

LUMI  MĀJAS

HOUSE RULES

Thank you for choosing Lumi Mājas.
Please read and follow these house rules
to ensure a comfortable environment
for everyone.

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CONTACT US

If you need assistance or have any questions about living at Lumi Mājas, please contact the Lumi Mājas team. We will be happy to assist you on business days from 9:00 a.m. to 5:00 p.m.

In urgent cases, such as an accident or other emergency, please contact your building's technical support service immediately. It is available 24/7. The current emergency service phone number is available in the "Contacts" section of the Lumi Mājas website.

INTERNET AND TV

Balticom, Baltcom and Tet internet and television services are available in the building.

To enter into a service agreement, please contact your chosen service provider.

KEYS

Access to the residential premises and common areas is provided via the iLOQ access system.

Please keep your keys in a safe place and do not give them to third parties.

If an iLOQ key is lost or damaged, please inform the Lumi Mājas team immediately. If necessary, the lost key will be deactivated and a new one issued in accordance with the current price list.

For questions regarding access to the residential premises, additional keys or granting access rights, please contact the Lumi Mājas team.

PARKING

Long-term parking spaces can be rented in accordance with the current price list.

To enter into a parking rental agreement or obtain information about availability, please contact the Lumi Mājas team.

PETS

When keeping pets, the applicable laws and regulations must be observed, including Cabinet regulations on the welfare requirements for domestic (pet) animals.

The pet owner or keeper is responsible for ensuring that the animal:

- does not disturb other residents of the building;
- does not endanger the safety of people;
- does not cause damage to common areas or other property.

RENT, RELATED PAYMENTS AND SECURITY DEPOSIT

The rent is determined in accordance with the residential tenancy agreement and is not subject to value added tax (VAT).

In addition to the rent, the Tenant shall make payments for the use of the residential premises and other services in accordance with the residential tenancy agreement. Charges for water, heating and electricity are calculated based on meter readings.

VAT is applied to related services and other payments in accordance with applicable laws and regulations.

The security deposit amounts to two months' rent and must be paid into the bank account specified by the Landlord. The procedure for using and refunding the security deposit is set out in the residential tenancy agreement.

WASTE MANAGEMENT

Lumi Mājas supports responsible waste sorting and the sustainable use of resources. By sorting waste correctly, every resident helps reduce environmental impact and promotes recycling.

Waste sorting instructions are displayed next to the waste containers. If you have any questions about sorting, please contact the Lumi Mājas team.

Bulky waste (for example, furniture and its packaging) and hazardous waste (chemicals, batteries, medicines, electrical equipment, etc.) must be taken to designated waste collection points.

More information about waste sorting is available on the website of Riga City Municipality.

ACCOMMODATING ADDITIONAL PERSONS

If the residential premises are to be used together with other persons, this must be agreed with the Landlord in advance. Additional occupants must be specified in the residential tenancy agreement or its appendices.

To register an additional occupant, please contact the Lumi Mājas team.

Persons who are not specified in the residential tenancy agreement or its appendices are not permitted to reside permanently in the residential premises.

The residential premises may not be used for short-term accommodation services or rented through platforms such as Airbnb, Booking.com or similar platforms.

INSURANCE

We recommend insuring the household contents and personal belongings kept in the residential premises to protect yourself against unforeseen losses.

For special insurance offers available to Lumi Mājas residents, please contact the Lumi Mājas team.

PUBLIC ORDER

You may receive guests at a time convenient to you, but you are responsible for ensuring that their stay does not disturb other residents of the building.

Quiet hours are:

- from 10:00 p.m. to 6:00 a.m. from Sunday to Thursday;
- from 12:00 a.m. to 7:00 a.m. on Fridays and Saturdays.

During quiet hours, noise or other activities that may disturb the peace of other residents are not permitted.

Quiet-hour restrictions do not apply on the nights preceding 1 January and 24 June.

If a significant disturbance of public order cannot be resolved between the parties, please contact the State Police or the relevant municipal police.

FURNISHING THE HOME

The residential premises are partially furnished and equipped with built-in furniture and household appliances.

Without prior written approval from the Lumi Mājas team, it is not permitted to rebuild, dismantle or otherwise alter furniture, household appliances or other equipment installed by the Landlord.

