

# Asukasviesti 1

2019

**VTS-kodit**  
**– A solid foundation**  
**for good life**

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**VTS**  
**kodit**





Satu Eskelinen | CEO | VTS-kodit

## VTS-kodit – A solid foundation for good life

January is already well underway, and so is a new year for VTS-kodit. This year, we will continue working hard on our construction projects, renewing our strategy and developing our resident activities.

The term of the previous strategy of VTS-kodit ended last year and, in summer 2018, we began to assess the direction we were heading in and what we wanted the future of VTS-kodit to look like. For example, we arranged a seminar on the future, where we invited the futurist **Ilkka Halava** to lead a discussion about the changes the housing industry will face. In addition to our staff, we have invited our residents and stakeholders to participate in the process of developing our strategy. A heartfelt thanks to everyone involved!

The common direction towards which we want to develop VTS-kodit can now be summarised in a single sentence: VTS-kodit – A solid foundation for good life. Over the following years, we will advance towards this goal together with our residents, step by step.

Stable and well-balanced business development is one of our most vital objectives, as it ensures that our housing services will continue to be affordable. For our residents, this means that their rent will develop at a steady pace without major surprises. Consequently, the rent increases this year are very moderate.

We also look after the systematic development of our property portfolio and maintaining the maintenance backlog at a minimal level. In 2018, we completed more projects involving the construction of new sites and the renovation of old sites than in previous years. This year will be even busier regarding both new construction and renovation.

Last year, we completed the construction of our new properties in Kalevanrinne, Lintuhytti in Hervantajärvi, on Voionmaankatu in Rahola and on Kolunkatu in Annala. In addition, a major home improvement project was carried out on Solkikatu in Kaukajärvi.

There are several VTS-kodit construction projects currently in process around Tampere. Satamakatu 17, the largest of our construction sites, will be completed in March. Applications to these unique city centre apartments can be submitted in January. Could this magnificent old sock factory be your new VTS home?



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## Customer satisfaction survey 2018 on the level of maintenance and cleaning services

■ EVERY year, VTS-kodit conducts a customer satisfaction survey on the level of housing services. In 2018, more than 1,450 residents and 120 residents' committees took part in the survey. VTS-kodit thanks the respondents for their invaluable feedback.

The level of customer satisfaction concerning service providers was almost at the same level as in 2017. Our residents gave the service providers a grade of 3.6 (on a scale of 1–5). There was more than usual variation in the level of property maintenance as its grade, 3.6, was one-tenth lower than before. The grade received by cleaning services remained at 3.5, and the repair services received a good grade of 3.8.

All in all, it is fair to say that the level of services remained at a decent level in 2018, but there is still room for improvement. VTS-kodit will continue to invest in the monitoring and quality control of its services.

### Remarkable achievements

There were also some remarkable achievements in 2018, and the replies to the customer satisfaction survey included encouraging feedback.

Our residents feel that high-quality property maintenance and cleaning services make apartment buildings safer and more enjoyable. Well-maintained properties and functional services lower the resident turnover rate and create a sense of community. Residents of a building are glad to accept the caretakers and cleaning personnel as members of their community.

We also received some constructive criticism, for which we are grateful. Replies from our residents help us identify the ways in which service providers can improve their services.

### Petri Mäkelä

CEO | VTS Kiinteistöpalvelu



## Only minor increases in rent

■ THE rent level of VTS-kodit apartments remains more than 10 percent below the level of similar privately financed rental apartments. This means that the residents of VTS-kodit receive an annual benefit of more than a month's rent.

The average rent increase in the properties owned by Tampereen Vuokralatosäätiö sr this year is 0.48 percent. The corresponding figure of Vilusen Rinne Oy is 0.43 percent. The increases will become effective on 1 March 2019.

Increases in different properties vary between 0 and 0.7 percent. The rent of properties that have a smaller demand, such as properties with family apartments that are not equipped with lifts, will not increase at all.

The rate of certain services will be increased slightly to cover the increase in costs. The fees of covered parking spaces and booking a sauna will increase by one euro per month. There will also be a minor increase in water charges.





There are more photos on the web site [vtskodit.kuvat.fi](http://vtskodit.kuvat.fi)

THE entire Doghill Fairytale Farm in Särkänniemi was reserved for the residents of VTS-kodit on 7 December. It began snowing at the most opportune moment, and the ground was already white before the gates were opened.

The people of the Doghill Fairytale Farm were there to greet their guests and the staff of VTS-kodit, and kids queued up to hug their favourite character, Tilta the maid. They didn't spend too much running around Tilta, however, as they were in a rush to share their wish list with Santa.

Their eyes twinkling, the kids crafted things out of gingerbread, crafted wool angels and Christmas cards and laughed at the woolly Mangalica pigs' gift package game. The kids enjoyed lively elf games and sang songs as sausages and marshmallows were roasted over a campfire.

It was super fun to pet the ponies, reindeer and pigs and to ride the ponies. A magnificent pyro show by Fire Lady topped off the event.

*Thank you to all the participants. Once again, you made this into a great event!*



# CHRISTMAS MOMENTS AT DOGHILL FAIRYTALE FARM



# Join our resident committees!

■ VTS-KODIT owns more than 150 properties with active resident committees. Joining these committees is both enjoyable and beneficial.

“Resident committees maintain democracy in our housing activities, as they provide our residents with a direct channel to communicate with VTS-kodit and influence its policies”, says Customer Service Manager **Reijo Jantunen**.

“Cooperation with residents is very important to VTS-kodit. We value the opinions presented by the committees and negotiate important matters together with them.” VTS-kodit also provides the personnel of the resident committees with appropriate training and recreational activities.

Resident committees have a positive impact on the entire community. They create a good at-

mosphere and a sense of community in the building and make living safer.

Committees also make more residents feel that they are also responsible for improving and maintaining the enjoyable atmosphere of the building. It is nice to live in “our house”, where it is easy to talk about matters related to the building and its rules with your neighbours.

“The basis of all this is that the residents of those buildings with committees become better acquainted with each other. This increases

the time people spend living in their apartments and reduces the tenant turnover rate, which will in turn have a positive impact on the level of rent and the business of VTS-kodit”, says Jantunen



Resident committees create a good atmosphere and a sense of community in the building.

## Resident committees benefit residents and communities:

- By providing a channel for interaction
- By improving neighbourliness and the sense of community
- By increasing the enjoyability and safety of living
- By offering experiences of having an impact on matters
- By helping identify the structure of the community
- By helping solve problems
- By providing resident benefit points for active resident activities
- Functional resident activities encourage residents to look after the building and its surroundings and not to move out

## The benefits of resident committees for VTS-kodit:

- Resident representatives help develop housing arrangements, improve the enjoyability of living and solve problems (co-management)
- Resident committee participants are committed residents, partners and negotiators
- Reduced tenant turnover rates
- Saved costs
- Improved safety of living