

Complaints concerning disturbance

Showing consideration to other residents, complying with the rules of the housing company and taking care of the shared facilities are prerequisites for an enjoyable place to live. No one may disturb others' with their behaviour or unnecessarily otherwise disturb others' peaceful living.



If you do find that you are being disturbed in your home, you should first try to resolve the situation by talking to the person who is disturbing you. You can also discuss about the matter with your other neighbours and perhaps talk together to the person who is disturbing you.

If the disturbances are serious and frequent, you can make a written complaint by using this form. It is recommended to write the complaint together with your neighbours to get a wider view of the situation. **Send the complaint by post to HOAS, PL 799, 00101 HELSINKI or as email attachment to tenantsupport@hoas.fi.**

Your complaint will be investigated and the other party will be asked to give their view on the matter, after which procedures stipulated in the Tenancy Act will follow. Your complaint will always be handled confidentially. If you sign the complaint you must be prepared to appear in court as a witness if necessary.

COMPLAINT CONCERNS APARTMENT:

Street address	Apartment number	Room number	Postal code and city

CLARIFICATION ABOUT DISTURBANCE: Explain what has happened, when, by whom and what kind of damage has been caused. Have the police visited? Have you tried to contact the person who has been disturbing you? For how long and how often have these disturbances occurred?
You can continue on additional paper if needed.

I/We ask the lessor to take action to ensure peaceful living.

Place and date _____ / _____ 20____

Signature	Print name (first and last name)	
Address	Telephone	Email

Signature	Print name (first and last name)	
Address	Telephone	Email

Signature	Print name (first and last name)	
Address	Telephone	Email