

Heimstaden

We strive to be the best. Inspire us in the 2023 survey

How to prepare your apartment for cold and sleeting?

Meet Jana Palová,
Heimstaden Marketing Manager





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Heimstaden
Friendly Homes

Dear readers
of the
Heimstaden
magazine,



Is the vacation gone before you know it? Yes, the summer months have flown by faster than we all wanted and with autumn upon us, we bring you the next issue of our magazine. For many of you, the holiday season probably also meant a chance to take it easy, to slow down a bit. For those of us who care about your comfortable housing, that was not the case really, as we worked on other projects and service improvements. You can read about news and highlights on the following pages, but let me point out a few highlights.

We were very pleased to hear that our neighbourhood events have become so popular with you. The very first edition of the Neighbour of the Year competition was a success and received a great response. Believe me, selecting the final candidates was difficult; it was you who chose the winner by voting on Facebook. We appreciate all of you who care about neighbourly coexistence and thank you very much for spending your time and energy in this way. We will continue to support the Bees on Roofs project and the Landek Park squirrel rescue by providing seedlings, tools, soil, etc. to assist in your front yard improvements. In this way we would also like to contribute to your happy living.

I am very pleased that together we have managed the first year of the energy crisis with a responsible mindset. The proportion of you whose bills ended up overpaid has increased from one half to three quarters compared to 2021. Let me thank you all for managing this difficult situation.

Once again, we were a proud partner of the Colours of Ostrava festival and Meltingpot, and as in previous years we took care of the night transport of visitors from the festival by special buses. By buying a CZK 30 ticket, you contributed to the Home With Us project, which helps young people from orphanages to start their journey.

Last but not least, I would like to ask you to participate in the next part of our continuous client satisfaction survey, which we are launching at the beginning of September. We are interested in your opinions and comments as they help us improve our work, and feedback is very valuable to us.

I hope you enjoyed the summer months, and I wish you all good health and happiness in your family life and at work.

Jan Rafaj
Heimstaden CEO

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We always strive to improve

Information is flooding us from all sides. Unfortunately, it is often not just positive news. In an interview with the Heimstaden Czech CEO **JAN RAFAJ**, we will therefore focus on what has been achieved in the past months and what we can be happy about together.

One of the pillars of Heimstaden is sustainability and modern technology. How is the company doing in this area?

Our goal is to go paperless as much as possible and to carry out most of our communication online only. Whether by e-mail, SMS or by using the chat room on our website. Of course, we also use the My Home platform, which is accessed by more than 22,000 clients. A new feature is the use of electronic signatures. You can read more about it on page 13 of the Heimstaden magazine you are currently holding.

And speaking of sustainability and ecology...

We place great emphasis on sustainability and reducing our carbon footprint when insulating residential buildings. Our housing portfolio is constantly improving, with 400 apartments being renovated every month. We are also making progress in the use of more efficient LED lights with motion sensors for illuminating the common areas of the buildings. Two thousand apartments are currently undergoing upgrades to their heating systems. We use hybrid and electric cars, etc.



A major theme in Heimstaden is the so-called friendly homes. This includes, of course, prompt resolution of any faults and complications...

Heimstaden's apartment portfolio comprises over 40,000 apartments and non-residential premises. In order to manage everything according to the clients' wishes, we are strengthening our client service and technical management teams substantially. Clients can benefit from a 24/7 emergency line. And in terms of numbers: in the first half of this year, we handled approximately 17,000 requests. We completed 62% of them before the scheduled date. A third were in 48 mode, where we have two days

to resolve them. We addressed another approximately 4,000 emergency service requests within two hours of reporting.

Another project is the new labelling of doors and cubicles in the basements of apartment buildings. Why did you decide to take this step?

We want to ensure greater clarity and proper record-keeping. We will supply our clients with QR code labels, which they place in the installed plastic signs. Many of the basements have also undergone redecoration, many of which we had to clear out, which meant an investment of CZK five million.

You seek to support Heimstaden's clients on many levels. For example, with Client Grants. Are they popular?

The first call of the Client Grants 2023 initiative is over. The interest was immense. Applications for the second call will close on 30 September 2023. More information on the rules can be found on our website heimstaden.cz. The support is also intended for non-profit organisations in which our clients are active. We are delighted to be able to help in this way too.



We have increased the number of janitors and house assistants by 20%.



90% of common areas are supplied with renewable electricity.



We know you care about your neighbourhood. That is why we put pressure on the municipalities that own these spaces.



We have introduced a regular cleaning service of common areas in other houses.

You inspire us

Every year we try to be a little better than the year before. We don't rest. One of the driving forces is your wishes and ideas. We present you with an overview of projects we have implemented in the first half of this year, inspired by the 2022 survey. Do you also want to change something for the better? Join the 2023 survey.



