

**Simplify your life
with the My Home
mobile app**



My Home app manual

Heimstaden
Friendly Homes

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My Home Web Portal**



Activation of Application Access

1 → 4

1

Contact us via chat on the website heimstaden.cz or through the client line at **800 111 050**.

2

We will send your login details to your email, including your username and links for account activation and mobile app download.

To activate your customer account, we need your current email and phone number. If you haven't provided them yet or they have changed, please let us know.



You will complete the account activation by following the instructions sent via email.

You need to **create a password at least 8 characters long.**

Username



Password (min. 8 characters)

Password verification

I agree with [by terms and conditions](#)

3

After setting your password and accepting the Terms and Conditions, you will receive an SMS with a verification code. Entering this code will activate your account.

[Back to the public part of Heimstaden](#)  

Heimstaden
mij domov

SARA.MACUROVA@HEIMSTADEN.CZ

Password (min. 8 characters)

Password verification

I agree with [by terms and conditions](#)

By agreeing to the Terms and Conditions, I certify that I have got acquainted with [the Heimstaden Czech Personal Data Processing Policy](#)

Continue

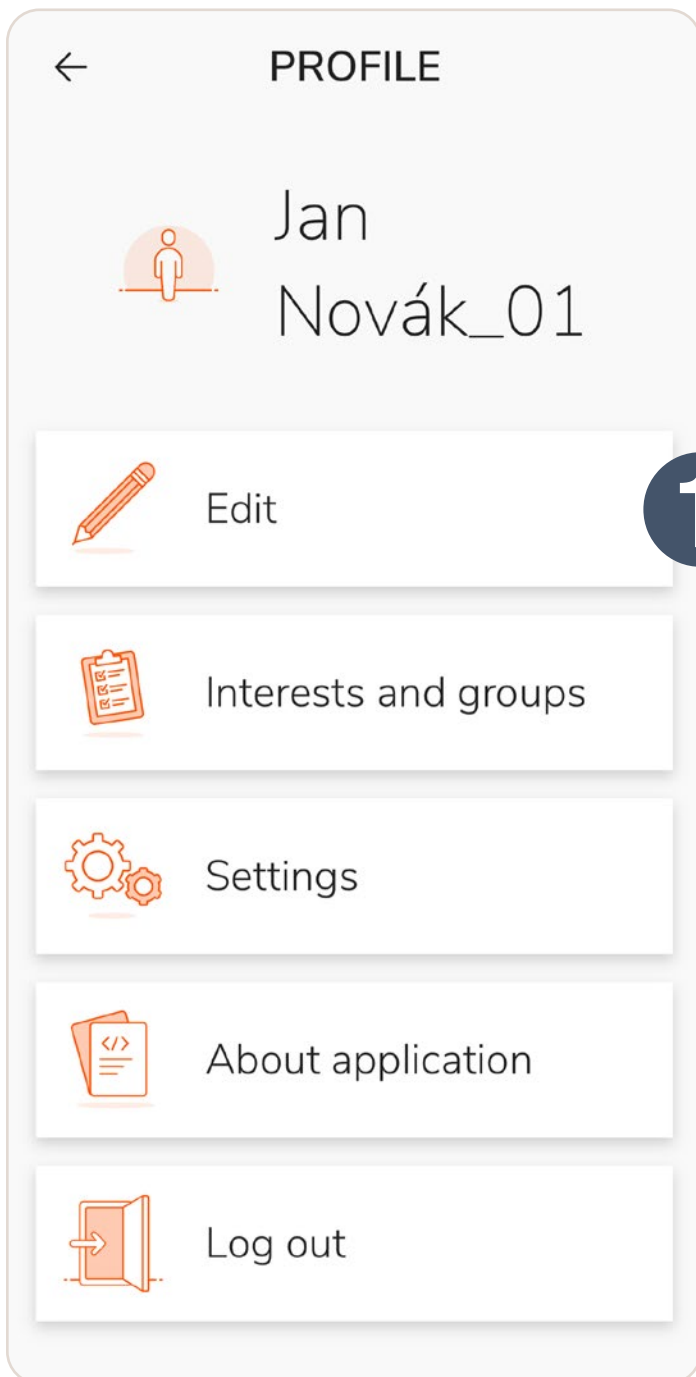
Verification code from text message

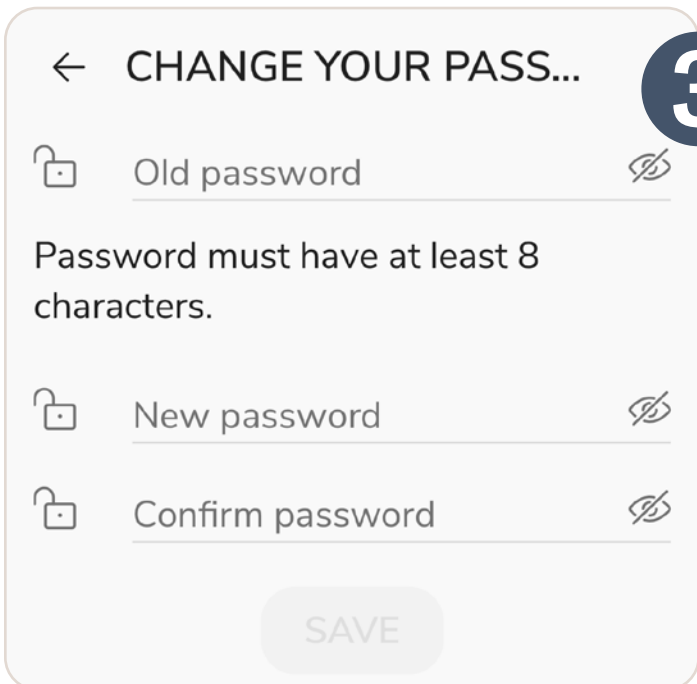
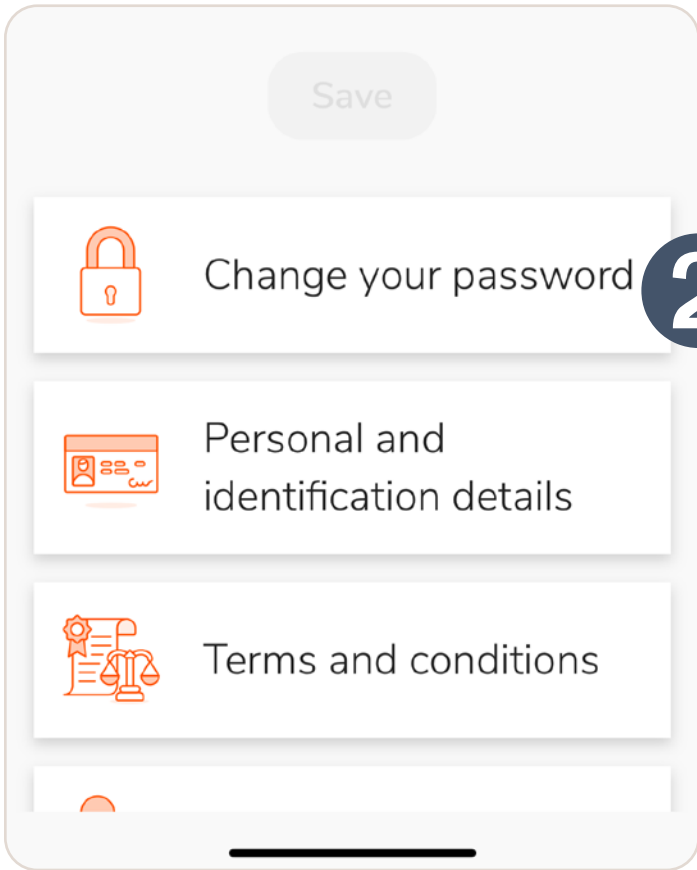
4

Password Change

1 → 3

You can change your password anytime in the [Profile](#) → [Edit](#).

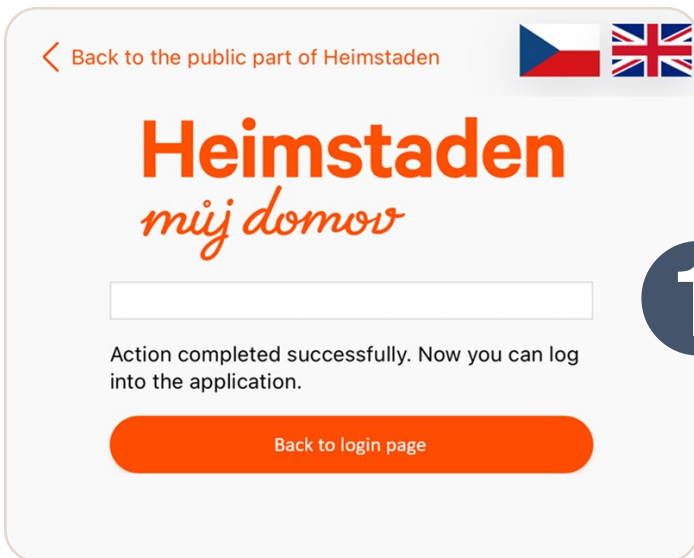






Forgotten Password

1 → 2

On the homepage of the web customer portal in the **Forgotten Password** section enter your login username which is your email address.



