



## SAVING ENERGY AT EKOTREFFIT

SIVUT 4-7

**VTS**  
KODIT

**THE ECO TEAM  
BRINGS ECO  
ACTIONS**

PAGE 4-7

**OMAVTS COLLECTS  
E-SERVICES IN  
ONE PLACE**

PAGE 8-9

**VANDALISM  
WITH  
E-SCOOTERS**

PAGE 10



## INCREASED COSTS IMPACT RENTS

**WE** are living through challenging times during which the home is more important than ever before. As the coronavirus pandemic is slightly loosening its grip, Russia's attack on Ukraine continues and its impacts on the global economy can be seen in Finland, too. The price of electricity and interests have climbed, and inflation has begun to increase other costs. For example, in 2022 the price of exchange electricity in Finland has been 17 cents per kWh on average, where earlier in the 2000s the price remained at 4–6 per kWh. There has also been pressure to increase the price of district heating.

As a result of higher costs, rents will also be increased by 4.9% on average. We at VTS-kodit are working continuously to ensure that the rent increases remain as reasonable as possible despite the climbing costs. We operate under the absorption principle, which means that the income must cover the expenses at all times.

The impacts of the energy crisis on the economic situation are testing us all, but, through small day-to-day actions, we can work together to save energy and influence costs. For example, if all of our residents were to lower the temperature of their homes by a degree, we could save 5% in heating costs. This is significant,

because heating costs constitute up to one-fourth of the property maintenance costs.

In November, we held an Ekotreffit event, which provided residents with the opportunity to learn about saving energy and ecological living under the guidance of experts. At the event, you residents also presented many excellent tips and ideas for saving energy. More information on the event and its yield is available on the next spread of this newsletter.

Alongside challenges, the autumn season has also brought with it some welcome updates, such as the new OmaVTS service, which makes handling housing-related matters electronically even easier than before. The traditional Doghill Fairytale Farm day, which many families are looking forward to, will also be held in December.

***We hope you will have a wonderful Christmas season!***

**Satu Eskelinen**  
CEO, VTS-kodit

## INVESTMENTS TO SUPPORT THE GROWING CITY OF TAMPERE

**AS** the turn of the year approaches, many Finns remain concerned about the economic situation. The inflation continues and costs are increasing. With the beginning of the heating season, our joint energy saving measures are even more important than before.

Tampere has maintained the appeal it has gained over the past years, and forecasts indicate that more than 3,000 new residents will be moving in this year. As a result, more housing is needed. We at VTS-kodit want to invest in the growth by investing in our real properties. Over the course of two years, we will be making €114.8 million in investments.

In September, I took part in the handover of Kuusikorvenkatu 3. The terraced houses were fully renovated. The contractors and the supervisory staff of the worksite performed excellent work, and the housing units are now as good as new. We are also planning roughly €23.2 in investments for next year. That said, it is important to consider carefully how we will carry out the investments with due consideration to the economic situation.

This year, we have conducted partial renovations as pilots. The partial renovations do not require the properties to be fully cleared. Instead, each housing unit is reno-

vated one at a time over a period of a few weeks. We are now waiting for the results to see whether or not the partial renovations would be a good solution in the future.

This autumn, the Board of Directors was presented with new VTS-kodit risk management reports, which included cost estimates for possible realised risks. The report is a great tool to support future planning, so I would like to extend my warm thanks to the employees who prepared it.

Finally, a few words about the situation of Vilusen Rinne Oy. In an extraordinary general meeting, a decision was made to divide Vilusen Rinne into two companies: the the properties subjected to the ARA limitations will become part of Vilusen Rinne Vuokra-asunnot Oy, while the properties free of ARA limitations will be transferred under Annalan Vuokra-asunnot Oy. In accordance with the division plan, Vilusen Rinne Oy will be dissolved and the new arrangement will be instituted at midnight on 31 December 2022. The new companies will remain in the ownership of the City of Tampere and, for the present, they will continue operating as before, managed by VTS-kodit.

The Christmas holidays will soon provide us all with a small

breather. However, we should not forget the necessity to save energy even during Christmas. That way, we can enjoy our holidays without power outages.

**Pekka Anttila**  
Chair of the Board



**|| WE CAN WORK TOGETHER TO SAVE ENERGY AND INFLUENCE COSTS."**

Silva Vuopponen from energy advice service Rane shared tips for saving electricity and water.



