

I Housing policy paper

2 I Introduction

3 This policy paper sets top-level ideological principles for the housing operations of
 4 Aalto University Student Union and defines the housing policy aims of AYY. The policy
 5 paper describes the vision for the future of student housing and the objective which
 6 AYY aims to achieve by renting flats. The housing policy paper includes the policies of
 7 AYY on housing production subsidisation, such as investment aid to special groups.
 8 Policies relating to housing demand benefit (for example, general housing benefit), are
 9 defined in the subsistence policy paper.

10 In addition to the housing policy paper, AYY's housing and property operations are
 11 regulated by:

- 12 * The finance and asset management policy
- 13 * The property policy
- 14 * The property strategy
- 15 * The housing guidelines
- 16 * The housing management guidelines
- 17 * The environmental policy

18 AYY's property policy describes permanent principles relating to the maintenance,
 19 care, finance and alterations of the property assets. The housing guidelines, on the
 20 other hand, set directives on tenant selection and the housing management guidelines
 21 rule on tenant actions. In addition, the Board can draw up permanent decisions and
 22 guidelines that facilitate execution through its own decision.

23 Changes to this policy paper will be made by the Council.

24 2 The principles and objectives of the housing operations of AYY

25 AYY's housing operations are a core member service, the objective of which is to make
 26 the subsistence of students easier and support the ability to study by offering
 27 reasonably-priced accommodation and services related to accommodation to those
 28 that need them. Living in the flats of AYY is comfortable, affordable and community-
 29 based. As many of the membership of AYY as possible want to live primarily in a
 30 student flat owned by AYY and AYY seeks to provide accommodation to as many of
 31 them as possible. Living in an AYY flat is the first choice of tenants.

32 2.1 The principles of housing operations

33 *Equality:* AYY treats all its members equally and the housing operations of AYY are
 34 transparent.

35 *Need-orientedness:* The objective of the housing operations of AYY is to meet the need
 36 of the membership and primarily help students who have the greatest need. In its

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37 housing operations, AYY prioritises the students whose accommodation situation is
38 the weakest and the need for reasonably-priced student accommodation the greatest.

39 *Member-orientedness and flexibility:* In the housing operations of AYY, the varied life
40 situations of students are identified and it is sought to be flexible with regard to these.

41 *The educational role:* For many AYY tenants, moving into an AYY flat is a move to their
42 first home of their own. With its housing operations, AYY supports its membership in
43 starting independent life and promotes the responsible and sustainable living habits of
44 its membership that take neighbours and the environment into account.

45 2.2 The principles of tenant selection

46 In its tenant selection, AYY follows laws and decrees regarding subsidised housing and
47 the guidelines of the Ministry of the Environment and ARA (The Housing Finance and
48 Development Centre of Finland).

49 The flats of AYY are meant for all members of the Student Union who meet the
50 conditions of the flats subsidised by ARA. However, there is a limited number of flats
51 in comparison with the number of members. Tenants are chosen from the applicants
52 on the basis of social fitness for purpose and financial need, which are assessed on the
53 basis of the applicant's need for accommodation, income and wealth. The applicants
54 who have urgent need of accommodation or a particular need of a reasonably-priced
55 flat, such as students with families and first-year students, take precedence.

56 AYY treats international and domestic degree students in the same way in tenant
57 selection, but AYY does take the difficult accommodation situation of international
58 degree students into account in its services and seeks, as possibilities allow, to improve
59 the situation with various kinds of additional services. AYY does not accept solutions
60 in which international degree students are put in an unequal position depending on
61 whether or not they pay tuition fees.

62 Exchange students and the comparable international students that come to Finland
63 temporarily are in a particularly difficult position in the accommodation market due to
64 their short stay and for that reason it is justified to prioritise them in tenant selection.
65 In the view of AYY, Aalto University should support internationalisation by agreeing
66 on housing quotas for exchange students and paying compensation for under-usage
67 caused by the flats set aside for exchange students. In principle, the exchange students
68 studying in different colleges should be in an equal position, but AYY may also agree
69 on quotas for exchange students with an individual college if an exchange student
70 accommodation quota common to the whole university is not possible.

