

Tenants are required to maintain the apartment carefully. Any costs caused by carelessness, improper handling or negligence will be charged from the tenant according to the tenant charge sheet. The tenant is expected to read the instructions provided by Hoas. Carelessness or being unaware of the rules is not an acceptable excuse to avoid paying the charges. Read more about tenant responsibilities on the Hoas website. The prices on the tenant charge sheet are often lower than the actual cost of repair, and Hoas reserves the right to charge the tenant according to actual repair cost. Urgent work will be charged based on invoiced amount, which will make the cost significantly higher. The prices include labour, materials/parts required as well as installation costs. Hoas reserves the right to change these prices.

Basis for the charge	euro
Administrative fee	
An administrative fee is added to each invoice and it covers Hoas' administrative invoicing costs.	6
Keys and locks*	
Additional mechanical key (exec, sento, gege/kaba)	38
Additional iLOQ S10 key	38
Additional iLOQ S5 key	50
Additional iLOQ S50 key	15
Additional Abloy Pulse key	43
Lost mechanical key / recoding a lock (incl. one key, extra keys 38,00€ each)	255
Lost electronic key iLOQ S10 (incl. visit from locksmith 110,00€ and 1 key 38,00€)	148
Lost electronic key iLOQ S5 (incl. visit from locksmith 110,00€ and 1 key 50,00€)	160
Lost electronic Abloy Pulse key (incl. visit from locksmith 110,00€ and 1 key 43,00€)	153
Lost waste collection pipe key (rööri/imu)	35
Lost parking space heating pole key, Abloy classic key	20
Lost remote key/control for parking garage	260
Lost walking key to parking garage	According to key type
Lost parking permit	As invoiced
Returning / replacing a broken mechanical key	According to key type
Returning / replacing a broken electronic key (key unusable)	Check lost electronic key
Key in the wrong lock (e.g. Abloy key iLOQ lock socket)	As invoiced
Incorrectly returned keys (e.g. left in the apartment)	44
Charge for opening the door (by Securitas)	30
Unpaid Securitas' invoice that Hoas is collecting	47
Cleaning/emptying	
Cleaning per hour**	45
Removing an item from the apartment / storage locker	89
Removing few items from apartment / storage locker	178
Removing several items from apartment / storage locker	As invoiced
Maintenance visit	
Maintenance visit (e.g. unnecessary visits)	44
Maintenance visit (e.g. unnecessary visits) outside the office hours ***	110
Heating, plumbing, ventilation, electrical devices / installation work	
Plugging water outlets/inlets	65
Sink	190
Light switch, power socket or repairing an incomplete ceiling socket / connection box, inc. installation work	70
Toilet seat	385
Toilet lid	65
Unblocking a serious clog in the drains, caused by the tenant	As invoiced
Repairing / servicing a fire alarm device/system	
Incorrect use of the fire alarm device / system / check by maintenance company	44
Visit from Securitas or rescue department due to an unnecessary fire alarm caused by the tenant	150
Reinstalling mains-powered fire alarm	150
Renewal of mains-powered fire alarm	250

Basis for the charge	euro
Installation work / renovation (per hour)	
Installation work / renovation (per hour)	55
Paintwork	
Fixing/painting one wall, e.g. filling in holes caused by the	132
Painting the ceiling (per room)	275
Painting the walls in one room	275
Painting 1 room + kitchen (walls)	605
Painting 2 rooms + kitchen (walls)	825
Painting 3 rooms + kitchen (walls)	1045
Other apartment types	As invoiced
Painting enclosures (repairing damage caused by e.g. smoking)	As invoiced
Floor repairs	
Replacing flooring material (per room)	700
Skirting boards (per room)	105
Repairing a plastic flooring	125
Repairing laminate or vinyl flooring	350
Apartment inner doors	
Soundproof door	285
Repairing/replacing a door frame	105
Replacing or repairing a door	120
Apartment front door	
Repairing/replacing a door frame	180
Replacing a door	As invoiced
Windows / glass doors	
Replacing normal glass panes	As invoiced
Replacing thermal insulated glass panes or other special kind of	As invoiced
Kitchen appliances, range hoods	
Damage caused by tenant	As invoiced
Spare part for an appliance (includes installation)	70
Fixtures	
Replacing a wardrobe / kitchen cabinet door	100
Cabinet, installed	275
Equipment	
Mirror cabinet	200
Toilet cabinet mirror door	70
Replacing the pest controlling equipment/material	90
Furniture (furnished apartments):	
Bed	230
Mattress	120
Mattress overlay	90
Desk, table, desk chair	150
Shelf, drawer unit, shelving	110
Stool	60
Armchair	400
Desk lamp	45
Blackout curtains, curtain	150
Special charges	
Cancelling a notice of termination	42
Certificate fee	10
Modem (Itämerenkatu 12, Selkämerenkatu 6 and Santakuja 3)	100
Special cases	
Special cases, e.g. water damage caused by the tenant or damage caused by neglecting the rules and advice such as smoking inside or constant breaking of the iLoq key mechanism using a wrong key	As invoiced

* Key/tenants in a shared apartment will be given one key each and no additional keys will be available.

** If the per-person share of a cleaning bill is under 10 euro, it will not be charged

*** Any work carried out outside office hours (16.00–7.00, mid-week holidays and weekends)