

# Heimstaden

Meet the winner  
of the 2022  
Neighbour  
of the Year  
competition

Vítězkou soutěže

# SOUSED ROKU

pořádané společností Heimstaden  
se stává

## Jarmila Hlawiczková

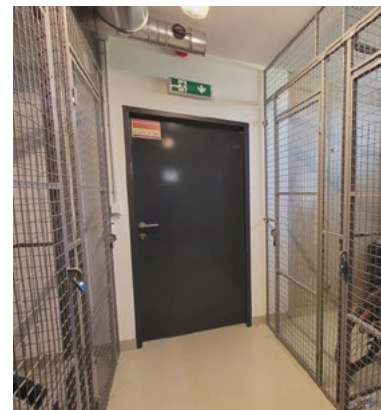
Gratulujeme!

**Heimstaden**  
*přátelský domov*

**SOUSED  
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2022**

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care for  
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**Heimstaden**  
*Friendly Homes*

Dear  
readers of  
Heimstaden  
magazine,



Summer is approaching – the holiday season we have been expecting the whole year. However, the current situation doesn't let us completely escape all that affects us, not even remotely. All the more, we should appreciate and realise the importance of a safe and friendly home, and rejoice in what we can.

Let me assure you that we are doing and will continue to do everything we can to make you, our clients, happy. We are pleased to see that the senior community housing of the Opletalova Residence is being populated with new satisfied tenants. We are also pleased that more than 21,000 of you are already actively using the My Home online platform, allowing you to quickly and conveniently access all important information related to the apartment you occupy.

Our new project, the Neighbour of the Year competition, has also been a success. As part of the competition, you could nominate and award those who go above and beyond the call of duty to help improve the environment of their home and its surroundings. Ultimately, the winner was decided by just thirteen votes. The competition attracted a lot of interest and we would like to carry it on in future years.

We will also continue our partnership with the Colours of Ostrava festival, the fleet of buses with our brand will once again support the festival transport and the proceeds from the symbolic fare will help orphanage children get on their own feet.

We are also pleased to see the first year of the energy crisis come to an end with a responsible approach, massive insulation, savings and a timely response to rising energy and hot water prices from suppliers. The number of those whose bills ended up overpaid increased from one-half to three-quarters compared to 2021, and the number of tenants in arrears halved.

Until the next holiday and vacation period, I wish you good health, peace and quiet. Have a great summer!

**Jan Rafaj**  
CEO of Heimstaden

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*Colours of Ostrava. Ball.  
A performance by the Klicper Theatre  
from Hradec Králové.*



# Meet the 2022 Neighbour of the Year

The 2022 Neighbour of the Year competition has turned into a fierce battle for the top spot. The fight went down to the last minute and in the end it was decided by only thirteen likes. The winner was **JARMILA HLAWICZKOVÁ** from Prostřední Suchá. Congratulations.





We are delighted that the very first year of the Neighbour of the Year competition was so popular among our clients. We received more than 50 nominations and it was very difficult for us to choose the candidates for the finals. You had a chance to get to know them and their stories on Heimstaden's official Facebook page, where you could also vote for your favourite.

If you followed the contest, you know that in the end a stunning number of 3,751 likes were garnered and the winner finished only thirteen votes ahead of the second runner-up. Mrs. Jarmila won with a total of 1115 likes.

Thank you so much for the time and energy you put into voting on Facebook.

## Neighbour of the Year

Mrs. Jarmila is the sort of neighbour everyone would like to have. Tomáš, with whom she also tends the garden at her apartment building in Prostřední Suchá. Although Jarmila could enjoy her well-deserved retirement and her two great-grandchildren, she has always gone the extra mile for her neighbourhood. At the apartment building where she lives, she takes care of the flower garden, and behind the house she tends to the

vegetable patch. The fact that there is a great bunch of people in the house proves not only her winning, but perhaps also the fact that she and her neighbours have a relaxing place in the garden where they enjoy sitting together.

Jarmila has always been close to nature and gardening. She has worked in Životice Orchards all her life and most often goes to the forest to relax, where she picks blueberries and mushrooms. She has lived in Havířov in a rented apartment in Prostřední Suchá for 50 years and has raised three children with her husband. Even though she knew about the nomination, winning was a big surprise for her. The immediate reaction was not lost on her neighbours.

A special congratulatory card was waiting for her at the door. "I'm grateful for winning, but it's also a big commitment. I will keep doing my best to make the area around our house even nicer and friendlier. And my advice to other Heimstaden clients? Don't be afraid to make the effort, everyone should do their part", concludes Jarmila, the winner of the 2022 Neighbour of the Year competition. The first place winner not only received a gift certificate for the purchase of any goods in the PLANEIO store network worth CZK 20,000, but also a neighbourhood party worth CZK 10,000. This will be catered by Heimstaden at an agreed time and place in the house where she lives.

# The prize for the top ten

There is only one winner, but we greatly appreciate all those who are not indifferent to neighbourly relations and who go the extra mile. That's why we will award all ten finalists who received the most votes with a neighbourhood party during June. And who can enjoy it?

