

TENANT SELECTION PROCESS AT THE TURKU STUDENT VILLAGE FOUNDATION

Background

Tenant selection follows the provisions of the Interest Subsidies Act and its amendment as of 1st of September 2023, where applicable, the provisions of the General Administrative Acts. In addition, the decrees of the Government and the Ministry of the Environment and Ara's tenant selection guidelines are complied with.

Student apartments are intended for persons who participate in education for which student financial aid may be granted in accordance with the Study Allowance Act.

Such education includes:

- university degree, postgraduate scientific degree
- separate continuing vocational education programme
- initial vocational education and further education, as well as
- high school syllabus

Apartments can also be rented to students who complete part of the aforementioned education with a short-term apprenticeship.

The apartment can be applied for and will not be lost, even if the education in accordance with the Student Aid Act becomes a short-term apprenticeship period of up to 12 months as part of the degree.

In principle, apartments can only be rented to students during the semesters. During the school holidays, renting is also possible for non-students.

According to section 2 of the Foundation's rules, the main purpose of the Foundation is to ensure that those studying in the Turku region after comprehensive school and continuing their studies receive rental apartments, and according to section 3, during the study holidays, the Foundation may use its apartments for accommodation and related service activities.

Processing of applications

The applicant will receive an automatic notification of receipt of the application.

In connection with the processing of applications, applicants are checked for eligibility and credit information. Eligibility is checked from the study certificate or, for example, the traineeship certificate related to studies. If there are deficiencies in the study certificate, the applicant is asked for additional clarification or additional documentation by email. The application will not proceed until the applicant submits a study certificate with sufficient information. The applicant is obliged to contribute to the submission of the necessary reports.

Credit information entries are not an obstacle to the processing of an application or obtaining an apartment. Significant credit information entries are marked on the application, and a three-month deadline is set, and a security deposit corresponding to three months' rent is required. If the applicant is already in debt to TYS, he/she must pay off the debt before the application can be processed and offered a new apartment.

It is also checked from the application at the processing stage that the applicant (s) in the application have sufficient information in the application and that the applicant's apartment selections, square area

restrictions and maximum rent have been set in the application so that TYS has the corresponding apartments.

Application scoring

Applications are scored using TYS's internal scoring procedure. The score has been created to support the tenant selection process and is not linked to the priority order of applications. The scoring of applications is influenced by, among other things, the urgency of the need for an apartment, the type of application, any special needs with regard to the apartment (e.g. health issues verified by a doctor's certificate), and how quickly the applicant can move. At the beginning of the semesters, the scoring of new students is also influenced by the applicant's home country and, in the case of foreign students, the home country. The distance of the residence of domestic applicants from Turku affects the assessment of the applicant's housing needs. For applications from international students, a distinction is made between applicants residing in the EU/EEA and those residing outside the EU/EEA.

Tenant selection

In the selection of tenants, preference is given to applicants in the most urgent need of housing. According to Ara's instructions, a very urgent need for housing is considered to be, for example, homeless students and those moving to the locality due to studies. For example, students who have been made redundant from their current apartment are in urgent need of housing. The need for housing is also affected, for example, by the lack of equipment in the current apartment.

The applicants' assets and income are taken into account when making the tenant selection. The assets are assessed on the basis of the information provided by the applicant, deducting from the assets the total amount of liabilities. The income comparison takes into account the income known at the time of application. However, income from gainful employment is not taken into account if the student stops his/her gainful employment due to studies. If the apartment is shared (shared apartment), the income of each household is calculated separately. Income and assets are taken into account for persons over the age of 18 applying for an apartment. Applicants for a student apartment do not need to attach explanations to the application.

Income does not include housing allowance and so-called privileged income in accordance with Section 15 of the Housing Allowance Act, e.g. income support, study material supplement, guardianship increase of study grant, rehabilitation benefit, expense or maintenance compensation, and grant.