# SAVING ENERGY AND SHARING RECYCLING TIPS AT THE EKOTREFFIT EVENT

THE EKOTREFFIT EVENT HELD BY VTS-KODIT BROUGHT RESIDENTS AND EXPERTS TOGETHER TO CONSIDER THE BUILDING LOCKS OF ENERGY-EFFICIENT DAILY LIVING. THE SONAATTI 1 MEETING ROOM OF TAMPERE HALL WAS ABUZZ WITH PEOPLE ENTHUSIASTICALLY SHARING ECO TIPS.

“THE idea for the Ekotreffit event was sparked by us trying to figure out how to provide residents with tips related to saving energy,” says **Kirsi Löövi**, Marketing Coordinator at VTS-kodit.

The Ekotreffit event was created in cooperation with Ekokumppanit Oy. It gave VTS-kodit residents the opportunity to gain ideas for saving energy and living ecologically. Alongside Ekokumppanit, Pirkanmaan Jätehuolto Oy, Tampereen Vesi and Nextiili ry were invited to

the event as experts. VTS-kodit’s own energy experts and an eco team consisting of residents were also present to share tips.

## A wide range of eco tips

There was plenty of bustle around the experts’ tables. **Sari Tuomaala** from Nextiili provided guidance on recycling textiles, while Pirkanmaan Jätehuolto gave participants an opportunity to hone their recycling skills by means of a fun card game.

At the table of free energy advice service Rane, **Silva Vuopponen** shared tips for saving electricity. She reminded how those with an exchange electricity contract can impact their electricity bill.

“For example, it is a good idea to use the Fingrid application to see how expensive or cheap electricity is at any given time of the day. All kinds of measures to save energy are necessary, since there is a higher risk of power outages during the winter,” Vuopponen explained.

ASU  
ekommin

*It is a good idea to use the Fingrid application to see how expensive or cheap electricity is.*

Silva Vuopponen

*VTS-kodit’s own energy experts and an eco team consisting of residents were also present to share tips.*

Kirsi Löövi

*LED bulbs are a must for saving energy.*

Kirsi Ryttyläinen

Ekokumppanit Oy’s Communications Specialist **Kirsi Viertola** provided tips for economical water consumption.

“Under normal conditions, you can use cold water as much as you like. Producing warm water, on the other hand, takes much more energy. This means you shouldn’t spend 15 minutes in the shower, for example. If you wash up by hand, remember to plug the sink,” Viertola advised.

## Ritva saves by showering and using the sauna less

**Ritva Aavikkola**, who lives in Hatanpää, noticed a flyer about the Ekotreffit event on the noticeboard of her building and decided to find out whether or not she could gain useful tips for daily living.

“I’m trying to listen intently at every table to gain as much information as possible,” Ritva laughed.

Ritva is actually quite the veteran in saving energy. She remembers the post-war period and the depression of the 1990s, so frugality is part of her lifestyle. She always cooks energy efficiently by heating the oven only rarely and preparing large amounts of food in one go. She can then conveniently freeze the portions and heat them up as needed.

“I try to save water and only take a shower every other day. I have a sauna that I very much enjoy using, but I have now cut back to one sauna session a week. It feels awful but I have to get used to not bathing in the sauna as often as before,” Ritva said.

**PARTICIPANTS OF THE EVENT SHARED THEIR OWN IDEAS FOR SAVING ENERGY AND RECYCLING. HERE ARE SOME TIPS FROM OUR TENANTS:**

- ▶ shorter showers
- ▶ chargeable batteries
- ▶ prepare more than one meal at a time and use residual heat
- ▶ an air fryer is an affordable means of preparing food
- ▶ it is not always necessary to use the maximum time of the blower in the drying room
- ▶ equipment available for loan in the club room
- ▶ list of items that can be loaned from residents
- ▶ joint deliveries from each building to Nextiili or another service provider
- ▶ adjusting the lights in stairwells



Raimo Leskinen and Petri Kotomäki talked about VTS-kodit's energy development.

## Promoting recycling and cycling

VTS-kodit's eco team members provided tips for making day-to-day ecological choices.

"We have a recycling shelf in the laundry room. People bring books and children's clothes there, for example. This is any easy way to recycle," **Heli Heinonen** explained.

**Heikki Kenttämies** had brought a bicycle and bicycle maintenance tools to the Ekotreffit event.

"The purpose of the bicycle is to serve as a reminder that people

should use their bicycles. You can use your bicycle to get to quite a few locations from your home. I actually organised a maintenance day at our building so that neighbours bring their bikes over for adjustments and tyre fillings. Other buildings could do the same," **Heikki** says as a tip.