## Marcela, Karviná, age 42



The front yard of the house where she has lived since childhood looks like a garden shop.

"I'm not the only one who takes care of everything, the neighbours also put in their fair share," explains Marcela. She has been successful in turning the tenants into one big family. There are also weekend picnics and get-togethers. She handles everything with a smile and can be counted on.

## Jiří, Orlová-Lutyně, age 67



A senior with a good mood, which cannot be dampened even by health problems that have gradually affected him. "Having

worked for more than three decades at the mine, you get used to helping out wherever you are needed, and you don't get caught by surprise," says Mr Jiří. When neighbours need something, they go to him and know that he is happy to help whenever he can.

## Markéta

Moravská Ostrava a Přívoz, age 73



Taking care of her neighbourhood is a joy for Markéta. "It seems to me that the things I do should come naturally. I like to see

our house surrounded by flowers," says Markéta, who considers herself an active person. She used to work as an inspector in Vítkovice, and is now retired.

## Jan, Rychvald, age 61



Jan, a driver, moved into the apartment building in Rychvald six years ago. He repaired the adjacent sheds,

lighting, crafted a bench, shovels snow, mows grass, plants tulips and grows tomatoes. "I like cleanliness and order around me. I was quite pleased to be nominated for Neighbour of the Year," Jan admits.

## František

Ostrava-Hrabůvka, age 63

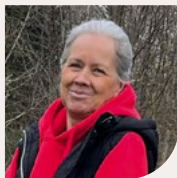


Honest handyman who always helps with things. That's how František is seen by the neighbours who nominated him. "I like

to make people happy. I enjoy manual work and I enjoy being useful," says František, who used to be a janitor. He has lived in the apartment for over 40 years and has worked as a miner and rescue worker in the past.

## Šárka

Ostrava-Radvanice, age 60



She moved to the outskirts of Radvanice two years ago and her neighbours were amazed at how

the area around her house began to change. "You can't do much in two year's time, so I still have a few ideas in mind," says Šárka. She can't wait for the plants to turn green and bloom again.

## Božena

Frenštát pod Radhoštěm, age 72



She spent most of her life in Chomutov, but Frenštát pod Radhoštěm has been her home for four years now.

Mrs. Božena takes care of her teenage grandson alone while pursuing many other activities. "There are nice people here, we are a good group that sticks together. Helping others is a must for me," she says.

## Eva, Havířov, age 83



A very nice and dedicated woman. This is how the residents of an apartment building in Havířov describe their neighbour. She

has lived here for 55 years. "Helping others is always very meaningful. I wish people would be nicer and more considerate to each other," Eva explains her motivation.

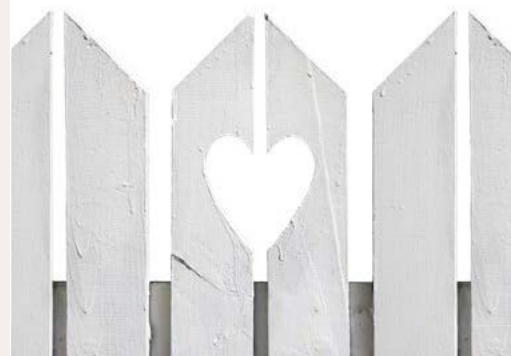
## Jaroslav, Ostrava-Výškovice, age 69



A housekeeper in heart and soul. He has lived in his apartment in Ostrava for 40 years and was very pleased to be nominated for

the competition. "I don't like to sit back. I want to be useful and do something to make everything work as it should," he adds. Jaroslav is a caretaker in several buildings, including his own.

We thank all the finalists for their dedication and enthusiasm and congratulate them on making it to the finals. We will bring you a report on the neighbourhood parties in the September issue of Heimstaden magazine.



# CLUBHOUSE AND ITS POLICY

Dear clients and apartment users, we are very committed to making your stay at Heimstaden friendly, safe and undisturbed.



We would therefore like to remind you that **the relaxation room with laundry facilities located in the apartment building is primarily used for relaxation and undisturbed rest.** This clubhouse is **in no way intended for celebrations, parties or musical productions** organised by the tenants and their guests.



Please note that in accordance with the house rules, the relaxation room can only be used for its original purpose as described above. There are also **restrictions on the use of the clubhouse, which is now available from 6:00 a.m. to 10:00 p.m.**



No one can enter or use the laundry room during night time. **If this room is accessed outside of the set hours, this will be considered a violation of good house manners.**

If you have any questions, you can use Heimstaden's communication channels – **the online platform My Home, e-mail [info@heimstaden.cz](mailto:info@heimstaden.cz) or the toll-free client helpline at 800 111 050, Monday to Friday from 8 a.m. to 5 p.m.**

Thank you for your understanding and cooperation.  
Your Heimstaden

# Welcome to our home

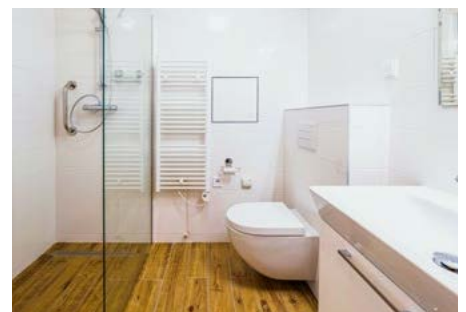


The Opletalova Residence is an oasis for those who, although having most of their lives behind them, are still looking forward to things to come. This is a place where seniors can find a home and new friends.



