

TYS—Student Apartments in Turku

TYS 

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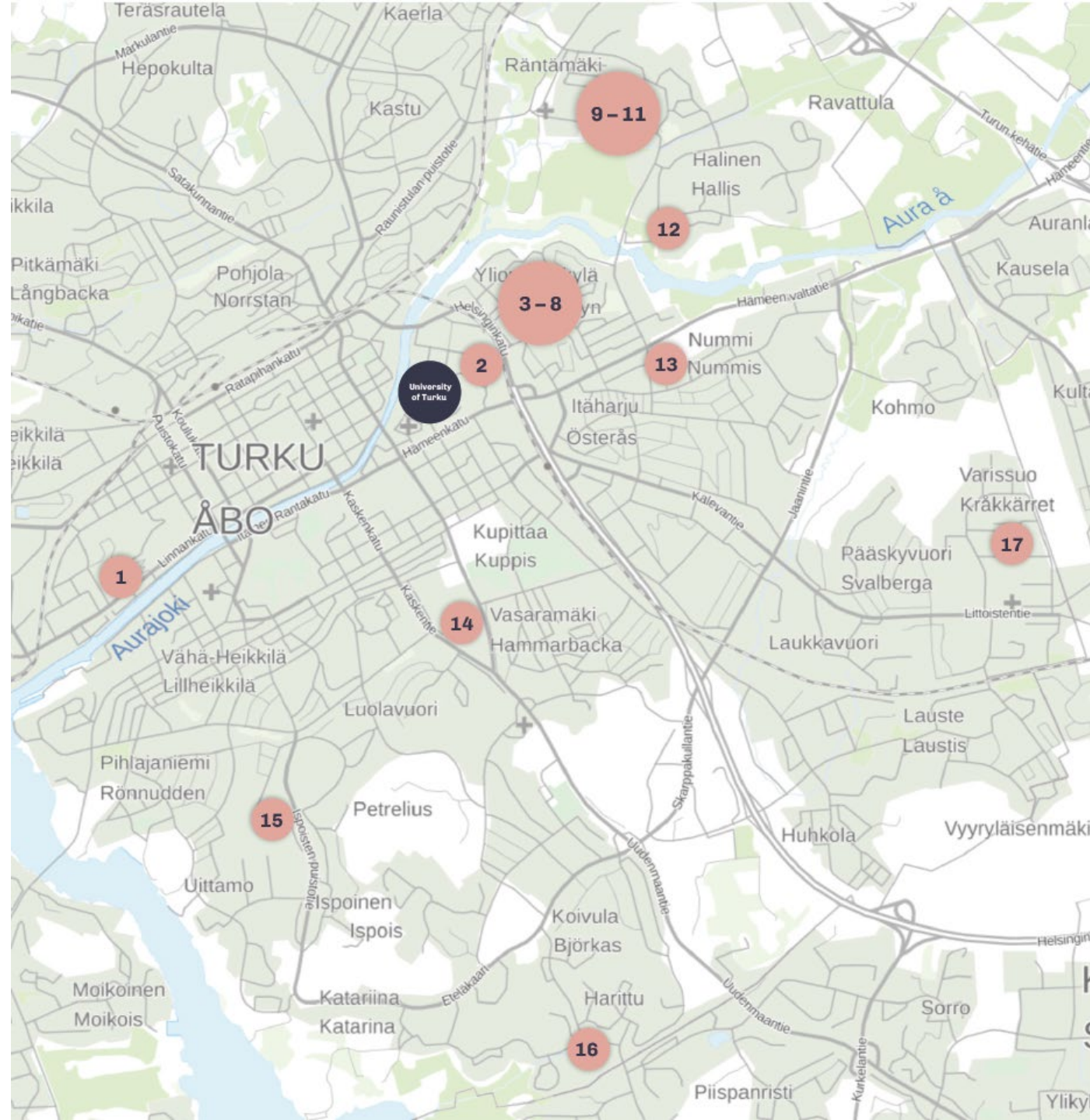
TYS in a nutshell

- We rent, build, renovate and manage student housing in Turku
- Part of the City of Turku Group
- Non-profit organization – rents are used to cover the housing costs
- Our aim is to offer affordable housing with rents that are 15 -20% cheaper than those in the private market
- We have about 7000 apartment places in 17 different housing locations around Turku

Our housing locations

- 17 different housing locations around the city of Turku
- All of our locations are within 6 kilometers from the city center
- Getting around Turku is easy
- All housing locations are along good bus routes

It's a good idea to get familiar with our housing locations and apartment types before applying.



