

# ASUKASLEHTI

KIINTEISTÖ OY AURORANLINNA ■ 2 | 2021

NOVEMBER–DECEMBER 2021

## NEW LEASE AGREEMENTS WILL BE MADE AS NON-FIXED- TERM AGREEMENTS

In line with the decision of the city government, it is possible to make new lease agreements as non-fixed-term agreements.

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## SPECIFIC RULES FOR THE USE OF STORAGE SPACES

Rules based on fire safety regulations and the code of conduct regulate the use of storages, and the residents' adherence to these rules is being monitored. **Page 14**



# THE IMPORTANCE OF COMMUNICATION

In addition to the annual resident satisfaction survey, we monitor the satisfaction of our residents based on the feedback received through our website and the contacts our Apartment Service receives. The resident satisfaction survey provides us with an annual update and helps us to monitor your satisfaction in our operations, the services provided by our cooperation partners and general matters related to housing. The survey of 2021 was conducted in the autumn, and we are eagerly awaiting the results. We would like to thank all residents for their replies, and especially those who also submitted their improvement ideas related to the apartment buildings and our operations.

Due to the coronavirus pandemic, people have been forced to spend more time at home due to remote work and cancelled hobbies. Because of this, we have also received more contacts than usual related to everyday matters, such as disturbing sounds of living. Typical sounds that other people might find disturbing include music being played next door, a barking dog or sounds caused by renovation work.

According to our experience, it's always best to bring up the issue with your neighbour by calmly discussing the matter in order to reach good neighbourliness. For example, a dog owner or music lover often doesn't realise that their neighbours might be bothered by the noises coming from their apartment. Talking to your neighbour about the issue in a calm and appropriate manner usually helps to create positive interaction and reach good neighbourliness.

Positive interaction works both ways. As a new pet is moving into the building, it's a good idea to inform your neighbours about it. A dog owner should ask



their neighbours to let them know in case their dog is barking home alone. You should also inform your neighbours about any housewarming parties, family events or children's birthday parties that you intend to organise. By communicating with our neighbours about exceptional circumstances and keeping the building's rules in mind, we show our neighbours that we care about them.

As this magazine is delivered, many residents are already preparing for the upcoming holiday period. On behalf of our entire staff, I would like to wish all residents of Auroranlinna a very merry Christmas and a happy New Year 2022. •

**TATU RASIA,**

Managing Director at Kiinteistö Oy Auroranlinna

## ASUKASLEHTI

KIINTEISTÖ OY  
AURORANLINNA

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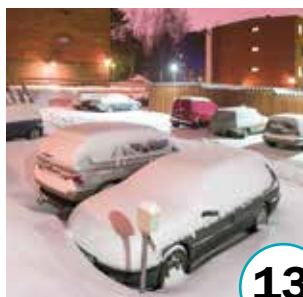
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### IT'S EASY TO REDUCE YOUR WATER CONSUMPTION

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### ELECTRIC CARS MAY ONLY BE CHARGED AT CHARGING POINTS

We are currently installing charging points for electric cars at our properties. For safety reasons, electric cars must not be charged from a heating post.

# NEW NON-FIXED-TERM LEASE AGREEMENTS

***Until now, we have made our direct lease agreements as temporary agreements in line with the policy of our owner, the City of Helsinki. The city government has now decided that it is possible to make new lease agreements as non-fixed-term agreements.***

Our new leasing practices have been in effect from the beginning of October. This means that we now make all direct lease agreements as non-fixed-term agreements instead of the former five-year fixed agreements. This allows our tenants to better make plans in the long term. We have always sought to operate in such a way that people do not have to leave their homes after the fixed period has ended. Due to the new agreement practices, our tenants no longer need to plan their living arrangements in periods of five years.

The decisions of the city government do not affect current lease agreements. These agreements are still temporary in nature. If you want to continue living in your home after the fixed-term period has ended and a new agreement is made, the new agreement will not have an ending date. Auroranlinna will contact the residents with a lease agreement that is about to expire. Our residents do not have to think about who they should contact and when.

If you would like to change your apartment within Auroranlinna, you can do so by applying for the apartment that you are interested in through the Vuokraovi.com service. Instructions for applying can be found on our website at the address [auroranlinna.fi/en/](http://auroranlinna.fi/en/) under the section Apartments > Apartments available for general applications.

New lease agreements for our “old” residents will be made in line with the terms of lease valid at the moment of making the agreement. The City of Helsinki is actively seeking to become smoke-free,



and we have decided to support the strategy of our owner. Smoking will be prohibited both in the apartments and in areas in the immediate vicinity of the building, such as balconies and yard areas. This objective is also supported by defining all buildings undergoing renovation as smoke-free once the renovation has been completed. •

**1** New, direct lease agreements no longer have a fixed period of validity. Our current tenants can make a non-fixed-term lease agreement once their current, fixed-term agreement ends and thereby better plan their living arrangements without additional worries caused by a temporary lease agreement.

**“OUR NEW LEASE AGREEMENTS ARE NON-FIXED-TERM AGREEMENTS.”**



# DOGS CAN LEARN TO PEACEFULLY LIVE IN A BLOCK OF FLATS

***During the coronavirus pandemic, our Apartment Service has received many contacts regarding dogs barking in the apartments. The dog trainer Pirkko Bellaoui describes the easy ways of training puppies to peacefully stay home alone. A well-trained dog of a responsible owner does not normally bark when left home alone.***

Pirkko Bellaoui is a dog enthusiast with two Bearded Collies of her own. She trains dogs, instructs dog owners and works as an obedience judge and the chairperson of the Helsinki Kennel Club and its obedience division. Bellaoui highlights that dog owners must always train their dogs to obey clear behaviour rules and be able to stay home alone peacefully. The owners must also take into consideration other persons who might be afraid of dogs.

At the same time, it's also important for other people to take dogs and their owners into consideration in the everyday life. This includes, for instance, teaching children to not ring apartment doorbells for no reason. Such a disturbance may provoke a dog inside the apartment to bark. If there are several dogs in the same block of flats, a ringing doorbell might cause the dogs to bark at each other and create even more disturbance.