At the end of last year, we opened the Opletalova Residence in Havířov. A modern community housing for the elderly. The reason for its creation was the desire to preserve and prolong their independence, self-sufficiency and much needed privacy. It is not a nursing home, although we make life as easy as possible for our clients. They need to be completely independent. The Opletalova Residence has 66 partially furnished studio apartments. However, the elderly can also use the lounge, common areas with kitchen, oven and coffee machine, laundry room with washing machine and dryer, drying room, outdoor garden with seating and flower beds for passionate gardeners. All apartments and areas of the residence have barrier-free access, selected apartments are adapted for wheelchair users. Naturally, there is a reception with 24-hour service. Other benefits of the Opletalova Residence include two emergency call

buttons located in each apartment. Each button is connected to the permanent reception service. Some seniors can't imagine their lives without their animal companion. That's why they have the opportunity to keep it with them at the Opletalova Residence. It's just important to be considerate to the other tenants of the house. In our apartment building, we also think about the Internet connection. There is free Wi-Fi access in the common areas. The pensioners can also set up their own connection directly in the apartment, they just need to contact the reception. Among the complete novelties is the establishment of a hairdressing salon and a mobile pedicure service directly in the residence. Both are very popular with clients. And let's not forget the possibility of using our shared library. We firmly believe that these services and the already diverse facilities are not the end of the line.







# Your turn to speak



Rosalie H. (age 75)

One of the things I value most around here is peace and security. I used to live in a house with no elevator. I'm still trying to cope with walking up the stairs, but the certainty of having an elevator here if needed is great. It makes you feel calmer. It's also easier to take care of a studio apartment than a multi-bedroom one. Of course, as you get older, your energy diminishes.



Jaroslav J. (age 84)

I am very happy about the reception service. Whatever we need or if something happens, we can turn to it without worry. Another of our "liaison officer" is Mrs. Vlčková. It's good to have someone to turn to when you need it. At the same time, we don't live in a nursing home, we have to be able to take care of ourselves. I recommend that those who are considering this housing come and see it for themselves, so they can get a first-hand experience of what it's like here.



Jindra S. (age 72)

It's great that the Opletalova Residence is not a classic retirement home, nursing home or a long-term care facility. As tenants we have to be independent, but we enjoy certain services here. Anyone can order lunch delivery but there is a small kitchen in each of the apartments, which is sufficient for cooking. We do our own shopping and everything else.



Eva I. (age 63)

Those who want to can participate in the community events. Recently we held a barbecue and planted seedlings in the beds. There are also discussions, you can find the programme on the notice board and usually everything is arranged by AktivSen. Or we play cards, ludo... During Easter we roasted lambs, sometimes we bake a cake. Many of us moved in at the turn of the year and now with the nice weather in the garden we are finally getting to know each other better.



Jiří S. (age 86)

I came across the possibility of getting a place in the Opletalova Residence in the Heimstaden magazine. I am a long-time

## Our angel

### Monika Vlčková

Heimstaden Tenant Care Specialist



*"My work at the Opletalova Residence consists of working with clients. For example, I provide them with minor repairs. Together with my colleague Hana Vlhová, I help in dealing with the client centres. So I am in close contact with the tenants. Everything they need regarding housing is brought to the reception or directly to me and I try to sort it out. Residents can also participate in an interesting events organised by AktivSen, be it talks or a barbecue with the planting of raised flower beds. It's amazing how our clients find pleasure in everyday life here. They meet and get motivated and inspired. They come out of their shell, they meet in the common areas and in the garden. It's an incredible interaction that they probably wouldn't experience in a regular apartment building."*


*OneRepublic*

# Colours

## OF OSTRAVA

The Colours of Ostrava festival is coming to Ostrava again, taking place on 19–22 July and offering over 350 line-up items at 19 open and indoor stages. You can look forward to concerts, discussions, theatre, films, workshops and art activities.

The American band OneRepublic, the British singer and queen of electropop Ellie Goulding, the rapper Burna Boy and his nineteen-member backing band have will all come to Dolní Vítkovice.

Representatives of the Czech music scene will also be present. You can already look forward to Ewa Farna, Monkey Business, Ben Cristovao, Vlasta Redl and AG Flek and many others. Last but not least, there will be the Meltingpot discussion forum and lots of good food and even better drinks.

## We'll take you home

Heimstaden is a proud partner of the Colours of Ostrava festival and the Meltingpot. As in previous years, we will take care of the festival's night transport for visitors with special buses. Make sure you get your tickets in advance and contribute to a good cause at the same time. By buying a CZK 30 ticket you contribute to the Home with Use project, which introduces young people from children's homes to life.