< Back to the public part of Heimstaden

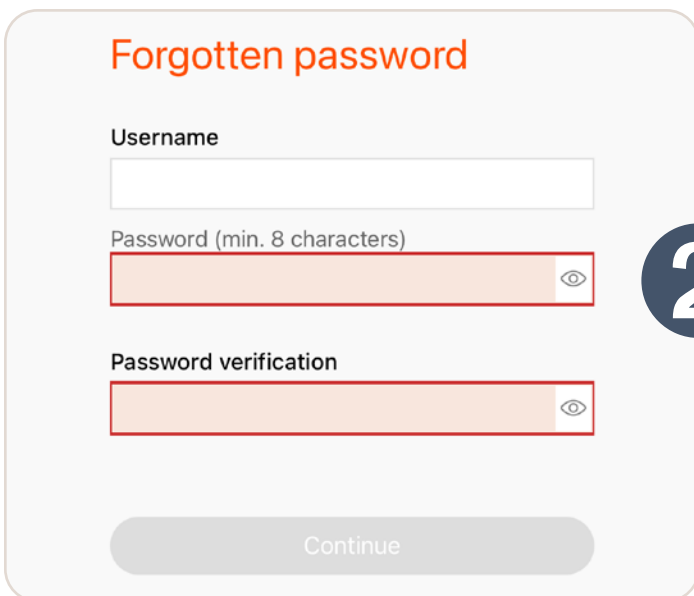
Heimstaden

mij domov

Action completed successfully. Now you can log into the application.

Back to login page

1



Forgotten password

Username

Password (min. 8 characters)