People must also know how to behave around dogs. Sudden movements made around dogs or running away from the dog might cause the dog to jump against the person or run after them because of their instincts. Such situations might occur, for example, if a child wants to pet a dog but instead of calmly petting the dog, the child makes a sudden movement.

## **DOGS ARE WONDERFUL AND EASY PETS**

Dogs can be wonderful and easy pets when they have clear rules to follow and are trained well already as puppies. A dog must also have enough peace and quiet, get enough exercise, have activities that support its natural habits and receive good care as well as praises and treats when doing something right.

“Each dog owner defines the limits for their dog by taking their neighbours into consideration. One dog owner might allow their dog to beg for food from the table, while another dog owner doesn't. Whatever the rules are, they must be consistently followed. Dogs can't understand, for example, why they are allowed to lie on the couch during weekdays but not on weekends, or why it's OK to pee in the bushes in the dog park but not on the yard of the block of flats. Dogs should also be talked to firmly without humanising them,” Bellaoui says to all people who are considering getting a dog.

“During the coronavirus pandemic, many people have gotten dogs as pets and stayed at home with them. Training the dogs to be home alone relaxed and quietly has not been on people's minds that much. People might also treat their dogs like another human being or a child, which can cause dogs to not learn the appropriate habits of living in a block of apartments,” Bellaoui points out.

## **THE IMPORTANCE OF GETTING TO KNOW YOUR DOG**

Pirkko Bellaoui highlights that good neighbourliness should be worked on already when thinking about getting a dog or when moving to a new home with a dog. For a dog, moving into a new apartment is always an upheaval that disrupts the life they have gotten used to. After moving, adult dogs need just as much getting used to as puppies do in order to feel at home and secure in the new environment.

“It's a good idea to inform the neighbours or leave a note on the notice board about a new dog living in the building.





**1** Bearded Collies Indy (Aingeal Urban Jumble, left) and Arran (Aingeal Dalmore) settle down to have their photo taken, but the blowing wind makes posing challenging. Pirkko Bellaoui lets her dogs to realise their naturally typical behavior by taking the dogs to shepherd sheep from time to time.

**2** The dog enthusiast and trainer Pirkko Bellaoui doesn't let her dogs mark trees or bushes and recommends the same to other dog owners as well. The same rule must be consistently followed in other outdoor areas as well.

People can always ask their neighbours to let them know in case their dog repeatedly barks when home alone. Once people have the necessary information, they can take the appropriate action. Dogs might, for example, see movement from the window and react to it by barking. Owners could close the curtains of the apartment, dim the lighting and play Through A Dog's Ear music in order to calm their dog down, for example. Digital dog sitters can also be used to monitor and instruct the dog when it's home alone. If the owner's voice suddenly instructs the dog from a mobile phone, the dog will definitely notice it," Bellaoui says and laughs.

At one point, lemon collars and ultrasound collars were recommended for these problems. I wouldn't recommend those," Bellaoui adds.

"Puppies should only be taken from a responsible breeder who gives the owner information about the qualities of the breed and instructs them about the appropriate training required by the dog. It might not be a good idea to get a dog breed with barking as a typical feature. People should also read books about dogs, such as the book *Koiran käyttäytyminen ja persoonallisuus* by Katriina Tiira that contains comprehensive information about dogs. Understanding and being able to read one's pet is an important part of owning a dog," Bellaoui highlights.

In addition to Tiira's book, Google's search results for "dog behaviour book" include various books about dogs, including instructions for raising a puppy. By searching "dog behaviour", owners can find a lot of good information about places that provide help with training the dog in case the dog has problems with staying home alone. The website of the Helsinki Kennel Club is also a good place for finding such trainings.

"If the dog suffers from separation anxiety, medical treatment and medication is often needed. The problem is rare but can include, for example, the dog trying to dig its way out of the apartment, biting door posts, whimpering and howling," Bellaoui explains.

### A LEARNING PROCESS

It's recommended to accustom the dog to stay at home alone in stages. As a part of the training, a separate area in the home should be defined for the dog and closed by using a gate or a screen. At first, the dog can be left in its own area while the family is spending time in another area of the apartment. After some time, the dog can be left alone for a longer period of time.

"It's crucial to calm down the atmosphere when leaving from the apartment. If the dog is being spoken to like a child or a big fuss is being made when leaving the apartment, the risk for the dog to start missing its owners is much higher. The owners must act calm during the dog's training and teach the dog to get used to the routines related to leaving the apartment, such as packing a work or school bag, packing lunch or whatever activities these routines might include.

Many people have found it useful to hide treats in the dog's own area during the training. Looking for the treats keeps the dog occupied while its owners are preparing to leave the apartment. Once the dog has found all of the treats, it usually calms down in its own space to wait for its owners to return.

"It's also a good idea to teach the dog not to react to sounds made by a mailman or people moving in the stairway. My own Bearded Collies spend their days sleeping and don't react to the sounds of the environment".

### TAKING OTHER PEOPLE INTO CONSIDERATION MAKES LIFE EASIER

Taking other residents of the building into consideration is a crucial part of pleasant living. Pirkko Bellaoui doesn't let her dogs walk free in the stairway or on the yard of the building because some children and adults are afraid of dogs. In addition, she never uses flexi leashes and finds them dangerous for both dogs and people. For example, a flexi leash that gets wrapped around the dog's paw might burn and tear the dog's skin. A loose flexi leash can also be hazardous for children, cyclists or roller skaters in case the dog suddenly starts running.

"If the dog never gets to run free, a flexi leash can be used when walking the dog in a forest environment. In my opinion, it's not suitable to be used in a city environment. A flexi leash is also pointless if it's kept tight in the way that it's supposed to," Bellaoui points out.