Rent covers the basics

Our rents include

- Electricity and heating
- An unlimited 100/100mb internet connection (router not included)
- Basic cable -TV connection
- Water (in most housing locations)
- Four sauna shifts per month

Almost all our housing locations have saunas and club rooms that can be booked free of charge.



Most apartments are unfurnished

All apartments include

- A clothes cupboard
- Refrigerator
- Faucet, sink, shower and toilet

Apartments with a kitchen include

- A stove-oven or a stove
- Kitchen cabinets

Some apartments are equipped with a bed frame, a desk, a chair and/or a ceiling lamp, but **the vast majority are not.**





The realities of applying

- We'd love to house every applicant , but we can realistically offer housing for around 20% of all students in Turku
- We cater to Finnish students , exchange students and international graduate students
- Lat fall , we managed to reserve around 900 apartments for students starting their studies in August and September
- Those 900 apartments were enough to house around one third of all suitable applicants



How and when to apply

You can apply three months in advance

- You will need to include an admission letter or study certificate from your educational institution in Turku
- Applications are valid for 90 days
- You will get a reminder via email when your application is about to expire
- You can renew the application – and a renewed application may result in a housing offer later on, even if you don't get an offer right away

Tips for applying for an apartment with TYS

1. Have realistic expectations and demands

- Your application will do better if we can actually offer you what you're asking for
- Strict criteria will limit your options and make it less likely you get an offer
- Shared apartments are most commonly available, while furnished apartments are very rare

2. Fill your application carefully ...

- Missing attachments and documents can really put a halt to your application process
- Constantly editing your application will increase the time it takes to process your application

3. ...And truthfully

- Please only send in one application – having multiple applications only hinders your chances
- If you're arriving with family, please don't apply for apartments that are under 34m², because due to our regulations, we will not be able to house you, even if you get an offer

Examples of what not to do

Applicant A

- Applied for a family apartment , but set their maximum rent to 500 € per month
- We don't have any family apartments for under 500 €, so they didn't get an offer

Applicant B

- Applied for all apartment types and got an offer for a shared apartment. When the offer came, they weren't actually ready to accept a shared apartment and asked for a studio instead.
- Offers are made specifically based on application criteria, so we couldn't offer them anything.

Applicant C

- Accepted an offer for a 32m² single room apartment, but then arrived with their spouse
- We can't house more than one tenant in an apartment under 34m².

If your spouse or family is arriving after you



- Make sure you have an apartment that is big enough for you and your spouse or family.
- According to TYS rules, the apartment has to be at least 34m² in size for two or more people to live in.
- Please note that if you at first rent an apartment (studio, shared apartment etc.) for yourself and your spouse/family is arriving later, it may take up to one year to get a bigger apartment from TYS.
- Spouse/family arriving does not speed up the internal transfer process.
- Having more than one person in apartment that is smaller than 34m² is not allowed according to TYS rules and will lead into termination of the rental contract.

New tenant ? Start here !

1. Get familiar with the Tenant Pages

On the Tenant Pages you can

- Keep up with your rent payments
- Make fault reports
- Book saunas and club rooms

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.



Moving in

1. Fill the apartment form!

You can fill the form on the Tenant Pages.
If there are faults in the apartment, remember to also file a fault report via the Tenant Pages!

2. Update your contact information

If your contact information is not up to date, we can't reach you. You can update your info on the Tenant Pages.



Paying rent

Rent is due on the 6th day of each month

Remember to always pay your rent on time and use the payment details provided in your rent invoice. The reference number is especially important!

Tenant Pages have all the information

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

Don't worry if your payment isn't automatically updated on the Tenant Pages, as there is a delay before the payment is registered to us.

Depending on the payment method, it can take up to a week before the information is updated on the Tenant Pages.





Getting Online

Internet connection is included in the rent of all TYS apartments.