The Home with Us project offers discounted, furnished housing for young people from children's homes, foster families and halfway houses.


*Ewa Farna*

*Ellie Goulding*

*AG Flek*


Tickets are on sale at [heimstaden.cz/cz/vezeme-vas](https://heimstaden.cz/cz/vezeme-vas).

# We listen to our clients

The opinions of our clients are crucial to our work. Feedback is valuable and important to us. That's why we also conduct continuous client satisfaction surveys and send short electronic questionnaires to clients' e-mail addresses, which can make all the difference.

We address primarily:

- Clients who have signed a new lease;
- Clients who have just moved into a new apartment;
- Clients who have made any service requests;
- Clients who have given notice of termination of their tenancy.

We value your responses and would be grateful for your time in completing the questionnaire.

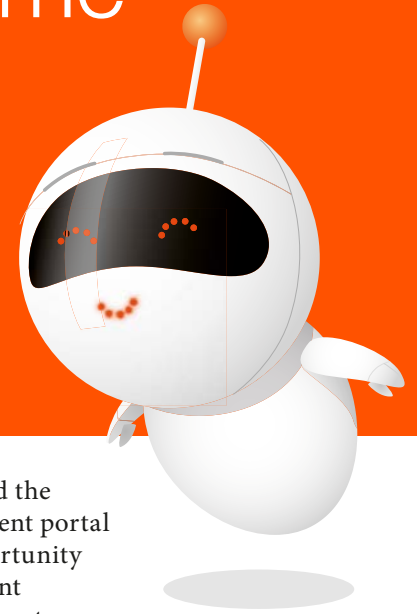
# Feeding pigeons carries risks

Feeding pigeons, whether in town squares, parks or near apartment blocks, is completely inappropriate. Unfortunately, it results in overpopulation and also carries health risks. Pigeons can be hosts to a variety of parasitic insects and mites. These can then cause asthma, rhinitis or conjunctivitis in sensitive individuals, especially children. The presence of pigeons naturally also leads to damage to dwellings. We therefore strongly advise against feeding them.



# My Home

The My Home app is already used by over 21,000 clients. Join us.



**T**he mobile app and the My Home web client portal give you the opportunity to get the most important information and solve most housing-related issues directly from home.

- You get access to all important documents: registration sheet, payment card, tenancy confirmation, older utility bills.
- Your 2023 housing services bill will be available to you as soon as it is generated.
- You can see the new payment schedule in advance.
- You can enter your requirements and get answers to questions.

We ask for your cooperation to enable access to the My Home platform. Update your contact information: e-mail, phone number and your bank code. Send everything to [info@heimstaden.cz](mailto:info@heimstaden.cz). We will also use them in our annual fall client satisfaction survey.

You can download the My Home app for free on your mobile device:



# We are taking Havířov for a run again this year!

The onset of summer is the perfect time to start training, the Heimstaden Havířov 10 is approaching. It will take place on 15 October 2023 and like every year it will include several categories. The main race is the 10km run, the Manfred Kosel Memorial is a 5km run, and you can also take part in the RBP 4 x 2.5km relay race. We won't forget even about the youngest runners, for whom a special Pegres Family Run will be prepared. CZK 100 from each sold entry fee will go to support disabled athletes of HSC Havířov.

To make registration easier, all Heimstaden clients will automatically receive a CZK 100 discount on the entry fee, which can be combined with an additional CZK 100 discount for residents of Havířov.

Registration is available on the [h10.cz website](https://www.h10.cz).

Follow the Havířov 10 on social networks:



-  Havířovská desítka
-  havirovska\_desitka



Photo: Rakofoto



Photo: Rakofoto



## Rainbow Moon

June is a month to celebrate solidarity, equality and the rights of all without distinction.

Our Heimstaden values are also based on openness, diversity and understanding. That is why we are also among the signatories of the European Diversity Charter. Signing this document is a commitment to both employees and clients. The purpose is to respect the uniqueness of each and every one of us, regardless of age, gender, origin or health status. At Heimstaden, we strive to promote a diversity of opinions, approaches and perspectives on challenges. We see the diversity of approaches as an added value that can lead to improvements and greater efficiency. We learn to understand each client individually, which is why this platform makes a lot of sense to us.

[diverzita.cz](https://diverzita.cz)

The Tempest  
Photo: Pavel Hejný



The Tempest  
Photo: Pavel Hejný



## Shakespeare at the castle

Once again, the 16th year of the popular theatre festival Summer Shakespeare Festival Ostrava 2023 is here. Viewers will have the chance to see a total of six productions, including one new and one revived premiere. The festival will take place this year from 16 July to 13 August at the Silesian Ostrava Castle. We recommend that everyone interested in attending not wait for a moment and buy a ticket before they get sold out. Detailed information is available on the festival's website [shakespeareova.cz](http://shakespeareova.cz) or in the sales network [ticketmaster.cz](http://ticketmaster.cz).