"Dogs must also be taught not to mark bushes. Especially in the yard of the building, it's not very pleasant if all dogs mark the same bush right outside the door of the block. The same rule must also apply outside of the home yard," Bellaoui highlights.

"Dog owners must not get offended when approached about possible problems, and neighbours without dogs should talk to dog owners in a calm and constructive manner. This is key to a good neighbourliness," Pirkko Bellaoui summarises. •





# ELECTRIC CARS MAY ONLY BE CHARGED AT CHARGING POINTS

***We are currently installing electric car charging points in the parking areas of our properties. It is not allowed to charge electric cars from the heating post. This can be dangerous, much like leaving the car's heating cable hanging from the post socket.***

Wherever possible, we seek to respond to the growing needs of electric cars by installing car charging points at the parking areas of our properties.

– We are currently installing slow charging points that can be supported by the electric systems of our parking areas. The idea is to lease out each numbered charging point to a specific person. Charging starts by entering a personal identifier and each hirer receives a personal invoice for the charging according to their own consumption. This means that electricity cannot be ‘stolen’ from the charging point of another person, Head of Maintenance Risto Ovaskainen explains.

The charging points installed by the selected contractors will

be located at a specific area. The charging points are installed in a location allowed by the electric system and as close to the main distribution board as possible. Because of this, some of the holders of the current parking spaces might have to exchange their numbered parking space for another one. However, people will not lose their parking spaces because of the new charging points.

Charging points installed in the pilot parking areas in 2021 will be put to use in early 2022 at the latest. We will inform our residents separately once it is possible to hire the parking spaces equipped with an electric charging point.

## **A HANGING CORD IS A SAFETY HAZARD**

All of our numbered parking spaces are reserved spaces. It's not allowed to park a second car or a guest car in these spaces, even if the parking space seems like it's not currently being used. Guest parking spaces, on the other hand, are intended for guests only and people should not park their second cards in these spaces. Our parking areas are being monitored and a parking ticket can be written for incorrect parking.

– It's important to remember that heating posts are not intended

**1** Some charging points have already been installed at the property of Paulankatu 2. It was possible to carry out the work in such a way that all old heating posts were left in place. In many locations, it's necessary to replace the heating posts with electric charging points, meaning that some residents might have to change their parking space.

**2** An unfortunate number of people leave the heating cord hanging from the heating post. For safety reasons, heating cords must be removed from the post and the cover of the post must be locked at all times.

for charging electric cars. Charging a car from the post is a safety hazard. As we enter the heating period, it's important to keep in mind that leaving a heating cord hanging from the post is both a safety hazard and absolutely prohibited, Risto Ovaskainen points out.

If the parking spaces of your building are located in an area managed by a regional parking company and you need an electric charging point, contact the parking company. Information related to reserving parking spaces at our properties can be found on the website of Auroranlinna under the section Contacts > Parking spaces. •

# ACCURATE WATER CONSUMPTION DETAILS WITH APARTMENT-SPECIFIC METERS

***In ever more apartments, our residents pay for water according to their accurate water consumption. The law requires us to install water meters in the apartments of new and renovated buildings, and to charge the water consumption individually for each apartment. You can easily lower the water bill of your apartment and the entire property by paying attention to your own water consumption.***

Our Apartment Service has received calls regarding the high water bills based on apartment-specific water meters. Many people have been surprised about the amount of water they consume and the size of the water bill.

You can significantly impact your own water consumption by keeping an eye on the condition of the plumbing fixtures of your home and practicing to use less water. If a tap or the shower is dripping water or the toilet bowl is constantly running water, you should submit a fault report. A leaking tap or toilet can easily multiply the amount of water consumed. It's also a good idea to monitor your water consumption and think about ways to cut it down in order to save on your water bill.

According to a study conducted by Motiva, the maintenance of personal hygiene amounts up to 43 per cent of water consumed by households, making it the easi-

water for the maintenance of personal hygiene, while another person washes more laundry. Some people eat mainly outside of the home, meaning that they consume significantly less water in the kitchen.

## **DRIPPING WATER INCREASES THE WATER BILL**

Many people use the most water by showering and taking care of their hygiene. People who enjoy long, hot showers consume 3–4 times more water compared to people who quickly open the shower, close the shower while they are lathering and then rinse off the soap.


Washing dishes or laundry under running water consumes a lot more water than filling separate water basins with washing and rinsing water or washing dishes or laundry with fully loaded machines.

Many people leave the water running when brushing their

teeth. It's easy to forget this habit, as it does not impact the brushing in any way. It's also easy to save water when washing hands or the face by only using running water for rinsing off the soap.

The service centre for energy saving Motiva has monitored the water consumption of households and found out that the amount of daily water consumption varies from 50 litres to 300 litres per person. In all of the monitored households, the residents looked after their personal hygiene, cleaned the apartment and washed laundry and dishes, meaning that the difference between the consumed amounts of water clearly shows how very possible it is to impact the size of the water bill with one's own actions.

Saving water is good for the environment as well. Less emissions are produced when less hot water and energy to heat up water are used. •



Taking care of personal hygiene consumes up to 50 per cent of all water consumed by households. By changing your showering habits, you can save water and energy used to heat up water worth of hundreds of euros per year.

## **"DRIPPING WATER INCREASES THE WATER BILL."**

est area for cutting down water consumption. The rest of household water consumption is divided in roughly equal parts between laundry, kitchen activities and dishwashing and the use of toilet. People's personal life situations impact their water consumption levels. One person might go running twice a day and use more

## **QUICK TIPS FOR SAVING WATER:**

- Turn off the water when lathering in the shower.
- Close the tap when brushing your teeth.
- Avoid washing clothes or dishes by hand under running water. Washing and rinsing dishes under running water can consume up to six times more water compared to machine washing. If you wash dishes by hand, have separate basins for the washing and rinsing water.
- Fully load the dishwasher or washing machine whenever possible. Lots of water is wasted by loading the machines only half full.
- Keep a jug of cold water in the fridge in order to avoid running water from the tap while waiting for colder water.
- Water yard plants and balcony flowers in the evening or morning so that the sun doesn't immediately dry the soil. Use rainwater, if possible.