## VTS-kodit's energy development is looking good

VTS-kodit is working continuously to prevent the wastage of energy. At the Ekotreffit event, Building



*I have now cut back to one sauna session a week.*

Ritva Aavikkola



*VTS-kodit has invested in saving energy over the years.*

Raimo Leskinen  
Petri Kotomäki



Development engineer Miska Pöyry and CEO Satu Eskelinen tried their hand at a recycling card game.

Services Manager **Raimo Leskinen** and Building Services Expert **Petri Kotomäki** enlightened the audience on the ways in which VTS-kodit has invested in saving energy over the years.

VTS-kodit has achieved continuous reductions in heating energy costs in the 2000s. In recent years, VTS-kodit has invested in heat pumps and recently begun testing flexible usage-based adjustment methods in heating systems. In 2022, VTS-kodit completed its first property that fulfils the requirements of energy class A.

## Water and heat consumption is decreasing

"Our new and renovated locations are energy efficient, and heat pumps improve energy efficiency even further. Consumption-based invoicing has significantly reduced water consumption, and it also reduces the energy used for heating," Raimo and Petri say.

On the other hand, electricity consumption has increased over the years. This is due to the fact that new properties feature more electrical technology than before.

For example, electrical underfloor heating and powerful ventilation systems increase power consumption.

"Heat pumps increase electricity consumption, but they also reduce heating costs," Raimo and Petri explain.

## The eco team brings eco actions to the grassroots level

VTS-KODIT'S own eco team was also present at the Ekotreffit event to share day-to-day saving tips. **Heli Heinonen, Kirsi Ryttyläinen, Katri Jokinen, Outi Vellacot** and **Heikki Kenttämies** are all VTS-kodit residents who, as mem-

bers of the eco team, promote a sustainable lifestyle through low-threshold measures.

The eco team table featured an electric kettle, extension cord with a switch and LED bulbs to remind participants of small ecological

actions that everyone can take in their daily lives.

"When cooking, heating water with an electric kettle saves energy when compared to heating the water on the stove. The switch on the extension cord ensures that

devices are not left on unnecessarily. LED bulbs, on the other hand, are a must for saving energy," **Kirsi** said, presenting the items on the table.





Kuva: 123rf

**WE ARE PROUD TO ANNOUNCE THAT THE BRAND-NEW OmaVTS SERVICE IS NOW AVAILABLE TO OUR RESIDENTS! THE NEW USER INTERFACE COLLECTS TOGETHER ALL ELECTRONIC SERVICES THAT ARE AVAILABLE TO RESIDENTS.**

## You can find all of this on the new OmaVTS service

- ▶ your lease and rent payment information
- ▶ the 'Pisteet kotiin' resident benefit system and your point balance
- ▶ basic information on your residential building
- ▶ a notice of move form
- ▶ a form for submitting a non-urgent fault report
- ▶ a form for submitting service requests for a parking space or point purchases, for example
- ▶ a form for terminating your lease
- ▶ bulletins and links related to housing
- ▶ a form for sending a message to VTS-kodit's customer service

## HOW TO BEGIN USING OMAVTS

- 1** Navigate to <https://www.vts.fi/asukkaalle/sahkoisetpalvelut/>.
- 2** For the first time, you will need your online banking credentials for logging in. Use them to log in to the service.
- 3** Set a password for yourself. Your e-mail address will serve as your username.
- 4** Congratulations, you now have access to the service! Later on, you will no longer need your online banking credentials to log in. Your e-mail address and password will suffice.

# ACCESS SERVICES ONLINE EASIER THAN EVER BEFORE

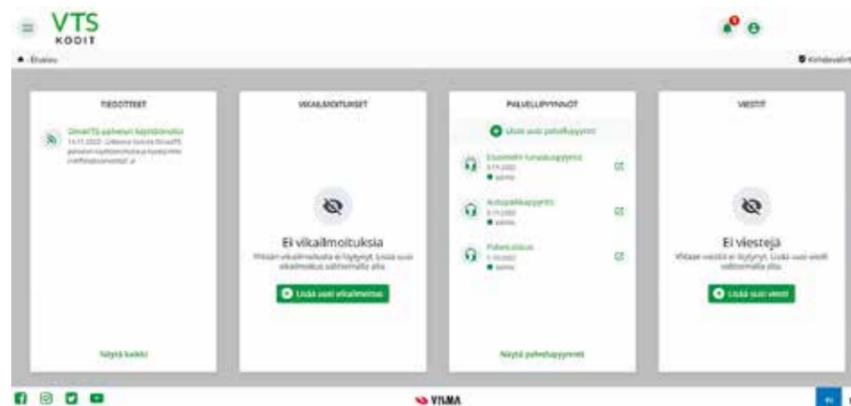
## – OmaVTS COLLECTS E-SERVICES IN ONE PLACE

**FROM** now on, you will be able access important housing-related services and documents in one place. You can also easily contact us electronically through OmaVTS. The service is mobile-friendly, which means that you can conveniently take care of business on the bus, for example.

