



# WELCOME TO LIVE AT PSOAS!

Introduction to student housing in Oulu

Jari Simonen  
January the 4<sup>th</sup> 2017



# CONTENTS

- PSOAS IN BRIEF
- SIGNING HOUSING DOCUMENTS
- THE OMAPSOAS ONLINE SERVICE
- INTERNET
- KEYS
- RENT
- SECURITY
- LIVING IN A SHARED APARTMENT
- BEDCLOTHES
- SOMETHING BROKEN?
- HEATING
- SAUNAS AND LAUNDRY
- TENANT COMMITTEES
- CLUB ROOMS
- MOVING OUT

# PSOAS

- Pohjois-Suomen opiskelija-asuntosäätiö = The Student Housing Foundation of Northern Finland
- Founded in 1971 by the Student Union, Domus Botnica foundation and Pohjois-Suomen oppilajasuntolat Oy
- A nonprofit organization offering accommodation to over 5 500 students
- *“Our mission is to arrange housing services for young people who study in Oulu after they have finished their basic education. We do this by offering our customers usable apartments as cheaply as possible, which ensures that PSOAS continues to be financially sound.”*



# SIGNING HOUSING DOCUMENTS



- Takes place in Tellus Stage at 10:00
- Documents signed: tenancy agreement and its terms (two copies of each)
- Deposit must be paid before signing
- Bring your ID and a copy of it
- Check the period of lease before signing, no changes made afterwards
- Apartments are changed only for medical reasons



# THE OMAPSOAS ONLINE SERVICE

- Used for reserving tenant services (sauna and laundry turns, parking spaces, club room etc.)
- Registration using the personal reference code (see rent payment form) in [www.omapsoas.fi](http://www.omapsoas.fi)
- Used also for information sharing and accessing the wifi
- Registration needs to be done at Campus
- Some e-mail services cannot be used with OmaPSOAS (e.g. gmx.de)

# THE OMAPSOAS ONLINE SERVICE



Log In Register

## REGISTRATION

Identify yourself using the reference number in your rent bill. The reference number must be typed without the blanks between the digits. Please note that registration is only possible after the lease has begun.

Authentication

save

[FAQ Forgot your password?](#)

Fault report Forms User info Log out

HOME

RESERVATIONS

MESSAGES

TENANT COMMITTEE

MANUAL

16.08.2017 - OmaPSOAS

## USING THE WASHING MACHINES

Dear tenants, when you use the washing machines, measure the washing powder exactly by the instructions from the package. If you use the washing powder too much, the washing machine can't use it all. Some

# INTERNET



- A wifi service called Campusnet is available in all exchange student houses
- To access the wifi you will first need to register to OmaPSOAS
- **Authentication to Campusnet requires both the OmaPSOAS username and password**
- The wifi has just been introduced → any feedback on [asuntotoimisto@psoas.fi](mailto:asuntotoimisto@psoas.fi)

# KEYS

- Take good care of your keys
  - If a key gets lost the locks have to be changed (150€)
- If you lock yourself out of your apartment
  - Get the spare key from PSOAS office (6€)
  - Call round-the-clock service number (around 30€)
- The key is to be returned to PSOAS office
  - Deadline is the last day of the month by 2pm
    - If the last day is a holiday the keys must be returned the following day by noon
  - Outside office hours the key can be returned using a specific envelope for that purpose
  - Return it to the mailbox next to PSOAS front door (AVAIMET/KEYS)
- **In Tirolintie one tenant may have 2 different keys**





# RENT

- Due date on the 5th of each month
- Several months can be paid at the same time
- Several alternative bank accounts to choose from
- Using the reference number is a MUST
- Received a collection letter?
  - Have paid the rent → Contact the accommodation office
  - Have not paid the rent → Please do so as soon as possible

# SECURITY

- Keep the doorcode to yourself
- Keep your valuables inside your room (instead of the shared premises)
- Do not store items in corridors or stairways
- Check the validity of your insurances
- Report thefts or other crimes to the police