# HELSINKI IS A PARADISE FOR MUSEUM CARD HOLDERS

***We had a look at what Helsinki has to offer for the holders of Museum Card in exchange for the card's annual fee of EUR 72. There are 38 different museums in Helsinki that can be accessed with the Museum Card. For instance, museum visitors can embark on a journey to the essence of the Finnish identity.***



The Olympic flame of the Helsinki Olympic Games was carried to the Olympic Stadium in torches made of birchwood and designed by Aukusti Tuhka.

By searching the word “Helsinki” on the website [museot.fi/en/](http://museot.fi/en/), a long list containing 38 different museums and 64 different exhibitions opens on the screen. Thanks to the Museum Card, the abundant cultural offerings of Finland have opened up in a whole new way. People can now visit museums as many times as they wish by paying an annual fee. Most of the museums have temporary exhibitions, meaning that year after year, there are always new things to see and experience.

When having a look at the cultural offerings on the website, we were especially tempted to spend an autumn afternoon by getting to know the essence of the Finnish identity. An excellent way to do so is to visit the renovated Sports Museum, the Music Museum Fame in Pasila and the Ateneum Art Museum’s national classics.

We headed towards the Olympic Stadium and the renovated Sports Museum where people can get to know a very important aspect of the Finnish identity – our sports history and the national heroes in the field of sports. From there, we continued towards the Ateneum Art Museum, which is spread over three floors and contains an extensive, high-quality collection of Finnish art classics related to the awakening of the Finnish identity and the early years of the Finnish independence. To finish our museum tour, we took the train to Tripla, Pasila, where the Music Museum Fame allows visitors to explore the musical history of Finland, including its brightest and most beloved stars.

## **FROM CHANGING ROOMS TO THE FIELDS OF GLORY**

The renovation of the Olympic Stadium also provided new premises for the Sports Museum. The museum exhibits the history and modern days of Finnish sports by taking the visitor on a journey across nationally important sports figures and events as well as the greatest and not-so-great memories of our sports history. The exhibition contains items and audio-visual material related to sports.

The Permanent Exhibition of the Sports Museum presents stories of sports that impacted the Finnish identity, while the themes of the temporary exhibitions complement the main exhibition. Until the end of this year, the theme of the temporary exhibition is the Olympic Stadium and the fascinating history of the iconic building.



All sporting achievements start in the changing rooms, and so does the museum's Permanent Exhibition. At the changing room section, visitors get to explore different sports equipment and their development over the years. The heroes of the changing room change from time to time, keeping the stories alive. Other sections of the Permanent Exhibition include the Helsinki Olympic Games, the heroes of Finnish success sports, winter sports including the medal collection of Matti Nykänen and a section exhibiting the world of extreme sports. The Finnish sports heroes section contains many well-known Finnish football and ice hockey players. The section of extreme sports presents different sports done in environments that are not intended for sports and where people want to challenge themselves.

Visitors also have the opportunity to visit the Stadium and climb up the Tower as a part of their visit. The tour of the Stadium and its Tower are excluded from the offerings of the Museum Card and organised by the Stadium Foundation. More information about the tours can be found online at the address [stadion.fi/en/](http://stadion.fi/en/).

### EVERGREEN TREASURES OF THE NATIONAL GALLERY

The essence of the exhibitions of Ateneum, located next to the Central Railway Station of Helsinki at the address Kaivokatu 2, is formed by the Finnish classics of our National Gallery, such as the Kalevala-themed works of Akseli Gallen-Kallela. These treasures from the times when Finland was on the verge of independence are displayed on the third floor of the museum. Some works from the archives of the National Gallery are exhibited in the Museum of Contemporary Art Kiasma, located on Mannerheimintie, and in the Sinebrychoff Art Museum, located on Bulevardi.

The art collection of the National Gallery contains almost 42,000 artworks as well as art-historical archive materials, items and collections of the Finnish State Art Commission. This means that there are plenty of artworks to exhibit outside of the three floors of the Ateneum Art Museum as well. For instance, the collections exhibition "Stories of Finnish Art", closing on 27 March 2022, presents the most beloved Finnish classics in a whole new light. The exhibition presents completely new pieces as well as juxtapositions while also creating a connection to the history of Finland and the rest of the world.

The retrospective exhibition of the arts academician Outi Heiskanen, bringing together different facets of her diverse and multidisciplinary art, is also exhibited in Ateneum until early January. The exhibition, featuring more than 300 works, presents prints, drawings, paintings and installations, as well as recordings of performances from a period of more than fifty years. The exhibition also features a whole gallery's worth of joint works by Outi Heiskanen and the artist Janne Laine. In February 2022, the temporary exhibitions will once again change.

### ON THE TOUR BUS OF KOTITEOLLISUUS

The Music Museum Fame is located by the Pasila train station in the Mall of Tripla. Before visiting the exhibition, we enjoy a delicious lunch in the museum's restaurant. Fame tells the multifaceted story of the Finnish mindscape through music. The museum is a virtual museum, presenting the history and modern days of Finnish music as well as our



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1 At Fame, the guitarist Pyry Hanski teaches visitors to mosh.

