

## Dear plot owner/holder in Helsinki

Please find enclosed the invoice for 2026 for street area maintenance for your plot. With this fee, the City of Helsinki covers part of the costs of cleaning of streets and winter maintenance of pavements in your area, which is under the total street maintenance responsibility of the City.

The fee does not only apply to the maintenance costs of the area in front of your plot. For reasons of fairness, all properties in the maintained area are invoiced – even those whose plot does not have a pavement or is not directly adjacent to the street. After all, everyone who lives and moves in the area uses the streets and sidewalks.

The amount of the fee for an individual plot owner is determined by the floor area of the buildings on the plot and the area of the plot. The floor area and plot area are multiplied by regional weighted rate coefficients, which have been set in such a way that the costs of the maintenance of the area concerned can be partly covered by the fees collected there. The coefficients were revised by a decision of the Buildings and Public Areas Sub-committee of the City of Helsinki Urban Environment Committee in December 2024.

The City performs street maintenance in the order specified by its maintenance classification. For example, snow is first ploughed from the main streets and streets used by public transport. Residential streets are ploughed after these streets. During winters with exceptionally heavy snowfall, ploughing may be delayed on residential streets, as the City must ensure the smooth flow of traffic on the main streets. Thus, a delay in ploughing at a particular plot does not justify the reduction or cancellation of the fee.

### **Role of plot owners/holders in total street maintenance responsibility areas**

Currently, all suburban areas and parts of the inner city have been put under the total responsibility of the City. In so doing, the liability of the plot owners for slipping accidents on the streets has largely been transferred to the City.

Responsibilities of plot owners and holders:

- Maintenance of the access route to the plot, such as removal of snow ploughed from the street in front of the access route.
- Notifying the City of street damage at the plot.
- Removal of water that has run from the plot to the street, removal of ice and prevention of slippery conditions.

If the plot owner so wishes, they can improve the quality level offered by the City at their own expense. The plot owner must not move any debris or snow from the plot to the street area.

## Legal basis

The total street maintenance arrangement and maintenance fee are based on the Act on the Maintenance, Cleaning and Clearing of Public Areas (669/1978). It defines the responsibilities of the municipality and plot owners for cleaning, clearing and winter maintenance.

According to the act, the City can take over the maintenance, cleaning and clearing duties of plot owners and collect the maintenance costs from the owners of the plots along the streets.

## Appeal

The person liable for payment has the right to submit a written claim to the local authority deciding on the collection of the payment (Head of the Maintenance Unit) within 14 days of receiving this invoice note. The claim must be sent to the following address: Head of Maintenance Unit, Public Areas, City of Helsinki, Registry Office, Urban Environment Division, P.O. Box 10, 00099 CITY OF HELSINKI, or by email to [helsinki.kirjaamo@hel.fi](mailto:helsinki.kirjaamo@hel.fi)

The fee cannot be appealed before a written claim has been submitted. As a result of a claim, a new decision will be made, and a new invoice note and instructions for appeal will be sent to the person liable for payment. An appeal against the new decision must be submitted to the Helsinki Administrative Court. (Act on the Maintenance, Cleaning and Clearing of Public Areas (669/1978), sections 18(2) and (3))

## Contact information and links

- **Requests for additional information on the street maintenance fee and notifications of changes in property ownership** should be sent by email to [laskutusperusteet@hel.fi](mailto:laskutusperusteet@hel.fi).
- **Changes in the payer's address, changes in the property managers of housing and property companies, and information about estate administrators** should be reported via the City of Helsinki Financial Management service portal at [talpa.hel.fi](http://talpa.hel.fi), chat: [www.hel.fi/laskut](http://www.hel.fi/laskut).
- **Questions relating to the payment term** via the service portal at [talpa.hel.fi](http://talpa.hel.fi), chat: [www.hel.fi/laskut](http://www.hel.fi/laskut), or by telephone on 09 310 25300 at 9:00–15:00.
- **E-invoicing instructions:** <https://www.hel.fi/en/decision-making/contact-us/city-invoices-and-payments>
- **Feedback on street maintenance, cleaning and clearing** to the customer service of the Urban Environment Division electronically at <https://palautteet.hel.fi/en/> or by telephone on 09 310 22111.
- **Notifications of dangerous street damage** by telephone during the service hours on 09 310 22111 (Mon–Thu 8:15–16, Fri 12–15) and outside the service hours on 09 310 39310 (not for feedback on winter maintenance).
- The SMS service that sends you a message **when your street is going to be cleaned** is unavailable for the winter 2025–2026. Information on street maintenance is available at <https://www.hel.fi/en/urban-environment-and-traffic/general-maintenance/street-maintenance>
- **Information about vehicle removal** is available on the city's website: <https://www.hel.fi/en/urban-environment-and-traffic/parking/vehicle-removal>.

**Jos haluatte vastaisuudessa saada laskun suomeksi**, pyydämme teitä ystäväillisesti ottamaan yhteyttä sähköpostiosoitteeseen [laskutusperusteet@hel.fi](mailto:laskutusperusteet@hel.fi) tai kaupunkiympäristön toimialan asiakaspalveluun 09 310 22111.

**Om du i fortsättningen vill ha din räkning på svenska**, ber vi dig vänligen meddela detta till [kymp.hsbpasvenska@hel.fi](mailto:kymp.hsbpasvenska@hel.fi) eller ringa stadsmiljösektorns kundservice tel. 09 310 22111.