

My home - my choice

Lumi Namai "My home - my choice" philosophy has been created for people who want to live with the knowledge that Lumi Namai is their home, for as long as they want. Lumi Namai has a clear set of rules for their residents, leaving them the flexibility they need to organise their own lives. We take care of the day-to-day management of the building, allowing you the time you need to deal with the things that are most important to you.

As a new resident of Lumi Namai, we would kindly ask you to familiarize yourself with these rules so that you can feel as comfortable as possible in your home. We have tried to gather every possible important topic together. If you cannot find the information you need here, or you wish to clarify something, please do not hesitate to contact the Lumi Namai team.

Phone: +370 699 84828
E-mail: info@luminamai.lt
www. www.luminamai.lt

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FREQUENTLY ASKED QUESTIONS

CONTACTS

The fastest way to contact Lumi Namai is by phone +370 699 84828 (for breakdowns, emergencies and other urgent notifications), or by e-mail: info@luminamai.lt.¹

ACCESSING THE INTERNET AND TV

Internet and TV are provided in the building by Telia. If you would like to use these services, please contact Telia customer service.

RENT, SURCHARGES AND DEPOSIT

The rent for your apartment is not subject to VAT. The tenant pays the fixed surcharges in accordance with the tenancy agreement. Also, the water, heating and electricity used are paid for according to meter readings. The above fixed surcharges and other utilities services are subject to VAT.

The Security deposit must be transferred into the Landlord's bank account. Specific terms and conditions are set out in the tenancy agreement.

KEYS

For queries regarding access to the apartment, such as making additional keys, please contact the Lumi Namai team.

SMOKING

Lumi Namai is a smoke-free environment - smoking is prohibited in the building (including on the balconies and throughout the estate).

PET POLICY

When keeping a pet, you must follow the Rules for keeping animals in the territory of Vilnius city municipality.

The owner is responsible for their pet and their pet must not disturb their neighbors.

PARKING

Long-term parking (monthly) is in the underground car park. Parking spaces can be rented from the Lumi Namai team.

¹ In case of any discrepancies between the tenancy agreement and these House Rules, the tenancy agreement prevails.

The Landlord has the right to unilaterally amend the House Rules in which case the Landlord will give at least thirty (30) days' prior written notice to the tenant.

INTERNET AND TV

Internet and TV service provider in the building is Telia. If you would like to use these services, please contact Telia customer service.

WASTE MANAGEMENT

Lumi Namai supports the sorting and recycling of waste, and the reduction of excessive consumption. Careful sorting ensures that the further handling of waste is done in the most environmentally friendly method possible.

Waste sorting instructions are located by the waste containers in the waste building. You can contact the Lumi Namai team for advice with any additional questions.

Large-scale waste (including old furniture, furniture packaging) and hazardous waste, such as chemicals, batteries, expired medicines and electronic equipment, must be collected separately and delivered to the waste collection points in person. For detailed instructions on how to sort and dispose of waste, please visit: <https://vilnius.lt/lt/savivaldybe/aplinkos-auga-ir-energetika/atlieku-tvarkymas/>.

CO-TENANTS

If you want to share an apartment with someone, you are required to register these persons in the tenancy agreement (more details are provided in the tenancy agreement). Persons not registered in the tenancy agreement are not allowed to reside in the apartment. Using the apartment for offering short-term accommodation (Airbnb, Booking.com, etc.) is not permitted.

INSURANCE COVERAGE

We recommend that you insure all your property in the apartment. Our co-partner offers good terms and conditions for the residents of Lumi Namai. Please contact the Lumi Namai team for further information.

CONSIDERING NEIGHBOURS

You can receive guests at any time that suits you, but please ensure that they do not disturb the other residents of the building.

The quiet night-time hours are 22:00-07:00. Noise and other activities that may cause night-time disturbances are prohibited during quiet hours. We ask that you inform the police of any excessive noise during the quiet night-time hours.

FURNISHING YOUR HOME

For your convenience, we have partly furnished your apartment. We have included some integrated furnishings like essential equipment: refrigerator with freezer, integrated cooker, oven, extraction hood, dishwasher, washing machine, a wardrobe in the hallway and in one bedroom. Modifying the integrated furniture and other apartment fittings installed by Lumi Namai is not allowed. You can furnish the rest of the apartment as you however choose.

If you wish, you can change the light fittings in the apartment, if it is coordinated with the Lumi Namai team and the work is carried out by a contractor approved by Lumi Namai. At the end of the rental period, you will be able to retain your light fixture(s) after paying for the re-installation of the original fittings.

