

NOTICE 9.4.

Service structure and communication update

From April, several changes will be introduced to clarify how ArjenApuri operates.

◇ Communication and materials

From April onwards, ArjenApuri will no longer provide separate price lists or service sheets.

All information will be provided as a complete package (PDF / printed), including:
services , pricing , service description
contact details

☞ This ensures that all information is clear and in one place.

◇ Service structure update

Services are simplified by removing overlaps:

Additional work (7 €) is removed as a separate category

ArjenHelpotus (12 €/visit) is discontinued

The following services are moved into the **Everyday Support package**:

organizing , packing , sorting

post-move organizing

small repairs

The Everyday Support package becomes the main service:

1–2 h, 4 h, 6 h, 8 h

◇ Confidentiality update

ArjenApuri confidentiality has been strengthened.

The updated confidentiality policy takes effect from **April 9th**.

The purpose is to:

improve data protection

strengthen confidentiality

clarify operating principles

Confidentiality applies to all client-related information, conversations and observations.

◇ Note

These changes are made to simplify the service and make it easier for clients to understand and choose

Service updates

Identity verification

JL ArjenApuri does not use its own ID cards.

If needed, identity can be verified upon request with an official photo ID (identity card, driver's license or passport).

Cleaning equipment

Going forward, I will bring my own mop and cleaning supplies.

The client's vacuum cleaner will still be used when available.

Printed materials update schedule changed

The original plan was to distribute updated printed materials (new pricing, phone number and email) starting from June 1st.

The schedule has been moved forward.

All printed materials will be replaced with updated versions between April 1–11.

June plan (from June 1st)

The goal is to combine the current 3–6 separate papers into one clear information package.

This way, clients will receive one complete set instead of multiple separate sheets.

This change is made to improve clarity and usability.

ArjenApuri – 1 Year

ArjenApuri was originally started on Facebook under the name Palvelut on March 3, 2025.

The activity has since expanded to Tori and to a Webnode-based website.

On March 3, 2026, ArjenApuri reached its 1-year milestone.

Thank you to everyone involved and for your trust so far.

Contact details, opening hours and pricing will change in April

The current phone number: 040 221 6773 will remain valid until 10 April at 20:00.

The current email address: jarjenapuri@gmail.com will be in use until 10 April at 20:00.

**The new phone number: 040 166 9763
will take effect on 11 April at 10:00.**

**The new email address: jlapuhelp@gmail.com
will take effect on 11 April at 10:00.**

**The reason for the phone number change is that the
current number is not working properly.**

Opening hours update

Open: 10:00–20:00

Emergency availability: 20:00–00:00

Pricing

Prices will increase by +2 € during April

(due to increased travel costs).

Please use the new contact details going forward.

NEW: Personal Emergency Support

**A separate personal emergency support service has
been introduced based on ArjenApuri.**

**This is not part of the standard ArjenApuri services
and cannot be booked like normal tasks.**

The service is intended only for real urgent situations, not for regular services (such as cleaning or organizing).

Emergency support: 20:00 – 00:00 (open)

The service is granted based on individual assessment.

It is primarily intended for customers aged 65+, but may also be provided to others depending on the situation.

Approved customers may, if needed, use real-time location sharing (via WhatsApp or Google Maps) during emergency hours.

Note: This service does not replace the official emergency number 112 or public services.

For more information: Contact James directly.

Google location sharing will be discontinued during week 12.

Location sharing through Google services will be discontinued because the feature has not been used significantly, even though the location has been visible.

Services can still be ordered normally even if the location is not visible.

In the future, feedback surveys will be conducted approximately every 6 months.

Based on the results, the service and website features may be adjusted if needed, including evaluating whether location sharing is necessary.

Possible price adjustment in April

HSL public transport ticket prices will increase in April.

As travel is done using HSL tickets, this may also affect service prices.

Possible price adjustments may take effect during April.

Printed materials and documents will most likely not be updated immediately.

A larger update will be made during the summer, when other upcoming changes will also be updated in all materials.

Phone number update

The new number has been fully activated as of March 1st (earlier than the originally planned March 4th).

Rules & Terms of Use

The rules and terms have been in effect since March 1st.

They have been added to all sections:

Home, Services, Questions, Contact, and My Work.

Questions section (updated March 2nd)

The section "Is a written contract available?" has been reformulated.

Please read the updated version.

Opening hours (updated before March)

Open: 09–20

Evening: 20–23 (+5 €)

Evening hours are available if booked at least 1 hour before 20:00.

Location visibility

Location is visible only when I am on the move.

Even if the location is not visible, services can still be booked normally.

Upcoming updates

A new section is coming:

”What does this term mean?”

This section will explain terms such as:

- What does additional work mean?**

Minor technical and content refinements will also follow.

**The following updates will take effect on
February 9 at 9:00 AM**

Everyday Relief – extended support option for daily life

Service hours change: from 10:00–20:00 to 09:00–20:00

**Identity verification will be introduced in JL
EverydayHelper**

JL EverydayHelper personnel carry an ID card that includes:

- name**
- photo**
- JL EverydayHelper logo**

Customers may request to see the ID card to verify identity..

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