The Taming of the Shrew  
Photo: Petr Kiška



## Bees on Rooftops

Did you know that bees play a vital role in the global food supply, pollinating crops that feed up to 90% of humanity? Yet their population is declining worldwide. That's why Heimstaden decided to join the Bees on Rooftops project together with the Beekeeping Association of Moravia and Silesia. Since last summer, approximately 50,000 bees have inhabited the hives on the roof of an apartment building in the centre of Ostrava. We have installed a camera next to the hives so that you can watch a live video feed of what is happening around them at [heimstaden.cz/cz/vcelky](http://heimstaden.cz/cz/vcelky).





Bon  
appetit

Summer on the plate is full of freshly harvested fruits and vegetables and aromatic herbs. Enjoy it to the last bite. Whether in the form of crispy pies or fresh salads with grilled meat. You can never have too much of a good thing.

## Strawberry pie

- 100g softened butter
- 50g icing sugar
- 1 egg yolk
- 200g plain flour
- pinch of salt
- 2 tablespoons water
- 500g fresh strawberries
- 60g caster sugar
- 2 packs of vanilla sugar

1. Beat the butter with the icing sugar and add the egg yolk, stir in the flour and add a pinch of salt. Make a crumbly dough. Slowly add water until the dough looks like shortbread. Then let it rest in the fridge for 30 minutes.
2. Rinse the strawberries and cut them in half. Put them in a saucepan, add the caster sugar and vanilla sugar. Allow to simmer briefly, stirring occasionally.
3. Preheat the oven to 180 °C in the hot-air mode.
4. Roll out the dough on baking paper until round. Spread the prepared strawberry filling on top, folding the edges over.
5. Bake for 20–25 minutes until golden brown.





## *Cherry crumble*

- 400g pitted cherries
- sugar to taste
- 90g butter
- 100g plain flour
- 80g oat flakes
- 70g semolina sugar

1. Cut the cherries into smaller pieces and spread them on the bottom of the baking dishes. Sprinkle with sugar to taste.
2. In a bowl, mix the chopped butter, flour, flakes and caster sugar and work it into a crumble.
3. Sprinkle it over the cherries and put it in a preheated oven. Bake for approximately 30–40 minutes.

## *Fresh vegetable salad with chicken breast pieces*

- 1 chicken breast
- salt
- pepper
- olive oil
- 2 handfuls fresh arugula
- handful fresh spinach
- 1 handful frisée lettuce
- 1/2 salad cucumber
- 100g cherry tomatoes
- 30ml lemon juice or white wine vinegar
- pinch of chilli to taste

1. Clean the chicken breast and cut into cubes. Season with salt and pepper, marinate in olive oil and refrigerate. After 20 minutes, sear the meat in a hot pan.
2. In a bowl, mix the arugula, spinach and frisée salad, add the sliced cucumber and halved tomatoes.
3. Prepare the dressing in a bowl: gradually add 100ml of oil to the lemon juice or vinegar, whisking until a smooth emulsion is formed. Season with salt and pepper or a pinch of chilli.
4. Toss the salad with the dressing. Finally, place the chicken pieces on top.



# How to best care for houseplants

Houseplants are a balm for the eyes and the soul. They improve the climate and clean the air. Just follow a few simple tip and your apartment can turn into a jungle.



**W**e try to make our apartments as pleasant as possible. We rest, eat, work, talk and relax. We try to have good relations not only with other family members but also with our neighbours.

But there is someone else who deserves our care too. Someone to whom we owe our good climate and ambience – houseplants.



How to take the best possible care of them? Even in living spaces they need sufficient oxygen, water, light and the right humidity. And these are just the basic conditions for them to live happily.

A suitable space for houseplants must be prepared. Some do better in full sun and others prefer partial shade. You should think about this when buying them and get plants that not only decorate your apartment, but are also comfortable there.

Follow recommendations from the garden shop or the label on the pot. Cacti, gerberas, chrysanthemums and some types of palms tolerate strong sun. However,

do not forget to water adequately in direct sunlight. A light to semi-shady habitat is suitable for plants such as Chlorophytum, Scindapsus or Dracaena. Fig trees, yuccas and many flowering plants prefer greater brightness. Although these plants like good light, direct sun does not do them any good.

A shady habitat is ideal for ferns, Vanda, Spathiphyllum or Sansevieria, but these need high humidity.



If you're looking for greenery directly above the heater, we can recommend cacti.

Most plants like an indoor humidity of around 60–70%. With tropical plants, you can go up to 80%. If you want to make your plants happy, give them an occasional immersion bath. In practice, this means removing the houseplant from the pot and immersing it and the pot in a bucket of lukewarm water until bubbles stop forming. Then let it dry out to avoid waterlogging.

Most flowers will be grateful for the occasional shower. Also wipe off dusty leaves regularly.

You should also think about repotting. The interval is roughly every three years, or when the plant's pot is small and the soil is old and depleted. The roots get more space and the new soil provides them with better nutrients.



