



House Rules

LUMI  KODUD

Lumi Kodud HOUSE RULES

My home - my choice

Lumi Kodud's "My home - my choice" philosophy has been created for people who want to live with the knowledge that Lumi Kodud is their home, for as long as they want. Lumi Kodud has a clear set of rules for their residents, leaving them the flexibility they need to organise their own lives. We take care of the day-to-day management of the building, allowing you the time you need to deal with the things that are most important to you.

As a new resident of Lumi Kodud, we would kindly ask you to familiarise yourself with these rules so that you can feel as comfortable as possible in your home. We have tried to gather every possible important topic together. If you cannot find the information you need here, or you wish to clarify something, please do not hesitate to contact the Lumi Kodud team.

Phone: (+372) 56 471 767
E-mail: info@lumikodud.ee
www.lumikodud.ee



enjoy your
new home!
Lumi Kodud team

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FREQUENTLY ASKED QUESTIONS

CONTACT US

The fastest way to contact Lumi Kodud is by phone (+372) 56 471 767 (for breakdowns, emergencies and other urgent notifications), or by e-mail: info@lumikodud.ee.

ACCESSING THE INTERNET AND TV

Internet and TV are provided in the building by Telia and Elisa. If you would like to use these services, please contact Telia's or Elisa's customer service.

RENT, SURCHARGES AND DEPOSIT

The rent for your apartment is agreed upon in your tenancy agreement and is not subject to VAT. The tenant pays the following fixed surcharges: fees and expenses for administration and utilities, including heating and refuse collection. Also, the water and electricity used are paid for according to meter readings. The above fixed surcharges and other utilised services are subject to VAT.

The deposit amounts to two (2) months' rent, which must be transferred into the landlord's bank account. Specific terms and conditions are set out in the tenancy agreement.

KEYS

For queries regarding access to the apartment, such as making additional keys, please contact the Lumi Kodud team

SMOKING

Lumi Kodud is a totally smoke-free environment - smoking is prohibited in the building (including on the balconies and throughout the estate). Smoking is only permitted in the designated area in the courtyard.

PET POLICY

When keeping a pet, you must follow the rules for keeping cats and dogs in Tallinn <https://www.tallinn.ee/est/lemmikloom/>.

The owner is responsible for their pet and their pet must not disturb their neighbours.

PARKING

There are designated spaces for short-term parking (on an hourly basis) and guest parking.

Long-term parking (on a monthly basis) parking spaces can be rented from the Lumi Kodud team.

INTERNET AND TV

Internet and TV are provided in the building by Telia and Elisa. If you would like to use these services, please contact Telia's or Elisa's customer service.

WASTE MANAGEMENT

Lumi Kodud supports the sorting and recycling of waste, and the reduction of excessive consumption. Careful sorting ensures that the further handling of waste is done in the most environmentally friendly method possible.

Waste sorting instructions are located by the waste containers in the waste building. You can contact the Lumi Kodud team for advice with any additional questions.

Large-scale waste (including old furniture, furniture packaging) and hazardous waste, such as chemicals, batteries, expired medicines and electronic equipment, must be collected separately and delivered to the waste collection points in person. For detailed instructions on how to sort and dispose of waste, please visit www.tallinn.ee/prygihunt/.

CO-TENANTS

If you want to share an apartment with someone, you are required to register these persons in the tenancy agreement (more details are provided in the tenancy agreement). To register these additional people, you must contact the Lumi Kodud team. Persons not registered in the tenancy agreement are not allowed to reside in the apartment. Using the apartment for offering short-term accommodation (Airbnb, Booking.com, etc.) is not permitted.

INSURANCE COVERAGE

We recommend that you insure all your property in the apartment. Our co-partner offers good terms and conditions for the residents of Lumi Kodud. Please contact the Lumi Kodud team for further information.

CONSIDERING NEIGHBOURS

You can receive guests at any time that suits you, but please ensure that they do not disturb the other residents of the building.

According to the Tallinn City Public Order Rules, the quiet night-time hours are enforced from Sunday to Thursday 22:00-06:00 and on Fridays and Saturdays 00:00-07:00. The quiet-night time hours are not enforced on nights which precede January 1, February 25 and June 24. We ask that you inform the police of any excessive noise during the quiet night-time hours.