The selection of tenants is based on the criteria for selecting tenants, as well as comparisons between the applicants.

However, the selection of tenants may differ from the conditions set for the amount of assets, because housing in student apartments is temporary in nature. Although it is possible to deviate from the amount, the most deprived must be selected as a tenant.

According to Ara's guidelines, the community can define procedures for situations where there is no difference between the applicants after the assessment of the need for housing, income and assets. In these situations, the priority order of the applicants can be determined, for example, the date of submission of the housing application or drawing lots.

Applicants with equal housing needs at TYS are prioritised based on the date of submission of the application. New projects have also used lotteries in the selection of tenants.

Tenant selection is carried out in accordance with the Non-Discrimination Act: everyone is treated equally and no one is discriminated against on the basis of age, origin, nationality, language, religion, belief, opinion, political activity, trade union activity, family relations, health, disability, sexual orientation or any other reason relating to the person, regardless of whether it is based on a fact or assumption concerning the person himself or herself or someone else.

A Finnish citizen or a person comparable to him or her and his or her household can be selected as a tenant in Ara apartments. Finnish citizenship is not required for students, and a residence permit of at least one year is not required. Exchange students have the opportunity to apply for a student apartment in a normal search. Quotas are also possible for exchange students. TYS informs international degree and exchange students about the application procedure for quota apartments and ordinary student apartments, as well as about the grounds for the apartment rents.

TYS will exercise its jurisdiction over tenant selection only for purposes that are legally permissible. It is not allowed to promote, for example, personal interests or goals other than those expressly pursued by law. Tenant selection operations must be impartial and proportional to the objective pursued. In addition, measures, such as restrictions, must be reasonable in relation to the objective pursued (e.g. under what conditions the applicant can demonstrate an improvement in housing patterns after a disruptive life) and must protect legitimate expectations based on the legal order.

Only information pertaining to the applicant's own application may be provided to the applicant.

Disqualification in tenant selection

The purpose of disqualification regulation is to prevent conflicts of interest and to maintain impartiality in the handling of the matter, including at the preparatory stage.

The person is obliged to assess his/her disqualification himself/herself. In the case of disqualification, the matter is transferred to another handler instead of the person disqualified.

Obligations of the Language Act on tenant selection

TYS uses Finnish and Swedish equally in its housing search and tenant selection activities so that the information needs of both language groups are taken care of. Information is provided in both national languages, and the online application procedure works in both Finnish and Swedish. When applying for and offering apartments, customers are served both in Finnish and Swedish. You can also request additional information in both Finnish and Swedish.

Regardless of the language law, TYS also serves applicants and tenants in English.

Electronic services

The apartment applicant has the opportunity to use electronic services and provide electronic feedback. However, an electronic service channel is not the only way to handle business. TYS website is accessible. Content can also be accessed by people with disabilities or limitations, such as visual or hearing impairment. The foundation maintains an accessibility statement on its website.

Filling out an apartment application does not require identification. Identification is required if the applicant wishes to review their application or their own data.

Confidential customer data is not sent in an unsecured email, even with the customer's consent.

Supervision of tenant selection decisions

The municipality supervises compliance with the tenant selection criteria established by the Government of the apartments located in the municipality pursuant to section 4d of the Restrictions on Trade Act, section 11d of the Interest Subsidies Act and section 24 of the Short-Term Interest Subsidies Act. The municipality has the right, based on the law, to demand from the tenant owners of the rental

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house information that can be used to determine whether the tenants meet the requirements set for the need for housing, income and assets. If a misconduct is detected in the supervision, the municipality may report its observation to Ara.

Tenant selections that the community submits to the municipality can be aided by the publication of Ara Tenant selection decisions document. Tenant selections made must indicate the housing need, urgency classification, assets, income, household size and the size of the granted housing.

TYS submits the tenant selection decisions quarterly to the City of Turku, where the choices made are reviewed.



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