You can access OmaVTS in the same place as our old e-services by clicking the button at the top of our website and under the Asukkaalle (For residents) heading.

### Everything conveniently in one place

VTS-kodit has provided residents with versatile electronic services



OmaVTS service allows you to access all of VTS-kodit's e-services in one place.

for a long time. The purpose of the new OmaVTS portal is to collect all services conveniently in one place

and make online service access even easier than before. "We aim to ensure that you can

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**You can access the full range of services without leaving your sofa.**

Jarmo Balk

leaving your sofa," says **Jarmo Balk**, head of VTS-kodit's customer service team.

OmaVTS display bulletins, your lease and the information of your building are shown in one view, as well as links to various forms. Through the service, you can also learn about the 'Pisteet kotiin' resident benefit system and check your point balance.

### Old familiar services – with some new features

New functionalities have also been added alongside old familiar e-services. As a new feature, the service can now be used to moni-

tor the progress of notifications and contacts. For example, if you submit a fault report, OmaVTS will show the progress of its processing.

You can also use the service to send a message to VTS-kodit and ask about housing-related matters. Our customer service aims to respond to messages within 1–3 days, so a real-time chat is not available.

"We at VTS-kodit's customer service are ready to process your housing-related matter, whatever it may be. Welcome to the OmaVTS service – we are here for you," Jarmo says.

E-scooters have been used for vandalism on Arkkitehdinkatu, for example.



**REPAIRING  
A FLOOR  
CAN EASILY  
COST  
€3,000–5,000.**

# VANDALISM WITH E-SCOOTERS COSTS TENS OF THOUSANDS A YEAR

A **NEW** form of vandalism has unfortunately become commonplace in VTS-kodit properties: e-scooters have been revved in stairwells, burning black marks on the floors. Marks have also been found on walls and in lifts.

At a glance, the marks may seem to be nothing but smudges, but the surface of the floor has actually been burned and damaged. This means that the flooring cannot be cleaned and needs to be replaced instead.

“When the surface is damaged, moisture and dirt gets under it. This is not simply a cosmetic issue as the floor is actually damaged,” says **Annamarja Sukkila**, Technical Property Manager at VTS-kodit.

## Repairing the floor costs thousands of euros

Building Services Supervisor **Mikko Väisänen** indicates that there have already been about 20 incidents in 2022. Repairing a floor can easily cost €3,000–5,000, which has resulted in tens of thousands in costs this year.

“The repairs are costly enough to impact the following year’s budget. As an example, this may result in us having to postpone the construction of a barbecue pavilion

## ADULTS, PLEASE KEEP AN EYE ON HOW YOUR CHILDREN USE E-SCOOTERS!



**MISUSING** an e-scooter can be costly. Please ensure that your children know the rules of using e-scooters. It is prohibited to ride in the stairwell and burn rubber intentionally against the floor or asphalt.

You should also advise your children to switch off the e-scooter’s power when entering the building. This is to prevent unintentional revving in the stairwell.

or renovations that would improve living comfort to be able to pay for the repairs,” Väisänen says.

In the long-term, the repair costs also impact rent levels.

## Revvng e-scooters indoors is thoughtless vandalism

VTS-kodit has knowledge of a few incidents in which people revving e-scooters indoors have been caught in the act. In these cases, the culprits have been obliged to provide indemnification. If the damage is caused by an underage child or adolescent, the parents are liable for the damages.

“Children or young people do not, necessarily, do these kinds of

things out of maliciousness. The harmful activity probably often stems from thoughtlessness and the desire to show off to friends,” Annamarja Sukkila says, contemplating the reasons.

Whatever the reason, however, the intentional causing of burn marks on floors is vandalism. Moreover, in the case of children older than 12, insurance does not cover intentional damage. As such, playing around with an e-scooter can cause the family a pretty penny.

“Parents should tell their children that damaging the floor with an e-scooter can cost as much as a small car,” Mikko Väisänen says.