

# Tenant cooperation model



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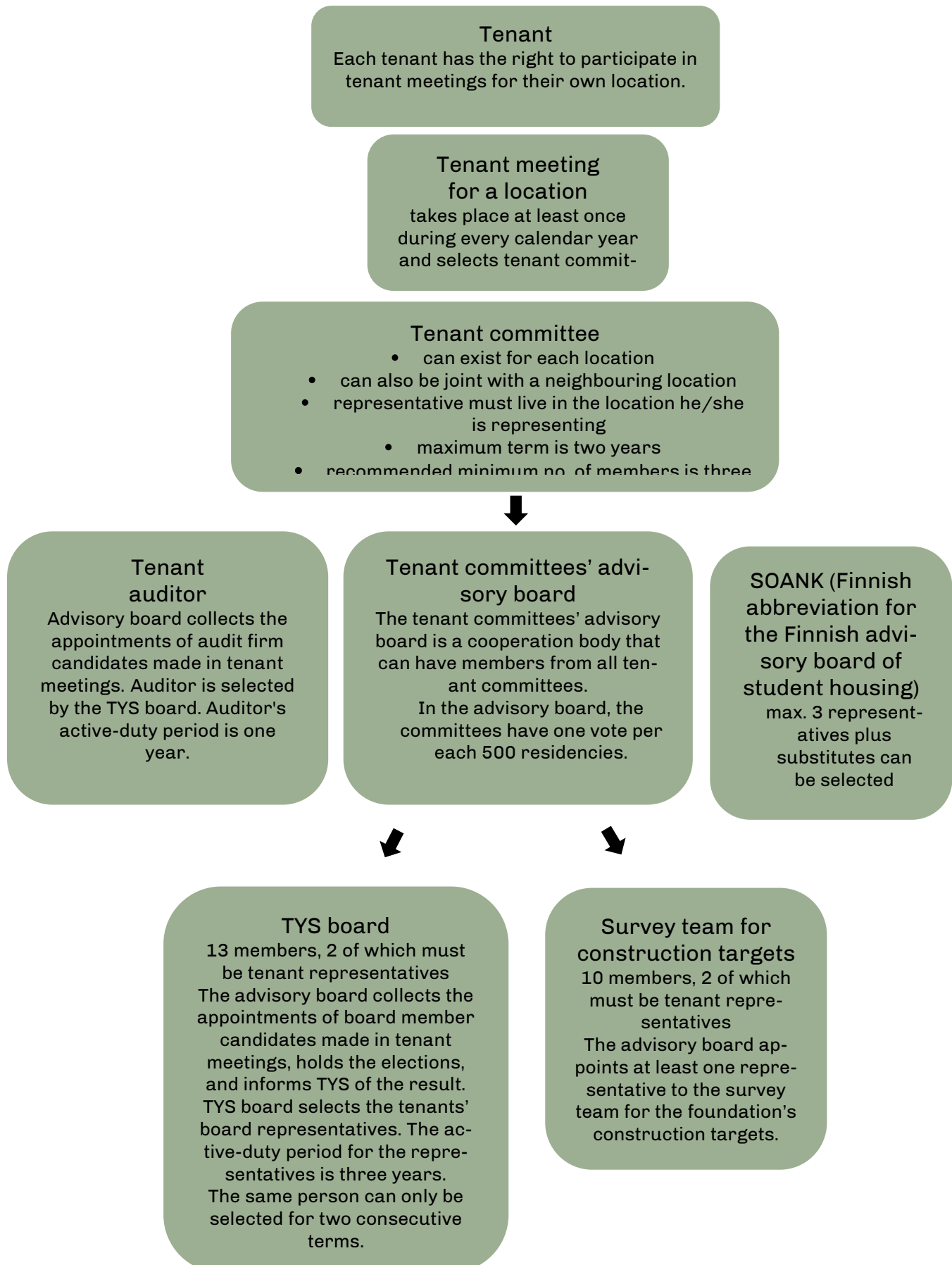
## 1. Tenant democracy

