

GENERAL RULES

Following these rules and regulations will make everybody's life in TOAS apartments a lot more comfortable, save the tenant extra costs and ensure that TOAS can keep its rents at a reasonable level.

- Every tenant must make sure that the common areas, rooms and all furniture remain clean and undamaged. Any damage must be paid by the person who caused it.
- Time of silence between 10pm–7am must be respected.
- It is forbidden to use the flats' private balconies for drying, shaking or hitting carpets or other textiles.
- It is forbidden to build a fire or a barbeque on the balconies. However, electric barbeques are allowed.
- It is not allowed to throw rubbish or any other items off the balcony.
- Smoking is strictly forbidden at all TOAS locations inside the flats as well on the balconies, French balconies and shared balconies and in all common areas (staircases, lifts, basements, common rooms, saunas and laundry rooms).
- Outside the apartment pets must be kept on a leash and faeces must be removed from the yard area. Pets should not disturb other tenants.
- Pets are not allowed in shared apartments. Pet owners must also note that pets are not allowed on the children's playgrounds. Pets owners must take care that pets do not dirty the yard areas, walls of the buildings or parked vehicles. It is forbidden to feed wild animals.
- No painting work or renovations (such as structural changes) are allowed in the apartments. Tenants are not allowed to drill holes on the walls.
- Bikes, babies' prams, sports gear and other articles are not to be stored or kept in the lobby, staircases or other common areas; these articles have their own designated areas and should be stored there.
- Any faults or malfunctions in apartments or appliances should be reported immediately via online fault report form or by calling to the maintenance company's service number.
- Tenants are not allowed to attempt to adjust the ventilation or radiators themselves.
- Wasting water or heating energy should be avoided. When leaving the apartment, tenants must make sure, that the lights, windows, water taps, and electrical appliances are turned off.
- When airing the apartment, a few minutes is enough.
- The last person to leave the common area has to remember to turn off lights and close doors.
- Tenants must make sure to always carry the keys with them. Tenants must inform TOAS immediately if they lose a key. TOAS will charge the tenant for a new key and changing of the locks. Tenants are not allowed to duplicate keys or change the locks.

In addition to these regulations, tenants must follow the current laws, enactments, local byelaws, and decisions of the Board of Directors of TOAS.