2 The Finnish Music Hall of Fame is naturally a part of the Music Museum Fame.

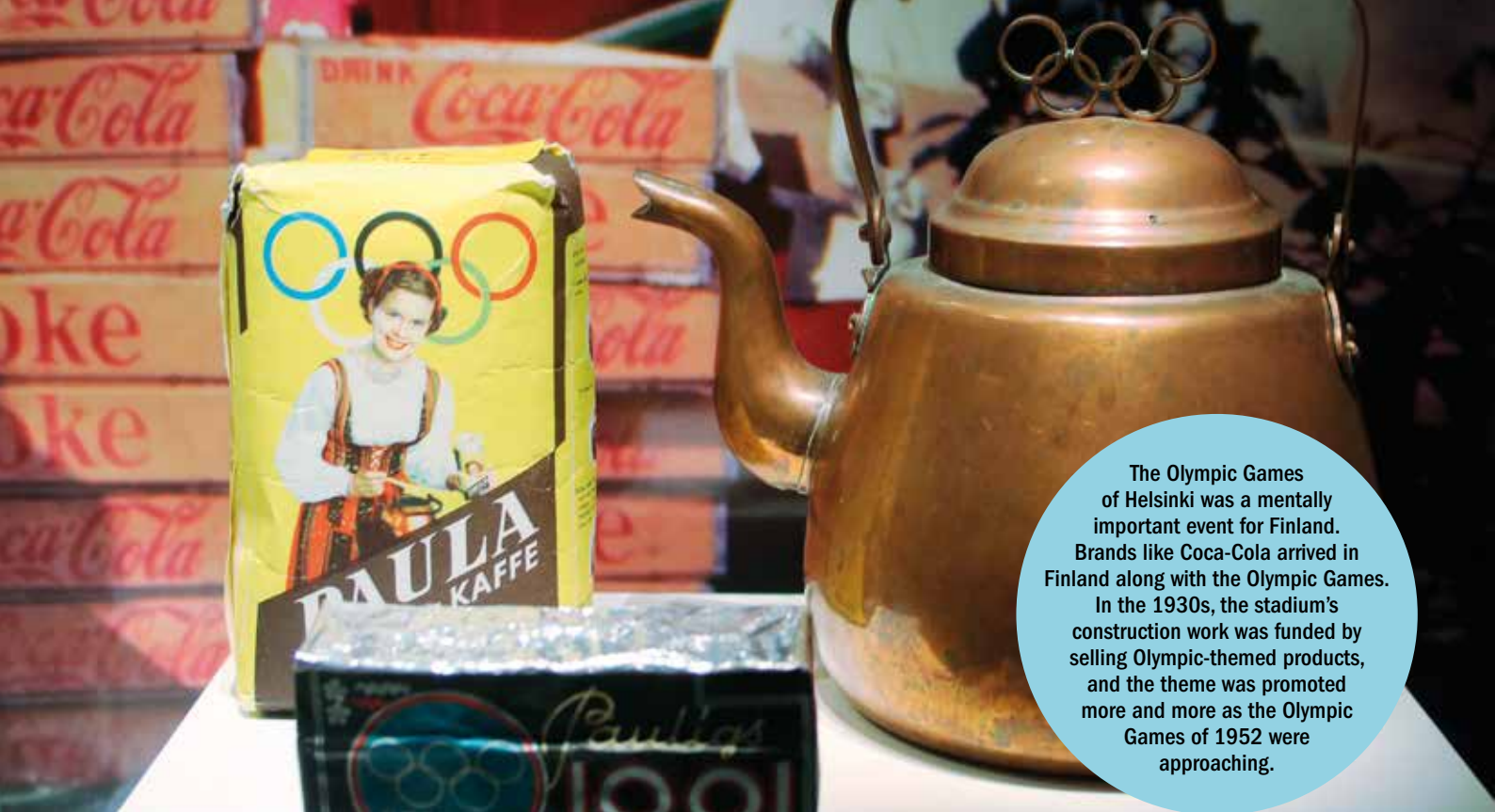
3 At Fame, it's possible to touch the cello used by Apocalyptica.



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3





The Olympic Games of Helsinki was a mentally important event for Finland. Brands like Coca-Cola arrived in Finland along with the Olympic Games. In the 1930s, the stadium's construction work was funded by selling Olympic-themed products, and the theme was promoted more and more as the Olympic Games of 1952 were approaching.



1



2

1 A doctor's bag that once belonged to the Finnish Ski Association was left at a petrol station located in Lower Tikkurila, exposing the doping scandal related to the Finnish national skiing team to the public in the early 2000s. The bag belongs to the collection of the Sports Museum.

2 A shoe used by the mountain climber Veikka Gustafsson, who climbed Mount Everest, can be found in the Sports Museum.



\* The Seurasaari Open-Air Museum is closed during the winter, but the Christmas Path brings many people to the island during Christmas time. Due to the on-going coronavirus situation, the Christmas Path of Seurasaari will

be arranged as a virtual, independent event in 2021. The online version includes tasks, greetings and special surprises. More information can be found at the address [joulupolku.fi/seurasaari-christmas-path/](https://joulupolku.fi/seurasaari-christmas-path/).

most beloved stars from the 19th century up until today in a modern way.

Visitors can get to know the presented artists both physically and virtually. The exhibited items include stage costumes, among others, and visitors can get to know the artists by reading about them and watching or listening their interviews and shows. Visitors can also learn to dance disco with Aira Samulin or mosh with the guitarist Pyry Hanski. There is also a karaoke corner and section where people can virtually hop on the tour bus of Kotiteollisuus or sing on the stage together with Haloo Helsinki.

It takes some time to tour the entire museum if you want to explore its offerings properly. Personal interviews, musical presentations, dance training, virtual experiences, singing karaoke and leading an orchestra can take some time. Museum Card holders can also divide the experience into different parts and visit the rest of the exhibition later.

## EVERYTHING IS ONLINE

There are plenty of attractions in Helsinki that accept the Museum Card. The card grants access to many different types of museums, such as the Didrichsen Art Museum and Villa Gyllenberg, the Museum of Technology, the Helsinki City Museum, Seurasaari, Tamminiemi, HAM, the Natural History Museum, the Finnish Museum of Photography, the Helsinki Observatory and the Submarine Vesikko in Suomenlinna. The card can also be used in other locations in the metropolitan area, such as in the Finnish Science Centre Heureka, located on the border of Helsinki and Vantaa.