HOME SECURITY

Evacuation plans that comply with the regulations are displayed in the shared areas of Lumi Namai. It is required for all residents to familiarize themselves with evacuation plans, when moving into the building.

Regular maintenance of the electrical equipment is required to ensure the safety of the home. Faulty, improperly used or in- completely repaired electrical equipment could endanger the user's life. 'Do-it-yourself' electrical works are not permitted. We know that you could manage changing a light bulb on your own, but if there is a need to carry out more complicated electrical work, such as replacing plugs or switches, please contact the Lumi Namai team before proceeding.

Please ensure that the doors are locked to prevent theft. If you lose a door key, please contact the Lumi Namai team immediately.

Please inform the police if you suspect that criminal activities are taking place in another apartment.

All residents of Lumi Namai need to be able to report an emergency. Go over the emergency procedures with your family. The most important thing is to try and save any people in danger, notify the emergency services and instruct the emergency team that arrives at the scene. The general emergency number is 112; also, please report the emergency to the Lumi Namai team.

The apartment complies with the fire safety regulations stipulated by the law. We also recommend that the residents purchase primary fire extinguishers, such as a small foam fire extinguisher

or a fire blanket. To ensure fire safety, care must be taken when handling open fire and potentially hazardous situations must be avoided.

Car parking is allowed only in marked parking bays. Cars that are parked elsewhere could prevent any rescue teams from accessing the building.

Doormats must be placed inside the apartment, keeping them on stairways or walkways is not allowed. When leaving home please ensure that you have turned off your cooker, washing machine, dishwasher and your iron. Any electrical equipment located outside the building must not use indoor power sources. For prolonged absence from the apartment like a holiday for example, we recommend disconnecting plugs from their sockets.

APARTMENT INSPECTION

The Landlord has the right to visit the apartment, notifying the tenant in advance with reasonable notice. The details are set out in the tenancy agreement.

PET POLICY

Lumi Namai welcomes well-behaved pets. Each animal owner is responsible for their pet's happiness in Lumi Namai and must clean up after it. Ensure, that the animal does not endanger other people and does not disturb any neighbors. For more information, please visit Portal <https://e-seimas.lrs.lt/portal/legalActPrint/lt?jfwid=&documentId=TAIS.59987&category=TAD>

STORAGE ROOM

Contact the Lumi Namai team if you would like to rent a storage room; please see our price list to find out the cost.

It is not advisable to store valuable items in the storage room. Also, fire safety regulations do not permit the storage of flammable liquids, gases or explosive substances in the storage room. To avoid items being stolen, please lock the storage room using your own strong padlock or purchase a lock from the Lumi Namai team.

PARKING REGULATIONS

Please contact the Lumi Namai team should you wish to rent a parking space.

Bicycles and prams should be stored in a designated area, in a bicycle park or a buggy park respectively. Please contact the Lumi Namai team to obtain information on the possibilities of renting a space.

RENOVATING, REPAIRS, WEAR AND TEAR

Every apartment needs refreshing from time to time, whether due to natural wear and tear or a desire for a change in your surroundings.

Lumi Namai residents can book renovation work from the Lumi Namai team, whose professional partners help find suitable solutions. For large-scale and complex renovation works, we can send you a quote. Apartment modifications (for example, insertion or removal of partition walls, etc.) are not permitted.

Any changes that you make yourself (for example, drilling holes into the

walls, painting the walls, etc.) must be agreed with the Lumi Namai team beforehand. During the discussions about such consent, it needs to be specified whether the implementation of these changes would result in the tenant having to pay the costs of returning the property to its original state at the end of the tenancy.

To maintain the appearance of the floors, felt floor protectors must be attached to the legs of any loose or movable furniture.

Normal wear and tear refers to normal wearing of the apartment and furniture that comes with the purposeful use of the living space and furniture. In the case of normal wear and tear, the tenant has maintained all the equipment and other parts of the apartment in accordance with the instructions. These are maintenance instructions for the apartment and kitchen appliances. For more details on these, please see the respective manuals. Lumi Namai is responsible for any normal wear and tear of the living space and furniture.

Normal wear and tear doesn't include wear, defects and damage caused by the misuse of the living space and furniture. The costs incurred by this misuse must be paid for by the end of the tenancy at the latest. Additionally, the tenant must pay for unintentional and intentional damage to the room, furniture, equipment and other parts of the apartment. Such damage can be, for example, caused by placing a hot pan directly onto the kitchen work surface, scratches on the floor caused by the wheels of an office chair, damage to furniture and contents caused by children or pets. This damage also includes dirt, scratches,

holes, etc. in the walls, floors, ceiling, windows, doors and other parts of the apartment.