Password verification

Continue

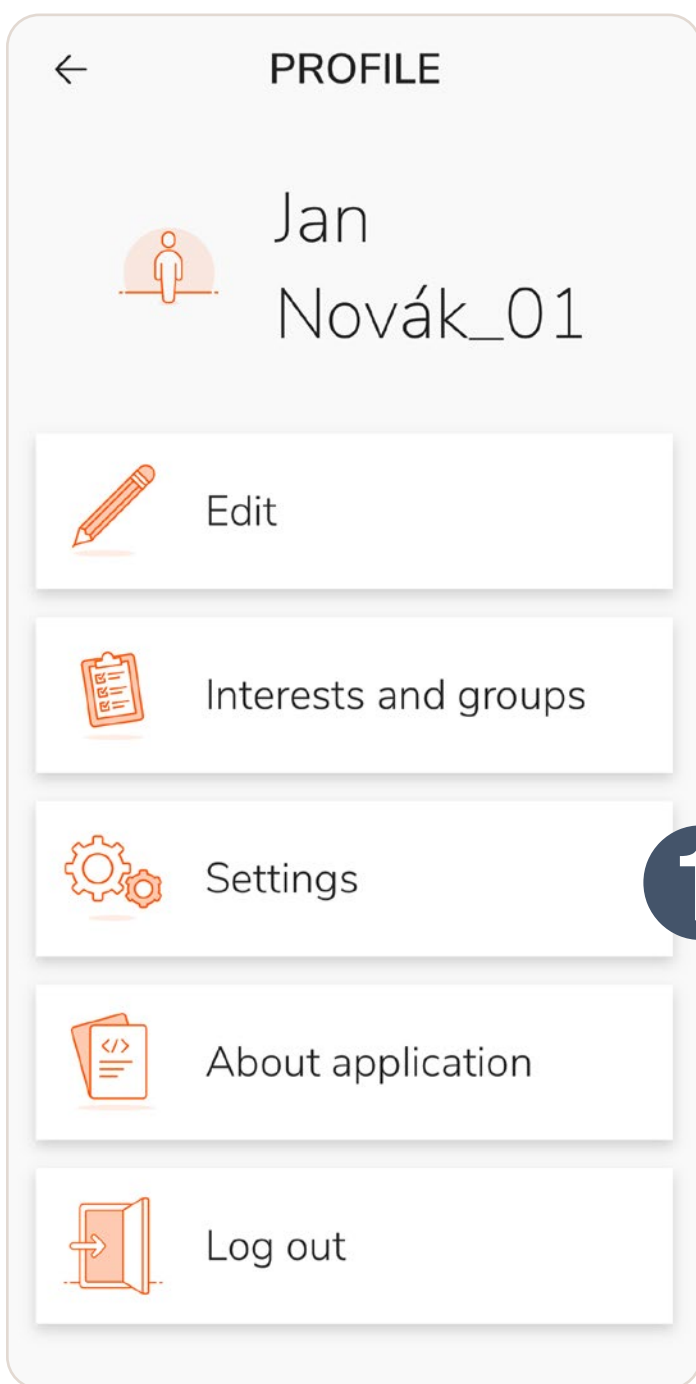
2

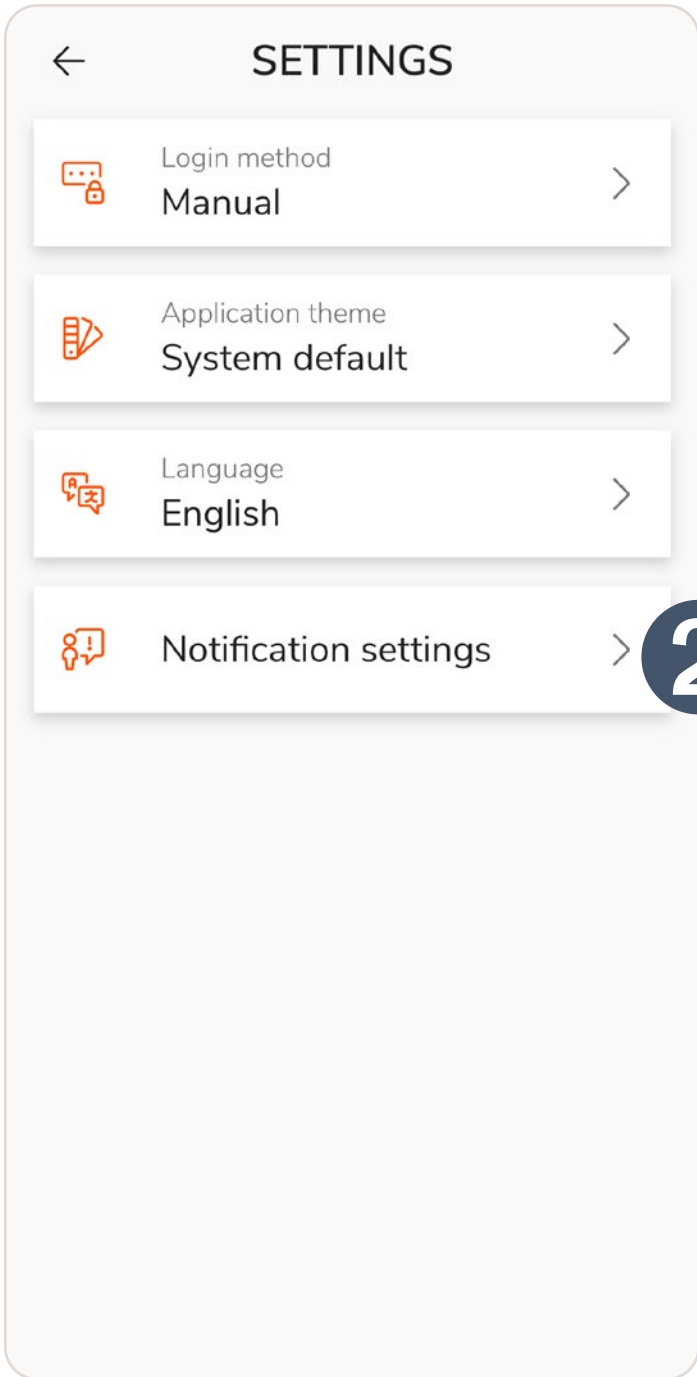
You will receive an email with a link to create a new password, which must be confirmed with an SMS code.

Notifications and Updates

1 → 2

We recommend enabling notifications in the [Profile](#) section under [Settings](#) which will redirect you to your phone settings. You will then receive regular updates about new messages and other information in your account.