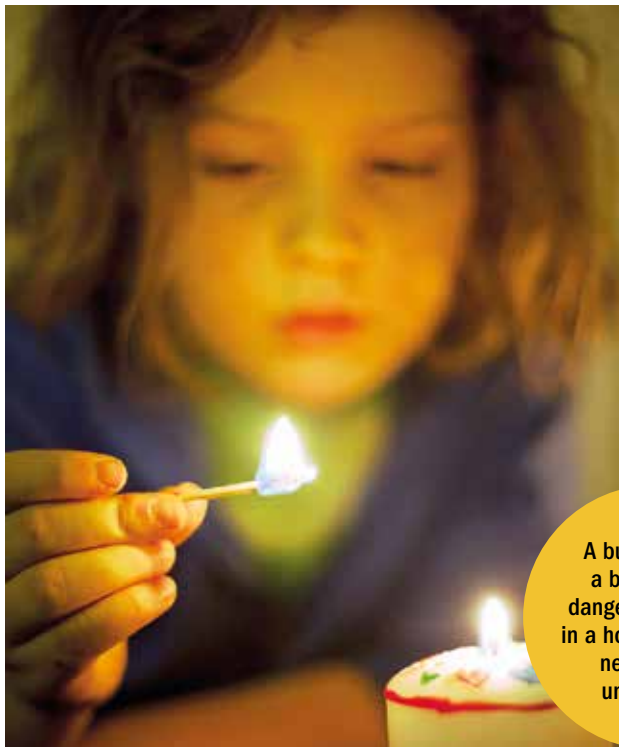
You can get the Museum Card and get to know the cultural offerings of the Helsinki area online at the address [museot.fi/en/](https://museot.fi/en/). Museums and their exhibitions in Helsinki can be found by entering the search word "Helsinki" in the search bar. Museums exhibiting artwork related to the Finnish identity can be found at the addresses [ateneum.fi/en/](https://ateneum.fi/en/), [urheilumuseo.fi/en/](https://urheilumuseo.fi/en/) and [musiikkimuseofame.fi/en/](https://musiikkimuseofame.fi/en/). •



# CHRISTMAS IS ALREADY **KNOCKING** **ON THE DOOR**

**T**he Christmas holidays are short this year, but we hope that everyone will be able to relax and enjoy the holidays filled with good food and drinks, and good company.

This year, Christmas saunas are once again heated in our properties, provided that the coronavirus situation does not take a turn for the worse. More information about the Christmas saunas can be found on the stairway notice boards. •



A burning fire is a beautiful yet dangerous element in a home. Fire must never be left unattended.

## TO MAKE THE HOLIDAYS AS CAREFREE AS POSSIBLE, WE WOULD LIKE TO REMIND OUR RESIDENTS ABOUT A FEW THINGS:

- Be careful with open fire. It's not allowed to have an open fire on the balconies or property yard areas. Strong winds might cause the fire of torches, candles and tealights to spread unexpectedly to the flammable structures of the building. Inside the apartments, curtains might accidentally catch fire or a dog might knock over a candle, causing furniture fabrics to catch fire.
- Make sure that nothing flammable is stored close to the kitchen stove. The stove's hotplate can easily light up a plastic bag left nearby, for example.
- Clean the cooker hood from grease before cooking for Christmas. A grease fire is an unwanted surprise for Christmas.
- All ham, turkey and similar fat must be poured into an empty milk or juice carton and taken to a local collection point or the mixed waste bin of the building. Fat can easily solidify and clog the drains. Dirty water rising out of the drain is an unwanted and expensive surprise.
- Experts recommend people do the actual Christmas cleaning after the celebrations. Using ecological cleaning agents and methods is good for the environment.
- Gift wrapping and strings belong in mixed waste, not in waste paper collection.
- HSY collects Christmas trees from the waste points after the New Year. The trees should be left in a visible spot by the bin shelter or waste containers. During January, you can also take your Christmas tree to a Sortti Station at no extra cost. More information about the collection of Christmas trees will be available at the address [hsy.fi/en/](https://hsy.fi/en/) at the turn of the year.
- Let's be considerate towards our neighbours and their pets during Christmas and New Year's Day by not making excess noise and setting off fireworks in a way that does not disturb anyone.
- It is not allowed to set off fireworks on the yard of the building. It is only allowed to set off fireworks during a short period of time as the year changes. Remember to wear appropriate protective equipment in order to prevent serious injuries and horrible experiences. You should also clean up your rubbish and take it with you.

## THE RESULTS OF THE RESIDENT SATISFACTION SURVEY ARE BEING COMPILED

**I**n 2021, our annual resident satisfaction survey was conducted in early autumn. Like before, the survey was conducted by an independent and impartial research institute that does not hand over single responses to Auroranlinna.

Due to the early schedule, we have started to receive summarised results of the survey and your free comments already in November. This way we can better utilise the results when making plans for the new operating year. We might even be able to start implementing your ideas at the beginning of the year 2022.

We warmly thank all residents who went to the effort of numerically evaluating our activities, the activities of our cooperation partners and their level of satisfaction related to housing. We would especially like to thank everyone who also submitted their improvement ideas related to the apartment buildings



and our operations.

We will separately inform the prize winners that will be drawn out of the people who responded to the survey. •

If you have good ideas related to improving the pleasantness of living in your block of flats, you can use the free comment field in the resident satisfaction survey or send your ideas to us using the feedback form on our website.

# AUTOMATION KEEPING APARTMENTS WARM



In our apartments, it is sought to maintain the recommended indoor temperature. During winter, we try to keep the temperatures at a level that doesn't require our residents to swelter in light clothing.



If it's cold outside, it's normal to have to wear more clothes indoors as well. A warm blanket is a cosy companion during the winter.

***As the temperatures start to descend, we often receive contacts related to apartment temperatures and the radiators not feeling warm enough. If the temperature in the middle of the room is 21–22 degrees, the radiators are supposed to feel a little cool.***

Building automation keeps apartment temperatures at the recommended level in centrally heated buildings. Once radiator network balancing, basic adjustment and radiator thermostats are combined with the automation, the system produces a similar indoor temperature in all apartments of the building. The recommended indoor temperature is 21–22 degrees. A slightly cooler temperature of approximately 18 degrees is recommended for bedrooms.