We have announced, evaluated and rewarded the participants of the Neighbour of the Year competition who take care of their neighbourhood.



We have implemented the Safe Basements project. Cleaning out basements, cleaning, painting, installing new bars. A total of 122 orders for CZK 5 million.



We are putting pressure on local authorities to provide more opportunities for waste sorting at housing sites and to improve waste clearance around bin sites.



We have successfully implemented an increase in energy bills. The number of customers whose annual utility bills ended up overpaid has risen from one half to three quarters compared to 2021. Conversely, the number of underpayments has decreased by half.



We have completed over 17,000 routine maintenance and emergency jobs, 62% of which were completed ahead of schedule. A fifth of emergency requests were completed within two hours of being reported.



We have expanded the capacity of our customer service line. The call response rate is 86%.



We are expanding the My Home app with additional features. More than 40% of Heimstaden customers already use this app.



Customer surveys are an integral part of Heimstaden

MORTEN BEKHOLM, Group Customer

Market Insight Manager, comes from Denmark and leads the team at Heimstaden responsible

for the preparation, implementation and evaluation of customer surveys. In our short interview we talked, among other things, about the big September survey that is ahead of us all.

Surveys are always associated with numbers. Have you liked them since you were a child?

I have always been the inquisitive type and like many other children I discovered and memorised all sorts of information and facts. Maybe that was a foreshadow of my present job back then. A big part of my job is analysing qualitative information, comments, clients expressing their opinions in surveys. All of this is probably the best way for me to approach clients without actually meeting them.

You have been working for Heimstaden for two years now. Can you tell us more about your career history? Have you always been involved in surveys?

I studied economics, but during my studies I worked part-time at a market research agency in Copenhagen. Since then I have stayed in the field of consumer behaviour analysis for almost 40 years. I enjoy working internationally, with colleagues and customers from different cultural backgrounds.

Client surveys are an integral part of Heimstaden's vision. How long does it take to develop a survey?

Customer surveys are an integral part of Heimstaden and our vision of friendly homes. We use the results to make improvements and determine priorities and goals. Both for the company and for the employees. The time required to prepare surveys varies according to their complexity, scope and available resources. Heimstaden has been conducting customer surveys since 2017, and the scope has increased as the number of clients has grown. We invite all 160,000 clients in the ten countries where Heimstaden operates to join the survey we conduct every September. We start preparing it as early as April, since many different parties are involved in the process.

Why are surveys a key issue for Heimstaden?

They provide a means of assessing client satisfaction levels, identifying areas for improvement and making business decisions. We also value surveys as a tool to understand client needs, preferences and experiences. Our goal has always

been and will always be to have satisfied and loyal customers. In order to achieve this, we need to gather feedback.

Heimstaden conducts regular surveys across the countries of its operations. Do you notice any country specifics?

We try to harmonise the questions as much as possible when preparing the questionnaires. However, we are aware that each country and the way of life in it brings certain differences. You can see this in the surveys. For example, clients in the Czech Republic prefer phone contact for communicating with Heimstaden much more than in other countries. In the Scandinavian countries, clients are more likely to use electronic communication via an app, and they are also more likely to search for information on our website. What is common, however, is the strong interest the clients have in their homes, maintenance, waste sorting and waste cleaning around bins and dumpsters. Unfortunately, Heimstaden does not own the surrounding areas of the houses in the Czech Republic and does not manage waste collection.

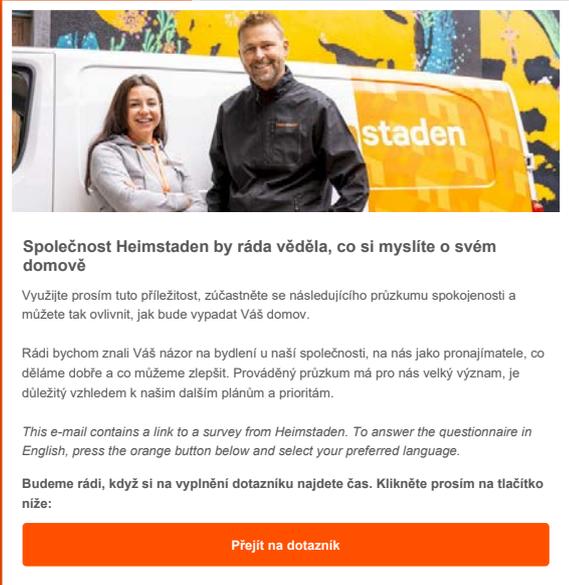
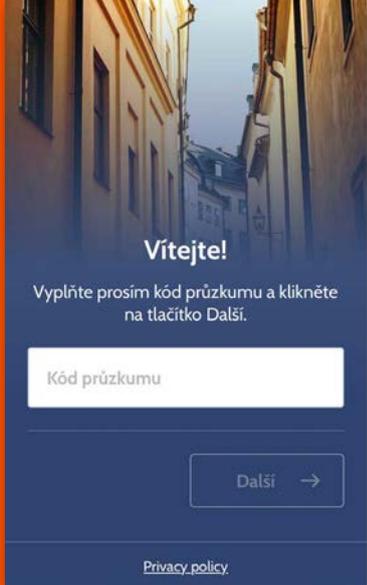
We hear you

Your opinions are essential to our work. That is why we conduct annual surveys focused on your satisfaction. We select questions to cover all topics related to quality of life in rental housing. They also give us plenty of impulses for further improvement.

