

Heimstaden
Friendly Homes



Welcome home



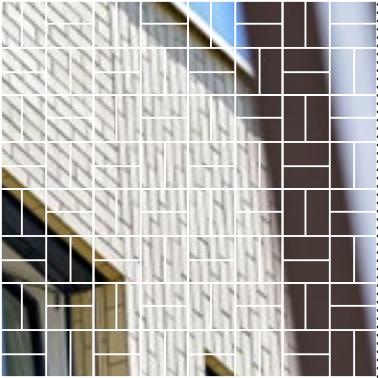
Mozaika
Holešovice

A quiet home in a lively neighbourhood



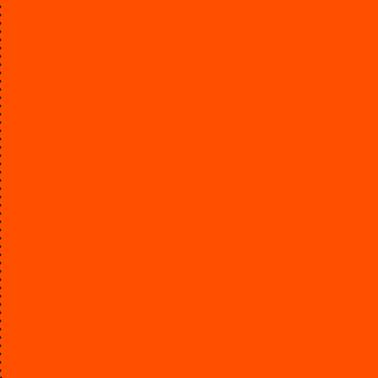
Dear clients,

It is our pleasure to welcome you to your new home
Our goal will always be to provide you with a friendly and sustainable home where you can feel safe and comfortable. Simply put, we provide homes, and you fill them with life. Inside this booklet, you will find all the information, advice and tips you need about the home you have just rented.



Welcome home!

Your Heimstaden team





Ten tips for happy living



Check the keys to your apartment, cellar, letterbox, and entrance chips.



Check your letterbox, which should be marked with your name and flat number.



Set up your prepayments with your electricity supplier.



Register with My Home, an online application for managing your rental apartment.



Take out household insurance.



Inspect the apartment furnishings with our agent and check that the appliances are in working order.



Sign a contract with your electricity supplier and internet and TV provider (Vodafone).



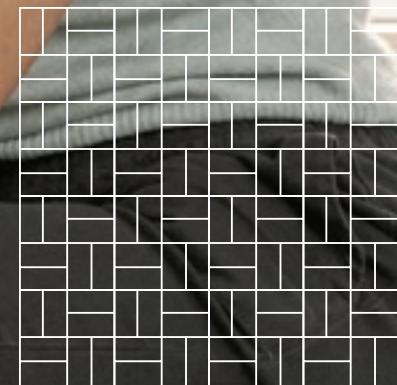
Change your place of permanent residence on your personal documents and notify all institutions and your employer of the change.

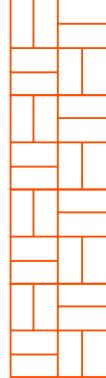


Arrange your rent payments according to the due dates and payment instructions in your tenancy agreement.



If you have rented a parking space, submit your car's license plate number to gain access to the garage.





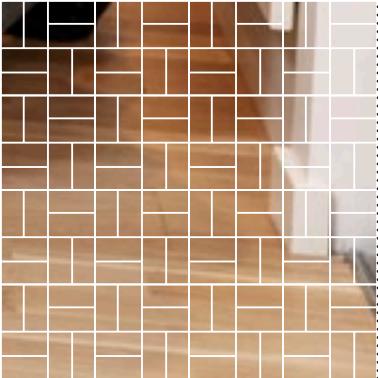
Hassle-free moving

Do not leave packing until the last minute. Starting a few days in advance will save you a lot of hassle. You can take the time to consider every tiny detail of your new home. You may even discover things you no longer need. Now is the time to decide what to do with them. It's an excellent opportunity to declutter, recycle or donate.

Label each box; it will save you a lot of time later. Clearly label the contents, and make sure you mark any boxes with fragile items.

Packing materials and boxes can be bought, and banana boxes are available for free at supermarkets. Some removal companies offer or lend you professional packing materials free of charge.

Be careful not to damage the lift and hallways when moving furnishings into your flat. If this happens, report it immediately to the building manager. Do not leave the front door open unattended.



! Used boxes and other packing materials from the move can be placed in the sorted waste containers (see map on the back).



Stay in touch with us



Toll-free
Client Line

800 111 050

Monday to Friday
8 a.m. to 5 p.m.