# LIVING IN A SHARED APARTMENT

- Get to know to your flatmate(s) and respect them
  - Rules of the apartment, e.g. friends staying overnight
- Pay attention to the housing bylaws
- Agree on cleaning shifts
  - Cleaning schedule placed in each shared apartment with 4 tenants or more
  - Untidiness → complaint → costs
- **Smoking in the apartments is forbidden**
- Problems with the flatmate or neighbour?
  - Try to sort things out together
  - Call PSOAS property supervisor (or police)
- Fill in the apartment report



<h3>CUSTOMER SERVICE</h3> <p>If you have questions about housing, please check out the FAQ and Resident's Guide for answers. If they cannot be found there, get in touch with us. We are here to help you out.</p> <ul style="list-style-type: none"> <li>READ FIRST ▶</li> <li>ASK BY E-MAIL ▶</li> <li>IF IN A HURRY, CALL ▶</li> <li>FAULT REPORTS ▶</li> </ul>	<h3>RESIDENT'S GUIDE</h3> <p>Resident's guide lists the tenant's rights and duties and gives instructions for many housing related questions. The guide also tells you how to apply for an apartment.</p> <ul style="list-style-type: none"> <li>MOVING IN ▶</li> <li>FOR TENANTS ▶</li> <li>MOVING OUT ▶</li> </ul>	<h3>OMAPSOAS</h3> <p>LOG IN REGISTER</p> <p>Username <input type="text" value="asunto.tolmisto"/></p> <p>Password <input type="password" value="*****"/></p> <p>LOG IN</p> <p><a href="#">FAQ</a> <a href="#">FORGOT YOUR PASSWORD?</a></p>										
<h3>APARTMENTS</h3> <ul style="list-style-type: none"> <li>LOCATIONS ▶</li> <li>APPLYING ▶</li> <li>VACANT APARTMENTS ▶</li> </ul>	<h3>NEWS</h3>	<h3>CONTACT</h3> <p><b>STUDENT HOUSING FOUNDATION OF NORTHERN FINLAND</b>  Mannerkatu 6 A, FI-90130 Oulu  tel. +358 8 3173 110</p> <p><b>Accommodation Office is open</b>  mon 9 am – 5 pm  tue-fri 9 am – 4 pm  <b>Exceptional opening hours</b>  Phone hours</p>										
<table border="1"> <tr> <th>NEWS</th> <th>APPLYING</th> <th>LIVING</th> <th>PSOAS</th> <th>CONTACT</th> </tr> <tr> <td> <ul style="list-style-type: none"> <li>CampusNet news</li> <li>News archive</li> <li>CampusNet news archive</li> <li>Renovations going on</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>Housing application</li> <li>Criteria for tenant selection</li> <li>FAQ</li> <li>Last Minute Apartments</li> <li>List of vacant apartments</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>Resident's guide</li> <li>Fault reports</li> <li>OmaPSOAS</li> <li>PSOAS forms</li> <li>CampusNet</li> <li>Tenant committees</li> <li>Location services</li> <li><b>Apartment reports</b></li> <li>Deposit refund</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>PSOAS' values</li> <li>Contact info</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>Tenant committees</li> <li>Other regions</li> <li>Feedback</li> </ul> </td> </tr> </table>			NEWS	APPLYING	LIVING	PSOAS	CONTACT	<ul style="list-style-type: none"> <li>CampusNet news</li> <li>News archive</li> <li>CampusNet news archive</li> <li>Renovations going on</li> </ul>	<ul style="list-style-type: none"> <li>Housing application</li> <li>Criteria for tenant selection</li> <li>FAQ</li> <li>Last Minute Apartments</li> <li>List of vacant apartments</li> </ul>	<ul style="list-style-type: none"> <li>Resident's guide</li> <li>Fault reports</li> <li>OmaPSOAS</li> <li>PSOAS forms</li> <li>CampusNet</li> <li>Tenant committees</li> <li>Location services</li> <li><b>Apartment reports</b></li> <li>Deposit refund</li> </ul>	<ul style="list-style-type: none"> <li>PSOAS' values</li> <li>Contact info</li> </ul>	<ul style="list-style-type: none"> <li>Tenant committees</li> <li>Other regions</li> <li>Feedback</li> </ul>
NEWS	APPLYING	LIVING	PSOAS	CONTACT								
<ul style="list-style-type: none"> <li>CampusNet news</li> <li>News archive</li> <li>CampusNet news archive</li> <li>Renovations going on</li> </ul>	<ul style="list-style-type: none"> <li>Housing application</li> <li>Criteria for tenant selection</li> <li>FAQ</li> <li>Last Minute Apartments</li> <li>List of vacant apartments</li> </ul>	<ul style="list-style-type: none"> <li>Resident's guide</li> <li>Fault reports</li> <li>OmaPSOAS</li> <li>PSOAS forms</li> <li>CampusNet</li> <li>Tenant committees</li> <li>Location services</li> <li><b>Apartment reports</b></li> <li>Deposit refund</li> </ul>	<ul style="list-style-type: none"> <li>PSOAS' values</li> <li>Contact info</li> </ul>	<ul style="list-style-type: none"> <li>Tenant committees</li> <li>Other regions</li> <li>Feedback</li> </ul>								