FURNISHING YOUR HOME

For your convenience, we have partly furnished your apartment. We have included some integrated furnishings like essential equipment: refrigerator with freezer, integrated cooker, oven, extraction hood, dishwasher, washing machine with dryer, a wardrobe in the hallway and in one bedroom. Modifying the integrated furniture and other apartment fittings installed by Lumi Kodud is not allowed. You can furnish the rest of the apartment as you choose however.

If you wish, you can change the light fittings in the apartment, if it is coordinated with the Lumi Kodud team and the work is carried out by a contractor approved by Lumi Kodud. At the end of the rental period, you

will be able to retain your light fixture(s) after paying for the re-installation of the original fittings.

HOME SECURITY

Evacuation plans that comply with the regulations are displayed in the shared areas of Lumi Kodud. All residents are required to familiarise themselves with them, when moving into the building.

To ensure the safety of the home, regular maintenance of the electrical equipment is required. Faulty, improperly used or incompletely repaired electrical equipment could endanger the user's life. DIY electrical work is not permitted. We know that you could handle changing a light bulb on your own, but if there is a need to carry out more complicated electrical work, such as replacing plugs or switches, please contact the Lumi Kodud team before proceeding.

The apartment complies with the fire safety regulations stipulated by the law. We also recommend that the residents purchase primary fire extinguishers, such as a small foam fire extinguisher or a fire blanket. To ensure fire safety, care must be taken when handling open fire and potentially hazardous situations must be avoided.

Car parking is only allowed in marked parking bays. Cars that are parked elsewhere could prevent any rescue teams from accessing the building.

Do not leave objects such as doormats, which must be placed inside the apartment, on stairways or walkways. When leaving home please ensure that you have turned off your cooker, washing machine, dishwasher and your iron. Any electrical equipment located outside the building must not use indoor power sources. For prolonged absence from the apartment like

a holiday for example, we recommend disconnecting plugs from their sockets.

To prevent theft, please ensure that the doors are locked. If you lose a door key, please contact the Lumi Kodud team immediately.

Please inform the police if you suspect that criminal activities are taking place in another apartment.

All residents of Lumi Kodud need to be able to report an emergency. Go over the emergency procedures with your family. The most important thing is to try and save any people in danger, notify the emergency services and instruct the emergency team that arrives at the scene. The general emergency number is 112; also, please report the emergency to the Lumi Kodud team.

APARTMENT INSPECTION

The landlord has the right to visit the apartment, notifying the tenant in advance with reasonable notice. The details are set out in the tenancy agreement.

PET POLICY

Lumi Kodud welcomes well-behaved pets. Each animal owner is responsible for their pet's happiness in Lumi Kodud and must clean up after it. It should also be ensured that the animal does not endanger other people and does not disturb any neighbours. For more information, please visit the Tallinn Pet Portal <https://www.tallinn.ee/est/lemmikloom/>

STORAGE ROOM

Contact the Lumi Kodud team if you would like to rent a storage room; please see our price list to find out the cost.

It is not advisable to store valuable items in the storage room. Also, fire safety regulations do not permit the storage of flammable liquids, gases or explosive substances in the storage room. To avoid items being stolen, please lock the storage room using your own strong padlock or purchase a lock from the Lumi Kodud team.

PARKING REGULATIONS

Car parking is organized by Lumi Kodud. To rent a parking space, please contact with Lumi Kodud.

You can access the guest parking lot with the Snabb app. Detailed instructions can be found on the sign near the barrier.

Bicycles and prams should be stored in a designated area, in a bicycle park or a buggy park respectively. Please contact the Lumi Kodud team to rent a space.

RENOVATING, REPAIRS, WEAR AND TEAR

Every apartment needs refreshing from time to time, whether due to natural wear and tear or a desire for a change in your surroundings.

Lumi Kodud residents can book renovation work from the Lumi Kodud team, whose professional partners help find suitable solutions. For large-scale and complex renovation works, we can send you a quote. Apartment modifications (for example, insertion or removal of partition walls, etc.) are not permitted.

