



Picture: Jenna Pigg

# Student housing in Jyväskylä

January 2026

Tiia Matilainen, KOAS

Anni Pajari, Soihtu

# KOAS Accommodation office

Kauppakatu 11 A

Opening hours:

Mon & Wed 12.00-15.00

Phone:

Mon – Fri 12.00-15.00

[koas.fi](https://koas.fi) | [koas@koas.fi](mailto:koas@koas.fi) | @koasjyvaskyla





# Welcome home, Koas resident!

The rent of a Koas home includes the essentials for student living: internet connection, electricity, use of the laundry and general sauna times, in majority of locations also water. At Koas, you will find additional services and resident activities that make everyday life easier. Welcome to the community!

Parking spaces, sauna times, laundry, gyms and common rooms can be found in the Koas Booking reservation service. Additional services include a Koas Meeting room for studying, a Koas Bike electric bicycle, a shared car, and the Neighbour Help and Flea Market section.

The maintenance company is available 24/7.

[\*\*Housing guide for tenants\*\*](#)[\*\*KOAS Booking\*\*](#)

## Useful links

[\*\*Fault report\*\*](#)[\*\*Maintenance companies\*\*](#)[\*\*Koasliving services\*\*](#)[\*\*Tenant activity\*\*](#)[\*\*Tenant advisor\*\*](#)

# Soihtu Housing Servicepoint

Ilokivi, Keskussairaalantie 2

## Opening hours:

Mon & Wed 11.30-13.00 (Other days by appointment)

## Phone service:

Mon-Thu 10.00-14.00

Fri 10.00-12.00

[soihtu.fi](https://soihtu.fi) | [asuminen@soihtu.fi](mailto:asuminen@soihtu.fi) | @soihtuasuminen





# Easy-going and affordable housing

We are a reliable landlord in Jyväskylä, and our housing locations are known for the services included in the rent as well as the sense of community.

Soihtu is a business unit owned by the Student Union of the University of Jyväskylä (JYY), meaning it is owned by the students. The members of JYY have priority for our apartments, but we also offer housing to other students studying in Jyväskylä. Explore all our housing locations and the services included in the rent below, and apply for an apartment without a security deposit today!

[Apply now](#)

[Our apartments](#)

[Frequently asked questions](#)

[Instructions for applying](#)



# Rent payment & apartment check

- Every tenant is personally responsible for their own rent payments. **The rent must be paid by the 6th day of each month.**
- Rent and other possible fees are paid once a month **with your personal reference number / payment info.** The invoice has been sent to you via email.
- Payment can be done as a bank transfer or by using **TransferMate** (outside EU/ETA countries).
- If you want, it is possible to pay multiple rents at the same time.
- After you have moved in, remember to fill **the apartment checklist within the 1<sup>st</sup> month** – you will receive the link for the apartment check via email.



# Internet | Koas

- Net connection is provided by Telia Company
- In shared flats, the connection is open and router is installed
- In studio or family flat: make the registration by filling the form at home or call to Telia (tel. +358 200 11611, Mon-Fri 08-20 Sat 09-16.30)
- For multiple online devices you need a router. (You can buy one from Multitronic, Gummeruksenkatu 6)
- Remember to check the address of the apartment from the lease paper.
- In case of problems, contact Telia customer service (tel. +358 200 11611 Mon- Fri 08-20 Sat 09-16.30)



# Internet | Soihthu

- The tenancy for your apartment includes an internet connection provided by Soihthu (depending on the location, 1-3 Gbit/).
- There is WiFi in all furnished apartments.
- If you're renting unfurnished apartment and want wireless network in the apartment, you will need to buy a router.
- JYU-student wifi available at Rentukka.
- **Issues with the internet?** Contact Lounea's customer support at 0800 30304 (free, available 24/7) or at [asiakastuki@lounea.fi](mailto:asiakastuki@lounea.fi). Be sure to provide your exact address when contacting them!



# Laundry, sauna & parking

## KOAS

- Laundry and common sauna turns are included to your rent
- Private sauna turn & parking with extra fee
- Reserve laundry, sauna turns and parking places via KOAS booking web service (some locations also lounge and gym), see also Meeting room and rentable Ykköspesä sauna & cabinet
- Check the common sauna turns from Koas booking

## Soihtu

- Laundry and common sauna turns are included to your rent
- Private sauna turn & parking with extra fee
- Reserve laundry and private sauna turns via [varaus.soihtu.fi](https://varaus.soihtu.fi)
  - Rentukka's common rooms' bookings as well
  - Booking for parking places via **eParking**.
- Check our web page for all common sauna turns!



# Maintenance and door opening

## KOAS

- Call the service number of the location, call +358 207 351 610 (24/7)
- Fee for opening the door in Koas is 38€ during (8am-4pm) and 60€ other times.
- Online Service for maintenance: <https://www.koas.fi/en/tenants/fault-report/>

## Soihtu

- In need of door opening, call the service number **+358 10 524 8315** (24/7)
- Fee for opening the door is 25 € (7-16) and 60 € during evening hours (16-07).
- Online maintenance request: <https://soihtu.fi/en/housing/everyday-services/maintenance-request-2/>



# Sustainable living

## Energy & water efficiency

Damage report should be done IMMEDIATELY for a leaking tap or toilet, window that doesn't close properly, fridge that isn't working and so on.