Last year, 23% of clients asked took part in the survey, an increase of 7.5 percentage points. We transparently share the survey results with the general public and municipal representatives. This is the largest project of this type in the housing sector in the Czech Republic.



Important information

Start:	3 September 2023	Duration:	You can respond within the next three weeks.
Who:	Clients who have updated e-mail and phone contact and have been staying with us for more than three months.		
How it works:	You receive an e-mail and text message inviting you to take the survey. No need to worry that it is a spam or a fraudulent message.	What's next:	The link we send you takes you to an online environment where you can answer questions in an electronic questionnaire.
			
Privacy:	Privacy: All responses are recorded anonymously.	Reminder:	During the survey, you receive a reminder message in your e-mail and via SMS if you have not yet completed the survey.

We really appreciate your feedback and thank you in advance for taking the time to complete the Heimstaden survey!



The We Take You Home event brought in over CZK 320,000

In July, the 20th year of the Colours of Ostrava festival, of which Heimstaden is a proud partner, took place. As every year, we provided safe night transport for visitors by special buses. And there were thousands of you this year too. Proceeds from ticket sales go to young people who are leaving children's homes and foster care.

The Home With Us project offers them furnished housing at a discount. Again, we decided to double the amount we raised from fares, so an amazing amount of CZK 323,280 is now going to the Home With Us project.



H10 is knocking at the door

Don't forget to register for the next year of the H10 charity city run in Havířov, which takes place on 15 October.

We are a general partner again this year and have secured a CZK 100 discount on the entry fee for our clients. You can apply it when registering on the race website h10.cz. The same discount is also available to citizens of Havířov, and both discounts can be combined. The main purpose of the race is to support HSC Moravia players, wheelchair athletes who are preparing for the Paralympics in Paris. CZK 100 from each entry fee is donated to support their activities.



Heimstaden has its own honey

Last year, in cooperation with the Beekeeping Association of Moravia and Silesia, we placed approximately 50,000 honey bees suitable for city life in three hives on the roof of our apartment building in the centre of Ostrava. Two months ago, we had our first Heimstaden honey bottled. Our employees joined the event and were impressed by the large amount of honey collected. The three hives yielded almost 60 kilograms! Sustainability is one of the strategic pillars of our company. We are thrilled that the Bees on Rooftops project is fulfilling this concept, and we are already excited about the next year's honey bottling.

Modern. Economical. Environmental

Heimstaden continues to introduce modern ways of connecting with clients. We strive to minimise paper-based communication. By doing so, we aim to save not only your time, but also the environment. That is why we are now introducing electronic signing of lease amendments.

The new signing method will affect all clients for whom a lease amendment will come into force from 2024 onwards. You will be able to sign this document electronically starting in November this year. The main benefits include a reduction in paper waste. You no longer have to worry about signing the amendment in advance. We will ask you to sign the amendment well before the contract expires. This will give you plenty of time not only to read the amendment carefully, but also to sign it electronically. Now you can also find the draft amendment in your My Home account. There are two ways to sign the amendment electronically:

1. Bank identity

This is an equivalent of a digital ID card. With a bank identity, your amendment signature and identity gets verified easily, quickly and remotely. If you hold a bank account with one of the larger banks operating in the Czech market, you probably have internet or mobile banking activated. This automatically gives you access to the electronic signature service through BankID. We will send a draft amendment in advance to the e-mail address registered at your account. You can also find it in your My Home account.



For more information about the BankID service and a list of banks, click here.

2. Biometric signature in the Heimstaden client centre

You can sign your lease contract amendment as part of a single visit to the client centre. Prove your identity with a personal document and sign the amendment biometrically on the spot. All this without pencil and paper. We will again send you a draft amendment to your e-mail address in advance. You can also find it in your My Home account. There is no need to print the amendment. The biometric signature in the client centre is processed electronically. In case we do not have your e-mail address or you do not use e-mail, we will send you the text of the amendment via the Czech Post service together with a request to visit our client centre.



After both parties have signed the amendment to the contract, you receive the document in electronic form for your needs and archiving. In case you need a paper form, you can get it for a small fee through the Czech Post service.