Here's what you'll need:

- an internet cable
- a wireless router (if you want to have a wireless internet connection)

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

For instructions and help using Kyläverkko, head over to: [https:// www.yok.fi/ en/](https://www.yok.fi/en/)

PS. The Eduroam network is available in Iltakajo, Student Village 3 A-D, Student Village 10A and Student Village 12A. To sign in, use the credentials given by your educational institute.



Make use of our services

Laundry rooms

You can book a laundry room and buy laundry credits via the Tenant Pages. Every housing location has laundry rooms.

Saunas

All our housing locations have saunas, and four monthly sauna shifts are included in the rent. You can book a session via the Tenant Pages!

Club rooms

Need a place to meet friends at? Most of our housing locations have club rooms that tenants can book free of charge via the Tenant Pages.

Storage spaces

Most housing locations are equipped with rentable storage spaces. See the Tenant Pages for more info!

Parking

To park in the TYS tenant parking areas, you need to apply for a permit via the eParking app. We also offer rentable parking places with heating poles.

Tenant Committees

There is an active tenant committee in every one of our housing locations. Committees organize all sorts of activities and events. Read more on our website!

TYS n' Chill

TYS n' Chill is a common space in the housing location Tyysija, located in the middle of the Student Village. All tenants in the Student Village area can apply for an access code via our website.

At TYS n' Chill you can study, hang out with friends or meet other students and TYS tenants.

Need maintenance ? It ' s completely free !

If something is broken/does not work in your apartment
IMMEDIATELY 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 on -call maintenance. Contact information is in the footer of our website.

Noticed that you have pests (bedbugs, ants etc.)? Fill in a fault report **IMMEDIATELY** on you Tenant Pages and our pest control partner will be in touch with you.

Want faster service? You can opt to allow the maintenance worker to enter your apartment with a master key to speed things up. The maintenance workers will always ring the doorbell before entering.

If you don't opt in for master key entry, the maintenance worker will contact you to schedule a visit.

Apartment maintenance and pest control are free always for tenants.
So, don ' t hesitate to report your findings!



Lost your keys ?

If you lock yourself out of you apartment:

During office hours you can borrow a spare key from the TYS Housing Office for free. You must provide an ID!

Outside the office's opening hours you can call the door opening service. You must be able to prove your 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 is listed in the footer of our website.

PS. TYS has a KeyGuard insurance, which covers one (1) door opening per a calendar year per tenants. Read the instructions on how to claim it: <https://tys.fi/en/keyguard>

If you lose your key completely:

Contact our customer service immediately to get a new key from the office. The costs of the lost key and possible lock change or reserialization will be charged from you according to our price list.



A little bit about our rules and regulations

Silent hours

Silent hours are from 11 PM to 6 AM.
During this time all unnecessary noise must be avoided in the apartments, balconies, common areas and yards.

We have a zero-tolerance policy towards disturbances that occur during silent hours. However, ordinary sounds of life like taking a shower or using the toilet are allowed.

If a tenant causes disturbances during silent hours, we will also reserve the right to be in contact with said tenants' educational institution in Turku.

Smoking

Smoking is prohibited in apartments, corridors, French balconies, and in all shared spaces of the building. Smoking indoors will make you liable to compensate the damages to the apartment.

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.

Get insured !

