



Guide

2024

Welcome to the tenant committee!

You have just been selected to become a member at the tenant committee of your property, congratulations!

This guide is here to help you get started with tenant activity in a tenant committee. We'll go over what it means to be a member in a tenant committee, and what are the rights and responsibilities that tenant committee brings. So that your first tenant committee meeting goes smoothly, we have provided some templates at the end of this guide to help you. Besides this guide, more templates and forms can be found from our website (hoas.fi/en/tenant/tenant-activity).

If you have any questions, we at Hoas Tenant Activity are happy to help! Best way to contact us is by sending an email.

Have a fun tenant committee term!

Best wishes,

Hoas Tenant Activity
tenantactivity@hoas.fi

Contact information

Hoas Tenant Activity
tenantactivity@hoas.fi

Contact information for tenant committees

<https://hoas.fi/en/tenants/tenant-activity/contact-tenant-committees/>

Contact in other matters

MyHoas > Send a message

Fault report

MyHoas > Fault report

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1 What is tenant activity?

Tenant activity is based on the law on joint administration in rental housing. It gives a possibility for tenants to affect their own property's living comfort and other matters in their housing. In tenant committee, you can make decisions on how to use the annual allowances, develop the common areas of your building and coordinate their use, forward feedback from tenants to Hoas, and get to have a say in the Hoas' plans for budget and maintenance.

In practice, tenant activity usually circles around spending the annual allowance Hoas offers to all tenant committees. The allowance can be used to recreation, such as organizing different events and trips, or different fun and useful purchases for all tenants to use, such as club room furnishing or hobby equipment.

If you want to, you also have a chance to influence student housing at a larger scale through tenant activity. However, as a tenant committee, you can choose how active you want to be in this – if you want to, you can just focus on having fun and spending the annual allowance. If you are interested in student housing, the tenant committee chooses a member amongst themselves to participate in the tenant's co-operation body.

Tenant committee can...

- Organize events and make purchases for tenants.
- Develop the common areas of the property.
- Manage the reservations and keys to common areas.
- Forward tenant feedback to Hoas.
- Suggest improvements to Hoas.
- Manage equipment inventory and storage plan.
- Comment on Hoas' budget and maintenance plans.

2 Establishment of a tenant committee

Each year Hoas holds a tenant meeting at all our properties. The purpose of tenant meeting is to establish a committee to the property amongst the tenants and choose a chairperson, who becomes a member at the tenant's co-operation body. Tenant committee needs at least two members to become established. If only one tenant is interested in tenant activity, they can be a contact person for tenant activity at the property and the member of tenant's co-operation body. The contact person can, for example, manage keys to common areas, and communicate between Hoas and tenants. One person cannot make decisions on the use of the annual allowance.

Tenant meetings can be held at other times during the year as well if your tenant committee wants to. If you are planning on holding a tenant meeting, contact Hoas Tenant Activity, so we can help you to organize and communicate about the meeting. Since tenant activity is based on the law on joint administration in rental housing, there are certain things that must be consider when organizing a tenant meeting.

When tenant committee has been established:

- ☐ Exchange contact information with other members of tenant committee.
- ☐ Agree on what channel is used to communicate between tenant committee members.
- ☐ Inform Hoas on what channel is used for tenants to contact you. For example, a good idea is to create an email for the tenant committee and give all tenant committee members an access to it.
- ☐ Let the tenants in the building know about the new tenant committee. Effective way to get the word around is to post an announcement on the information board in Finnish and English. Remember to include the best way to contact you in the announcement.