### 1.1 Tenant democracy and how it works

Tenant democracy enables tenant participation and provides a chance to influence the housing location administration. Tenant democracy gives the tenants an opportunity to learn about the building's finances, condition, and maintenance. It also enables the tenants to influence and decide on matters concerning their housing. The aim is to increase living comfort and to promote maintenance and care for the rented buildings. In line with tenant democracy, by participating in tenant committee activities tenants can:

- participate in preparing, negotiating, and making statements regarding the budget and rent determination for buildings under joint administration
- submit propositions and negotiate the repairs included in the budget each year
- participate in preparing and making statements regarding long-term repair plans
- participate in preparing, negotiating, and making statements regarding long-term financing plans
- submit propositions, negotiate, and make statements regarding the content of the maintenance contract and care system and organising property management and maintenance tasks
- monitor, on behalf of tenants and other apartment holders, the execution of maintenance, care, and repair procedures
- decide on the content of the rules and regulations
- promote housing-related dispute resolution and, when required, act as mediator in cases involving disturbance
- decide on the principles of allocating shared parking resources, saunas, laundry rooms, and similar facilities and monitor their observance
- decide on the use of shared recreational rooms and similar facilities and on the organising of voluntary work projects and similar events
- decide on matters conferred to the committee or execute these matters providing that the committee is willing to accept them
- submit propositions, negotiate, and make statements regarding other matters related to buildings under the same rent determination unit.

## 1.2 Tenant committee organisation



## 2. Tenant activities at housing locations

### 2.1 Tenant meeting

The tenant committee convenes a tenant meeting each year, no later than in October, in cooperation with TYS if required. In case no tenant committee exists, TYS will convene the meeting. At a new location with no active tenant committee, TYS will endeavour to convene a tenant meeting within six months of building completion, or to facilitate cooperation between the new location's tenant activities and those of a neighbouring location. A meeting must also be convened if a minimum of 10 % of enfranchised tenants thus require handling an issue.

The invitation to a tenant meeting must be sent at least one week prior to the meeting. The invitation to a tenant meeting is sent to each tenant via email using the address the tenant has provided to TYS. The invitation must include the agenda, the time, and the place for the meeting.

All persons of 18 years of age and with permanent residence at the location are entitled to vote and eligible candidates. Other persons entitled to vote are the direct holders of any commercial or other rented facilities in the building so that they have one vote per facility.

The tenant meeting appoints the tenant committee (and other required committees), the chairperson for the committee, and the other members (3-8 persons are recommended). No more than one ordinary committee member can be appointed from the same household. At TYS this means that from family apartments, only one person can be appointed to the committee, but in a shared apartment every tenant is a potential candidate as everyone has their own, separate rental agreement. A tenant can only act in a tenant committee for their own location. The same applies to the fiduciary. The tenant meeting also decides on the number of members and the used election method for them.

In addition, the tenant meeting has the right to appoint candidates for the foundation's board, as well as to appoint a candidate for auditing (+one substitute auditor) or to appoint a candidate to monitor and audit the management of the rent determination unit's finances and administration.

## 2.2. Tenant committee

### 2.2.1. Duties

The tenant committee represents the tenants towards TYS. The committee makes decisions independently on the use of the allocated yearly appropriation, in compliance with the provided instructions, and organises activities in line with the interests of the location's tenants.

In line with tenant democracy, by participating in tenant committee activities tenants can:

- participate in preparing, negotiating, and making statements regarding the budget and rent determination for buildings under joint administration
- submit propositions and negotiate the repairs included in the budget each year
- participate in preparing and making statements regarding long-term reparation plans
- participate in preparing, negotiating, and making statements regarding long-term financing plans
- submit propositions, negotiate, and make statements regarding the content of the maintenance contract and care system and organising property management and maintenance tasks
- monitor, on behalf of tenants and other apartment holders, the execution of maintenance, care, and repair procedures
- decide on the content of the rules and regulations
- promote housing-related dispute resolution and, when required, act as mediator in cases involving disturbance
- decide on the principles of allocating shared parking resources, saunas, laundry rooms, and similar facilities and monitor their observance
- decide on the use of shared recreational rooms and similar facilities and on the organising of voluntary work projects and similar events
- decide on matters conferred to the committee or execute these matters providing that the committee is willing to accept them
- submit propositions, negotiate, and make statements regarding other matters related to buildings under the same rent determination unit.

