

CHANGE IN LOCATION SERVICE

Previously planned:

→ Real-time location sharing via **Snapchat** (jl_arjenapuri)

Updated & new solution:

→ Location will be shared through a **Google Maps live-link**, which is simpler and does not require social media.

Why this change:

- ✓ no app installation required for the customer
- ✓ works directly in a web browser
- ✓ shows area & precise location more clearly
- ✓ can be used only when necessary

How it works for customers:

🔗 **Starting January 26**, the homepage will include a **Google Maps live-link** so customers can see if help is nearby and available on short notice.

SERVICES EXPANDED ON JANUARY 19

- **Plain-language paper support**
- **Digital assistance (expanded)**
- **In-person support outdoors**

- **Everyday start-up support**
- **Light moving assistance**

NOTICE (16 January)

– New Content and Support Areas (During 2026)

- Regional Expansion:

During 2026, activity will gradually expand to the following areas:

📍 **Malmi**

📍 **Tapanila – Puistola – Suutarila**

📍 **Jakomäki – Pihlajamäki – Pihlajisto**

📍 **Tikkurila – Koivukylä – Hiekkaharju**

Expansion will happen through **associations, community centers, churches, service centers and resident spaces**, not through business arrangements.

The goal is to reach people who are often left without support because they do not know how to navigate services or are too afraid or ashamed to ask for help

- New Practice for New Clients

New clients receive –30 % from the first m²-based service.

Why This Matters

Many people struggle in situations like:

- "I want to handle my papers, but I don't understand them."
- "I'm scared to go to the bank or doctor alone."
- "Technology is overwhelming."
- "I don't know how to start cleaning or organizing."
- "I need company to get through errands."
- "I want order at home, but my energy is low."

Many of these individuals fall between existing public services and private solutions. This is the gap where JL ArjenApuri fits.

WEBSITE AND ADDRESS

- The website **<https://arjenapuri2.webnode.fi/>** is currently in use
- Changes will be made to the website address
- These changes concern the technical address and structure
- The **content, services and operating principles will remain the same**
- Changes will be announced well in advance, **at least one month beforehand**
- Changes will be implemented in a controlled manner and will not affect familiar services or contact methods

CUSTOMER FEEDBACK

- Customer feedback will be published at a later stage
- Feedback can be published:
 - anonymously or with a name
 - with or without a photo
- The form of publication is always decided by the person giving the feedback