2.1 Member of a tenant committee

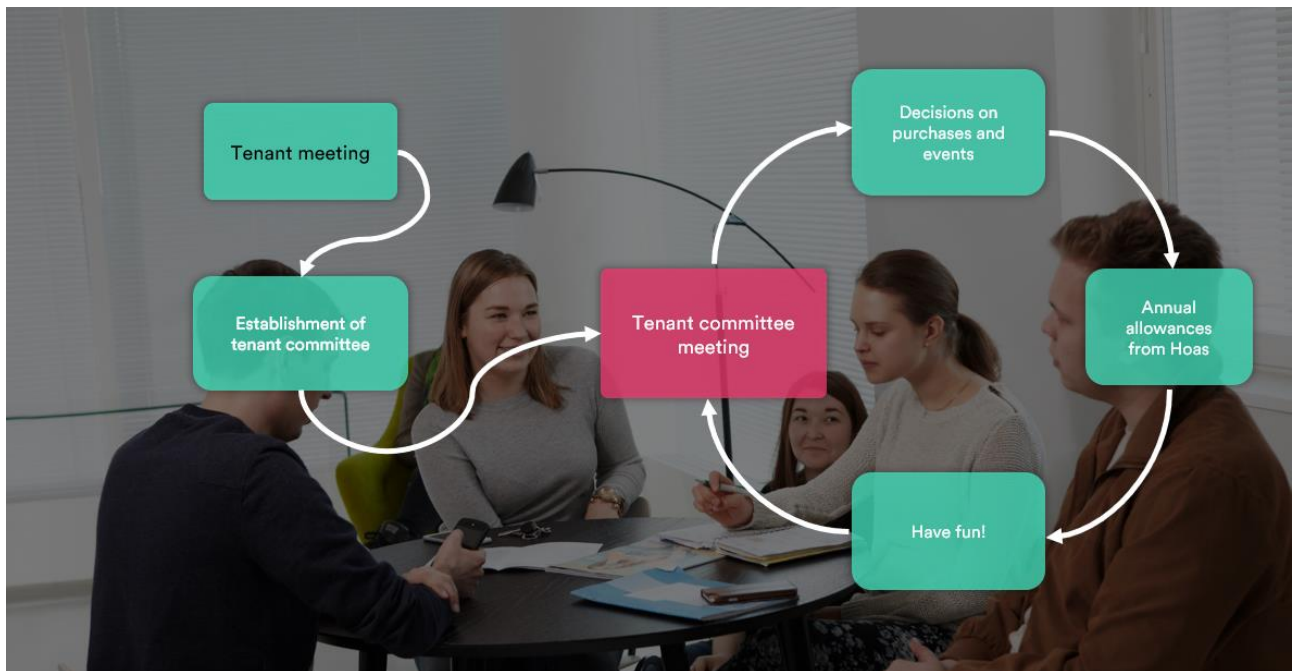
As a member of tenant committee your job is to be present at the tenant committee meetings. If you want to, you can assume roles that the tenant committee chooses to establish, but other roles besides the chairperson are optional. You can participate in meetings and decision-making without any specified role. However, in bigger tenant committees it might make things run easier if some roles are assigned to certain people.

The term of tenant committee is typically one calendar year. However, being a member at a tenant committee is not binding, and you can choose to leave the tenant committee if your situation does not allow you to continue, or you move somewhere else.

Possible roles in tenant committee:

- Secretary
- Manager of annual allowances
- Manager of keys to common areas
- Event manager
- Communications manager

3 Tenant committee meetings



The purpose of tenant committee is to improve your property's living comfort and influence matters regarding housing at your property. Tenant activity molds into what the members of the committee chooses, and the committee can decide amongst themselves for example how often they want to hold a tenant committee meeting. In practice, the tenant committee makes purchases and organizes events with allowances from Hoas. In order for the allowance to be spent, the tenant committee must hold meetings.

3.1 Who can participate in tenant committee meeting?

The tenant committee meetings are open to all the tenants at your property. If you need to vote about a decision, only the official members of tenant committee have a vote. If a member of a tenant committee can't participate in a meeting, they can authorize a person of legal age to represent themselves in the meeting. Read separate instructions on how to use authorization letter in the last pages of this guide.