The Tenant may arrange the rest of the residential premises at their own discretion, subject to the requirements of the residential tenancy agreement and these rules.

If you wish to replace the light fixtures installed in the residential premises, this must be agreed with the Lumi Mājas team in advance. Replacement may only be carried out by a specialist approved by Lumi Mājas.

When moving out of the residential premises, the originally installed light fixtures must be restored.

STORAGE ROOMS

To rent a storage room, please contact the Lumi Mājas team. Information about the rental fee is available in the price list.

Residents are asked to carefully consider which items are stored in storage rooms. Storage conditions may differ between rooms; for example, storage rooms located on the underground level may have higher humidity. We therefore recommend that

moisture-sensitive items such as electronics, documents, books, textiles, artworks or other valuables are not stored there. The tenant is responsible for ensuring that the items stored are suitable for the specific storage conditions.

It is not recommended to store valuables in storage rooms. In addition, in accordance with fire safety requirements, it is prohibited to store flammable liquids, gases, explosive substances or other materials that may create a risk of fire or other hazards.

To reduce the risk of break-ins and ensure the safety of your belongings, please secure the storage room with a sturdy padlock. A padlock may be purchased independently or from the Lumi Mājas team.

BUILDING SAFETY

Evacuation

Evacuation plans are displayed in the common areas of the building. We encourage all residents to familiarise themselves with them after moving in.

Electrical safety

Electrical appliances must be regularly maintained in good working order. Defective or improperly used electrical appliances may endanger people and property.

Residents are not permitted to carry out electrical installation work themselves. If sockets, switches or other electrical installations need to be replaced or repaired, please contact the Lumi Mājas team.

Fire safety

The residential premises comply with the applicable fire safety requirements.

For additional safety, we recommend keeping a small fire extinguisher or fire blanket in the home and exercising caution when using an open flame.

Common areas

Vehicles may only be parked in designated parking spaces.

No items may be placed in stairwells, corridors or evacuation routes.

Everyday safety

Before leaving the home, make sure that electrical appliances are switched off and the doors are locked.

If a key is lost or you suspect a criminal offence, immediately inform the Lumi Mājas team and, if necessary, the State Police.

Emergency situations

In an emergency, first ensure the safety of people, then call the single emergency number 112 and inform the Lumi Mājas team.

INSPECTIONS OF RESIDENTIAL PREMISES

A Lumi Mājas representative is entitled to inspect the residential premises by notifying the Tenant in advance, except in urgent cases provided for by law or the residential tenancy agreement.

The detailed procedure is set out in the residential tenancy agreement.

DECLARATION OF PLACE OF RESIDENCE

The Tenant is entitled to declare their place of residence at the address of the residential premises in accordance with applicable laws and regulations.

More information about declaring a place of residence is available on the [Latvija.gov.lv](https://www.latvija.gov.lv) portal.

PARKING RULES

Parking spaces can be rented by contacting the Lumi Mājas team.

Vehicles may only be parked in designated and marked parking spaces.

Bicycles, scooters and baby carriages must be stored only in designated storage areas. Information about rental and availability of these areas can be obtained by contacting the Lumi Mājas team.

Parking areas may not be used to store belongings, building materials, tyres or other items that are not motor vehicles.

REPAIRS, ALTERATIONS AND NORMAL WEAR AND TEAR

Every residential premises gradually shows wear during use. Normal wear and tear means natural changes resulting from using the home and its equipment for their intended purpose.

Repairs and improvements

Any changes to the residential premises, including painting walls, drilling holes, altering built-in furniture or carrying out other repair works, must be agreed in writing with the Lumi Mājas team in advance.

Structural alterations to the residential premises, such as constructing or removing partition walls, are not permitted.

If repairs or improvements are required, the Lumi Mājas team may arrange the work upon request and prepare an individual cost estimate.

Protection of furniture and floors

To protect the flooring from damage, we recommend using floor protectors under movable furniture.

Responsibility for damage

The Landlord is responsible for normal wear and tear.

If damage is caused by improper use, negligence or intentional actions, the Tenant shall bear the cost of remedying the damage.

Examples of such damage include:

- damaged flooring;
- holes made in walls;
- stains or damage to walls, ceilings or doors;
- damage to household appliances or furniture;
- damage caused by pets or children.