Tenant democracy complies with the Finnish Act on Joint Management of Rental Buildings of March 1, 1991, and with the regulation thereof (APPENDIX 1).

### 2.2.2. Members

The tenant committee is formed of the location's tenants. The tenant committee is elected for a maximum term of two years at a time depending on what is decided on the term's length at the tenant meeting.

### 2.2.3. Allocation of duties

The chairpersons of the tenant committees act as primary contacts towards TYS, the secretaries act as recording secretaries, and the treasurers handle the monetary transactions. The tenant committee can also decide on other lawful areas of responsibility if they so wish.

Actions that make tenant committee activities easier:

- Members familiarising themselves with the TYS organisation and staff.
- Members maintaining contacts and relations to TYS.
- Tenant committee using the allocated funds in a fair and equal manner for all tenants, meaningful activities attract new active members.
- Tenant committee recording minutes of their meetings that describe their activities and storing these documents in an appropriate way.

### 2.2.4. Decision-making

The tenant committee has quorum if a minimum of one third of the members are present, including the chairperson or vice-chairperson. The decision of the tenant committee shall be the option indicated by the majority vote. In the event of a tie, the decision will be made by lot; otherwise the chairperson has the casting vote.

Tenant committee meetings are open to all tenants of the location. Any tenant living in that location can attend the meeting to listen and express their views. The tenant committee will notify of upcoming meetings on the location's info channel. You can find these info channels on the TYS online pages, section Tenant Democracy ([link](#)).

### 2.2.5. Funds allocated to tenant activities

Funds are allocated to the tenant committees who will then use these funds for tenant activities. These funds can only be used by active tenant committees. Funds will not be appropriated retrospectively.

The funds allocated to operations and provided by TYS each year to the committee is dependent on the size of the location. Tenant committees decide on the use of the funds for location-specific, tenant-related activities. With the funds, the committee can organise events for tenants or acquire games, tools, sewing machines and the like for the tenants. Accounting practices for committee funds comply with currently valid instructions and guidelines. (APPENDICES 2 AND 3)

Each tenant committee shall cover the meeting arrangements and costs from their individual funds. Costs for the advisory board meetings and tenant committee trainings are covered by TYS.

Any leftover funds from the committees shall be transferred to the advisory board.

### 2.2.6. Tenant committee contact information

#### **Tenant committee contact information for tenants**

Tenants can find contact information (email and/or online pages) from the TYS Web site, on the Tenant Democracy page. The committees may also have their own Facebook pages/groups and the like; it is a good idea to inform the tenants of these so that they can find the available information more easily. The tenant committee may also include their contact information on the location's bulletin board downstairs by the main door for every tenant to see.

#### **Informing TYS of tenant committee replacements**

The tenant committee must inform TYS without delay of all replacements in the committee's executive personnel (chairperson, secretary, treasurer, advisory board member) so that TYS can contact the correct people and allow user access for these persons to, for example, tenant page communication channels that the committee uses.



### 2.2.7. Informing tenants of tenant activities

Efficient communication regarding tenant activities towards all tenants in the location is advisable so that they know about organised events, meetings, and so on; they should also be aware of where to ask about, for instance, bookings for the common rooms and loaned objects. Possible requests for copies and mailings must be sent to the resident property manager a minimum of 3 business days prior to the date when the printouts are needed. All printing is done on white A4 or A3-sized paper unless the tenant committee specifically delivers coloured materials for printing. TYS will not proofread or translate any tenant committee materials.

