HOAS

TENANT CHARGE SHEET

From 1st January 2027

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*	
Prices are determined according to the service provider's price list.The price list for lost keys and additional keys can be found on Caverion's key management website: https://www.caverion.com/catalog/services/hoas-apartments-key-management-services/	
Incorrectly returned keys (e.g. left in the apartment)	44
Door opening service by Securitas	44
Cleaning/emptying	
Cleaning per hour*	51
Removing an item from the apartment / storage locker	60
Removing a small number of items from the apartment / storage locker	95
Removing several items from apartment / storage locker	As invoiced
Removal of bed bug-infested items	130
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 smoke alarm device/system	
Security company phone call due to the removal of a smoke alarm or due to unnecessary activation / false alarm.	15
Maintenance company visit due to the removal of a smoke alarm or due to unnecessary activation / false alarm.	44
Security company visit due to the removal of a smoke alarm or due to unnecessary activation / false alarm.	150
Emergency response centre visit to the apartment due to a reason caused by the resident.	As invoiced
Replacement of a smoke alarm connected to the mains power supply or to a fire alarm system.	220
Replacement of a battery-operated smoke alarm	75
Restoration of intentionally or negligently damaged smoke alarms	As invoiced
Paintwork	
Repairing/painting one wall	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
Stain-blocking paintwork, e.g. due to smoking	As invoiced

Basis for the charge	euro
Installation work / renovation (per hour)	
Installation work / renovation (per hour)	55
Floor repairs	
Replacing flooring material (per room)	700
Skirting boards (per room)	105
Repairing 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 insulated glass panes or other special kind of glass panes (e.g. balcony glass)	As invoiced
Kitchen appliances, range hoods	
Damage to appliances caused by the 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
Mirror cabinet door in the toilet/bathroom	70
Replacement of pest-control equipment	144
Folding bed	174
Furniture (furnished apartments):	
Bed	230
Mattress	120
Mattress topper	90
Sofa	600
Desk, table, desk chair	150
Shelf, drawer unit, shelving	110
Stool	60
Armchair	400
Desk lamp, ceiling light	45
Blackout curtains, other curtains and rugs	150
Microwave, vacuum cleaner	80
Special charges	
Certificate fee	10
Cancellation of notice termination	42
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**

* 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 (15.00–7.00, mid-week holidays and weekends)