Reporting damage

If damage is identified in the residential premises or to equipment belonging to the Landlord, the Lumi Mājas team must be informed immediately, but no later than within three days of discovering the damage.

If damage is not reported within the specified period, the Landlord may refuse to cover the costs associated with remedying it, to the extent provided for in the residential tenancy agreement.

SMOKING

Lumi Mājas is a smoke-free environment.

Smoking, including the use of electronic cigarettes, heated tobacco products and other smoking devices, is permitted only in specially designated and marked smoking areas, where such areas are available in the building.

Smoking is prohibited inside the building, on balconies and throughout the rest of the Lumi Mājas property.

APARTMENT FINISHES AND EQUIPMENT

Energy saving

Lumi Mājas apartments are designed, built and managed with the environment and the sustainable use of resources in mind.

You can help reduce energy consumption by regularly maintaining household appliances, switching off unnecessary electrical appliances and lighting, and avoiding leaving windows open unnecessarily during the heating season. The recommended indoor temperature is 21–23 °C.

Water consumption can be reduced by not running water unnecessarily, using full loads in washing machines and dishwashers, or using suitable eco programmes for smaller loads.

If you notice a water leak or other issues relating to water pressure, temperature, taps or the toilet, please contact the Lumi Mājas emergency service immediately.

Building maintenance

Please treat the common areas and the building grounds with care. If you notice damage or identify a need for repair work, please inform the Lumi Mājas team.

Floors

To preserve the quality of the flooring, we recommend using floor protectors under chairs and other movable furniture. Avoid dragging heavy objects across the floor and wipe up spilled liquids immediately.

Walls

Please keep walls clean and undamaged. If you plan to attach shelves, a television or other heavier items to the walls, please contact the Lumi Mājas team in advance. Repainting walls or carrying out other finishing works must be agreed in advance.

Windows

To ensure the durability and safety of the windows, please clean them regularly and use them for their intended purpose. If you notice damage to windows or fittings, please inform the Lumi Mājas team.

Bathrooms and sanitary facilities

To prevent mould and moisture damage, please ventilate the room after using the shower or bath and dry excess water from the floor and other surfaces. If you notice a water leak or other damage, inform the Lumi Mājas team immediately.

Refrigerator and freezer

To ensure the durability and efficient operation of the appliances, please clean the refrigerator and freezer regularly. If the appliance does not have an automatic defrost function, the freezer must be defrosted periodically.

Hob and oven

After use, please clean the hob and oven to prevent the build-up of dirt and grease. Use cleaning products suitable for the relevant surface.

Built-in cabinets

Built-in furniture forms part of the equipment of the residential premises. It may not be dismantled, rebuilt or otherwise altered without prior written approval.

Balcony

The balcony may be decorated with plants, provided that flower pots are placed on the inside of the balcony railing.

The following is prohibited on the balcony:

- smoking;
- barbecuing or using an open flame;
- feeding birds;
- throwing objects over the edge of the balcony;
- installing permanent structures without prior approval from the Lumi Mājas team.

SAFETY

Emergency situations

In the event of an emergency, such as a water leak, power supply failure or another urgent situation, first ensure your own safety and the safety of others. Then immediately contact your building's technical support service, which is available 24 hours a day, 7 days a week. The current emergency service phone number is available in the "Contacts" section of the Lumi Mājas website.

If the situation poses a threat to human life or health, immediately call the single emergency number 112.

Stairwell

Stairwells, corridors and evacuation routes must always be kept clear. Bicycles, baby carriages, furniture or other belongings that may obstruct the movement of residents or hinder evacuation may not be placed there.

Rent invoices

Rent and other service invoices are prepared and sent in accordance with the procedure set out in the residential tenancy agreement.

If you have questions about invoices received or notice any discrepancies, please contact the Lumi Mājas team.

HANDOVER OF THE RESIDENTIAL PREMISES

Moving out

If you are planning to change your residence, we encourage you to review the residential options offered by Lumi Mājas. If you wish to move to another Lumi Mājas apartment, please inform the Lumi Mājas team no later than two (2) months before the planned move-out date.