While all this may seem like rocket science, don't worry. Just remember a few basic tips. To sum up the care in a few pieces of advice, most plants like to be in light, but not in direct sunlight. The ideal temperature is 20–22 °C, without draughts of course. Do not forget to water the leaves, ideally with stagnant water at room temperature, and fertilise the plants regularly during the season.

## Edible garden

You can't do without fresh herbs

*To get started, you'll need a suitable pot, soil for the herbs and you're ready to start growing. The so-called Mediterranean herbs are a guarantee of success. These include rosemary, thyme, oregano, hyssop and tarragon. Don't be afraid to place them in direct sunlight. On the contrary, it gives them more flavour. They prefer drier, more permeable soil. On the other hand, typical Czech herbs such as parsley, chives, dill or marjoram are better suited to partial shade.*



# My work would not be possible without the help of my colleagues

He is one of the stars of our company. **PETR NIKEL**, Head of the Real Estate Registration Department and Portfolio Manager, not only takes care of apartment buildings, but also land. And when he's not working, you're likely to find him riding his favourite bike around Ostrava.

You've been with Heimstaden since 2007. Can you describe what has changed in those 16 years?

When I joined, the Technical Management Department didn't exist. People were dealing with technical problems, tenancy issues and claims. In order to improve the approach to clients, service billing issues and technical problems of the properties, it was necessary to split these activities. So I was given the responsibility for building the Technical Management Department from scratch, including bringing the new processes to life. Similarly major changes and qualitative shifts have taken place in other departments. This has made the work very efficient. I was only offered the job of Portfolio Manager after some time and the knowledge I gained of the portfolio and its needs contributed to this.

And what do you enjoy most about your job?

I enjoy the work I do overall. It is varied, I work with many people.

I'm in the field, it's not just about sitting in front of computer.

You're the Head of Real Estate Registration Department. What does the job actually involve?

My main job is to set strategic plans on what to do with the portfolio and how to evaluate it. And it's not just buildings, it's also land.

Based on the technical condition of the buildings, we plan the overhaul of individual structural elements. I monitor how well the repairs are being done, how the portfolio is performing...

In our department, we also deal with land management. This means, for example, leases, permissions for infrastructure lines to entities such as ČEZ, SmVaK or Gasnet, that go through our land. And of course, we also keep track of total assets. We also take care of the surroundings of the buildings and look for solutions to make it as pleasant as possible for our clients. Whether it's parking, flower beds

or creating a quiet area for relaxing and socialising with neighbours.

You determine which buildings are demolished, where renovations are carried out. What's the guiding principle in this?

Heimstaden's vision is to maintain and, most importantly, develop rental housing in the long term with the aim of maximum client helpline. However, if some properties no longer meet the requirements for modern housing, or if the cost of repairs far exceeds the return, we consider selling or demolishing them. We preferentially offer the sale of Finnish and detached houses to existing clients. Overall, we also negotiate with municipal and city leaders to gauge their interest. We plan to demolish selected substandard properties and eventually build modern houses that are energy-efficient and meet new housing standards.

Do you have a motto that guides your work?

No specific motto, but I always try to set the direction and strategy of projects and activities so that clients are happy and comfortable.



Do you take into account the views of your clients in your decisions?

We definitely take clients' views into consideration and their suggestions are important to us. I work closely with the Technical Department, whose employees are on the front line, in close contact with clients, and who know the portfolio of apartment buildings entrusted to



them perfectly. I discuss with them their suggestions on solutions, on improving the apartments and the entire buildings. Valuable suggestions also come from the client services and sales departments.

**No company is about one person. What other departments do you work with and how do you coordinate?**

That's right. My work would not be possible without the help of other departments.

I work very closely with my overhaul colleagues. Be it insulation or site revitalisation. I must also give credit to my colleagues in charge of sewer and water lines and connections, elevator experts and many others.

**What do you like about North Moravia? Which place is your favourite?**

North Moravia and Ostrava are not what they used to be. And I mean that in a good way. Heavy industry and coal mining are on the decline. As a result, the air quality and living conditions have changed significantly.

There are opportunities for exploring the beautiful landscape in the surrounding area. So the specific list of places would be really long.

**And how do you relax in your spare time?**

I spend my free time with my family. I enjoy the beautiful moments with my first grandchild, who has been making us happy for four months now. I also like sports, most of all tennis, and you can often find me cycling.

## Your friendly homes



Nine residential fires occur in the Czech Republic every day. Two people get injured every day. Someone dies every week. In a house fire, we lose not only all of our history, but also our home, our only pillar of protection. We talked about fire prevention and how to handle it with the Deputy for Prevention and Civil Emergency Preparedness of the Moravian-Silesian Fire Brigade, **Col. Ing. MILOŠ STŘELKA**.

# Just keep calm and be sensible

Where do apartment tenants most often make mistakes in fire safety? Whether at home or in common areas.