Any changes that you make yourself (for example, drilling holes into the walls, painting the walls, etc.) must be agreed with the Lumi Kodud team beforehand. During the discussions about such consent, it needs to be specified whether the implementation of these changes would result in the tenant having to pay the costs of returning the property to its original state at the end of the tenancy.

In order to maintain the appearance of the floors, felt floor protectors must be attached to the legs of any loose or movable furniture.

Normal wear and tear refers to the normal wearing of the apartment and furniture that comes with the purposeful use of the living space and furniture. In the case of normal wear and tear, the tenant has maintained all the equipment and other parts of the apartment in accordance with the instructions. These are maintenance instructions for the apartment and kitchen appliances. For more details on these, please see the House rules and other manuals. Lumi Kodud is responsible for any normal wear and tear of the living space and furniture.

Normal wear and tear does not include wear, defects and damage caused by the misuse of the living space and furniture. The costs incurred by this misuse must be paid for by the end of the tenancy at the latest. Additionally, the tenant must pay for unintentional and intentional damage to the room, furniture, equipment and other parts of the apartment. Such damage can be, for example, caused by placing a hot pan directly onto the kitchen work surface, scratches on the floor caused by the wheels of an office chair, damage to furniture and contents caused by children or pets. This damage also includes dirt, scratches, holes, etc. in the walls, floors, ceiling, windows, doors and other parts of the apartment.

Any accidents involving the apartment or any of its contents put in by Lumi Kodud

must be reported immediately (within 3 days max.) to the Lumi Kodud team. This could, for example, involve a broken sink, a damaged wall or floor, or furniture put in by Lumi Kodud etc. If the event has not been reported within the given timeframe, the tenant will lose the right to request that the restoration costs will be covered by Lumi Kodud. If there is no reference to a specific item in the price list, the tenant shall compensate for the damage based on the actual restoration costs. Prices for the replacement of broken household appliances and built-in furniture in standard apartments are shown on the price list of Lumi Kodud services.

If you wish, you can book a cleaning service. Please contact the Lumi Kodud team for more information.

BALCONIES

The balcony can be decorated with plants but the flower containers must be located on the inside of the balustrade. It is not allowed to feed birds or throw objects from the balcony.

According to the Decree from the Minister of Internal Affairs of the Republic of Estonia, smoking, barbecuing and handling open fire on the balcony is prohibited in order to ensure fire safety.

Lumi Kodud does not permit the enclosing of balconies to create additional indoor space.

REGISTERING YOUR RESIDENCY

The address of a new residence can be entered onto the population register, which allows for the free use of Tallinn public transport, applying for kindergarten or school spaces for your children,

participating in elections, etc. An entry needs to be made by the resident within the period of time prescribed by law from the commencement of residency. For more information, please visit www.tallinn.ee.

SMOKING

Lumi Kodud is completely smoke-free - smoking is prohibited in the building (including the balconies and the estate). Smoking is allowed only in the designated area in the courtyard.

FEEDBACK

Your feedback is important to us. We collect customer feedback to improve and develop our housing service. If you would like to share your positive experiences or talk about any issues, please contact the Lumi Kodud team. The complaint will be answered as soon as possible.

In the event of an emergency, please contact the Lumi Kodud team immediately on (+372) 56 471 767.

STAIRCASE

Storage of loose items in corridors and on staircases is prohibited due to fire safety. The same requirement applies to prams and bicycles, which can be stored in a buggy park or bicycle park respectively. Please contact the Lumi Kodud team to rent a space.

WATER AND ENERGY SAVINGS

Lumi Kodud apartments were created with the environment in mind during the stages of design, construction and use of the buildings. As a resident of Lumi Kodud, you can also be environmentally conscious and save energy by regularly checking and cleaning household appliances and switching off any unnecessary electrical equipment and lights.

We recommend adjusting the room temperature to 21-23 degrees and avoid keeping the windows open unnecessarily during the cold season.

Residents can reduce water consumption if you do not let water in your kitchen or bathroom run unnecessarily, fill your dishwasher or washing machine completely before running a cycle and, if necessary, use special washing programs that save water and energy.

If there are any interferences or leakages relating to water pressure, temperature, taps or toilets, please call Lumi Kodud immediately on (+372) 56 471 767.