Requests for repairs and
routine housekeeping issues

24/7 Emergency Line
775 885 885

Urgent, life-
or pro-perty-threatening
emergencies

The emergency line at Mozaika
Holešovice is operated by the
contracted company PPM
(Prague Property Management, a. s.)

Most of the necessary information can be found on mozaikaholesovice.cz

The website contains information about our company, Heimstaden, all the appliance manuals, the apartment user guide, and a comprehensive list of our services. In addition to the necessary contacts, the website is continuously updated with news and other helpful information.

Follow us on social media

We offer not only information but also inspiration. We share tips for making your home cosy and safe and publish competitions and updates on Heimstaden events and news from your area.



Heimstaden Magazine

We publish a quarterly newsletter for our clients, containing valuable information about rental housing in general, news about what's happening at Heimstaden and some useful tips. All issues are available on our website heimstaden.cz/cz/casopis.

E-mail
info@heimstaden.cz

My Home portal and app

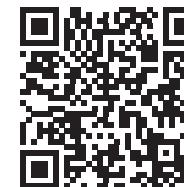
Meet My Home, an online platform, enabling you to manage everything you need, whenever you need it, from your smartphone or computer.

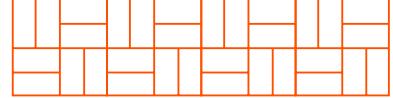
My Home allows you to:

- Get all the details of your tenancy agreement,
- Find out about payments and current rents, including utility instalments,
- Check your current registration certificate (the portal contains all the registration certificates),
- Check your last utility bill (all bills are available in the portal),
- Print a certified copy of your payment record from the portal,
- Report a technical request,
- Send a query/complaint/compliment,
- Check-in/check-out persons in the flat,
- Adjust the amount of utility instalments,
- Report a change in contact details,
- Change the person authorised to act on your behalf by power of attorney,
- Book an appointment in the booking system to visit the customer centre.

! *All the information you need
is just a few clicks away.*

For more information, visit mujdomov.heimstaden.cz, where you can also find a detailed guide on how to use the app and the portal.





Rent payment

Your total monthly rent is stated in the tenancy agreement and on the registration certificate. If the total rent or the utility fees associated with your tenancy change during your tenancy, we will issue a new registration certificate to reflect any such changes.

Rent payment dates

You have paid the first rent within five days of signing the tenancy agreement. The rent due date for the following period is shown on your tenancy agreement. Please pay your rent by the 20th of each month.

Please note that the due date is the date the rent is credited to our account, not the date you made the payment.

To pay the rent and utilities, please use the cashless payment to the following account:

9045512/0800

Enter your tenancy agreement number (located under your name) as the payment reference number (the so-called variable symbol).

Billing of housing-related services

The monthly rent includes payments for services provided as part of your use of the apartment (heating, hot and cold water, lighting in communal areas, etc.). They are determined according to the size of the flat, the number of persons in the household, and the expected consumption.

Information on consumption can be found in the My Home app or requested by e-mail at info@heimstaden.cz.

Actual costs are calculated at the end of each calendar year based on the invoices provided by the respective utility suppliers.

You will receive your utility bill by 30 April (or you can find it in the My Home app). Any overpayments or outstanding payments are due by 31 July of the same year.





A friendly home is made by people



kids
friendly



pets
friendly

Together, we create a safe space where everyone feels comfortable.

Please remember that many people are living in the house with you. Try to be considerate. By doing so, you help create a friendlier environment for everyone.

Safety and security

- Do not let strangers in.
- Always close the front door behind you.
- Do not leave personal belongings in corridors or loggias.

Noise

- Be particularly considerate between 10 p.m. and 7 a.m.
- Do not disturb your neighbours during daytime activities.
- Be considerate about the volume of your TV or stereo.
- Inform your neighbours of any planned parties.

Be a good neighbour

- Smoking is prohibited! Do not smoke in the apartment, on the loggia or in the common areas (applies to cigarettes and electronic cigarettes).
- Respect the rules of hygiene in the communal areas - do not stomp, make noise or cause a mess.
- Keep an eye on your children and explain the importance of respecting their neighbours.
- Do not dust bed linen or carpets from loggias or windows.
- Do not drive motor vehicles on footpaths or lawns.
- In the garage, park your car only in your rented parking space.
- Barbecues are not allowed on the loggias or in the courtyards. In private front gardens, use only electric grills and be considerate of the neighbours living upstairs.
- Respect the views of your neighbours.