# BEDCLOTHES

- PSOAS provides bedclothes to exchange students
- The package includes a quilt, pillow and linen (a sheet, pillow case and quilt cover)
- The bedclothes are placed inside the rooms beforehand
- For further instructions, refer to the Bed Linen Exchange -guide



# SOMETHING BROKEN?

- Check out the responsibilities ([www.psoas.fi](http://www.psoas.fi) → tenants guide → fault reports)
- Tenant is responsible for the following issues:
  - Cleaning
  - Changing the bulbs and all lamps inside the apartment
  - Changing the fuses located inside the apartment
  - Getting the antenna cord
  - The fire detector
- PSOAS responsibilities
  - Report the fault using Avux fault report system or OmaPSOAS



# HEATING

- Normal room temperature is 20 to 23 degrees (ideal 20-21)
- Measured in the middle of the room
- Temperature can be adjusted with the thermostat of the radiator
- Do not cover the thermostat with curtains
- Do not place sources of heat next to thermostat





# SAUNAS AND LAUNDRY

- Always respect other people's reservations
- Private and collective turns for saunas
- Reservations are made through the OmaPSOAS online service
- Register to OmaPSOAS in [www.omapsoas.fi](http://www.omapsoas.fi)



# TENANT COMMITTEES

- Most areas have an active tenant committee
- Organize additional services and events to tenants
- Form an official communication channel between PSOAS and the tenants
- Committees have an operating budget of 500-1000 €
- More info on [www.psoas.fi/en/living/tenant-commitees/](http://www.psoas.fi/en/living/tenant-commitees/)



# EXCHANGE STUDENTS' TENANT COMMITTEE?



- Exchange students can set up a tenant committee of their own
- Link between PSOAS and exchange students
- Observations about living at PSOAS → Suggestions for improvement
- Deciding on the use of budget
- Meeting PSOAS staff (a couple of times during the exchange)
- Anyone interested in being a member please turn to me after the presentation



# CLUB ROOMS

- Places for preparties and get-togethers
- Located in Tirolintie and Yliopistokatu 16
- Reserved through the OmaPSOAS service by a host responsible for the event and any incidents taking place during it
- Access with a key, later with a code provided by OmaPSOAS during the reservation process

## MOVING OUT

- Prolonging of agreement must be done two months in advance
- Apartments are checked as close to moving as possible
- Do not “shut down” the radiator or leave the window open
- [Cleaning is good for you](#)
- Deposits are returned within a month
- 80 % of all tenants’ deposits are refunded in full
- Any cleaning or repair costs and unpaid rents will be deducted
- Banking information for returning the deposit is sent using a form in the OmaPSOAS system

# CONTACT INFORMATION



- Accommodation Office
  - 08 3173110
  - [asuntotoimisto@psoas.fi](mailto:asuntotoimisto@psoas.fi)
  - [www.psoas.fi](http://www.psoas.fi)
  
- Feedback about the housing info will be appreciated 😊



THANK YOU FOR YOUR TIME!