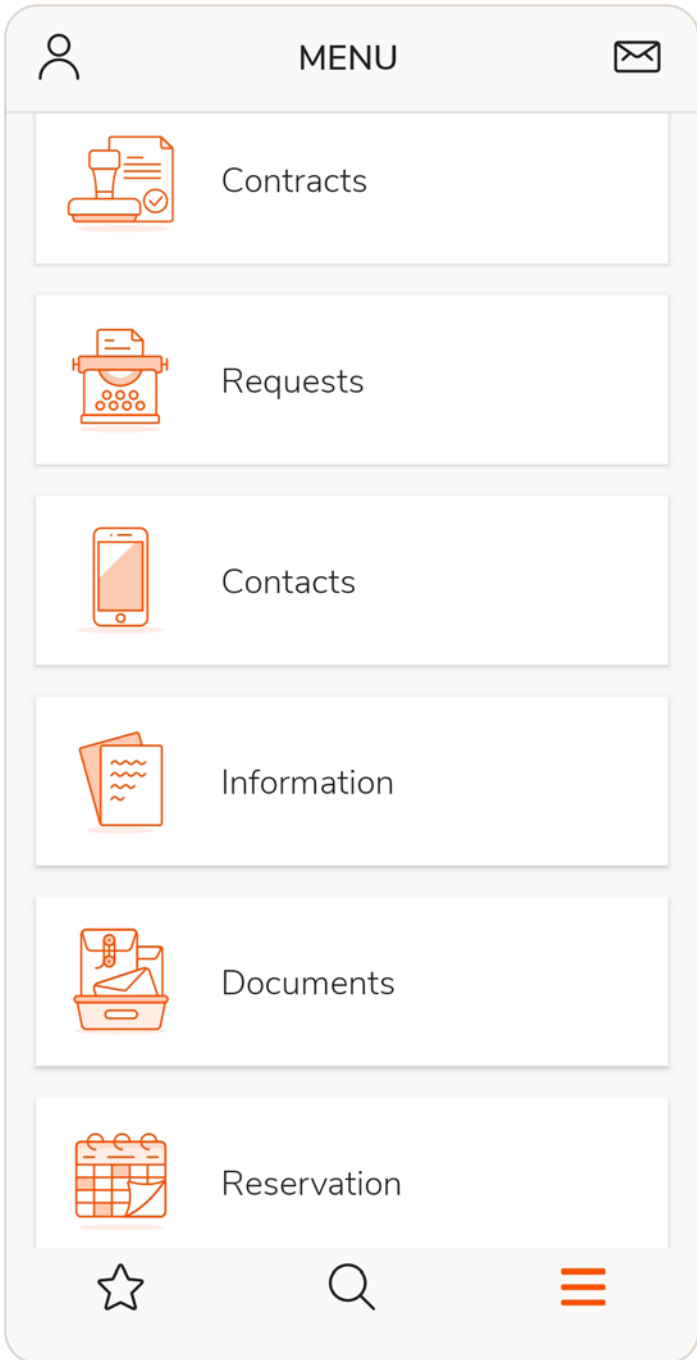


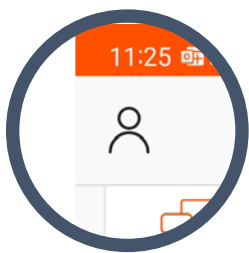


To ensure you have the latest version of the application enable automatic updates on your mobile.

Main Menu

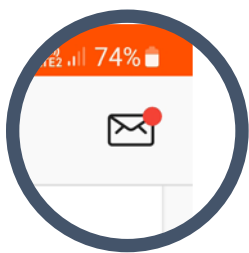
The main menu will be displayed after logging in.





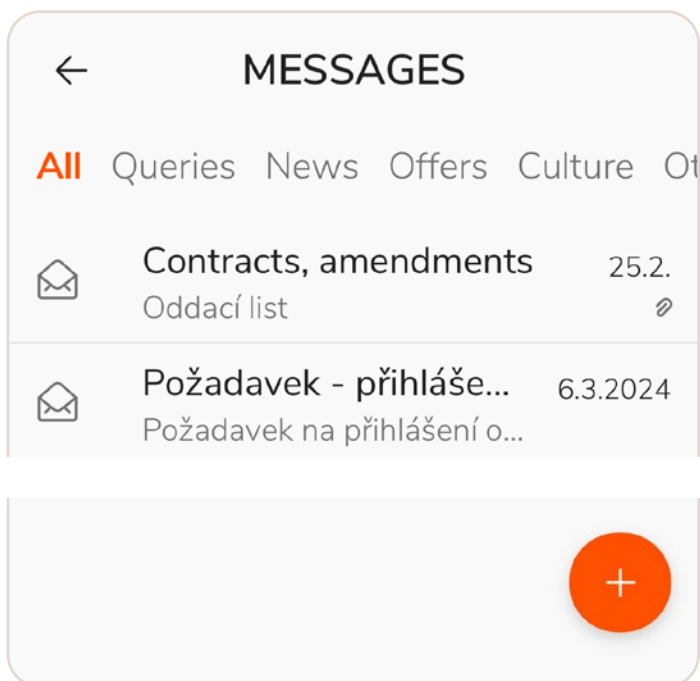
Profile

Here you can find and easily update your account information as needed.



Messages

Here you receive important updates, offers and messages from Heimstaden including news and request status updates.



Using the + button you can select the type of inquiry.



After choosing a specific inquiry type, you can write a message and send it to our company.

← QUERY TYPE

Alimony for children

Caretaker

Small repairs - at the expense of
the tenant

Senior eHelper

Handyman

Security deposit

Services

Rental rate

Outages

PODA

Confirmation of lease
agreement validity

Lands and gardens

Payable amounts and payments





Contracts

Here you can find all information related to your rental agreement and rent payments.

← **CONTRACTS**

1.10.2023 - 30.6.2024 →
8993014301 · PLZEŇ - JIŽNÍ PŘ...
Magisterská 3014/6

State
to 10.3. [View payments](#)

Lease including services - 12 230 CZK

For apartment use	9 737 CZK
Payments for services	2 493 CZK

Paid 0 CZK

Outstanding security - 12 000 CZK
(deposit)

Balance on 28.2. 0 CZK

Final balance - 24 230 CZK

Your current payment status overview will be displayed here.

Clicking on the [All-Payments](#) button will show your payment history.

Clicking on the orange field with the address will take you to the [Contract Details](#) section.



Here you can find all important details of your rental agreement.



Magisterská 3014/6, Plzeň - Jižní Předm...