3.2 Announcing about the meeting

Announce about the meeting at least four days before the meeting. Write an announcement in both Finnish and English, so it reaches all the tenants equally. We recommend that the tenant meeting is announced at the information boards of the building as well as any other channels that the tenants might be using.

3.3 During the meeting

The tenant committee is quorate when at least half of the members of the committee are present. In a two-member tenant committee both tenants must be present since one cannot make decisions for tenant committee alone.

At the start of the meeting, you must decide who is the chairperson and secretary in that meeting. The chairperson of the committee usually acts a chairperson in meetings, but if they are not present, any member of the tenant committee can be the chairperson for the meeting. Secretary can be chosen separately each meeting, or you can decide that one person takes the role of secretary in all meetings. Secretary's job is to write the meeting minutes.

3.4 Minutes of the meeting

The most important thing at tenant committees meeting is to write the minutes of the meeting. Hoas gives you allowance to be used based on the decisions written in minutes. If there are no minutes, the decisions can't be confirmed, and allowance can't be given for you to use. Thus, it is very important to remember to keep the minutes.

When writing minutes, we recommend that you use Hoas' tenant committee meeting minute template. Additionally, following the template makes it easy to proceed in the meeting so that all the things are properly processed. The template for minutes can be found at the end of this guide.

What should be in minutes?

- Participants.
- Purchase and event decisions with budget.
- Other decisions, which can be for example a new tenant becoming a member of tenant committee or filling a fault report to Hoas about fault found at property.

Minutes ought to be signed by the chairperson, the secretary and two examiners of the minutes.

Minutes are to be delivered to Hoas right after the tenant committee meeting. Send the signed minutes by email to tenantactivity@hoas.fi.

3.5 Making decisions

Decisions are made by having a general conversation. If consensus can't be found through conversation, the matter can be resolved by vote. Only the official members of the tenant committee can vote. Voting can be closed or open, however you choose. If the votes are tied, the vote of the chairperson of the committee solves the case.

Things to remember:

- Announce the meeting to all tenants of the property at least four days before the meeting.
- Choose a chairperson and secretary for the meeting.
- Keep minutes of the meeting.
- Make decisions by having a conversation.
- Have a vote if you need to. Only official members of tenant committee have a right to vote.
- Write on the meeting minutes all purchase and event decisions with budget.
- After meeting, deliver the minutes to Hoas by email.

4 Allowance

Tenant committee gets a yearly allowance which can be used for recreation and purchases. You can check your property's amount of allowance from Hoas' website.

Tenant committee can decide freely how to use the allowance, however making sure that it is used following these guidelines:

- 25 % to recreation (events, trips, etc.)
- 25 % to purchases (games to the club room, hobby equipment, etc.)
- 50 % to recreation or purchases.

There are couple options on ways to use the allowance:

- Member of tenant committee makes the purchase and delivers an expense claim to Hoas. Hoas makes a refund from tenant committee's allowance to the member of committee.
- Tenant committee requests a promissory note from Hoas to make a purchase. A single purchase must be at least 200 € for the promissory note to be written.

Read more about expense claim and promissory note in the next chapter.

It is possible to request for additional budget twice a year. Tenant committees are sent instructions for applying the extra budget once applying is relevant.

Note!

- Allowance is given to one calendar year at a time.
- Unused allowances from previous year can't be transferred into next year's budget.
- All of allowance don't have to be used.
- If the expense claim or promissory note are not suitable payment methods, contact Hoas Tenant Activity to get information about other possible payment methods.

4.1 Expençe claim

Make sure that the decision of the purchase or event is written in the meeting minutes and minutes has been delivered to Hoas.