Temperature in the flat is set to 21.

- ✓ To change the air in the room, do it with the small window, but don't leave the window open for a long time!
- ✓ Don't fill up the ventilation vents or cover the radiators – the system will not work.

## Recycling

Find your nearest waste collection point in the yard and get familiar with the local recycling instructions.

Check the local flea markets and online services for recycling (Facebook groups, Tori.fi) to get furniture and sell them onwards when leaving Jyväskylä.

Electronic waste, empty batteries, broken textiles and broken furniture should be recycled as instructed – do not leave them in the apartments or corridors!

# For a more safe and cozy community

## No smoking inside or near the buildings

Apartments, balconies and corridors are all non-smoking area.

## Observe the silence hours

Silence hours in each housing location during the night time. Respect your neighbors! <3

## Cleaning

In shared apartments, everybody is responsible for cleaning - schedule with flatmates!

## Home insurance

Home insurance is a great protection in the event of water damage or theft, for example.



# Sending and receiving parcels and other mail

- Letters and other mail are delivered by Posti and other mail delivery companies (Matkahuolto, PostNord, DHL etc.)
- If you want to receive parcels, make sure they will be sent to your apartment address and the delivery company has your contact info (phone number and email). They will let you know, where the parcel will be delivered.
- If you don't want to receive distributed ads, you can attach a tidy "Ei mainoksia" (No advertisements) sticker to your mailbox or door.
- It is the tenant's responsibility to file a moving notice every time they move, the lessor is not responsible for the previous tenant's mail. If you receive mail that is meant for the previous tenant, write "Wrong address" in the envelope and take it to the nearest Posti locker (orange lockers near the grocery stores).

# Community & activities



## Events

Take part in the community - visit events, clubs and info sessions for new tenants to get to know your neighbours.



## Common rooms

Check all common rooms available and included to your rent!



## Tenants' committees

Participate in the meetings of the tenants' committee of your own housing location.



# Community & activities

## KOAS

- KOAS communities:  
<https://www.koas.fi/en/tenants/tenantactivity/>
- See also #koasliving services (meeting room...)  
<https://www.koas.fi/en/tenants/koas-booking/koasliving/>
- Facebook pages, Instagram @koas\_asuva

## Soihtu

- Many events organized by the tenants' committee of the Student Village:  
<https://soihtu.fi/en/instructions/tenants-activity/>
- Clubs and communities meeting in Rentukka:  
<https://soihtu.fi/en/instructions/clubs/>
- @kortepohjaask, Telegram- and WA-groups:  
<https://linktr.ee/JyvaskylaStudents>

# Ending or changing the tenancy agreement

- Exchange students have fixed term leases. It is not possible to end the lease earlier.
  - ✓ This type of lease is legally binding and the responsibility to pay the rent exists even if the student leaves earlier than the ending date of the lease.
- For indefinite leases, a notice of moving one calendar month before departure is required (online forms on the websites).
  - ✓ For example: If you want to move out in May (lease until May 31st), you need to give the notice latest by 30th April.
- Notice has to be given in case there is no ending day on the contract. For fixed-term leases, not possible to end the lease in advance.



# Moving out and returning the keys

## KOAS

- When your tenancy agreement is going to end, clean your apartment following our cleaning instructions, check that all the survival kit items are back in the box
- The keys must be returned **the latest on the working day that follows the last day of your tenancy agreement by 12 noon**. Return the keys to a Koas keybox. You will receive a PIN code to the keybox via email 20 days before your lease ends.
- If you leave earlier, send an email to Koas so that we can create a PIN code for you
- More info: <https://www.koas.fi/en/moving/moving-out/>

## Soihtu

- When your tenancy agreement is going to end, prepare for the moving: recycle the furniture and other items and clean the apartment properly with your flatmates.
- The keys must be returned **the latest on the working day that follows the last day of your tenancy agreement by 12 noon**. The keys need to be returned to the mailbox of Soihtu Housing. Place them in an envelope and indicate which apartment the keys belong to.
- More info: <https://soihtu.fi/en/instructions/returning-keys/>



# Any questions?

## KOAS

Apartment lease and tenancy in general:

[koas@koas.fi](mailto:koas@koas.fi)

Rent and other payments:

[vuokrat@koas.fi](mailto:vuokrat@koas.fi)

Faults in your apartment:

Online service at

<https://www.koas.fi/en/tenants/fault-report/>

## Soihtu

Apartment lease and tenancy in general:

[asuminen@soihtu.fi](mailto:asuminen@soihtu.fi)

Rent and other payments:

[vuokrat@soihtu.fi](mailto:vuokrat@soihtu.fi)

Faults in your apartment:

Maintenance request at

<https://soihtu.fi/en/housing/everyday-services/>



The background of the slide is a composite image. It features a central rectangular area with a light pink background, overlaid with a pattern of thin, white, intersecting lines that form a series of triangles and polygons. This central area is flanked on both the left and right sides by vertical strips of a close-up photograph of green, elongated leaves, possibly from a plant like a banana or a similar tropical species. The leaves are vibrant green and show some texture and lighting variations.

# Thank you!