Contract No. 8993014301

Contract validity 1.10.2023 - 30.6.2024



Contract detail



Payments



Residents



Documents

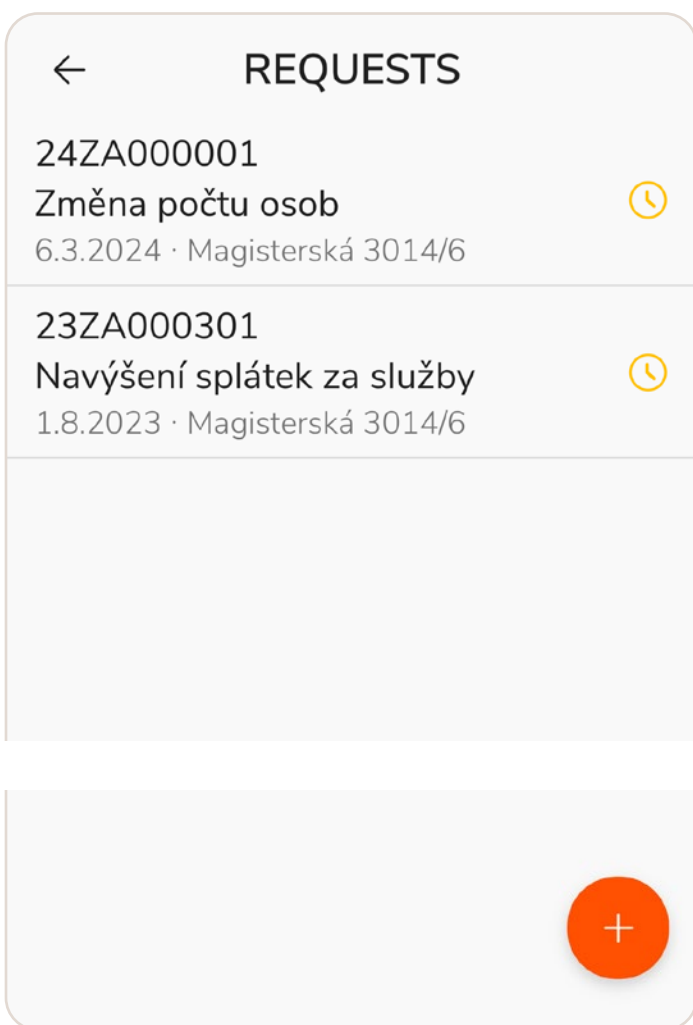


Payments for services



Requests

In this section you can easily track the status of your request from its creation to resolution.









Using the +
button you can easily
submit your requests.