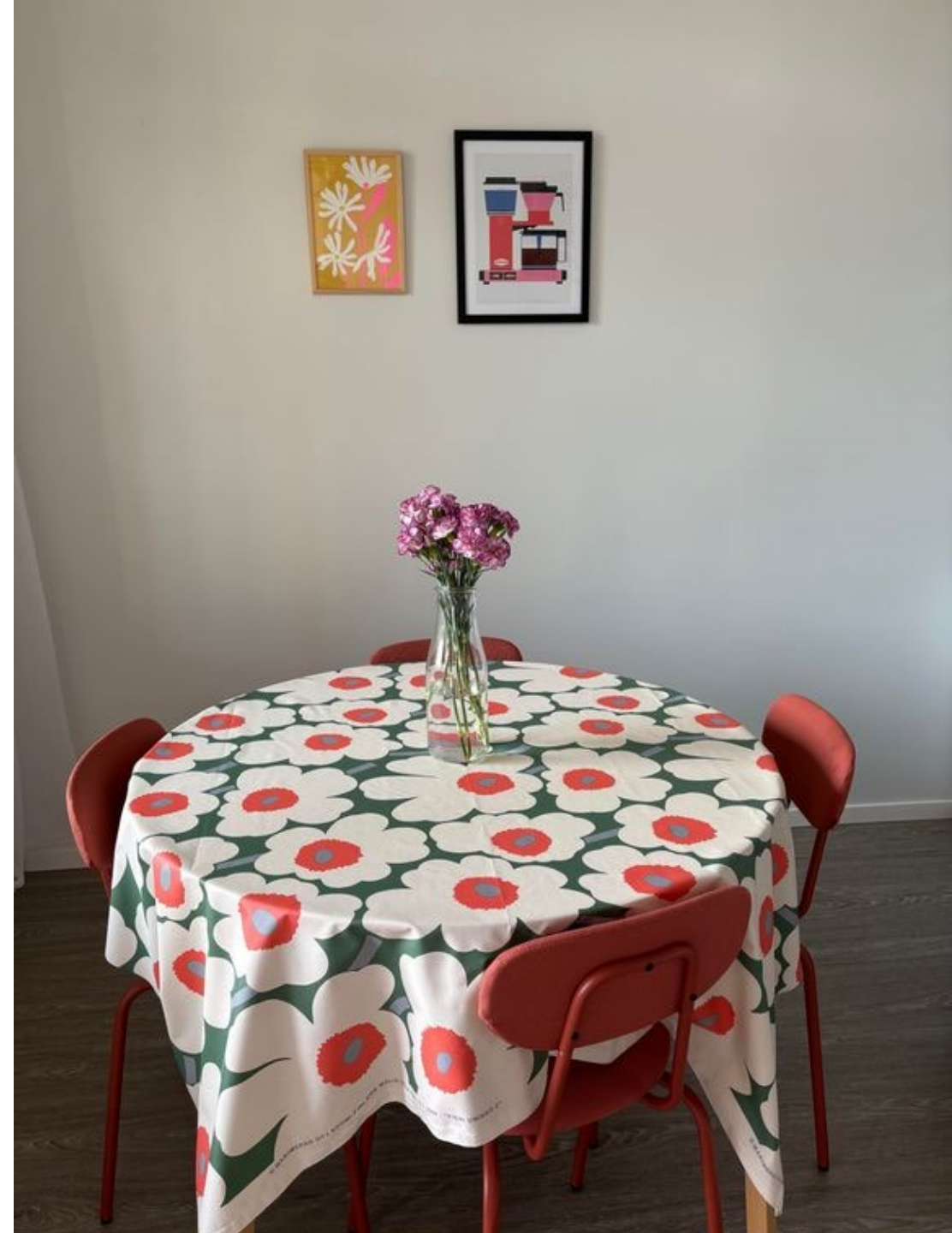
Home insurance

We require that every tenant gets their own home insurance !

The requirement is part of the conditions of the lease which every tenant agrees upon signing their contract .

According to TYS rules, tenants are liable for damages caused to the landlord not only by intentional actions but also by negligence or carelessness.

For example, the cost of repairing water damage caused by tenant can amount to tens of thousands of euros. If a tenant doesn't have home insurance, they will have to pay for the repair costs themselves.



Waste sorting might sound boring , but it is hugely important !

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

Sorting made easy

There are separate 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!

If you don ' t know ' what goes where – read the instructions in the waste sorting area. If you still don ' t know what to do – use the burnable waste container. Remember also use the right kind of bag.

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!

Never bring furniture, electrical equipment or clothes to the waste collection points

Furniture, electronics or clothes do not belong to the waste collection points. The tenant has to recycle them themselves. 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.



If you have any questions

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

You can reach them via telephone, email, chat and the Tenant Pages: Monday–Friday from 10 am to 3 pm.

Phone: +358 2 275 0200

Email: office@tys.fi.

TYS office is located in the heart of the Student Village, Tyysija (Inspehtorinkatu 12A). We serve customers at the TYS office Monday–Friday from 12 noon to 3pm in matters related to picking up keys. Other matters can be handled through our online channels.



Follow us on Facebook and Instagram!

Tenants receive the TYSNewsletter to their email address approximately once a month. Check it out to keep up with events, tips and instructions!

Or even better: follow us on Facebook and Instagram. We post everything in Finnish, English and Swedish!

Follow us on social media:
@tysturku