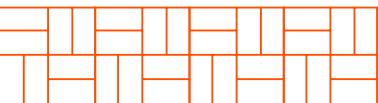


Pets

You may keep pets if they do not cause undue nuisance to the landlord or other residents, for example, by making unreasonable noise.

Your pet must not foul the apartment furnishings, communal areas, lift, or courtyard areas.

Dogs must always be kept on a lead in corridors and outside. Please be considerate!





Responsibility for the apartment, common areas and surroundings

We hope you enjoy your new home. As a tenant and landlord, we are jointly responsible for your home.

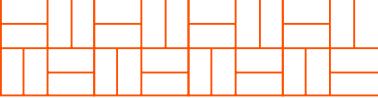
We take care of all the maintenance and cleaning of the communal and outdoor areas, leaving you more time to concentrate on the important things. If you find a fault with an appliance or furniture, contact us, and we'll arrange a free repair within the warranty period. Out-of-warranty repairs can be arranged for a fee.

If you wish to make any alterations to your home, always seek our prior approval. Please bear in mind that you must return the apartment to its original condition before moving out.

Your regular responsibilities as a tenant include:

- Clean the cooker hood filter,
- Clean the bathroom drains,
- Keep the fridge and freezer clean, and defrost them regularly,
- Keep all appliances clean,
- Make sure the batteries in your fire detectors are working,
- Take care of furniture and floors according to the apartment user guide.

Tampering with walls and supporting structures is prohibited. When installing cabinets, always consider the load-bearing capacity of the walls used to anchor the cabinets. It is necessary to respect the protection zones of the wiring. Any intervention in the wiring requires a new inspection report.



Space for everything you need

Parking

- If you have rented a parking space in the garage, you can enter with the registered license plate of your car or with a chip.
- Each space is marked with the vehicle's license plate or the name of the company that rented it.
- Your visitors can use the four designated parking spaces (see the map on the back) behind a bar opened by your chip.

Cellar

- You can access the cellar on the ground floor with a key.
- Do not store any combustibles here, and keep the cellar cubicle corridor clear and tidy.

Pram room

- You can find it in every house, accessible with a chip.
- Do not store expensive personal items here.
- Keep it tidy – the pram room serves everyone in your building.

Bicycle room

- It is located in every house, accessible with a chip.
- The bicycle room is equipped with wall-mounted bicycle holders.

Bicycle wash

- The machine uses a low-pressure system to wash and rinse bicycles.
- It also uses a blower to carefully dry fragile bike parts.
- You can use a wheel inflator to inflate or deflate your bicycles.
- You can use the outdoor washer to clean your bicycles.
- The washer is in front of the C3 building (see the map on the back).



FAQs

1

A water pipe has broken in my apartment. Who should I call to report the emergency?

Do not hesitate to call the emergency number **775 885 885**, available 24/7.

2

I cannot get into the garage with my car. What should I do?

If you are a registered tenant of a parking space and still cannot gain access to the garage with your chip, you can open the garage door manually (using the metal chain located on the inside of the garage). To resolve the problem in the future, please get in touch with the property manager, PPM, at **775 885 885**.

3

My neighbour plays loud music late at night. What can I do?

If another client living in the house violates the house rules, you can file a complaint using the My Home platform or contact us by e-mail at info@heimstaden.cz or call the client service line at **800 111 050**. Please provide your neighbour's apartment number, the frequency of such behaviour, and any other circumstances. We will do everything we can to ensure you feel comfortable in your home.

4

I would like to take in another tenant in my apartment. Do I have to report it, and if so, to whom?

If your housemate will be staying long-term, rather than visiting you for a short period, you will have to register them. You can use the My Home app to do this.

5

I need more keys for the apartment and chips for the entrance. Who can I contact?

You can contact us via the My Home app, by e-mail at info@heimstaden.cz, or by calling our client service line at **800 111 050**. We can arrange delivery of additional keys or chips for a fee.