KEYS

We use innovative iLOQ locks at Lumi Kodud. Using the same key, you can, using the appropriate settings, open the outer door of the building, the apartment door, the storage room, the bicycle park, the buggy park and the waste building. For queries regarding access, such as adding extra access and making additional keys, please contact the Lumi Kodud team.

iLOQ key user manual

To open the lock, insert the key fully into the lock and turn the key. If the lock does not open, pull the key out and re-insert more slowly. Always insert the key slowly as

static electricity is required to start the lock and is collected when the key is inserted. If the key is inserted too fast, then there is not enough static electricity and so the lock will remain closed. Do not use force to push the key into the lock and do not twist the key.

The contact surface on the metal part of the key must be clean and undamaged. If the contact surface is dirty, clean the contact area with a soft, dry cloth or paper. If the contact surface is damaged, order a new key from the Lumi Kodud team.

Only use the iLOQ key to open the iLOQ lock. Any other use may damage the key so that it may no longer work.

MOVING OUT

If you are planning to change apartments, be sure to check out the apartments provided by Lumi Kodud and inform the Lumi Kodud team about your wish to move out at least two (2) months before the end date of the tenancy agreement.

Upon the inspection of the apartment, which is conducted by a representative of Lumi Kodud at a time agreed with the client (after Lumi Kodud has received the notice to end the tenancy from the client), costs that are not related to the normal wear and tear of the apartment are recorded. These costs must be paid by the tenant upon termination of the tenancy agreement. The same inspection also ascertains whether the state of the apartment corresponds to the state of the initial transfer-acceptance act: whether there are any deficiencies or additions, whether any upgrades have been coordinated with the Lumi Kodud team, and whether any upgrades should be removed at the end of the tenancy.

A document is produced upon inspection of the apartment. If during the inspection, damage to the apartment and its interior that is outside of normal wear and tear is

noted. Lumi Kodud will then provide an invoice for the cost of repairing the apartment and changing the equipment or the furniture. The current price list is available on Lumi Kodud's home page.

After the notice has been sent, the Lumi Kodud representative has the right to show the apartment to prospective tenants.

The required final cleaning of the apartment includes the following:

- The removal of any furniture and objects owned by the resident from the apartment;
- Sweeping and cleaning floors with a detergent, removing any stains;
- Complete cleaning of all installed cabinets, shelves, basket systems, etc;
- Cleaning the cooker and the oven;
- Washing the filter of the extraction hood;
- Cleaning the dishwasher filter;
- Empty, thaw and wash the refrigerator and the freezer (leave the doors of the units open and switch off the power supply);
- Thorough cleaning of the washrooms;
- Washing the toilet, sink and shower room with appropriate cleaning products;
- Cleaning of the bathroom trap;
- Removing any stains from doors, door handles and walls;
- Emptying the wardrobes, cleaning and removing any stains;
- If applicable, emptying and cleaning the storage room;
- Ventilate the apartment properly: when leaving the apartment, close the windows and the balcony door.

Remember that the same waste handling instructions apply while moving, as they do while living in the apartment. Hazardous and large objects and furniture intended for disposal must be transported and disposed of in accordance with the Tallinn Waste Management Regulations. Expenses incurred to the building due to the

transportation of additional waste will be deducted from the deposit or invoiced at a later date. Please do not leave items in the storage room or walkways.

When moving out of the apartment, cancel any and all contracts connected to the apartment (TV, Internet, etc.) and inform the various service providers of your change of address. The new address must be added to the population register no later than one (1) week after moving out.

Keys should be returned to the Lumi Kodud team after the final cleaning if the apartment is no longer in use.

The deposit will be refunded within two months of the termination of the contract, provided that no damages beyond normal wear and tear have been found in the apartment, the apartment has been properly cleaned and all the keys have been returned to the Lumi Kodud team.

RENTAL BILLS

The principles of payment of rent are specified in the tenancy agreement. The monthly rental bill from Lumi Kodud includes the apartment rent, surcharges and additional fees for ordered services.

Rent is the agreed-upon monthly fee for the use of the apartment.