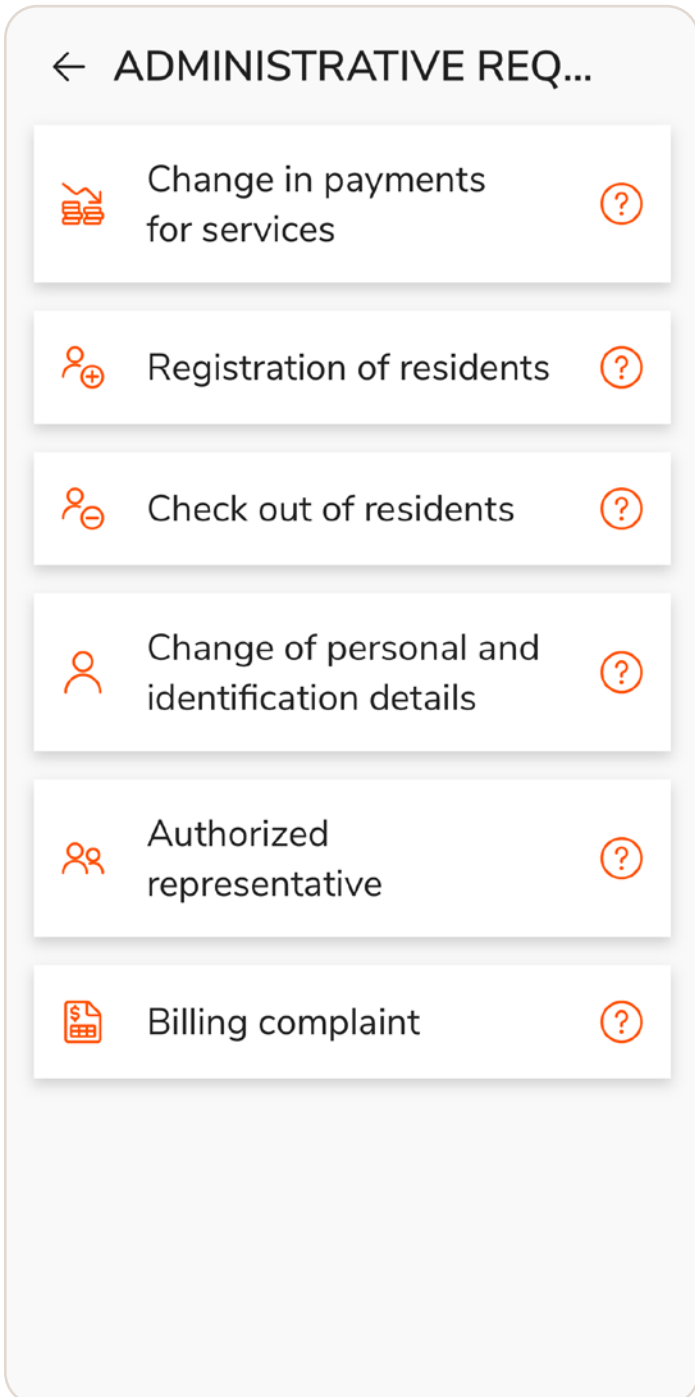
← NEW REQUEST

-  Administrative requests 
-  Technical requests 
-  Complaints 



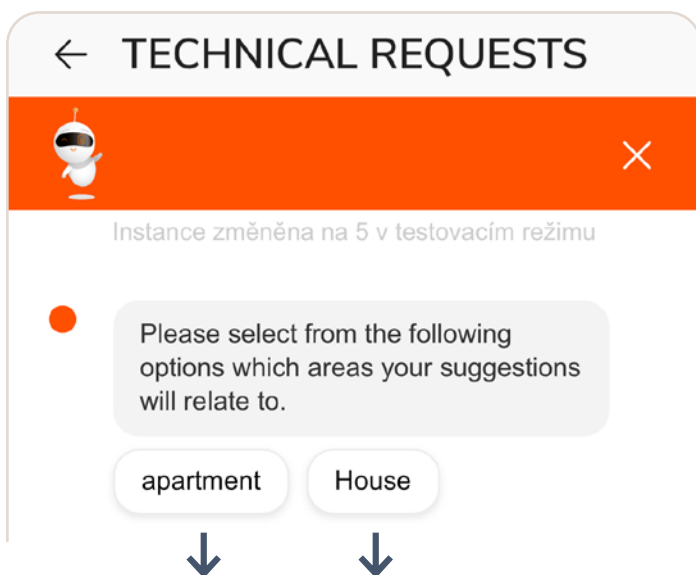
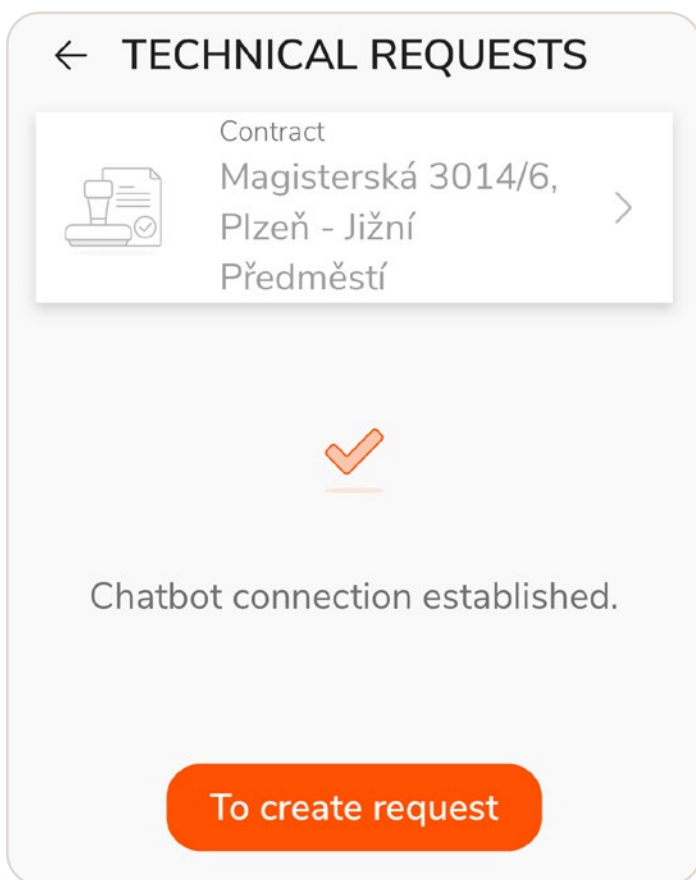
Administrative Requests

All tenant and household-related requests are handled here. You can also adjust service instalments.



Technical Requests

Requests related to the technical aspects of living in a flat or house such as repairs related to apartment or common areas of the building can be submitted through the [Create Request](#) function.





Please select from the following options which areas your suggestions will relate to.


apartment

House



← TECHNICAL REQUESTS



 Gas reception

 Gas leak

Mold, damaged plaster

Heating

Apartment equipment

Rodent control/insect control

Doors, windows, balconies, and loggias

Water supply, water meters

Electrical installation

Damaged floor

Damaged apartment. core

Replacement of the bathtub with a shower cabin

Vyberte prosím tlačítkovou možnost...