6

Can I hang pictures on the walls?

Yes, of course, it is up to you how you decorate your home. Just make sure you use the suitable materials to avoid damaging the walls. Sticky hooks or double-sided tape are perfect. But please remember that when your tenancy ends, the walls must be repainted and all traces of decoration removed.

We care about your opinion

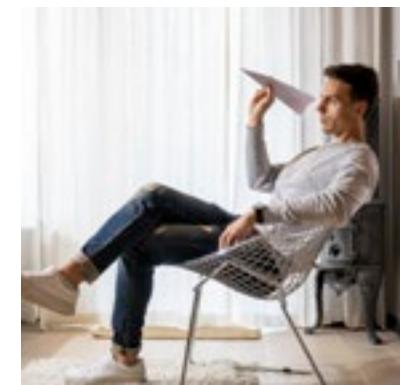
We are committed to making people's lives easier and better by providing friendly homes. Our ultimate goal is to ensure all our clients live in safe homes, receive high-quality services, and enjoy their lives.

To succeed, we entirely rely on their feedback. We would, therefore, appreciate hearing what you, our clients, think of our company and the housing and services we provide. We hope you will take the opportunity to participate in the customer satisfaction survey we distribute in cooperation with our partner AktivBo.

70%

of our clients would recommend Heimstaden as a landlord.

2023 satisfaction survey result





Never underestimate fire safety

Keep the following helpful tips in mind:

The kitchen is the most common place for a fire to start. Fires can spread quickly throughout the flat and beyond. Keep the stove and its surroundings clean and tidy.

Faulty wiring and various forms of overheating pose other fire hazards. Televisions, coffee machines, dishwashers or dryers can also cause fires. Never leave your apartment with these appliances on.

Charge your mobile phone, tablet or computer while awake. When charging, place the device on a hard surface.

Candles left unattended have caused many fires. Choose candle holders made of fire-resistant materials. Place candles away from curtains, tablecloths, furniture, and other combustible materials. Always extinguish them before leaving the room. Do not use outdoor candles on balconies.

Stairwells and corridors are evacuation routes and must be clear of anything blocking escape routes or obstructing firefighters.

Each flat is equipped with a fire alarm. You are responsible for ensuring its working order. Test it regularly and replace the battery if necessary.

The corridors of the communal areas are fitted with electronic fire detectors connected to the central station of the local Fire Brigade. If triggered, either intentionally or unintentionally, a call-out will be subject to a fee.

The sensors are often triggered unintentionally by:

- Smoke and dust (grinding, cutting) or steam;
- Children pushing the buttons;
- Accidentally hitting the sensor.



Seven tips for saving energy and water

By saving electricity and water, you demonstrate your respect for the environment and your awareness of the need to conserve natural resources for the benefit of all.



1 Secure your chargers

A charger plugged into the wall socket draws electricity even when nothing is being charged. It also poses a fire hazard. You should, therefore, connect all your electronic chargers to extension cords with switches. It can be easily switched off when not in use. Not only do you save energy, but it is also convenient, and you always know where your chargers are.

2 Save heat by positioning your furniture correctly

Think about where you place large pieces of furniture. For example, placing a sofa or bed in front of a radiator won't send heat into the room. You should also avoid long curtains covering the radiator.

3 Use pot lids

When you use a lid, food cooks faster, saving about 30% of energy. Sometimes, you only need a little water in the pot, for example, when cooking eggs, potatoes or vegetables. The food is steamed.

4 Only use the washing machine and dishwasher when they are fully loaded

Wash clothes and dishes only when the machines are fully loaded. You will always use the same amount of water.

5 Avoid long showers

Did you know you can save up to 60 litres of water by shortening your shower by five minutes?

6 Turn off the water when brushing your teeth

Do not leave water running unnecessarily when brushing your teeth – turn off the tap.

7 Cold water without wasting water

Fill a jug with water and keep it in the fridge. Thus, you do not have to run the kitchen tap unnecessarily when you want cold water to drink.



Living in Lagom style

A Swedish proverb says:

“Lagom är bäst.”

The English saying “less is more” comes closest.

