



BULLETIN  
8 MAY 2020

Asunto Oy Päivänpaiste

## Information on the change of real estate manager and on our services – Emännöintitoimisto Aamu will be looking after your building from now on

Dear resident,

The staff at Emännöintitoimisto Aamu will be responsible for the administration, management and development of your housing company in the future. Our cooperation will begin on 1 June 2020 and we are looking forward to working with you to ensure better living.

Hannu Mäkelä, our property manager, will be taking over the care of the real estate management in your housing company. He will be working closely with your housing company's board to attend to all its affairs. Our service master, Päivi-Leena Heinänen, will serve the owners and residents of your housing company, and she will be responsible for ensuring that daily affairs run as smoothly as possible.

Our goal is to make running things as easy as possible and to enhance the comfort of living and safety in your housing company. We hope that you will take the time to read this bulletin, where we have collected practical information on our services to ease your everyday life, as well as some tips and instructions on how to ensure smooth cooperation with us.

### 1. The pages for residents are available online via computer and mobile device

The pages for residents function as a service channel for your housing company. They provide the essential information on your housing company – all easily available in one location.

These pages allow you to access all the housing company documents, such as the house rules, safety instructions or the latest audited financial statements. They also contain all the bulletins published for your housing company and instructions and tips for making everyday living in the building more functional.

The pages for residents can be accessed in two different ways:

1. By logging in to our website at [www.aamu.io](http://www.aamu.io)
2. By logging in using the Aamu Mobiili mobile application. The mobile app can be downloaded from the Apple App Store and Google Play for Android devices.

The user identifier below enables you to log in to the Pages for residents and read all the useful content.

**User identifier for residents:** Päivänpaiste

**Password for residents:** 12345

**Tip:** By registering as a user for the Pages for residents, you will receive a notification directly via email on any information content added to the pages. This will help you keep up to speed on any housing company affairs.

## 2. The Order & notify service channel makes placing orders and notifications easier

Take care of the most common orders and notifications related to residency by using our practical Order & notify service. We will always acknowledge your message without delay when your order or notification has been received and dealt with.

Use of the Order & notify service is easy via our website at [www.aamu.io/tilaa-ilmoita](http://www.aamu.io/tilaa-ilmoita); no separate registration is required.

## 3. Who to contact

It is not always clear who to contact in different situations. It is easier to deal with any matters related to residency, when you are able to contact the correct people directly. The list below has been drawn up to make it quicker and easier for you to take care of any issues and problems in your housing company.

### **Contact the maintenance service:**

- In fault situations, such as when a door is broken or a light fitting is not working outside.
- In cases of accident, such as if you detect a water leak.
- In matters regarding cleaning, winter maintenance and care of the yard area, such as sufficient sanding of walkways in the winter.
- If you have left your keys at home and you need the maintenance service to open your door.

### **Contact information for the maintenance service:**

Lassila-Tikanoja Oyj

Customer service: 010 636 5000 (24/7)

Customer service: [www.lassila-tikanoja.fi/asioi](http://www.lassila-tikanoja.fi/asioi)

Get in touch with the Service Master at Emännöintitoimisto Aamu:

- When you want to book or cancel a sauna session.
- If you have a question regarding user fees.
- If you wish to make a notification of a move.

#### 4. The swift and heartfelt service of Emännöintitoimisto Aamu

Things can be cleared up by asking us, and we are happy to be here to help you. Our Service Master responds to queries quickly and notifies you when your matter has been dealt with.



Send us an email

You can reach our service master by email at: [palvelumestari@aamu.io](mailto:palvelumestari@aamu.io)



Talk to us

You can reach our service master by phone on: [09 61507333](tel:0961507333)

Our service master is available to you from Monday to Friday between 9:00 and 4:00 pm.

**Tip:** The use of our electronic service channels is not tied to time or place, so feel free to get in touch with us by using the Pages for residents or the Order & notify service anytime, anywhere.

*With warm greetings,*



Hannu Mäkelä  
Property Manager



Päivi-Leena Heinänen  
Service Master