

Living with Joensuun Elli

Elli JOENSUUN
KODIT



Joensuun Elli

- **Joensuun Elli**, or just Elli between us, builds, maintains, and rents apartments for post-primary school students in Joensuu
- Elli (founded 1971) is a part of Joensuun Ellin Kodit Ltd, a property company fully owned by the City of Joensuu
- Our office is located in Merimiehenkatu 30. Check our office hours online: joensuunelli.fi (During the spring Muuntamotie 6)
- When visiting us, you might also come across the name **Joensuun Kodit**, which is also part of Joensuun Ellin Kodit Ltd
 - Kodit mainly offers housing for non-students, while Elli focuses on student apartments
 - Don't let this confuse you - we provide customer service for both Elli and Kodit residents!

A little Finnish lesson:

- Joensuun = Joensuu's
- Elli = A Finnish girls' name 😊
- Kodit = Homes



Living with Elli

- Living with Elli is easy, safe, and comfortable – especially when you take time to familiarize yourself with the rental lease, terms of the lease and rules and regulations
- Our apartments are home to wide variety of people – families, tenants living alone or with pets, those who live in a shared apartments or students who also work and so on. When everyone follows the housing guidelines, it makes living pleasant for all

Apartments

Types of apartments & applying

- **Studios**
 - For one person only (cannot be applied with a partner)
 - Unfurnished
- **Family apartments**
 - For applicants with a partner/family
 - Unfurnished
- **Shared apartments**
 - One room per one person
 - Unfurnished: for degree students
 - Furnished: for short-stay students (exchange students first, then short-stay degree students/internships). Limited availability, mainly in Rantakylä & Hukanhauta
- **Availability**
 - Apartments are offered via queue, studio wait can be +1 year
 - We don't have emergency or immediately available apartments
 - When applying alone, apply shared apartment room at first

Apartments

Furnishing & what's included

- **All apartments:**
 - fridge, fixed kitchen cabins and an oven are included (lamps not included)
- **Furnished rooms:**
 - a bed and a mattress, a table, a chair, a wardrobe and a ceiling lamp
- **Unfurnished rooms:**
 - Empty room, no lamp
- **Not provided by Elli:**
 - Dishes, cutlery, kitchen appliances, microwaves, pillows, blankets etc. or rent furniture for unfurnished apartments
 - Common area furniture. Any furniture in the common areas belong to other tenants



Apartments

Accommodating others

Accommodating any extra people without our permission is strictly prohibited under the terms of the lease!

Breach of the terms will result in termination of the lease and losing the accommodation!

So keep these rules in mind:

- Only one person can live in a shared apartment room
- Studios are for one person only, cannot be applied with a family or partner
- Family apartments are only for those whose names are on the application form, no one else is allowed to stay without Elli/Kodit permission



Prices

- **Rents in Elli housing**

- Shared apartment room **250–350€**
- Studio apartment **400–550€**
- Family apartments **550–840€**

- **Application tips:**

- Set a wide rent range: very cheap apartments are limited
- Max price matters – we won't offer above your stated maximum
- **Note! More restrictions (area, rent) → longer wait**

- **Additional info:**

- Some of the locations have water and heating included in the rent, some require a separate electricity contract/pay for a water and/or electricity fee

- **Be prepared to pay the first rent before arrival, after signing the lease!**



Application and offer

How to apply & lease and payment rules

- **How to apply**

- Apply **only online on our website**
- Read instructions carefully
- **Set a wide search area** for better chances
- We send an offer as soon as suitable housing is available (includes instructions to accept & sign lease)
- Vacancies for August will be known at the end of June

- **Lease & Payment rules**

- Do not accept or sign the lease unless you are sure you will arrive
- Lease **cannot be cancelled or postponed** after signing
- After signing the lease, **you must pay all costs**, even if your arrival is cancelled
- Leases are for full months
- Notice period is **one calendar month**
- After signing: we will send moving-in instructions & payment info by email

Application and offer

What to do if you have not found an apartment yet?

