, but use it wisely!

TYS has a goal to be carbon neutral by 2029 and we encourage our tenants to join in on the effort!

Some of our housing locations have consumption-based water billing, which means that you can also lower your bills by using less water during the month!

Did you know that the largest household water glutton is the shower, which consumes a lot of water and heating energy?

Psst! You can get tips for energy-saving from our Instagram [@tysturku!](https://www.instagram.com/tysturku/)



Lost your 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 Housing Office for free. ID must be provided!

Outside the office's opening hours, door opening services will be provided by Arkea Oy. The tenant must be able to prove their identity before the door is opened.

The door opening service is subject to a charge based on the current price list of the service provider. (Around 50–60 €)

Contact information for the service: <https://tys.fi/en/keys>

KeyGuard might cover you!

TYS has an insurance for the tenants, which covers one (1) door opening during the duty time in a calendar year. Read the instructions on how to claim it: <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.



Stay up to date!

- Remember to keep your contact information up to date on your tenant pages. TYS sends bulletins about maintenance work via email (for example: if 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!
- You can find news on our website: www.tys.fi/en
- You will receive the TYS Newsletter every month via email. It contains a lot of useful information!



Get to know our Tenant bloggers

- We have four tenant bloggers, who post Story-content on our Instagram about living at TYS!
- They often share useful tips and knowledge about TYS housing and student life in Turku!
- Make sure to follow us on Instagram at [@tysturku](https://www.instagram.com/tysturku)



TYS 

If you have any questions

Our customer service is always happy to help you with all your questions! 😊

You can reach us by phone during the opening hours of our housing office:
+358 2 275 0200

You can also send us an email at office@tys.fi.

You can also reach us via the Tenant Pages.

Our housing office is located in Tyysija, in the heart of the Student Village.