“Automation controls temperatures inside buildings using district heat according to the outdoor temperature and the adjustments of the radiator network. The heating season begins once the outdoor temperatures require the indoor premises to be heated. Our maintenance service oversees that the technology works like it is supposed to,” Head of Maintenance Risto Ovaskainen explains.

## IS THE THERMOSTAT OPEN?

“We have noticed that apartments might feel cold due to small issues that can be easily taken care of. In some cases, thermostats have been adjusted in spring as the sun has started to warm the apartment, but they haven't been readjusted in autumn. This causes the radiators to not warm up normally. The most frequent issue are radiators or thermostats that have been covered in a way that the radiator doesn't warm up. This issue also concerns buildings using electric heating,” Ovaskainen says.

If the radiator thermostat is left between a curtain or furniture and the wall, the thermostat “thinks” that the room is warmer than it actually is. In such cases, the thermostat does not “command” the radiator to

warm up. A long curtain, a sofa, table or another large piece of furniture in front of the radiator can both confuse the radiator and prevent the heat produced by the radiator from transferring to the room.

It's also good to remember that according to the heating instructions, indoor temperature is measured in the middle of the room. If the temperature is notably below zero outdoors, the air in front of windows and balcony doors can easily feel colder than elsewhere in the apartment. Artificial ventilation might also increase the sensation of a draft, even if the apartment's indoor temperature is at the recommended level.

## OPEN DOORS AT THE RIGHT TIME

“We monitor the indoor temperatures of the apartments remotely, regularly balance the radiator networks and take action if a problem is detected in the system. That's why I can confidently say that despite single malfunctions, the heating of our properties works just like it's supposed to,” Risto Ovaskainen confirms.

“When conducting inspections, doing network adjustment work or inspecting thermostats and ventilators, it's naturally important to be able to access the apartments. We always inform residents about such visits beforehand so that they can prepare for our visit and know that maintenance is carried out in their building,” Ovaskainen highlights.

“If you think there is a problem related to heating in your apartment, it's best to submit an electronic fault report. A maintenance worker will visit the apartment using a master key after being granted a permission for the visit,” Ovaskainen says. •



# WINTER CAUSING CHALLENGES WITH SNOW

***All snow clearing and sanding work is done at our properties as soon as possible according to the weather forecast. If it has been snowing heavily during the night in many areas or the temperature changes between sub-zero and warmer degrees, you might still find your property yard covered in snow or without sanding. It's the residents' responsibility to wear shoes that are appropriate for the prevailing weather conditions***



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Maintenance companies are in charge of snow clearing work at our properties. The responsible companies are SOL in the western sector, Alltime in the eastern sector, Kirkkonummen huolto in the Kirkkonummi area and Suomenlinnan hoitokunta in Suomenlinna. The Service Manager Jari Kaura from Alltime and Service Manager Pekka Lindh from SOL explain that the persons responsible for the snow clearing and sanding work seek to anticipate the required work by closely following weather forecasts. Despite this, it is often unrealistic to carry out the work at all of the properties before the residents leave for work or school in the morning or leave their apartments to run some errands.

“We mainly use our own equipment for snow shovelling work and are ready to do the work 24/7. If there is heavy snowfall in a larger area, we must go through all locations one by one and as soon as possible. We aim at rotating the places we go to first so that all Auroranlinna properties are visited first in rotation,” Kaura and Lindh say.

“The most critical locations are usually handled first in the morning regarding both snow shovelling and sanding. Aside from this, our objective is to first clean the main roads and areas in front of the blocks' stairways,” Jari Kaura explains.

“We always sand the areas when required by the weather. It's easy to notice the sand used during the winter after the snow melts away and the sand is being removed. Despite our efforts, the yard areas can sometimes get slippery, especially when the temperature changes between 3 degrees and 3 degrees below zero or, for example, when the slush or the humidity over the asphalt freezes during the night. The sand also slowly sinks into the snow, which increases the importance of wearing shoes that are appropriate for the prevailing weather,” Lindh and Kaura say.

It is also good to remember that at our properties, snow clearing is always done

before sanding and that the maintenance companies are only responsible for the yard areas of our buildings. The city has defined a different urgency class for streets. That is why the streets in front of apartments might have snow even after the yard areas have been cleared.

## PROPER SHOES AND CAUTIOUSNESS ARE REQUIRED

During the winter, we recommend our residents to look out of the window and check the weather forecast before leaving the apartment. Despite all efforts to keep the yard areas safe, there might still be slippery spots and the importance of wearing weather-appropriate shoes and walking cautiously is highlighted.

People clearing snow in the yard cannot detect personal belongings under the snow or near the wall. That's why it's important to store all items away for the winter so that they are not accidentally broken during clearing snow in the yard areas or from the roof.

“For safety reasons, people should teach their children to leave the yard once the snow clearing machines arrives. The driver can't see everywhere at once. A child might not be able to anticipate the machine's movements or acknowledge the beeping sound of a reversing machine,” Lindh points out.

Our properties' maintenance companies are not responsible for clearing snow from the parking spaces. The maintenance companies only clear snow off the roads. Each parking space holder is responsible for clearing off snow from their own parking space and should prepare for this with the appropriate tools.

All snow that has been cleared will be gathered in a place where it causes as little harm as possible while waiting to be removed or melted. Sometimes it's necessary to store the snow in parking spaces that are intended for guests or have been confirmed to be available, if there are no other options. •

**1** In parking areas, clearing snow off the parking space is the responsibility of the parking space holder. The maintenance companies clear roads of snow as soon as possible.

**2** Our maintenance companies use their own equipment for snow clearing at our properties. The work is primarily carried out with machines, but it's sometimes necessary to use a snow scoop, shovel or a brush.



2



Bicycle storages are only intended for the storing of bicycles. Any other items left in the bicycle storages will be removed and the costs will be charged to the owner of the items.

