

Towards better everyday life at home

Peace at home, house rules
and everyday notices



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01 EVERYDAY LIFE TOGETHER

Good everyday life starts with neighbours



The shared courtyard and communal spaces are part of everyday life for all residents.

Greeting a neighbour and cleaning up after yourself are small actions that make a big difference. When everyone knows how communal spaces should be used, it is easier to follow the agreed practices.

Respect other people's rest and let neighbours know in advance about an event likely to cause more noise than usual. Normal sounds of living are part of shared everyday life, including at night. Tell your guests about the building's essential practices too.

Feel free to ask about the building's practices and get to know your neighbours in your own way. A short conversation in the courtyard makes it easier to agree on shared matters. Take account of different life situations and mobility needs as well.

02 PEACE AT HOME

When peace at home is disturbed



Try to identify the source of the sound: noise from street works, for example, may be heard inside the apartment.

1 Talk if it is safe

Explain calmly what is disturbing you. You may also report a disturbance without discussing it first if making contact feels unsafe or does not improve the situation.

2 Record your own observations

Note the date, times and duration. Describe what you personally heard or saw and how it affected your use of your home.

3 Send the report to the right recipient

Send a written report to the property manager or board as instructed by the housing company. Keep a copy for yourself.

Separate observations by several people can help clarify the matter. However, the law does not require two people to submit reports: one well-founded report can be enough to begin an investigation. If a decision to take possession of an apartment is challenged, the housing company must prove the grounds for it. Record your own observations carefully.

AOYL Chapter 8, sections 2-3; Code of Judicial Procedure, Chapter 17, sections 1-2.

03 FAULTS AND DAMAGE

When you notice a fault



Report an urgent leak immediately by phone to prevent further damage.

In an emergency, call 112

Call 112 when life, health, property or the environment is in immediate danger.

Urgent fault: call maintenance immediately

A continuing water leak, for example, requires immediate action. Call the maintenance company's emergency number and follow the instructions you receive. Do not wait for an online fault report to be processed.

Other faults: report during office hours

Report the fault to maintenance or the property manager as instructed by the housing company. Explain where the fault is and what you noticed. If you are a tenant, also promptly inform the landlord about damage to the apartment and faults that are the landlord's responsibility.

Duty to notify: AHVL section 24; AOYL Chapter 4, section 8. Emergency guidance: Emergency Response Centre Agency.



Hallitustuki

Good everyday life is built together.

Considering neighbours, following shared ground rules and reporting matters to the right recipient make everyday life easier for the whole building. This guide offers practical instructions for situations that arise in housing companies.

- Peace at home and house rules
- Faults, damage and apartment renovations
- Resident details and everyday notifications

Clear guidance.

Smoother everyday life at home.

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