#### **Electronic tenant committee bulletin board on the tenant pages**

Specified persons can be added to the TYS tenant system with so-called tenant committee -level rights. These persons can then, as required, use the system to add notices to the tenant pages for the location in question. These notices are visible on the front page of the tenant pages, the tenant committee's electronic bulletin board. The tenant committee info section can also show tenants links to, for example, Facebook pages, the tenant committee blog, and so on.

#### **Tenant newsletter**

If they so wish, tenant committees can notify of their events in the TYS tenant newsletter published about once a month. For this, the tenant committee should contact TYS well in advance to make sure their announcement gets published in time and that there is enough room for it.

#### **Tenant committee online pages**

Tenant committees can have their own internet pages that, in addition to contact information, provides further information regarding tenant committee activities such as recreational room bookings, loaned objects etc. Tenant committees are responsible for creating and maintaining these pages.

#### **Tenant committee Facebook page/group and other social media channels**

The tenant committee can also have their own Facebook page or group. Other social media channels, such as tenant committee blogs, can also be utilised for efficient communications regarding tenant activities or for sharing meeting minutes, for instance. For example, the tenant committee can inform of events by creating a Facebook Event and

sharing it themselves on the TYS Facebook page. The tenant committee is responsible for maintaining these pages/channels.

It is advisable that the tenant committee inform all tenants in the location of these existing/used channels so that all interested parties have access to the information.

## 2.3. Tenant committees' advisory board

### 2.3.1. Duties

The tenant committees' advisory board is a cooperation body for tenant committees operating in different TYS locations. The advisory board handles TYS-related matters together. The board also has an important role in the flow of information and cooperation between tenant committees operating in different locations and TYS employees.

The duties of the advisory board are (Act on Joint Management of Rental Buildings, Section 10):

- to determine rent equalising and its principles and to inform the tenant committees of these
- to collect and inform TYS of tenant committee -provided statements on budget proposals and rent determination
- to participate in preparing, negotiating, and making statements regarding the budget and rent determination for buildings under joint administration
- to submit propositions and negotiate the repairs included in the budget each year
- to make a statement on the long-term repair plans
- to provide recommendations and guidelines regarding the content of house rules and regulations
- to provide recommendations and guidelines regarding the principles of allocating shared parking resources, saunas, laundry rooms, and similar facilities and to monitor their observance.
- The advisory board can also organise shared events for tenants.

### 2.3.2. Members

Tenant committees elect, among themselves, one representative entitled to vote per each 500 residencies or at least one representative per location for the advisory board. All tenant committee members have the right to attend and speak at the advisory board meetings.

Votes are divided as follows:

• Student Village, East	total 1,991 tenants	4
• Student Village, West	total 1,558 tenants	4
• Haliskylä	total 381 tenants	1
• Nummenranta	total 552 tenants	2
• Ikituuri	total 120 tenants	1
• Tavasti	total 230 tenants	1
• Ylioppilastalot	total 287 tenants	1
• Auranhelmi	total 56 tenants	1
• Henrikki	total 36 tenants	1
• Kuunsilta	total 240 tenants	1
• Kotivalo	total 151 tenants	1
• Pilvilinna	total 352 tenants	1
• Auringonnousu	total 138 tenants	1
• Ironside	total 133 tenants	1
• Ispuri	total 199 tenants	1
• Aamurusko	total 175 tenants	1
• Aitiopaikka	total 361 tenants	1
• Iltakajo	total 156 tenants	1
• Kiertotähti	total 71 tenants	1
• Tyyssija	total 210 tenants	1

### 2.3.2. Allocation of duties

The advisory board's organising meeting is convened by a representative of the foundation's management by January 31.

The advisory board elects, among its members, a chairperson and a secretary. The advisory board has the possibility to set up work groups and committees and to invite experts on special issues.

The meeting is convened by the chairperson. The invitation (APPENDIX 5) must be sent to members in writing or via email, 1 week prior to the meeting date. The advisory board must be convened when a minimum of two member so request in writing from the chairperson for a specified issue. The persons in charge of the foundation's tenant matters and, if required, other functionaries are invited to the advisory board meetings. Booking a conference room and other arrangements are done in cooperation with TYS.