After you have made the purchase and would like to request a refund:

- Fill expense claim form (see attachment 2)
 - Write on the form the personal and bank account information of the person getting the refund.
 - Write the number of the minutes where the decision of made purchase can be found.
 - Separate the purchases according to their type on the form.
- Add attachments
 - Receipt of purchases.
 - Online or invoice purchases: a proof of online payment from your bank.
 - Purchases from individual person: cash receipt.
 - Restaurants: a receipt with breakdown of purchased items.
 - Events: Participant list.
- Signatures from **two** people (the one getting the refund + another member of tenant committee).
- Email Hoas the filled expense claim form and applicable attachments.
- Keep original receipts to yourself for possible warranties.

Note!

- The money used on purchases may not exceed the budget written in the tenant committee meeting minute.
- Confirmation of delivery is not a receipt.
- Refunds can be made to Finnish and European bank accounts. Refunds can't be made outside Europe.

4.2 Promissory note

Promissory note is meant for the more expensive purchases so none of the members of the committee needs pay the purchase beforehand. Individual service or purchase must be at least 200 euros so the promissory note can be written. The company in case sends an invoice to Hoas, and the amount is charged from the tenant committee's allowance.

How to request a promissory note:

- Make sure that the decision of purchase is written on the tenant committee meeting minute and the signed minute has been delivered to Hoas.
- Ensure that the company accepts Hoas promissory note as a payment method.
- Request the promissory note. Request must have the information of:
 - What is purchased.
 - What is the budget and maximum amount for purchase.
 - From where the purchase is made (company name and contact information)
 - Who makes the purchase (name and date of birth of the member of tenant committee)
- Email the request to Hoas. The processing time for promissory notes is about one week.

Note!

- Individual service or purchase must be at least 200 €
- The processing time for promissory note request is approx. one week – request it well in advance!
- Promissory notes are not written for food or drink.

5 Making purchases

Tenant committee can use the purchase allowance to buy items for all the tenants of the property to use.

To make a purchase you need to summon a tenant committee meeting where you write the decision of the purchase in the meeting minute with budget. Signed minute must be delivered to Hoas for refund or promissory note to be made.

Tenant committee has a tenure to the purchased items. However, tenant committee may not sell the purchases without Hoas' permission and instructions, since Hoas has the ownership of the purchased items.

Purchase can be made from a store, online store, with invoice, or from an individual person for example used items. See the separate instructions to request refund (expense claim form) or promissory note.

Ideas for purchases:

- Board and video games
- Hobby equipment
- Furniture to the club room
- Electronic items for common areas or to lend out
- Furnishing for other common areas
- Grill
- Sewing machine
- Musical instruments
- Tools
- Ladder

How to make purchase:

- Write the decision down in the tenant meeting minutes with budget.
- Decide who makes the purchase or requests promissory note from Hoas.
- When the purchase is made by a member of the committee, fill the expense claim form, and deliver it to Hoas along with applicable attachments for refund.
- You have a tenure to the purchase, but Hoas has the ownership. Don't sell the purchased items without Hoas' permission and instructions.

6 Organizing an event

Recreation allowance can be used to organize events to all tenants of the property. All tenants are invited to these events. Events can take place for example in the common areas of the property. Remember to adhere to Hoas' rules and regulations even during the event. Especially mind the quiet times, and the tenants who are not participating.

When you want to use allowance to organize an event, you need to hold a tenant committee meeting and write the decision of event to the meeting minute with budget. Estimating the budget is easier when you ask for preliminary registration to the event. The meeting minute must be signed and delivered to Hoas so the refund or promissory note can be made.

Remember to keep a list of participants in the event. This is how we can make sure of the budgets' accuracy and that the event was held. The template for list of participants can be found from Hoas website.