Lagom is not just a word; it is a way of life. It is based on austerity, quality and environmental friendliness. It’s not about being perfect, first or fastest; it’s about being happy and prosperous. Lagom is also closely associated with Scandinavian environmentalism and sustainable living, as opposed to a consumerist lifestyle focused on accumulating more and more possessions. When applied to interiors, Lagom uses neutral shades of grey, white, wood tones, or other natural materials. The key is a cosy interior, free of clutter.

When it comes to furniture, Swedes purchase only the essentials. There are no useless dust traps. They prefer live plants, preferably green rather than colourful. Although Lagom is more modest than the Hygge style you’ve probably heard of, it’s just as concerned with comfort. Thus, don’t be afraid to fill your sofa with plenty of cushions and a blanket that encourages you to curl up on the couch with a book and a good cup of coffee.



Enjoy Scandinavian cuisine



Your own harvest

Don't be put off by a seeming lack of space. Whether you have a patio or a loggia, you can always grow your own vegetables and herbs.

How to start?

Loggia gardens have many peculiarities. For example, every inch counts. Despite the extra work involved compared to growing in a garden bed, a loggia garden is well worth it. Not only does it give you joy, but it also produces high-quality, healthy plants.

Suitable plants

You can grow herbs, tomatoes, peppers, radishes, chives, lettuce and strawberries. It is imperative to choose cultivars that are space- and soil-efficient. You can even harvest parsley, shallots or potatoes in containers that are deep enough. The key

is to ensure the pot or container has a hole in the bottom to prevent the roots from rotting. You can even use self-watering containers, but these require a larger investment.

The key is the soil

Whether you start from seed or buy seedlings, you won't get a good crop without good soil. A special growing medium is the best choice. If necessary, you can aerate it with sand, for example, for lavender or certain herbs. Don't be afraid to experiment and put plants with different growing seasons next to each other. Remember, however, that they should require the same conditions, such as watering or habitat.

Köttbullar – meatballs

- ½ kg minced beef,
- ¼ kg minced pork,
- 1 egg,
- 100 g breadcrumbs, peeled onion,
- One clove of garlic,
- 5 tsp whole milk, salt and pepper

Mix beef and pork, add egg, breadcrumbs, finely chopped onion, garlic, milk, salt and pepper. Mix well and form the mixture into balls. Leave to rest in the fridge for two hours. Fry the balls in hot oil on all sides. Then, bake them in the oven for about half an hour at 180 °C.

Jästa pannkakor – pancakes

- ½ fresh yeast,
- ½ l milk, 2 eggs,
- 200 g plain flour,
- A tsp salt and vanilla sugar,
- 100 g butter

Put the yeast in a bowl and add some lukewarm milk; mix carefully. When the yeast has risen, add the rest of the milk, eggs, flour, salt and sugar. There should be no lumps. Place the dough in a bowl covered with a tea towel or cling film and leave it to rise for one to two hours. Melt some butter in a frying pan and add a generous amount of batter. Fry the pancakes on both sides until they turn golden brown. Serve them with jam, cranberries, syrup or yoghurt.





Preserve the environment

Together, we create space for sustainable use of resources, recycling, and a cleaner environment. Sorting your waste is the easiest way to help the environment. By using colour-coded bins or special bags, you can easily separate plastics, metal packaging and cans, beverage cartons, glass, paper or even organic waste.

Containers for mixed and sorted waste are located in the chip-locked cubicle by the C2 building (see the map on the back).

 Please keep in mind that only materials that are intended for recycling can be collected.

Please do not leave any waste on the ground next to the containers.





We support sustainable living

Friendly homes involve more than just comfortable and safe rental housing. They also focus on social responsibility and environmental sustainability.

We have integrated the principles of sustainability and social responsibility into our day-to-day business. For example, we have implemented green roofs and environmentally friendly waste treatment in the Mozaika project.

We recognise that homes are more than just the buildings where our clients live. They are affected by the location and environment where they are situated. Therefore, investing in the public space is a natural fit for us. We can make a difference in residents' quality of life and well-being while improving the overall appearance of the public realm.