# RULES OF STORAGE USE

***From time to time, we receive contacts related to shared and apartment-specific storage spaces. Rules based on fire safety regulations and the code of conduct regulate the use of storages, and the residents' adherence to these rules is being monitored:***

- Each apartment-specific storage space is reserved for the use of the residents of the apartment in question. Some storage spaces might be temporarily empty, but this does not mean that people should store their belongings in them. The number of the storage space corresponds with the number of the apartment.
- In order to ensure fire safety, it is not allowed to store any personal property in the stairways or basement hallways, not even under the stairs. Old furniture, appliances etc. must be taken to a recycling centre or Sortti Station, and must not be left in the storage areas or bin shelters of the property.
- It is allowed to store one set of car tyres in the apartment-specific storage spaces or in the garage.
- Flammable liquids, such as gas grill containers or petrol cans, must not be stored in the apartment-specific storage spaces or in the garage.
- Storage spaces for outdoor recreation equipment and similar must only be used for storing such equipment, nothing else.
- It is not allowed to store any personal belongings in the laundry and sauna facilities.
- The apartment's storage space must be emptied and cleaned in connection with moving out of the apartment.
- Personal belongings that have been stored incorrectly or left in the shared areas of the property or in the apartment-specific storage spaces will be disposed of. Service workers will label all incorrectly stored items according to their own observations and the complaints received from other residents. All items that have not been removed will be disposed of two weeks after labelling them.
- Residents are responsible for the costs of disposing of items that have been incorrectly stored or left in the bin shelters.

## IT'S ALSO GOOD TO REMEMBER THAT

- Valuable items should not be stored in the apartments' storage spaces. Break-ins to storages have become increasingly common and a storage space with wire-netting walls and doors does not hold back criminals, especially professional ones.
- Furniture that has been abandoned by other people might contain pests, such as bedbugs, and an abandoned dish washer or washing machine might be faulty and cause a fire hazard or water damage. In other words, it is not a good idea to take home items abandoned by others.



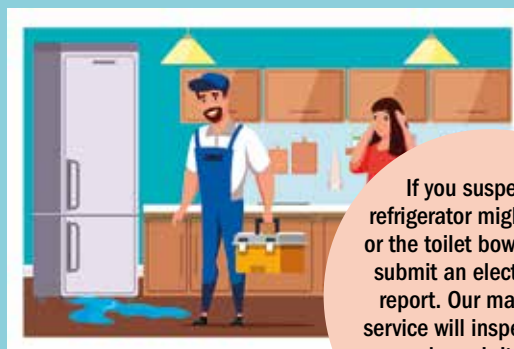


2



**1** You can protect your belongings by locking the storage door with a proper lock.

**2** A good set of car tyres might end up at a landfill site if stored in the storage space hallways.



If you suspect your refrigerator might be faulty or the toilet bowl is leaking, submit an electronic fault report. Our maintenance service will inspect the fault and repair it or have a professional take care of the issue.

## THE REASON OF A FAULT REPORT IS ALWAYS CHECKED FIRST

You can find a list of faults that belong under the responsibility of the resident or the property on Auroranlinna's website [auroranlinna.fi/en/](http://auroranlinna.fi/en/) > **Residents** > **Division of responsibilities**. For example, it is the residents' responsibility to change a burnt-out oven light. Before submitting a fault report, make sure to check the Division of responsibilities table to see who is responsible for the repair.

We recommend you submit all non-urgent fault reports online through our website [auroranlinna.fi/en/](http://auroranlinna.fi/en/) and include photos about the fault in the report. Once we have received the fault report, we check if the fault belongs to our property maintenance, to housing management or whether the fault is related to a long-term building maintenance issue.

"All incoming fault reports are inspected by our property service. We don't order a new stove or refrigerator without first inspecting the old appliances. Sometimes the reported fault cannot be detected during the inspection. A refrigerator might require defrosting or vacuuming from the back in order to work properly, or a stove might work differently than the resident's former stove and cause confusion. In such cases, the report is marked as completed and does not require further action," the Service Manager Jari Kaura from Alltime and Service Manager Pekka Lindh from SOL explain.

"If the fault report is related to the conditions of the apartment, such as indoor temperature, we first get to know the situation. Temperature is always measured according to instructions using accurate meters, and all possible issues impacting the situation are inspected," the men continue.

Residents can easily monitor the processing of fault reports by including their email address in the electronic fault report. By doing so, the residents will receive a message and a link in their email. If the service workers have a permission to visit the apartment using a master key, the inspector will leave a note in a visible spot in the apartment and possibly include a message or further instructions. •



## Remember!

- **Fault reports** online at [auroranlinna.fi/en/](http://auroranlinna.fi/en/)

- **Fault reports 24/7 on-call service**  
+358 (0)10 286 6245

- **Door opening requests** +358 (0)10 286 6245

- **Lassila & Tikanoja's resident service point**

(Keys, parking spaces, sauna shifts, laundry room, changes to the register of occupants excluding Kirkkonummi and Suomenlinna)

Asemapäälikönkatu 12 b, FI-00520 Helsinki, Finland  
(entrance from Junailijankuja)

**Telephone** +358 (0)10 286 6245 (calls to the service number cost 8.4 cents/min, incl. 24% VAT)

**Email** [avaimet.pks@lassila-tikanoja.fi](mailto:avaimet.pks@lassila-tikanoja.fi)

- **Auroranlinna rent control**

**Tel.** +358 (0)10 228 7109 or +358 (0)10 228 7107

(calls to the service number cost 8.4 cents/min, incl. 24% VAT)

**Email** [vuokra Alvonta@auroranlinna.fi](mailto:vuokra Alvonta@auroranlinna.fi)

- **Auroranlinna Office**

Eevankatu 2, FI-00240 Helsinki, Finland

**Tel.** +358 (0)20 7199 670 (calls to the service number cost 8.4 cents/min, incl. 24% VAT)

**Email** [asuntopalvelu@auroranlinna.fi](mailto:asuntopalvelu@auroranlinna.fi)