● Please select from the following options which areas your suggestions will relate to.

apartment House

↓

← TECHNICAL REQUESTS

apartment **House**

Please select what type of defect it is.

Lighting

Entrance doors and doorbells

Roofs and gutters Gas leak

Common areas, mailboxes, and windows

Rodent control/insect control


Basement spaces

The plaster is falling off the facade of the house.

Outdoor stairs

Delivery of the slope for strollers

Functioning of the...

Vyberte prosím tlačítkovou možnost... 

powered by coworkers.ai

Simply select a request related to your flat or house and send it for processing.



Documents

Here you can access to all documents related to your rental agreement:

- Contract Documents and Amendments if signed electronically
- Registration Sheet
- Annual Service Billing
- Confirmation of Lease Extension



DOCUMENTS

Documents related to the previous period can be found in [My Home](#) portal after logging into your user account.

Magisterská 3014/6,

Plzeň - Jižní

Předměstí

8993014301



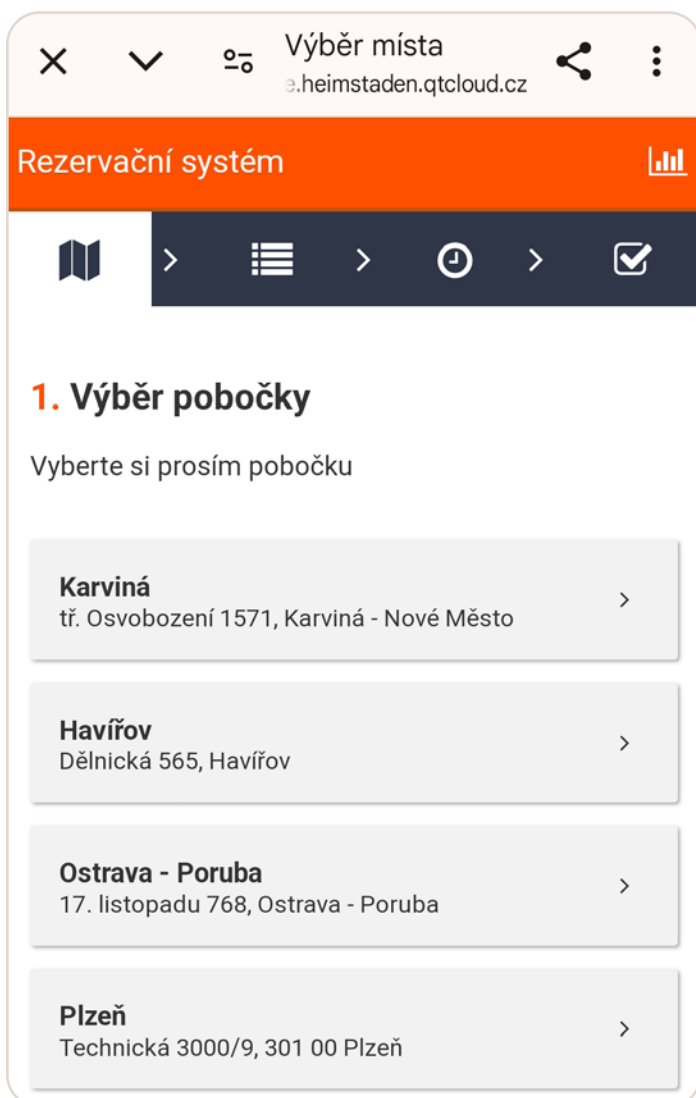
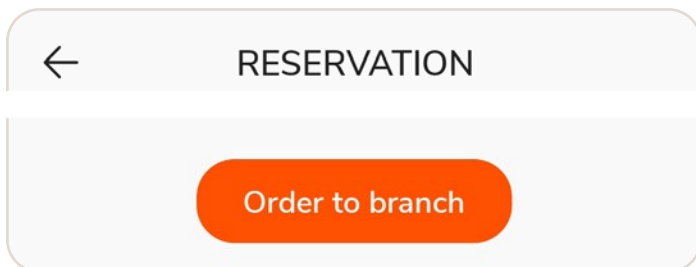
Record sheet

Valid from 01.08.2023



Reservations

If necessary, book an appointment at the client centre branch:



What Else You Can Find on the My Home Web Portal

All electronically signed rental documents in PDF format:

- Lease Agreement
- Registration Sheet
- Lease Agreement Amendment

Here you can download and print payment card copies, registration lists and service billing overviews.

Notice:

Printed electronically signed documents are not valid for official purposes. To make them official, use the Czech Post's conversion service. Detailed instructions can be found here:

<https://www.ceskaposta.cz/en/sluzby/egovernment/czechpoint/autorizovana-konverze-dokumentu>



Heimstaden
Friendly Homes