After notice of termination of the residential tenancy agreement has been given, the Lumi Mājas team and the Tenant will inspect the residential premises at a

pre-agreed time. During the inspection, damage and other circumstances not related to normal wear and tear will be recorded, and it will be checked whether the residential premises correspond to the condition stated in the initial handover report. It will also be assessed whether any changes made to the residential premises were approved by the Lumi Mājas team and whether they must be remedied before the end of the tenancy period.

A written report will be prepared after the inspection. If damage to the apartment or its equipment exceeding normal wear and tear is identified during the inspection, Lumi Mājas will issue an invoice for the cost of repairs or replacement of equipment or furniture. The current price list is available on the Lumi Mājas website.

After notice of termination of the residential tenancy agreement has been given, the Landlord's representative is entitled to show the residential premises to prospective tenants at a time agreed in advance.

When moving out of the residential premises, please ensure the following:

- all furniture and personal belongings belonging to the Tenant are removed;
- the floors are swept and cleaned with a suitable cleaning product, removing all stains;
- all built-in cabinets, shelves and basket systems are thoroughly cleaned;
- the hob and oven are cleaned;
- the cooker hood filters are washed;
- the dishwasher filter is cleaned;
- the refrigerator and freezer are emptied, defrosted and cleaned, leaving the refrigerator door open and disconnecting it from the power supply;
- laundry rooms are cleaned;
- toilets, sinks and showers are cleaned using a suitable cleaning product;
- the bathroom filter is cleaned;
- all stains are removed from doors, door frames and walls;

- wardrobes are emptied, cleaned and all stains are removed;
- the storage room is completely emptied and cleaned;
- windows and balcony doors are closed before leaving the residential premises.

The applicable waste management rules must also be observed when moving out. Hazardous and bulky waste must be removed and disposed of by the Tenant independently. If the building incurs additional costs for the removal of such waste, these costs may be deducted from the security deposit or invoiced separately. Please do not leave any items in storage rooms or common areas.

When moving out of the residential premises, please terminate all service agreements associated with the premises (for example, internet and television services), notify service providers of the change of address and, where necessary, declare your new place of residence within the time limit prescribed by law.

After final cleaning and vacating the residential premises, all issued keys must be returned to the Lumi Mājas team. The security deposit will be refunded in accordance with the terms of the residential tenancy agreement.

FEEDBACK

Your opinion is important to us.

If you would like to share a positive experience, suggestions or inform us about situations where you see opportunities to improve our services, please contact the Lumi Mājas team.

Your feedback helps us improve the living environment and provide an increasingly high-quality service.

DIVISION OF MAINTENANCE RESPONSIBILITIES FOR RENTAL APARTMENTS

Structures and systems

Item	Tenant responsibility	Landlord responsibility	Additional information
Roof structures		✓	
Roof, suspended ceilings and floors, load-bearing structures		✓	
Exterior facade		✓	
Partition wall structures		✓	
Ventilation		✓	
Drains and gullies		✓	
Balconies		✓	
External sewerage and water supply systems		✓	

Keys and locks

Item	Tenant responsibility	Landlord responsibility	Additional information
Maintenance of original locks		✓	
Ordering additional keys	✓		Additional keys can be ordered from the Lumi Mājas team.
Padlocks and keys for storage rooms	✓		Can be ordered from the Lumi Mājas team.

Built-in furniture and kitchen cabinets

Item	Tenant responsibility	Landlord responsibility	Additional information
Repair or replacement of built-in furniture		✓	

Apartment entrance door

Item	Tenant responsibility	Landlord responsibility	Additional information
Lubrication of hinges	✓		
Repair and replacement of seals		✓	
Repair of doors and their original fixings		✓	
Installation or maintenance of a security chain or door viewer	✓		The work may only be carried out by a qualified specialist. When moving out, these items remain in the residential premises and no compensation is paid for them.