71 As possibilities allow, AYY seeks to promote communality of living and communication
72 between cultures through the tenant selection when striving for this is not significantly
73 in conflict with tenant selection based on social and financial need.

74 AYY can prioritise certain types of accommodation for particular student groups when
75 it is justified, taking efficient use of the housing stock, the appropriacy of the flats and

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76 the living comfort of the tenants into account. AYY prioritises students in its tenant
77 selection in accordance with accommodation types as follows:

- 78 • A shared flat: new student, exchange student
- 79 • A 1, 2,3, or 4-bedroom flat: a student with a child or children
- 80 • A furnished flat: exchange students
- 81 • A disabled access flat or one that can be made into such with reasonable
- 82 alterations: a person who has a need for a disabled access flat on the basis of a
- 83 doctor's certificate

84 There are more detailed regulations regarding tenant selection and the terms of the
85 tenancy in the housing guidelines and the scoring guidelines for housing applications.
86 Section

87 **2.3 The principles and objectives of the housing stock**

88 AYY's housing stock is diverse in terms of its types of flats, locations and price range,
89 so that every potential tenant has the possibility to find a flat that matches their needs
90 and wishes. The housing stock matches the demand and the accommodation wishes of
91 prioritised student groups are emphasised in the selection.

92 AYY's flats are in the immediate vicinity of the Otaniemi main campus or within good
93 transport connections from the main campus and the centre of Helsinki. There is a
94 reliable public transport connection from the properties that takes a maximum of 40
95 minutes during daytime to the Otaniemi campus and the centre of Helsinki. AYY
96 primarily seeks to own several accommodation sites in the same area.

97 The condition of properties is monitored systematically with a long-term view to
98 ensure their good condition. No significant variation in the condition of the flats is
99 shown when the wide age range of the flats is taken into account.

100 The objectives for changes to the property stock of AYY are outlined in the property
101 strategy.

102 **2.4 The principles and objectives of the services of housing**

103 The housing services of AYY are high-quality, accessible, open and flexible. In the
104 execution of the services, attention is paid to customer-orientedness, which is achieved
105 by making services electronic.

106 AYY's customer service is dependable and friendly. Most customer transactions can
107 be done electronically and the opening times of the accommodation office take
108 seasonal variations into account. The accommodation search system of AYY is easy
109 to use, transparent and impartial.

110 The housing operations of AYY are open and AYY communicates about its housing
111 operations actively to both tenants and the membership. The information of the
112 properties, the selection grounds of tenants, rent determination grounds and AYY's
113 housing operations communications reach both the tenants and other members. AYY

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114 offers its tenants tools that work for mutual contact to realise tenant democracy and
115 organise communal tenant action.

116 Each property has a castle warden selected from amongst its residents.

117 **2.5 Communal living for Aalto people**

118 Communality in living is village spirit, neighbourliness, understanding and everyday
119 deeds. The objective of AYY is to offer its tenants a warm and safe community in which
120 neighbours are not just names on doors.

121 With tenant action, the communality of living and tenant democracy, it is sought to
122 strengthen tenant satisfaction and the feeling of ownership, and through these ensure
123 the longer operating life and better quality of the properties. AYY believes that the
124 communality of living contributes to the Aalto spirit and communication between
125 cultures, as well as supporting the students' ability to study by reducing loneliness. AYY
126 promotes responsible living habits that are in accordance with sustainable development
127 and take neighbours into account. The housing operations of AYY support the
128 communality of all the users of the main campus.

129 AYY promotes and facilitates tenant action and communality in the properties that it
130 owns. AYY offers financial support and help to tenant action in realising tenant-driven
131 projects. The communality of living is promoted through, for example, tenant selection,
132 communal areas and offering tools for mutual contact between tenants.

133 There is a working tenant democracy at all of AYY's accommodation sites, which the
134 tenants participate in actively. Tenants feel that there is a real possibility to influence
135 decision-making that concerns their own housing through tenant democracy.