Any accidents involving the apartment or any of its contents put in by Lumi Namai must be reported immediately (within 3 days max.) to the Lumi Namai team. This could, for example, involve a broken sink, a damaged wall or floor, or furniture put in by Lumi Namai etc. If the event has not been reported within the given timeframe, the tenant will lose the right to request that Lumi Namai will cover the restoration costs. If there is no reference to a specific item in the price list, the tenant shall compensate for the damage based on the actual restoration costs. Prices for the replacement of broken household appliances and built-in furniture in standard apartments can be found on the price list of Lumi Namai services.

If you wish, you can book a cleaning service. Please contact the Lumi Namai team for more information.

REGISTERING YOUR RESIDENCY

The address of a new residence can be declared as place of residence. For more information, please visit <https://vilnius.lt/en/declaration-2/>

SMOKING

Lumi Namai is completely smoke-free - smoking is prohibited in the building (including the balconies and the estate).

BALCONIES

The balcony can be decorated with plants, but the flower containers must be located on the inside of the

balustrade. It is not allowed to feed birds or throw objects from the balcony. Smoking, barbequing and handling open fire on the balcony is prohibited in order to ensure fire safety.

The enclosing of balconies to create additional indoor space is not permitted.

FEEDBACK

Your feedback is important to us. We collect customer feedback to improve and develop our housing service. If you would like to share your positive experiences or talk about any issues, please contact the Lumi Namai team. The complaint will be answered as soon as possible.

In the event of an emergency, please contact the Lumi Namai team immediately on (+370) 699 84828.

Storage of loose items in corridors and on staircases is prohibited due to fire safety. The same requirement applies to prams and bicycles, which can be stored in a buggy park or bicycle park respectively. Please contact the Lumi Namai team to rent a space.

WATER AND ENERGY SAVINGS

Lumi Namai apartments were created with the environment in mind during the stages of design, construction and use of the buildings. As a resident of Lumi Namai, you can also be environmentally conscious and save energy by regularly checking and cleaning household appliances and switching off any unnecessary electrical equipment and lights.

We recommend adjusting the room temperature to 21-23 degrees and avoid keeping the windows open

unnecessarily during the cold season.

Residents can reduce water consumption if you do not let water in your kitchen or bathroom run unnecessarily, fill your dishwasher or washing machine completely before running a cycle and, if necessary, use special washing programs that save water and energy.

If there are any interferences or leakages relating to water pressure, temperature, taps or toilets, please call Lumi Namai immediately on +370 699 84828.

KEYS

For queries regarding access, such as adding extra access and making additional keys, please contact the Lumi Namai team.

MOVING OUT

If you are planning to change apartments, be sure to check out the apartments provided by Lumi Namai and inform the Lumi Namai team about your wish to move out at least one (1) month before.

Upon the inspection of the apartment, which is conducted by a representative of Lumi Namai at a time agreed with the client (after Lumi Namai has received the notice to end the tenancy from the client), costs that are not related to the normal wear and tear of the apartment are recorded. These costs must be paid by the tenant upon termination of the tenancy agreement. The same inspection also ascertains whether the state of the apartment corresponds to the state of the initial transfer-acceptance act: whether there are any deficiencies or

additions, whether any upgrades have been coordinated with the Lumi Namai team, and whether any upgrades should be removed at the end of the tenancy.

A document is produced upon inspection of the apartment. If during the inspection, damage to the apartment and its interior that is outside of normal wear and tear is noted, Lumi Namai will then provide an invoice for the cost of repairing the apartment and changing the equipment or the furniture. The current price list is available on Lumi Namai homepage.

After the notice has been given, Lumi Namai representative has the right to show the apartment to prospective tenant.

The required final cleaning of the apartment includes the following:

- The removal of any furniture and objects owned by the resident from the apartment.
- Sweeping and cleaning floors with a detergent, removing any stains.
- Complete cleaning of all installed cabinets, shelves, basket systems, etc.;
- Cleaning the cooker and the oven.
- Washing the filter of the extraction hood.
- Cleaning the dishwasher filter.
- Empty, thaw and wash the refrigerator and the freezer (leave the doors of the units open and switch off the power supply).
- Thorough cleaning of the washrooms.
- Washing the toilet, sink and shower room with appropriate cleaning products.
- Cleaning of the bathroom trap.
- Removing any stains from doors,

door handles and walls.