#### 2.3.4. Decision-making

The advisory board has quorum when the chairperson or vice-chairperson and at least one representative from three tenant committees is present. At meetings, each member has one vote. Decisions are made with simple majority of votes; in the event of a tie, the chairperson has the casting vote; in the case of an election, the decision will be made by lot. If thus requested, elections must be done via secret ballot. The secretary records the minutes of the advisory board meetings. The minutes must be made available to the tenant committees and foundation representatives.

The advisory board handles development ideas or problem areas related to the operations brought up by tenant activities or the foundation. Matters handled in the advisory board come from the TYS organisation and tenant committees. Matters handled in the advisory board are transferred to either TYS employees, administration, or tenant committees. The advisory board can also arrange events.

The chairperson or secretary of the advisory board sends the minutes of the meetings (APPENDIX 5) to the TYS contact person who then forwards the minutes to the advisory board mailing list.

The chairperson of the board for the Student Village Foundation of Turku and the executive team take part in tenant committee advisory board meetings per year; one meeting in spring and one in autumn. Whenever possible, we hope that questions addressed to the chairperson and executive team members are sent in advance, but it is also possible to pose questions and discuss matters at the meetings.

A model for the 'year clock' of the TYS tenant committee advisory board:

January

The advisory board arranges, in cooperation with TYS functionaries, a training session for new tenant committees and advisory board members.

Organising meeting for the tenant committee advisory board

- elects a chairperson, vice-chairperson, and secretary
- elects a maximum of 3 SOANK representatives and their substitutes
- The above elections are made for one year at a time.

February

March

Presenting the financial statements to the tenant committee advisory board

April

Statement on financial statements by the tenants' auditor

Advisory board/TYS financial statements and annual report

May

June

Tenant committee proposals regarding the TYS budget sent by Midsummer to [tuula.kanervisto@tys.fi](mailto:tuula.kanervisto@tys.fi)

July

August

September

October

Tenant meetings should be arranged during October.

Handle budget issues and make a statement on the budget to the TYS board.

Collect the names of tenant representative candidates, as decided in tenant meetings, for the TYS board and inform the Student Village Foundation of Turku of these names (every three years).

Collect the names of tenant representative candidates, as decided in tenant meetings, for the position of tenant supervisor or audit firm. The active-duty period for a tenant supervisor or audit firm is one year.

The candidates must be elected before TYS board's meeting in November.

TYS board selects the tenants' board representatives, and tenant supervisor/suggestion for audit firm.

## 3. Repair budget

### 3.1 Budgeting

The tenant committee can make proposals to increase living comfort and safety to the foundation's property services team. The property services team prepares a repair plan based on the above-mentioned proposals and their own analyses.

The repair plan is reviewed in connection with TYS budget drafting. Tenant committees must submit their proposals regarding the TYS budget to the finance director via email by Midsummer. The financial services team compiles the budget to be processed by the board. The advisory board makes their statement on the budget.

### 3.2 Repairs

In case there are non-budgeted repairs or equipment acquisitions that need to be made due to structural conditions or tenant requirements/living comfort, the tenant committee can make proposals regarding these to the property services team at any time. TYS functionaries or bodies process these proposals to the extent required.

### 3.3 Maintenance and repair contracts

When requested, information regarding maintenance and cleaning contracts and the duties therein is sent to tenant committees. Tenant committees can observe the fulfilment of contractual obligations and whether or not the duties are performed at suitable intervals. In case there are remarks or corrections, the tenant committee informs the property services team.

## 4. Appendices

### APPENDIX 1

#### Regulation for joint management

##### General notes

This regulation complies with the Finnish Act on Joint Management of Rental Buildings of March 1, 1991.

##### Purpose of joint management:

The purpose of the legislated joint management of rental buildings by tenants and owners is to provide tenants with powers of decision and opportunities to influence matters regarding their own housing, increase living comfort, and promote rental building maintenance and care.

- TYS joint management reflects this regulation.