Ideas for events:

- Workbee
- Welcoming party to new tenants
- Christmas party
- Midsummer party
- May 1st (Vappu) fest
- BBQ night
- Games night
- Movie night
- Trips
- Cruise
- Winter activities
- Pancake party
- Eurovision watch party

How to organize an event:

- Write the decision down in the tenant committee meeting minutes with budget.
- Set a limit to the total costs of the event.
- Start communicating about the event early enough. Use multiple channels and write at least in Finnish and English. Share the information for example at the information board of your building and online channels that the tenants in your building may use.
- Preliminary registration is a useful way to get an estimation for the servings, especially when alcohol is served.
- Reasonable amount of alcohol is maximum of two helpings for an adult participant in our guidelines.
- Remember to keep a list of participants.
- Take down any posters or ads after the event.

7 Common areas

Tenant committee can improve the property's common areas and the events held in them. Almost all properties have at least one club room. If your property has more common areas, tenant committee can develop them to be designated to certain activity, such as music room, crafts room, or gym.

If you are planning to make changes in the common areas, contact Hoas beforehand. We can then make sure that the space is structurally suitable before the space is changed.

You can create a reservation system for common areas so reserving the space is easy and equal to all tenants. You can decide a suitable channel for reservations, such as email or online calendar.

7.1 Keys to common rooms

Common rooms have a separate key which are managed and lend out by the tenant committee.

How to loan out a key:

- Request a signature to the key loan form when a tenant picks up or returns the key.
- Key loan form can be found from Hoas' website.
- If the key gets lost, contact Hoas immediately.
- Any possible costs from new keys or re-pinning the locks is charged from the tenant committee's allowance according to our official charge sheet.

8 Item inventory and storage plan

The situation of tenant activity is checked yearly. Hoas will ask the tenant committee to fill an item inventory, storage plan, key inventory, and space inventory forms. Forms can be found in Hoas' website.

Forms must be returned according to the instructions from Hoas Tenant Activity. Returning is a requirement to get the next years' allowances to spend. You'll get more precise instructions on how to fill and return the forms when the matter is relevant.

9 Influencing

Tenant committee is the messenger between Hoas and the tenants. Tenant committee gets feedback from tenants in their meetings and communication channels regarding for example common areas. Tenant committee can forward these feedbacks to Hoas Tenant Activity's email. If the case is about a clear fault, the matter is processed quicker by filling a fault report in MyHoas.

9.1 Property and tenants

Tenant committee can remind other tenants on the rules of the Hoas if problems arise. Such cases might be, for example, quiet times and waste sorting. Reminder can be made for example referencing to a message from Hoas and focus on the positive or negative aspects of the case. For example, trashes laying around attract pests and waste sorted right lessens the property's costs.

Role of tenant committee is to present these matters to the tenants in an understandable way and thus improve the understanding between tenants and Hoas.

If you notice harmful habits, you can request Hoas to message all tenants. We will then write and send the message to all tenants of the building.

Mass emails are possible to send to all tenants about tenant committees most important messages or bigger events. This channel is not, however, meant to be used as a daily communication. If you would like to send a mass email, write the message in Finnish and English. Add a header to your message, contact information of the tenant committee, and information about which property the email concerns. Send a request as an email to tenantactivity@hoas.fi at least one week before the planned mass email send date so we have time to prepare to send it.

Role of the tenant committee is to be the eyes and ears of the property. We use the feedback gotten from you to improve the property and handle problematic situations. Your feedback is most valuable to us!

9.2 Budget and maintenance survey

Law on joint management in rental buildings gives the tenant committee a possibility and right to comment Hoas' yearly budget and answer to a maintenance survey.

In the budget, you can see for example next year's allowances allocated to each property.

Maintenance survey on the other hand is considered when planning next year's renovations.

Therefore, it is important that you give your opinion on your own property's needs for maintenance. This way you can influence on what is going to be worked on at your property during the next year.

9.3 Tenant's co-operation body

Those interested in student housing at a larger scale can apply to become a member of tenant's co-operation body. In tenants' co-operation body you can influence matters of Hoas. Tenant's co-operation body is a link between Hoas, tenants, and student unions. Main themes discussed in co-operation body are community, tenant activity, cost of living, property maintenance, terms of tenancy agreement, Hoas' rules and regulations, and other relevant matters. The co-operation body's recommendations to improve Hoas' operation are given the Hoas' board. Read more about tenant's co-operation body on our website.