- Emptying the wardrobes, cleaning and removing any stains.
- If applicable, emptying and cleaning the storage room; Ventilate the apartment properly: when leaving the apartment, close the windows and the balcony door.

Remember that the same waste handling instructions apply while moving, as they do while living in the apartment. Hazardous and large objects and furniture intended for disposal must be transported and disposed of in accordance with the applicable waste management regulations. Expenses incurred to the building due to the transportation of additional waste will be deducted from the Security deposit or invoiced later. Please do not leave items in the storage room or walkways.

When moving out of the apartment, cancel all contracts connected to the apartment (TV, Internet, etc.) and inform the various service providers of your change of address. The new address must be added to the respective register no later than one (1) week after moving out.

Keys should be returned to Lumi Namai team after the final cleaning if the apartment is no longer in use.

The Security deposit will be refunded in accordance with the tenancy agreement.

RENTAL BILLS

The principles of payment of rent are specified in the tenancy agreement. The monthly rental bill from Lumi Namai includes the apartment rent,

surcharges and additional fees for ordered services according to the tenancy agreement.

For an extra fee, it is possible to rent storage room, parking space.

LOOKING AFTER YOUR HOME

Regular cleaning and maintenance of the apartment is a tenant's duty and helps to ensure healthy living conditions, good indoor air quality and the preservation of the contents of the apartment. Quality cleaning products make home cleaning easy. Excessive water and strong and abrasive cleaning agents that damage surfaces should be avoided.

The most important in home care is regular cleaning, the use of dry or low-moisture cleaning methods and neutral cleaning agents.

FLOORS

Clean the LVT floors in the apartment with a vacuum cleaner or use a damp brush or mop.

WALLS

Clean the painted walls using a diluted detergent and a damp cloth. Painted walls with a matt finish have less tolerance for surface rubbing. Cleaning the walls is easier if you remove any stains before they dry.

WINDOWS

Start cleaning the windows by wiping the sills, frames and handles with a damp cloth. Continue with washing and

drying the windowpanes, using the appropriate products.

WASHROOM

The washroom should be cleaned thoroughly regularly to maintain hygienic conditions. Particular attention must be paid to the cleaning of the sink, faucets, shower heads, the toilet bowl's inner and outer surfaces, the toilet seat and the lid. Each surface has to be cleaned using the appropriate cleaning tools and products.

For cleaning tiled walls and floors, use cleaning products that are suited for cleaning ceramic tiles. Apply a product to the surfaces and wash the walls with a brush or scouring sponge. Finally, wash the floors, rinse and dry them.

To clean the glass doors and the shower cubicle, spray bathroom cleaner on the surfaces. Wipe with a brush or a microfiber cloth. Rinse and dry with a drying squeegee.

For thorough cleaning of the drainage holes and the trap, remove any loose dirt. Pour the appropriate cleaning product into the drainage hole, in accordance with its instructions for use. Wash the trap and its cover on both sides with a brush. Rinse thoroughly with cold water.

FRIDGE AND FREEZER

If the refrigerator has an automatic defrost, it does not need to be defrosted. Cleaning the drainage area at the back of the refrigerator is sufficient. The freezer should be

defrosted twice a year. Do not use force or squeegees to remove ice from the freezer. Do not use high-strength cleaning products when cleaning the refrigerator. The defrosting of the refrigerator and the freezer should be monitored, and the melted water should be dried from the inside of the fridge/ freezer before it spills on the floor. Precise instructions are given in the manufacturer's guide, which you will find in the apartment. If necessary, ask for one from Lumi Namai team.

COOKER AND OVEN

The cooker must be cleaned regularly, as it is difficult to remove dirt that has dried onto the hot surface. Use a cleaning agent and tools suitable for the cooker. The oven, grill racks and oven shelves are cleaned using oven cleaner.

The extraction hood and grease filter are to be washed at least twice a year, more often if necessary. Precise instructions are given in the manufacturer's guide, which you will find in the apartment. If necessary, ask for one from Lumi Namai team.















INTEGRATED CABINETS

All integrated cupboards, shelves and basket systems should be cleaned regularly, using watered-down detergent and a damp cloth.



















CLEANING OF BALCONY















Do not clean the balcony by pouring water. The drainpipe is designed for the drainage of rainwater only.