At each of the foundation's locations, tenant meetings and the tenant committee or person elected to a position of trust act as the foundation's joint management bodies. The tenant committees' advisory board acts as the cooperation body for the tenant committees.

- Each committee elects one member per every 500 residencies or at least one member per location, for a term of one year at a time, to the tenant committee advisory board.
- The joint management system entails that the advisory board collects the proposals made at tenant meetings regarding two representatives for the foundation's board. The advisory board appoints at least one representative to the survey team for the foundation's construction targets. The advisory board collects the appointments made at tenant meetings regarding audit firms and informs TYS of these.

#### Tenant committee duties

The duties of committees are (Act on Joint Management of Rental Buildings, Section 10):

- to participate in preparing, negotiating, and making statements regarding the budget and rent determination for buildings under joint administration
- to submit propositions and negotiate the repairs included in the budget each year
- to participate in preparing and making statements regarding long-term repairation plans
- to participate in preparing, negotiating, and making statements regarding long-term financing plans
- to submit propositions, negotiate, and make statements regarding the content of the maintenance contract and care system and organising property management and maintenance tasks
- to monitor, on behalf of tenants and other apartment holders, the execution of maintenance, care, and repair procedures
- to decide on the content of the rules and regulations
- to promote housing-related dispute resolution and, when required, act as mediator in cases involving disturbance
- to decide on the principles of allocating shared parking resources, saunas, laundry rooms, and similar facilities and monitor their observance
- to decide on the use of shared recreational rooms and similar facilities and on the organising of voluntary work projects and similar events
- to decide on matters conferred to the committee or execute these matters providing that the committee is willing to accept them
- to submit propositions, negotiate, and make statements regarding other matters related to buildings under the same rent determination unit.

Duties of tenant committee advisory board

The duties of the advisory board are:

- to determine rent equalising and its principles and to inform the tenant committees of these
- to collect and inform TYS of tenant committee -provided statements on budget proposals and rent determination



- to participate in preparing, negotiating, and making statements regarding the budget and rent determination for buildings under joint administration
- to submit propositions and negotiate the repairs included in the budget each year
- to make a statement on the long-term repair plans
- to provide recommendations and guidelines regarding the content of house rules and regulations
- to provide recommendations and guidelines regarding the principles of allocating shared parking resources, saunas, laundry rooms, and similar facilities and to monitor their observance.

#### Rules of procedure for the tenant committee advisory board

The advisory board elects, among its members, a chairperson and a secretary. The advisory board has the possibility to set up work groups and committees and to invite experts on special issues.

The date for the advisory board's organising meeting is decided at the last meeting for a calendar year. If required, the foundation's executive representative convenes the meeting by January 31.

The meeting is convened by the chairperson. The invitation must be sent to members via email, 1 week prior to the meeting date. The advisory board must be convened when a minimum of two member so request in writing from the chairperson for a specified issue.

The advisory board has quorum when the chairperson or vice-chairperson and at least one representative from three tenant committees is present. At meetings, each member has one vote. Decisions are made with simple majority of votes; in the event of a tie, the chairperson has the casting vote; in the case of an election, the decision will be made by lot. If thus requested, elections must be done via secret ballot. The secretary records the minutes of the advisory board meetings. The minutes must be made available to the tenant committees and foundation representatives.

#### Special regulations

More detailed application of and changes to this regulation are decided by the foundation's board after hearing the tenant committees' advisory board.

Otherwise, we adhere to the legislation pertaining to joint management of rental buildings.

This regulation is valid starting from June 1, 2019.

## APPENDIX 2

### Using tenant committee funds

Tenant committees may use their funds when a decision regarding this has been made at the tenant meeting and this decision is recorded in the minutes. Smaller acquisitions (about 100 euros) can be approved retrospectively at a meeting, but these must also be recorded in the minutes.

