**Frequently asked questions about the corona virus**

**How does COVID-19 affect everyday life in a housing cooperation if some of the residents are quarantined?**

The housing cooperation and its units can operate relatively normally even in the case of some residents being in quarantine. The residents who are in quarantine must avoid all and any close contacts with other residents, the real estate manager or maintenance workers.

If a resident is isolated in one’s own unit, they must follow the instructions given by the authority such as healthcare specialists and avoid any close contacts with other people.

Maintenance and repair operations inside units shall be evaluated before conducting any measures during the epidemic. The units shall not be entered unless an accident that requires immediate action occurs. (for example, water damage etc.)

**If one is placed in quarantine, are they obligated to inform the neighbors or the real estate manager?**

If the real estate manager or a maintenance worker must enter the unit for any reason, they have the right to inquire if any residents have been placed in quarantine. This is to ensure the safety of everyone.

Residents have no obligation to inform their health status to the real estate management office or the maintenance office. It’s also prohibited to spread information about one’s neighbor’s health.

**What is the difference between quarantine and isolation?**

Quarantine is a precaution. One can be quarantined after travelling or after they’ve been in contact with a person who has since been tested positive for the COVID-19 coronavirus disease.

Person in quarantine does not necessarily have symptoms or even be ill. It is imperative that one does not infect others whilst maybe being a carrier of the virus. One can also be in self-quarantine to protect themselves or others.

When a person is quarantined, the official advice is to avoid other people, but it is allowed to for example walk your dog.

The Finnish government has officially given advice for the elderly (people over 70 years old) to stay quarantined.

The isolation is for the patients who are tested positive for the COVID-19 virus but are healthy enough to stay home rather than being hospitalized. It is imperative to obey and follow the doctor’s instructions and avoid any contacts with other people whilst being isolated.

**Can I use common areas such as the laundry room?**

The Finnish officials haven’t given instructions about the use of common rooms such as saunas or laundry rooms. However, in every housing cooperative the board of the housing association can make local verdicts about them. The board can decide to restrict or even deny all use of these common rooms.

If a resident is quarantined, they still may solely use the common areas such as the laundry room, given that other users are not utilizing the space simultaneously. If one suspects they’ve fallen ill, they should not utilize the sauna if there are other people simultaneously.

If a resident has tested positive for the COVID-19, corona virus, one should avoid any common areas in the building.

The board of the housing association and the real estate manager will make sure the cleaning company follows the official instructions regarding sanitation during the epidemic.

**I’m trying to work but the neighbors are very loud. What can I do?**

Normal living rules apply even during the epidemic, so everyday sounds such as music and playing may become disturbing. If you find these noises unpleasant and it affects your concentration to work, please try to use earphones or -plugs. Please remember that we’re all in this together – the neighbors are probably just as stressed as you are.

However continuous disturbing is prohibited. If a next-door unit is not obeying the rules it is polite to leave a kind note in the mail requesting to muffle the voices. The usual considerate manner is to conduct a face to face conversation, but due to the epidemic we urge to avoid physical contacts.

**Meetings over 10 people are forbidden. What happens to the shareholder’s meeting?**

A meeting is not a reason to risk anyone’s health – not yours or others. Best option is to use remote access tools or postpone the meeting.

The real estate manager will inform everyone about the shareholder’s meeting.

**I don’t know how the remote access meeting works, where can I get help?**

Be active and ask for help. There might be a person who is prepared to help anyone with remote access problems in your housing cooperative.

If you don’t have a computer, ask if you can participate by phone. If you plan on going to the meeting in person, please consider the official instructions given by the Finnish government. There shouldn’t be more thn10 people physically present simultaneously in the meeting and the elderly should avoid any contacts.

You can also use the power of attorney to authorize another person to conduct a peculiar action on your behalf. It means you give some other person a mandate to represent you in the meeting. The person can be your relative or your neighbor for example. The person with an authorization can also utilize remote access when participating.

**Is there any other way to participate in the shareholder’s meeting?**

One can also participate via mail or email. This requires that the participant can be identified reliably from a signature or from the email address.

The shareholder will give notice on their decisions beforehand. Issues that may occur with this participating method is the lack of real time communication that may affect the decision making.

**More information about the corona epidemic**

Please follow official guidelines and instructions regarding the COVID-19 virus.

The Finnish institute for health and welfare has an English web page that is up to date: <https://thl.fi/en/web/infectious-diseases/what-s-new/coronavirus-covid-19-latest-updates>

The Government's joint telephone helpline: 0295 535 535.

For health issues, please contact your local health center.

In serious, life-threatening situations when you need an ambulance, call 112.