

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 key*	30
Lost iLOQ key (incl. visit from the locksmith)	100
Key for the parking space heating pole / access pass / waste collection pipe key	30
Remote key/control for garage	200
Parking sign / parking permit	As invoiced
Returning / replacing a broken key	35
Returning / replacing a broken iLOQ key	
- broken ring	30
- key in a useless condition	100
Incorrectly returned keys (e.g. left in the apartment)	40
Recoding a lock (not incl. iLOQ keys)	210
- incl. one key per tenant in a family apartment	
- roomie apartment / room in a shared apartment: other tenant's room keys will be added to the recoding invoice according to the number of keys (30 euro each)	
Locksmith: Recoding an lloq lock	100
lloq key in the wrong lock (e.g. Abloy lock) / wrong key (e.g. Abloy key) in an lloq lock	
- maintenance visit: removing the key from the lock	40
- locksmith's charge: lock mechanism not broken	120
- locksmith's charge: lock mechanism broken	350
Charge for opening the door (by Securitas)	
- Securitas' invoice	30
- unpaid Securitas' invoice that Hoas is collecting	47
Cleaning/emptying	
Cleaning per hour	38
Emptying furnite or items	175
Maintenance visit	
Maintenance visit (e.g. unnecessary visits)	40
Maintenance visit (e.g. unnecessary visits) outside the office hours **	100
Heating, plumbing, ventilation, electrical devices / installation work	
Plugging water outlets/inlets	65
Sink	170
Light switch / power socket or repairing an incomplete ceiling socket / connection box, inc. Installation work	65
Toilet	350
Toilet seat / lid	65
Unblocking a serious clog in the drains, caused by the tenant	As invoiced
Repairing a network connection box, or an unnecessary maintenance visit to repair the network / aerial socket when tenant's device was faulty	120
Repairing / servicing a fire alarm device/system	
Incorrect use of the fire alarm device / system / check visit,	40
Visit from Securitas or rescue department due to an unnecessary fire alarm caused by the tenant	150
Removing/breaking a fixed, Hoas-owned mains-powered fire alarm	240
Installation work / renovation (per hour)	
Installation work / renovation (per hour)	50

Basis for the charge	euro
Paintwork	
Fixing/painting one wall, e.g. filling in holes caused by the removal of an Ikea Lack shelf	120
Painting the ceiling (per room)	250
Painting the walls in one room	250
Painting 1 room + kitchen (walls)	550
Painting 2 rooms + kitchen (walls)	750
Painting 3 rooms + kitchen (walls)	950
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	150
Replacing thermal insulated glass panes or other special kind of glass pane (e.g. balcony glass)	As invoiced
Kitchen appliances, range hoods	
Damage caused by tenant (taking into account any deductions due to the age of the appliance)	As invoiced
Spare part for an appliance (includes installation)	65
Fixtures	
Replacing a wardrobe / kitchen cabinet door	100
Cabinet, installed	275
Equipment	
Mirror cabinet	115
Toilet cabinet mirror door	65
Spare part for fixture (includes installation)	65
Replacing the pest controlling equipment/material	90
Furniture (furnished apartments):	
Bed	230
Mattress	120
Mattress overlay	90
Desk	150
Desk chair	150
Stool	60
Armchair	400
Shelf, drawer unit, shelving	110
Desk lamp	45
Blackout curtains, curtain	150
Shower curtain	30
Floor drier, bucket and cloth, rubbish bin	10
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.

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