Acquisitions can be made in the following ways:

- a tenant committee member pays personally for the acquisition(s) him/herself and then the sum, based on meeting minutes and provided receipts, is reimbursed to the bank account of the person who made the acquisition within about one week of receipt submission (taking into account possible vacation times of the person(s) handling financial issues).
- an invoice addressed to TYS ([www.tys.fi/laskutustiedot](http://www.tys.fi/laskutustiedot)). The invoice must indicate the location for the tenant committee.
- TYS makes the acquisition at the request of the tenant committee (for example, online shopping) and the payment is made using the TYS company card

Documents with smaller sums (such as receipts for small items or meeting expenses) are advised to be delivered in larger batches containing several receipts. All documents and minutes related to acquisitions are sent to tenant activity coordinator Johanna Viitanen. In cases of larger acquisitions, we recommend that the tenant committee contact TYS. If you have any doubts, please check with TYS in advance to hear their views.

**TYS has stated that no acquisitions are to be made from abroad or, for example, foreign online stores or cruise ships.**

Customer loyalty and bonus cards may not be used in connection with any tenant committee acquisitions (as ruled by the tax authorities).

Expenses related to tenant activities fall under foundation expenses and compensating them requires copies of the meeting minutes and approved documentation (rules and regulations for accounting and auditing).

Using tenant committee funds must be approved by the foundation. The tenant committee cannot enter into any agreements with outside parties without the foundation's separate, written consent.

Tenant committees must keep a record of their expenditure to avoid exceeding the funds allocated to them. To support the committees' own record-keeping, they can inquire about their expenditure and the remaining amounts from TYS during the year of activity.

If acquisitions have been made contrary to the above-mentioned instructions, the person who made the acquisition must pay for it themselves.

#### List of items for tenant committee's own acquisitions

At the end of the year, the tenant committee makes an inventory list of all the utility articles and equipment they possess (such as a drilling machine, games, and so on). The list must include depreciations of broken or lost items. We recommend having a person responsible for items at each building. The tenant committee can acquire a cabinet for loan items.

## APPENDIX 3

### Basis for tenant committee allowance

1. The allowance comprises a basic amount of 220€ plus 4€ per residency. Any unused allowance will be transferred to the advisory board for the next calendar year. The amount of allowance is decided yearly in connection with the foundation budget.
2. The allowance granted to tenant committees is intended for covering the expenses incurred by parties, voluntary work projects, and similar events. The allowance may also be used outside the location for things such as theatre, karting, bowling, and cinema. All tenants at the location and the foundation must be informed of these events a minimum of one week before the event. TYS has the right to deny the use of the allowance in case the event fails to comply with the above criteria for tenant activities.

## APPENDIX 4

Who to contact in tenant committee matters:

[office@tys.fi](mailto:office@tys.fi)

Tenant Activity Coordinator Johanna Viitanen [johanna.viitanen@tys.fi](mailto:johanna.viitanen@tys.fi) +358 2 275 0205

- responsible for tenant committee activities
- resourcing tenant activities
- guiding and monitoring the tenant committees
- setting up new tenant committees/combining them with existing ones
- receiving allowance receipts and approving them for reimbursement
- storing tenant committee meeting minutes
- storing advisory board meeting minutes
- advisory board meeting arrangements

Property assistant Ilona Liukkunen [ilona.liukkunen@tys.fi](mailto:ilona.liukkunen@tys.fi) +358 2 275 0227

- property maintenance
- outdoor area maintenance
- saunas and their use
- parking and parking control

## APPENDIX 5

**TYS tenant committees' advisory board**

**Invitation to a meeting**

**Meeting 1/2019**

**Time: Thursday, October 14, 2019 at 4.15 pm**

**Place: Student Village Foundation of Turku premises at Ylioppilaskylä 12 A, Turku**

**Agenda**

1 § Call to order

2 § Roll call

3 § Approval of agenda

4 §

5 § Notices

6 § Issue(s) to decide

7 § Tenant committees' suggestions for improvement and remarks

8 § Shared events

9 § Other issues

10 § Date of next meeting

11 § Adjournment

In Turku, October 7, 2019

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Chairperson of tenant committee advisory board



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