From my point of view, this issue is underestimated. Most homes are still not equipped with any functional fire detection and alarm systems. For example, so-called fire detectors, which can detect the danger at the earliest stage and provide valuable time for the fire to be dealt with, or allow the fire brigade to leave the dangerous area in time to call the fire brigade. Statistics kept by the MSK Fire Brigade clearly show that the most common cause of fires in households is technical defects and human negligence. Specifically, these include faults in electrical installations and appliances, overloading the electrical system or improper handling of open flames. This includes leaving burning candles or stoves unattended, smoking and tossing cigarette butts or placing flammable objects near stoves.

And what about the situation in the common areas of buildings?

There are new cases of charging electric batteries, electric scooters or electric bicycles in common areas of apartment buildings without supervision. A very common violation of fire safety in corridors is the placement of flammable materials, such as shoe racks and cupboards. These items can then increase the fire load in corridors or narrow the escape route. In addition, they present an invitation to ignite for vandals or bored children.

Are there any penalties for these mistakes?

If proven guilty of starting a fire, an individual can be fined up to CZK 25,000. Businesses as owners of residential buildings can then be fined up to CZK 10 million depending on the type of deficiency.





## For your greater safety

### Smoke detectors



Smoke detectors are one of the essential fire

protection measures. If you have them in your home, make sure to check them and change the batteries regularly. Clean the intake vents and check the detector's operation – the “test” button.

### Smoking



Do not litter the entrance areas with cigarette butts. A poorly extinguished cigarette butt poses a common cause of fire. Also, make sure you do not disturb neighbours with cigarette smoke.

### Obstructions in corridors



The corridors in the apartment buildings must remain clear. Do not put furniture, shoe racks or flowers in them. All of these can be a major obstacle in the event of a fire, not only when escaping but also when extinguishing.

### Fire extinguishers



It is important to keep fire extinguishers in good order and fully functional. Tenants are prohibited from handling them in any way unless they are being used to extinguish a fire.

Fire extinguishers are one of the necessities in the event of a fire. Where to get them? Can laymen also use them to extinguish fires, or should they only be operated by professionals?

The type and number of fire extinguishers is based on the design documentation of the houses. For buildings approved before the Fire Safety Standards Code came into force (c. 1976) or for buildings for which no such documentation has been preserved, one fire extinguisher with defined fire-fighting capability is to be installed for every 200 sqm of floor area of the residential building (not including the area of residential units).

Fire extinguishers as well as functional fire detection are essential for fire control. This combination of fire protection and fire safety equipment is a reasonable tool to protect yourself and others.

As you mentioned, fire detectors are a big help. But like all devices, they require proper care. How do you take care of them properly?

In order for a fire alarm to do its job, it must be kept in working order. Always follow the manufacturer's instructions. Standard

procedures include a regular function check using the button on the detector, cleaning the intake holes and, for cheaper devices, changing the batteries. Modern detectors can alert the user to a battery change by optical and acoustic signalling. I recommend to buy a detector with a battery, which is guaranteed by the manufacturer to work for at least ten years. The difference in price is negligible compared to the need to change batteries regularly.

#### What should you do if you witness a fire?

Just keep calm and be sensible. In the event of a smoke hazard, protect your air passages, preferably with a damp cloth (e.g. handkerchief, T-shirt). In a smoky area, stay low to the ground where the air is cleaner. Hot fumes rise upwards and fill the room from top to bottom. If you cannot extinguish the fire yourself in the early stages, leave the area with all occupants, warn other occupants by shouting fire, banging on doors, etc. and call the fire brigade on the emergency number 150 or 112. Also, be sure to close the door behind you so that you do not endanger other people on the escape route with combustion fumes.


If your home is not on fire and the corridor is heavily smoked, never risk passage. Smoke makes it difficult to find your way around and makes breathing impossible. Never return to a burning apartment to recover something!

Some time ago, you underwent a fire brigade training in Havířov focused on high-rise buildings. Are such trainings necessary? What do you learn from them?

It is important to prepare firefighters for various emergencies. Not only for fires in apartment buildings, but also for fires in industrial areas, vehicles, leaks of hazardous substances, etc. They go through a training practically every day. Exercising in apartment buildings prepares firefighters for their specific conditions, but they can also reveal defects in fire safety. Very often this includes the impossibility to drive to the apartment building or to set up equipment on access areas due to parked vehicles, the impossibility to use high-rise equipment for intervention, problems with fire-fighting water, the location of flammable objects on escape routes or the malfunction of installed fire safety equipment.