Windows and external balcony doors

Item	Tenant responsibility	Landlord responsibility	Additional information
Repair and replacement of seals		✓	
Repair of locking mechanisms and other hardware		✓	
Replacement of window panes		✓	
Installation of blinds and curtain rails	✓		The work may only be carried out by a qualified specialist. When moving out, these items remain in the residential premises and no compensation is paid for them.
External balcony doors		✓	
Cleaning of windows and balcony glazing	✓		

Walls, ceilings and floor coverings of the residential premises

Item	Tenant responsibility	Landlord responsibility	Additional information
Cleaning and maintenance of wall, ceiling and floor finishes	✓		
Painting and repair of walls		✓	
Repair of wet rooms and replacement of surfaces		✓	
Inspection, cleaning and maintenance of wet rooms	✓		
Painting of ceilings		✓	
Repair and replacement of floor coverings		✓	
Balcony maintenance		✓	
Cleaning of balcony drainage openings	✓		
Balcony cleaning	✓		

Heating

Item	Tenant responsibility	Landlord responsibility	Additional information
Bleeding the heating system	✓		
Heating system within the building structures		✓	

Ventilation

Item	Tenant responsibility	Landlord responsibility	Additional information
Cleaning of exhaust valves	✓		
Adjustment and repair of exhaust valves		✓	
Cleaning of ventilation shafts		✓	
Cleaning the cooker hood grease filter	✓		
Purchase of a new cooker hood grease filter and replacement of the old filter	✓		
Cooker hood repair		✓	
Cleaning the ventilation unit filter or purchasing a new filter and replacing the old one	✓		
Maintenance and repair of the ventilation unit		✓	
Adjustment of the ventilation unit		✓	

Utility systems maintenance

Item	Tenant responsibility	Landlord responsibility	Additional information
Construction works in the courtyard		✓	
Sewerage and water supply fittings, electrical fittings, materials and equipment		✓	
Sewerage and water supply systems and energy systems		✓	
Fittings, materials and fasteners		✓	

Water supply and plumbing

Item	Tenant responsibility	Landlord responsibility	Additional information
Cleaning tap aerators	✓		
Adjustment of tap flow rate		✓	
Replacement of shower hose and hand shower	✓		
Repair and replacement of taps		✓	
Repair of toilet components		✓	
Connection, repair, maintenance and servicing of household appliances purchased by the Tenant	✓		
Maintenance of the washing machine and dryer provided by the Landlord, including filter replacement as required		✓	
Inspection and cleaning of water shut-off valves	✓		
Maintenance and repair of traps		✓	
Inspection and cleaning of traps	✓		
Maintenance and repair of water and sewer pipes		✓	
Checking taps and toilets for leaks	✓		
Reading meter values		✓	Where remote reading is available, readings are taken by Lumi Mājas; otherwise, they are taken in accordance with the residential tenancy agreement.

Electrical equipment in the residential premises

Item	Tenant responsibility	Landlord responsibility	Additional information
Purchase and replacement of bulbs and fluorescent lamps provided by Lumi Mājas	✓		
Purchase and replacement of starters for fluorescent lighting	✓		
Repair of fixed light fixtures and covers		✓	
Repair of sockets and switches		✓	
Installation of indoor light fixtures	✓		Prior approval from the Lumi Mājas team is required. The work may only be carried out by a specialist or a suitably qualified company.
Connection of telephone, data and antenna cables and junction boxes	✓		Prior approval from the Lumi Mājas team is required. The work may only be carried out by a specialist or a suitably qualified company.

Appliances and equipment in the residential premises

Item	Tenant responsibility	Landlord responsibility	Additional information
Purchase and replacement of batteries	✓		
Defrosting the refrigerator	✓		
Maintenance of the internal and external surfaces of all household appliances	✓		
Repair of all household appliances provided by the Landlord		✓	
Smoke detector maintenance	✓		

Common areas and grounds

Item	Tenant responsibility	Landlord responsibility	Additional information
Surface structures		✓	
Green areas		✓	
Furniture, inventory and equipment		✓	
Railings for light loads		✓	
Playground equipment		✓	
Railings for heavy loads		✓	
Cleaning up after a pet	✓	Responsibility of the pet owner.	

Other items

Item	Tenant responsibility	Landlord responsibility	Additional information
Insurance of the residential premises	✓		Insurance is recommended.

Note: *If damage has been caused by the Tenant and exceeds normal wear and tear, Lumi Mājas is entitled to issue an invoice for remedying the damage based on the actual costs. If the Lumi Mājas team provides specific instructions that differ from those stated in the table, the instructions provided by the Lumi Mājas team shall apply.*