10 Authorization letter instructions

With an authorization letter you can authorize a person of legal age to represent you at a tenant meeting or tenant committee meeting if you are unable to attend.

Authorization letter must include:

- Personal information of the authorized person (full name, and date of birth or personal identity code)
- Your personal information (full name, and date of birth or personal identity code)
- Your address
- What exactly the authorized person can do on your behalf in the meeting.
- How long the authorization letter is valid.
- Date, place, and your signature

Give the authorization letter to the authorized person to take with them to the meeting. The authorization letter gets delivered to Hoas as an attachment to the minute.

Foundation for student housing

in the Helsinki region

Minutes 2/202U

Tenant committee meeting

DATE AND TIME: 9.1.2024 at 7pm

PLACE (address of the property and exact location of the meeting):

Esimerkkikatu 10, clubroom

PRESENT (first and last name):

Matti Meikäläinen
Michael Jackson
Emma Stone
Elli Esimerkki

1. OPENING THE MEETING AND DECLARING THE MEETING QUORATE

Chairman opened the meeting at 7pm

The meeting was declared quorate.

2. ELECTING TWO EXAMINERS OF THE MINUTES

Michael Jackson and Elli Esimerkki were elected

3. ADOPTING THE AGENDA

Agenda was adopted as order of business.

4. PURCHASES / VOLUNTARY WORKING BEES / OTHER BUSINESS TO DECIDE

Pizza and soda (pepsi, fanta) for the tenant committee meeting 83e.

Games for the clubroom. Michael will be responsible for that. Estimated budget 100e.

5. OTHER BUSINESS

Skip/dumpster would be nice to have in spring. Matti will ask Hoas about how to get one.

Emma noticed that the clubroom lock needs to be repaired. She will inform Hoas about it and make fault report if necessary.

NEW MEMBERS (first and last name):

No new members

6. THE NEXT MEETING

The next meeting will be held on spring

7. CLOSING THE MEETING

The chairman closed the meeting at 8.30 pm

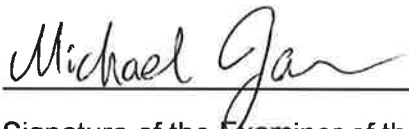
APPROVAL OF THE MINUTES



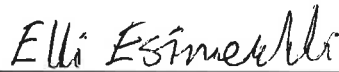
Signature of the Chairman



Signature of the Secretary



Signature of the Examiner of the minutes



Signature of the Examiner of the minutes

Expense claim

Name: Essi Esimerkki

Address: Esimerkkikatu 10, 00100 Helsinki

IBAN: FI123456789010

BIC/SWIT:

Hoas number (Hoas fills):

Role in committee: Secretary

Minutes number: 2/2024 and 3/2024

Type 701: material purchases: furniture, equipment, office supplies, magazine subscriptions, games etc.

Type 704: recreation: food and beverages, prizes, tickets, disposable party supplies etc.

Type 707: alcohol

TYPE	PURCHASES (please attach original receipts with the claim)	€
701 materials	Board games, Prisma	35,50
701 materials	Tablecloth, K-Citymarket	26,40
701 materials		
701 materials		
701 materials		
701 materials		
704 recreation	Spring Party, pizza order, Foodora	52
704 recreation		
704 recreation		
704 recreation		
707 alcohol	Spring Party, alcohol servings, Alko	23,70
Unclear		
	TOTAL	137,60

List of participants must be attached for all events (bees, parties etc.) that include purchases for food/drinks. Expense claim must be signed by the claimer and one member of the tenant committee.

Essi Esimerkki

Name of the claimer, signature, and tel.

Matti Meikäläinen

Name of the tenant committee member, signature, and tel.

Päivämäärä 22 / 5 /2024