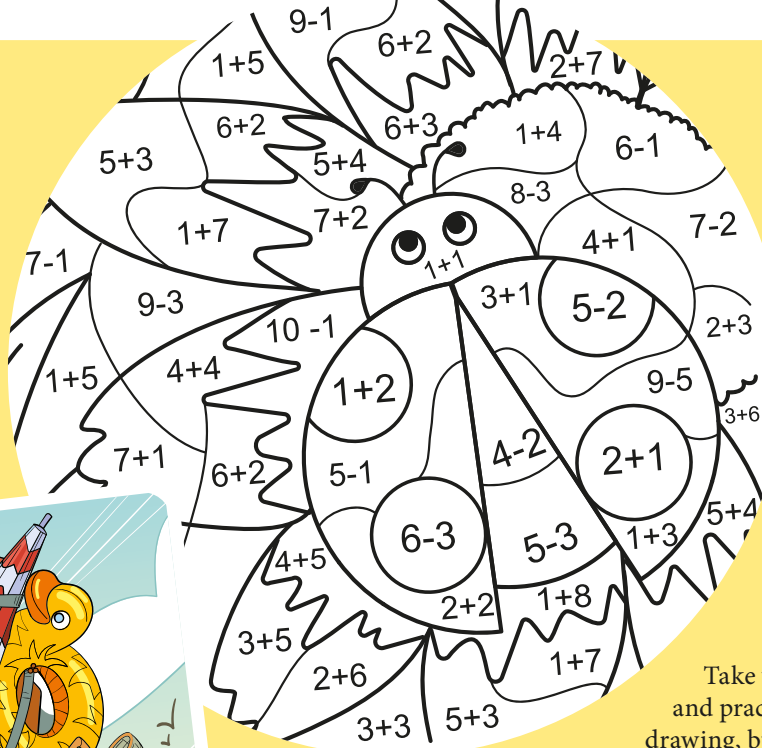
Have you always wanted to be a firefighter? Is this your boyhood dream come true?

I guess I had different visions as a child, and they changed quite often. It was only later that I noticed the diversity of this profession, linked to usefulness, service to people and interesting technology. Today, firefighters are already a universal rescue service dealing with virtually any situation. You can meet them not only at fires, they help in traffic accidents, industrial disasters, in coping with the consequences of natural disasters, they provide assistance in the spread of contagious diseases such as Covid or currently the bird flu. Last but not least, they have played an important role in coping with the migration wave.

 Fun for the whole family

# Summer is here

Are you excited about the summer? So are we. Let's enjoy it properly.

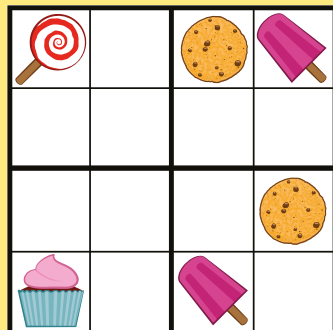
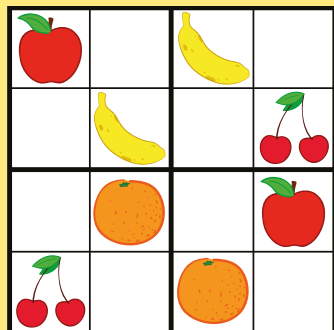


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Take your crayons and practice not only drawing, but also math.



Now we're going to get really sweaty. Find all ten objects hidden in the picture from this family's holiday adventure.



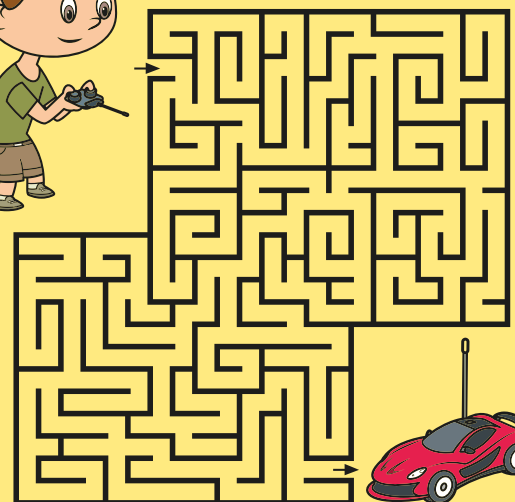
You're really going to love this sudoku.



Are all animals really the same? Can you find two that are indistinguishable?



Help Tony navigate his car back home.



# Everything you need to know

## Heimstaden Client Centre

### CLIENT CENTRE PLZEŇ

Technická 3000/9  
Plzeň-Jižní Předměstí

### Opening hours

**Tuesday:** from 9:00 a.m. to 12:00 p.m.

**Thursday:** from 1:00 p.m. to 4:00 p.m.

**You can also contact us** via e-mail at [info@heimstaden.cz](mailto:info@heimstaden.cz), or through online chat at [www.heimstaden.cz](http://www.heimstaden.cz).

## Emergency lines

Fire department	150
Ambulance	155
Municipal police	156
Czech Police	158
Single European emergency number	112

## Important phone numbers



**TOLL-FREE CUSTOMER LINE**  
**800 111 050**

### From Monday to Friday from 8 a.m. to 5 p.m.

people interested in renting apartment and non-residential premises and existing clients can call us for administrative and technical matters, and we also deal with emergency life- or property-threatening and situations.



### Holiday opening hours of the helpline and client centres:

The helpline will be out of service on **5 July** and **6 July**.

### From Monday to Friday from 5 p.m. to 8 p.m., on weekends and holidays,

we are only available to deal with emergency life- or property-threatening situations.



**The emergency line is operational NONSTOP during the holidays.**

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