- **Make sure your search is wide enough and the rent limit is realistic:** all areas are included and the rent level is not too low
- You can modify your application by sending us an email
- **Do not send multiple messages** to customer service. You will be contacted as soon as a suitable apartment is available.
- This autumn, the number of applicants is exceptionally high, and everyone faces urgent housing needs.
- When contacting us, always include your full name, application number, and apartment address to help us locate your information quickly.
- Family apartments can also be applied through Joensuun Kodit (joensuunkodit.fi)

Please be cautious if you see Elli or Kodit apartment listed for rent anywhere other than through us!

These types of listings may involve a risk of fraud. Our tenants must always have our permission if they intend to sublet their apartment to someone else. Please make sure to confirm with us that the permission is secured!

Moving in & rules and regulations

Moving in

- Read your lease and all attachments carefully, especially **rules and regulations**.
- Check housing info online (storage, laundry, sauna, etc.).
- Leases are based on **Finnish law**.
- Leases are valid **until further notice**.
- **For exchange students** the leases are made for **fixed period**
- **Notice period:** 1 calendar month (via online form).
- No-show or unpaid rent **does NOT cancel the lease**.

Rules and regulations

- Rules are sent with the lease. By signing, you **agree to follow them**.
- **Silence hours:** 10 PM – 7 AM.
- **Parties are not allowed** in apartments or common areas.
- **In shared apartments:**
 - Discuss cleaning and visitors with flatmates.
 - **Ask permission** before using others' belongings.
 - **Respect your flatmates!**



Rent

- **The first rent must be paid after signing the lease, before the arrival.** You do not need to send us receipts of rent payments.
- **Due date** is always the 3rd day of each month.
- **If paying from a Finnish bank account**, use your personal reference number from the lease.
- **If paying from abroad**, use the information that we have sent you via email
- Make sure your full name is visible in the payment if you pay from abroad or someone else is paying the rent for you; otherwise, we cannot identify the payment
- The rent can be paid in advance or several rents can be paid at the same time
- **It is not possible to pay by cash or card at the Elli office**

Keys

- **Picking up the keys**
 - Keys can be fetched from the key lockers in the office building's hallway (available 24/7) or from the office during opening hours.
 - **Locker codes** will be sent only **by tenant's request**, which must be requested during office hours
 - **Key information** is also included in the information letter sent after you have signed the lease.
 - Keys are available on the first weekday of the month (Mon-Fri). If the previous tenant leaves early, keys can be fetched on the last working day of the previous month.
 - The tenant can forward their personal locker information to a tutor if the tutor is collecting the key on their behalf.
- **Using your keys**
 - **Familiarize yourself** with the apartment's locking system. The door locks easily when closed. Keep the key with you.
- **If locked out**
 - First, check if a spare key is left at the office **during office hours**
 - If no spare key is available or the office is closed, call on-call maintenance. Charges: Daytime 20 €; night, weekends, and official holidays 40 €.
- **Lost keys**
 - If a key goes missing, we will automatically change the locks at the tenant's expense: €275 for normal key or €55 for electronic key.



Ellinet internet connection

- Ellinet is **not included in the rent**
- **Payment** is 20€/month, paid together with the rent
- **Subscription:** Fill in the online Ellinet form
- **Equipment:** Routers or connection devices are not included in the order, instructions online
- **Note:** At Latolankatu 9 unit there is no Ellinet available
- **More information:**
<https://www.joensuunelli.fi/en/ellinet/>
- If you have **technical problems** (only Ellinet matters)
 - tel. +358 (0)13 339 0900 (Mon-Fri 9am – 3 pm)
 - email: helpdesk@ellinkodit.fi



Parking, laundry and sauna

- **Parking**

- Must reserve in advance: prices 7 € – 30 € /month, booking online
- Use only your assigned spot, unauthorized parking may result in fine

- **Laundry rooms**

- Free of charge, **but you must always book a time slot.** Do not use someone else's slot!
- Booking via electronic system or manual list in the laundry room (instructions given at move-in)
- Laundry rooms can be used daily between 7am – 10pm
- Read the instructions of the machines carefully before use!