THE APARTMENTS' MAINTENANCE RESPONSIBILITIES TABLE

	The Landlord orders and pays for	The resident orders and pays for	Additional Information
STRUCTURES AND SYSTEMS			
Roof structures			
Roof, suspended ceiling and sub-ceiling, load-bearing structures			
Façade surface			
Partition wall structures			
Lower floor ventilation			
Drainage ditches and wells			
Balconies			
Sewerage and water supply systems located outside the apartment			
KEYS, LOCKS			
Maintenance of the original lock			
Purchasing additional keys			Additional keys can be ordered from the Lumi Namai team.
Purchasing of a padlock and key for the storage room			Can be ordered from the Lumi Namai team.
EXTERNAL DOORS OF THE APARTMENT			
Greasing the hinges			
Repair and replacement of seals			
Repair of the door and its original equipment			

Installation and maintenance of a safety chain, door closer or a peephole			Work can be conducted only by a specialist or the respective company. Items left in the apartment after moving out will not be compensated for.
WINDOWS AND EXTERNAL DOORS OF BALCONIES			
Repair and replacement of seals			
Repair of closing mechanisms and other devices			
Replacing window panes			
Roller blinds and curtain rails, purchased by the resident			Work can be conducted only by a specialist or the respective company. Items left in the apartment after moving out will not be compensated for.
External doors of balconies			
Cleaning window and balcony panes			
WALL, CEILING AND FLOOR SURFACES OF THE APARTMENT			
Cleaning and maintenance of wall, ceiling and floor surfaces			
Painting and repairing walls			
Repair and replacement of wet-room surfaces			
Checking, cleaning and maintaining the condition of wet- room surfaces			
Painting of ceilings			
Repair and replacement of floor coverings			
Balcony maintenance			
Cleaning the drainage holes on the balcony			

Tidying the balcony surfaces			
FURNITURE AND CABINETS INSTALLED IN THE APARTMENT			
Tidying or replacing built-in furniture			
HEATING			
Ventilating the heating system			
Heating systems located in the structure of the building			
VENTILATION			
Cleaning the pull-out valves			
Adjustment and repair of pull-out valves			
Cleaning ventilation ducts			
Cleaning the extraction hood's grease filter			
Sourcing and replacing a new grease filter for extraction hood			
Repairing extraction hood			
Cleaning the ventilation filter or obtaining and installing a new filter			
Maintenance or repair of the ventilation device			
Adjusting the ventilation device			
WATER AND SEWERAGE DEVICES			
Cleaning tap nozzles			
Tuning the flow of taps			
Replacing the shower hose and hand shower			
Repair and replacement of taps			
WC equipment repair			

Connection, repair, and maintenance of household appliances, acquired by the resident			
Maintenance of a washing machine and dryer belonging to Lumi Namai, replacement of necessary filters			
Checking and cleaning of water locks			
Maintenance and repair of drainage traps			
Checking and cleaning of drainage traps			
Maintenance and repair of plumbing systems			
Checking for tap and toilet leakages			
Providing readings from water meters located inside the apartment			Remote system readings are collected by Lumi Namai team (if possible) or according to the terms of the tenancy agreement.
APARTMENT'S ELECTRICAL EQUIPMENT			
Purchasing and changing light bulbs and fluorescent tubes acquired by Lumi Namai			
Sourcing and changing lighting devices for fluorescent lighting			
Repairing light fixtures and their shades			
Repairing sockets and switches			
Installing interior lighting			
Adding telephone, data and antenna leads and junction boxes			Prior agreement from the Lumi Namai team is needed. Work can be conducted only by a specialist or a respective company.

MACHINES AND EQUIPMENT INSIDE THE APARTMENT			
Sourcing and replacing batteries			
Defrosting the fridge			
Maintaining interior and exterior surfaces of all household appliances			
Repairs of all household appliances purchased by the Landlord			
Smoke detector maintenance			
GROUNDS			
Surface structures			
Planting areas			
Furniture, inventory, equipment			
Light barriers			
Play equipment			
Heavy barriers			
Cleaning after pet (owner's duty)			
SHARED AREAS			
Outdoor buildings			
Sewerage and water supply system inventory, electrical equipment inventory, other equipment and devices			
Sewerage and water supply systems and electrical systems			
Inventory, equipment and devices			
OTHER			
Arranging home insurance, recommended			

If a resident has caused damage to an apartment and it is not ordinary wear and tear, Lumi Namai will provide the resident with an invoice based on actual expenses. If the Lumi Namai team has given you more specific instructions or instructions that are different from the above table, follow the instructions given by the Lumi Namai team.