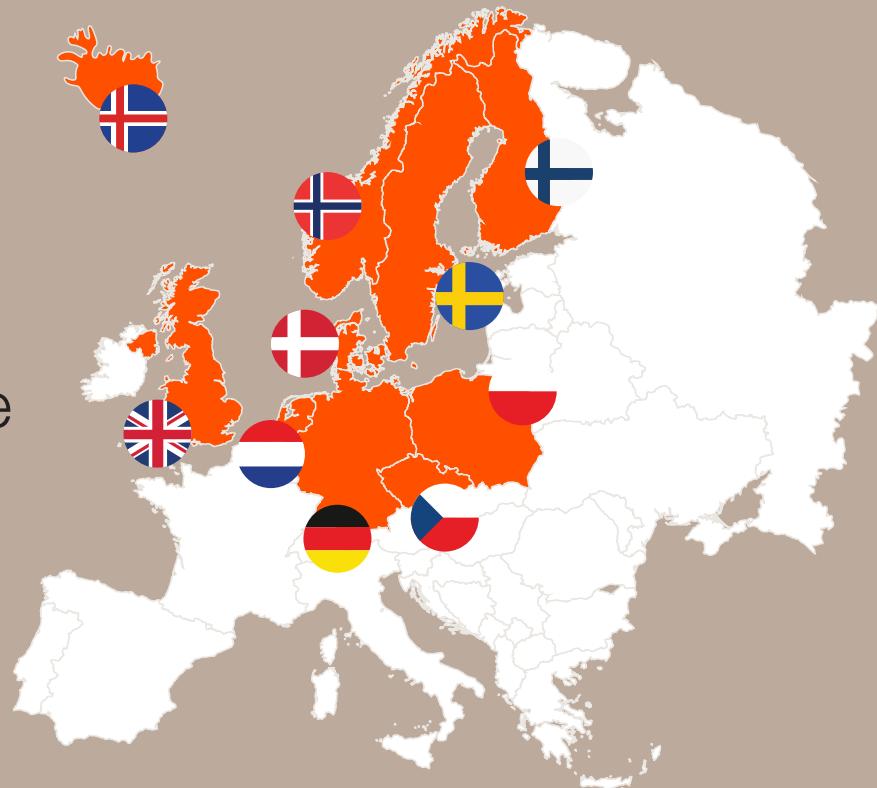
We respect diversity

We have joined the ranks of signatories to the European Charter for Diversity. By signing the Charter, we have made a voluntary commitment to our employees and clients.

We strive to approach each client individually. Showing respect, regardless of age, gender, origin, or health status, has always been a long-standing, everyday part of our work.

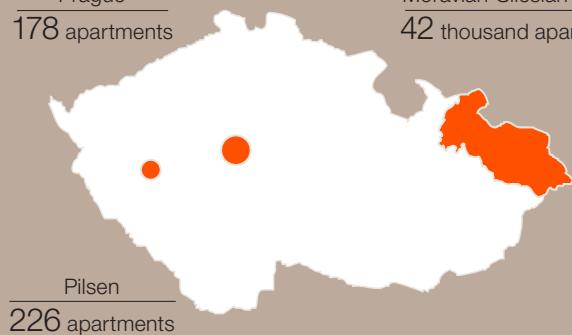
We approach our clients according to the fundamental concept of a friendly home. The idea expresses precisely how we want all our clients to feel about their homes.