Surcharges are fees and expenses for maintenance, administration, utilities and for other services that are associated with the use of the apartment, the estate and the buildings (including heating and refuse collection), as well as expenses relating to the maintenance and administration of the estate, the building and the apartment (including the expenses associated with the shared areas, such as heating, electricity, clearing of snow etc.), taxes and encumbrances (including land tax) relating to immovable property, and the cost of

insuring the building (non-variable expenses) which are covered by the landlord.

Variable surcharges are fees and expenses for the consumption of water, sewerage and electricity (in addition to network charges, excise duty, renewable energy charges and other direct charges and expenses related to electricity consumption) in the apartment.

For an additional fee, it is possible to rent storage rooms, parking bays, buggy parking or bicycle parking.

LOOKING AFTER YOUR HOME

Regular cleaning and maintenance of the apartment is a tenant's duty and helps to ensure healthy living conditions, good indoor air quality and the preservation of the contents of the apartment. Quality cleaning products make home cleaning

easy. Excessive water and strong and abrasive cleaning agents that damage surfaces should be avoided.

The most important factor in home care is regular cleaning, the use of dry or low-moisture cleaning methods and neutral cleaning agents.

FLOORS

Clean the LVT floors in the apartment with a vacuum cleaner or use a damp brush or mop.

WALLS

Clean the painted walls using a diluted detergent and a damp cloth. Painted walls with a matt finish have less tolerance for surface rubbing. Cleaning the walls is easier if you remove any stains before they dry.



WINDOWS

Start cleaning the windows by wiping the sills, frames and handles with a damp cloth. Continue with washing and drying the window panes, using the appropriate products.

WASHROOM

The washroom should be thoroughly cleaned regularly to maintain hygienic conditions. Particular attention must be paid to the cleaning of the sink, faucets, shower heads, the toilet bowl's inner and outer surfaces, the toilet seat and the lid. Each surface must be cleaned using the appropriate cleaning tools and products.

For cleaning tiled walls and floors, use cleaning products that are suited for cleaning ceramic tiles. Apply a product to the surfaces and wash the walls with a brush or scouring sponge. Finally, wash the floors, rinse and dry them.

To clean the glass doors and the shower cubicle, spray bathroom cleaner on the surfaces. Wipe with a brush or a microfibre cloth. Rinse and dry with a drying squeegee.

For thorough cleaning of the drainage holes and the trap, remove any loose dirt. Pour the appropriate cleaning product into the drainage hole, in accordance with its instructions for use. Wash the trap and its cover on both sides with a brush. Rinse thoroughly with cold water.

FRIDGE AND FREEZER

If the refrigerator has an automatic defrost, it does not need to be defrosted separately. Cleaning the drainage area at the back of the refrigerator is sufficient. The freezer should be thawed twice a year. Do not use

force or squeegees to remove ice from the freezer. Do not use high-strength cleaning products when cleaning the refrigerator. The defrosting of the refrigerator and the freezer should be monitored, and the melted water should be dried from the inside of the fridge/ freezer before it spills on the floor. Precise instructions are given in the manufacturer's guide, which you will find in the apartment. If necessary, ask for one from the Lumi Kodud team.

COOKER AND OVEN

The cooker must be cleaned regularly, as it is difficult to remove dirt that has dried onto the hot surface. Use a cleaning agent and tools suitable for the cooker. The oven, grill racks and oven shelves are cleaned using oven cleaner.

The extraction hood and grease filter are to be washed at least twice a year, more often if necessary. Precise instructions are given in the manufacturer's guide, which you will find in the apartment. If necessary, ask for one from the Lumi Kodud team.















INTEGRATED CABINETS

















All integrated cupboards, shelves and basket systems should be cleaned regularly using watered-down detergent and a damp cloth.



















BALCONY

















When cleaning the apartment, attention should also be paid to the cleaning of the balcony. The balcony should not be cleaned by pouring water. The drain pipe is designed for the drainage of rain water only.