- **Sauna**

- Common sauna: free once a week
- Private sauna turn: 1 hour/week, 8 € / month, booking online

A little Finnish lesson:

Sauna = the best place in the world! 😊



Maintaining the apartment

- **Taking good care of the apartment during the tenancy is the tenant's own responsibility!**
- **Purchase the necessary cleaning equipment!**
 - For example vacuum cleaner or dustpan, mop and bucket, all-purpose cleaner, cleaning cloths for different surfaces, toilet brush and toilet cleaner
- **All tenants in a shared apartment are equally responsible for keeping the apartment clean and in good condition**
 - Agree on cleaning duties and schedules together with the other flatmates



Smoking

- Smoking inside the apartment or on the balcony or in the backyard is **strictly prohibited**, this also applies to guests
- Smoking is only allowed further away from the property, so that the smoke does not disturb others
- **Smoking is prohibited by the terms of the lease; breach of the terms will result in termination of the lease and losing the accommodation**
- **Smoking inside will result in high renovation costs and these will be charged to the tenant**
 - Costs are often several thousands of euros!

Recycling

- Recycling correctly is **a key responsibility** of tenants
- Follow instructions in the **Welcome Letter** or at **trash recycling points**
- **Sort waste carefully:** mixed bins for mixed waste, plastic, paper, cardboard, glass, metal and organic (bio) waste. Do not mix!
- **Do not leave garbage bags or other trash/items outside the bins**
 - This will incur additional costs, as the garbage truck does not collect loose items around the trash recycling point
- **Do not leave garbage on balconies or staircases**
 - It attracts pests
 - It is forbidden by the Rescue Act; extra items in the stairwell is a fire safety risk
- **Check product instructions** for correct recycling
- **Loose items outside bins** may incur extra costs; garbage trucks do not collect them.

Responsible living

- **Avoid wasting warm water and energy!**
 - Turn off lights and electrical appliances when not in use
 - Make sure water taps are properly closed
 - Notify maintenance immediately if the tap or toilet is leaking
 - Avoid letting tap run when it's not needed
- **Keep windows and entrance doors shut when it's cold outside to avoid heat loss**
 - This saves energy and keeps the building warm

Moving out

- If you wish to move out, **you need to give notice one calendar month before by filling the notice form online**
- We will send the moving out and cleaning instructions once the notice of termination has been processed
- **Keys must be returned to the Elli office on time!**
- If the keys have not been returned on time or there are keys missing, the locks of the apartment will be changed at tenant's expense
 - The cost is 275€ (normal key) or 55€ (electronic key)
 - Late key return fee is 150€
- Maintenance will inspect the apartment after you have returned your keys to the Elli office
 - If the final cleaning is incomplete or items are left in the apartment or its surroundings, the tenant will be charged



joensuunelli.fi
+358 13 337 7800
asiakaspalvelu@ellinkodit.fi
joensuun.elli

Who to contact if questions?

Customer service

E.g. leases, orders (Ellinet, sauna, parking spot), keys, application process

asiakaspalvelu@ellinkodit.fi
+358 13 337 7800 (Mon-Fri at 10 am – 3 pm)

Payments

E.g. rental payment matters, invoices

maksut@ellinkodit.fi
+358 13 337 7822 (Mon-Fri at 10 am – 3 pm)

Maintenance

huolto@ellinkodit.fi
+358 13 337 7824 (Mon-Fri at 10 am – 3 pm)
joensuunelli.fi – notice of defects

! URGENT MATTERS: Inform maintenance ASAP when moving in
NON-URGENT MATTERS: Fill in the notice of defects online

Emergency Maintenance Service (24/7)

Only urgent matters in evenings and weekends
+358 13 337 7200

Always check our website for up-to-date contact information and service hours.



Thank you!

eli JOENSUUN
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