Welcome to the
Heimstaden
family



Prague
178 apartments

Moravian-Silesian Region
42 thousand apartments

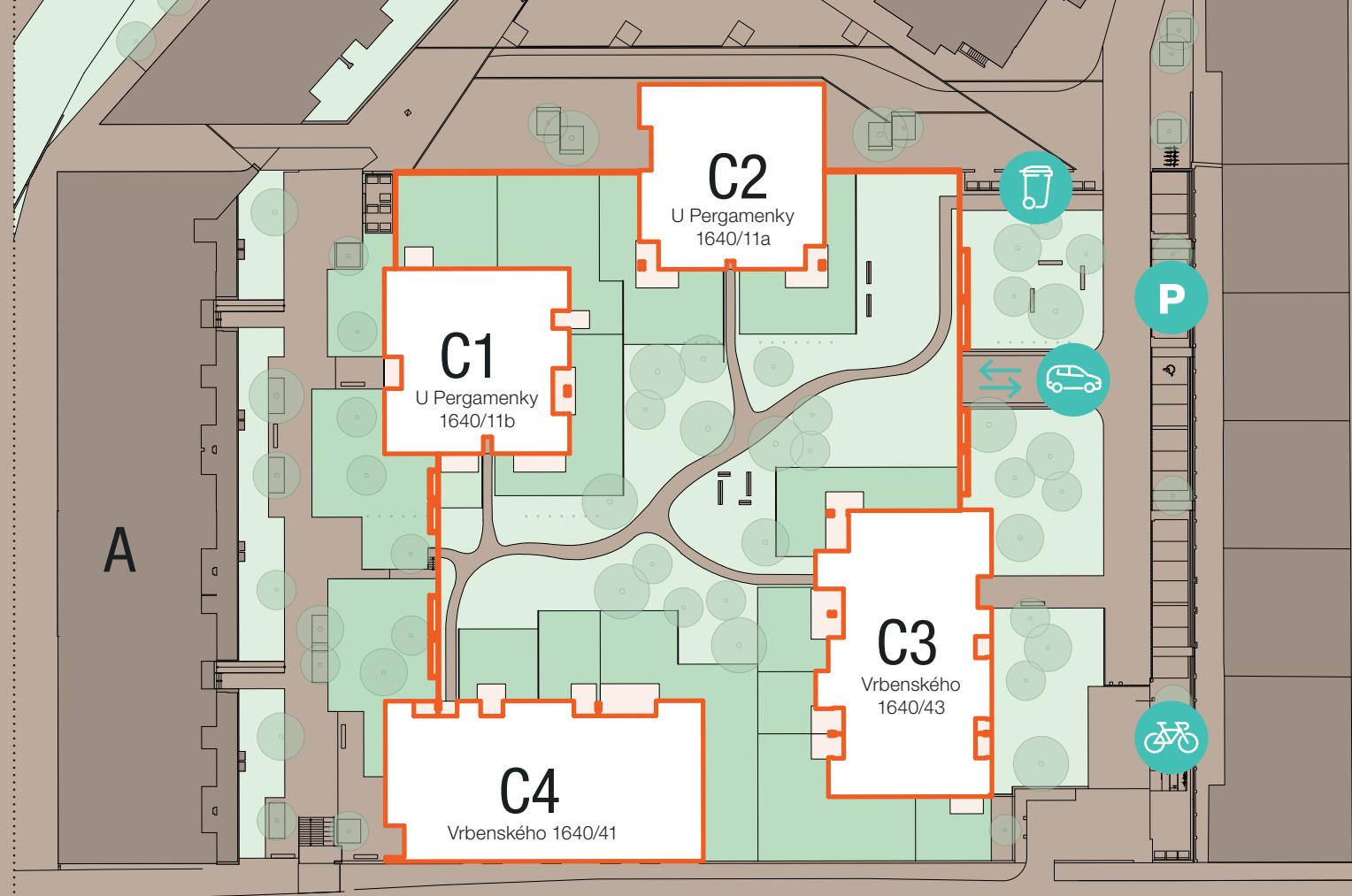


Pilsen
226 apartments

We are a Swedish company and one of Europe's largest rental housing providers.

Our experience in ten European countries has enabled us to continuously develop our portfolio and improve our client service. The client always comes first in everything we do.

Values care, share and dare are the main pillars of our work.



UL. VRBENSKÉHO



Mixed and sorted waste containers



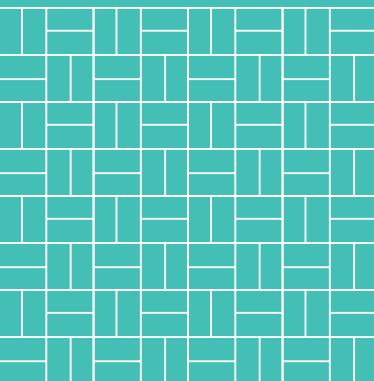
Parking for visitors



Garage entrance



Bicycle wash



Heimstaden

Friendly Homes

mozaikaholesovice.cz