THE APARTMENTS' MAINTENANCE RESPONSIBILITIES TABLE

	The landlord orders and pays for	The resident orders and pays for	Additional Information
STRUCTURES AND SYSTEMS			
Roof structures			
Roof, suspended ceiling and sub-ceiling, load-bearing structures			
Façade surface			
Partition wall structures			
Lower floor ventilation			
Drainage ditches and wells			
Balconies			
Sewerage and water supply systems located outside the apartment			
KEYS, LOCKS			
Maintenance of the original lock			
Purchasing additional keys			Additional keys can be ordered from the Lumi Kodud team.
Purchasing of a padlock and key for the storage room			Can be ordered from the Lumi Kodud team.
EXTERNAL DOORS OF THE APARTMENT			
Greasing the hinges			
Repair and replacement of seals			
Repair of the door and its original equipment			

Installation and maintenance of a safety chain, door closer or a peephole			Work can be carried out only by a specialist or the respective company. Items left in the apartment after moving out will not be compensated for.
WINDOWS AND EXTERNAL DOORS OF BALCONIES			
Repair and replacement of seals			
Repair of closing mechanisms and other devices			
Replacing window panes			
Roller blinds and curtain rails, purchased by the resident			Work can be carried out only by a specialist or the respective company. Items left in the apartment after moving out will not be compensated for.
External doors of balconies			
Cleaning window and balcony panes			
WALL, CEILING AND FLOOR SURFACES OF THE APARTMENT			
Cleaning and maintenance of wall, ceiling and floor surfaces			
Painting and repairing walls			
Repair and replacement of wet-room surfaces			
Checking, cleaning and maintaining the condition of wet-room surfaces			
Painting of ceilings			
Repair and replacement of floor coverings			
Balcony maintenance			
Cleaning the drainage holes on the balcony			
Tidying the balcony surfaces			

FURNITURE AND CABINETS INSTALLED IN THE APARTMENT			
Tidying or replacing built-in furniture			
HEATING			
Ventilating the heating system			
Heating systems located in the structure of the building			
VENTILATION			
Cleaning the pull-out valves			
Adjustment and repair of pull-out valves			
Cleaning ventilation ducts			
Cleaning the extraction hood's grease filter			
Sourcing and replacing a new grease filter for extraction hood			
Repairing extraction hood			
Cleaning the ventilation filter or obtaining and installing a new filter			
Maintenance or repair of the ventilation device			
Adjusting the ventilation device			
WATER AND SEWERAGE DEVICES			
Cleaning tap nozzles			
Tuning the flow of taps			
Replacing the shower hose and hand shower			
Repair and replacement of taps			
WC equipment repair			
Connection, repair, and maintenance of household appliances, acquired by the resident			

Maintenance of a washing machine and dryer belonging to Lumi Kodud, replacement of necessary filters			
Checking and cleaning of water locks			
Maintenance and repair of drainage traps			
Checking and cleaning of drainage traps			
Maintenance and repair of plumbing systems			
Checking for tap and toilet leakages			
Providing readings from water meters located inside the apartment			Remote system readings are collected by the landlord.
APARTMENT'S ELECTRICAL EQUIPMENT			
Purchasing and changing light bulbs and fluorescent tubes acquired by Lumi Kodud			
Sourcing and changing lighting devices for fluorescent lighting			
Repairing light fixtures and their shades			
Repairing sockets and switches			
Installing interior lighting			
Adding telephone, data and antenna leads and junction boxes			Prior agreement from the Lumi Kodud team is needed. Work can be carried out only by a specialist or a respective company.
MACHINES AND EQUIPMENT INSIDE THE APARTMENT			
Sourcing and replacing batteries			
Defrosting the fridge			
Maintaining interior and exterior surfaces of all household appliances			

Repairs of all household appliances purchased by the landlord			
Smoke detector maintenance			
GROUNDS			
Surface structures			
Planting areas			
Furniture, inventory, equipment			
Light barriers			
Play equipment			
Heavy barriers			
Cleaning after pet (owner's duty)			
SHARED AREAS			
Outdoor buildings			
Sewerage and water supply system inventory, electrical equipment inventory, other equipment and devices			
Sewerage and water supply systems and electrical systems			
Inventory, equipment and devices			
OTHER			
Arranging home insurance, recommended			

If a resident has caused damage to an apartment and it is not ordinary wear and tear, Lumi Kodud will provide the resident with an invoice based on actual expenses. If the Lumi Kodud team has given you more specific instructions or instructions that are different from the above table, follow the instructions given by the Lumi Kodud team.