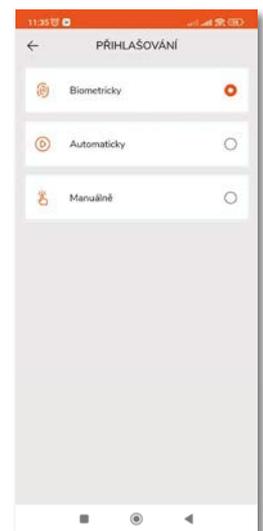
4 reasons to use the My Home app

More than 22,000 of you use the My Home app. The mobile app and the My Home web client portal allow you to get the most important information and solve most housing-related issues directly from home.

- 1 You have access to all important documents.
- 2 You can access your housing-related bills the moment they are generated.
- 3 You can see the new payment schedule in advance.
- 4 You can enter your requirements and get answers to questions.

New!

We have made an update to the My Home interface. Now you can use biometrics to log in to your profile, namely fingerprint on Android or Face ID and fingerprint on iOS.





*Bon
appetit*

Can you imagine autumn without pumpkins? We certainly cannot. You can turn pumpkin into delicious soups, pancakes, sweet pies and savoury patties. Let's get to it.

Pumpkin pancakes

- 200 g semi-coarse flour
- 1 tsp ground cinnamon
- 1 tsp baking powder
- 2 tbsp sugar
- pinch of salt
- 250 g pumpkin purée
- 300 ml milk
- 2 tbsp white yoghurt
- 60 g melted butter
- 3 eggs, whites and yolks separated

Mix flour, cinnamon, baking powder, sugar and salt in a bowl. Use another bowl to mix the purée, milk, yoghurt, butter and egg yolks. Whisk the egg whites until stiff. Combine the contents of both bowls and gently stir in the whisked egg whites. Fry the prepared batter in a frying pan until golden brown. Serve preferably drizzled with maple syrup and sprinkled with toasted pecans.





Pumpkin soup

- 2 tbsp butter
- 1 onion, finely chopped
- 500 g pumpkin, diced (no need to peel the hokkaido)
- 600 ml broth
- 2 cloves garlic
- 150 ml whipping cream
- salt, pepper, nutmeg for seasoning
- sour cream
- pumpkin seeds for sprinkling

In a saucepan, fry the onions in butter until browned. Add the pumpkin, fry the pieces on all sides, pour in the stock, cover the pot with a lid and cook everything until tender. Take the soup off heat and blend until smooth. Add the crushed garlic and the whipping cream, heat briefly. Season with salt, pepper and nutmeg. Garnish with sour cream and dry roasted pumpkin seeds before serving.

Pumpkin muffins

- 120 g softened butter
- 350 g pumpkin purée
- 3 eggs
- 130 ml buttermilk
- 60 ml oil
- 250 g plain flour
- 150 g cane sugar
- 1 tsp baking powder
- 1/2 tsp baking soda
- 1 tsp cinnamon
- salt
- vanilla

Beat the butter until foamy. Add the pumpkin purée and mix with the liquid ingredients. In a bowl, combine the flour, sugar, baking powder, baking soda, cinnamon, salt and vanilla and stir it all into the mixture you prepared earlier. Fill the muffin cups two-thirds to the top with the batter and bake at 180 °C for approx. 20 minutes. Leave to cool on a wire rack.



our tip

To prepare the pumpkin purée, rinse the hokkaido pumpkin, remove the seeds and cut it into pieces and place them on a baking tray lined with baking paper. Bake for approx. 80 minutes at 170 °C and blend until smooth when cool. The purée can be stored for up to three days in the fridge or three months in the freezer.

Recycling, sustainability and eco-friendly materials are hot topics. Not only in relation to the planet, but also in design. Designers can bring a second life not only to individual materials, but also to entire pieces of furniture. You certainly don't have to be a world-class designer to pull this off as well.

Is it really waste?

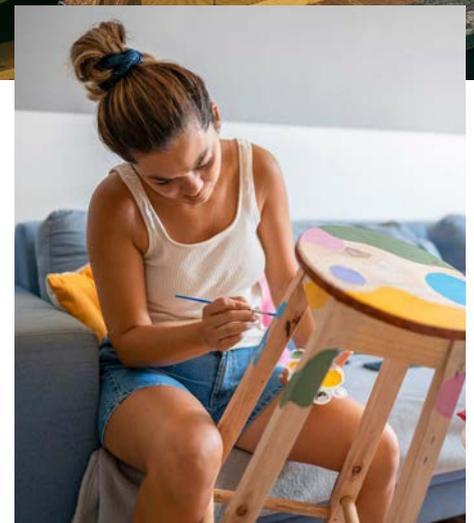


Inflation has taught us to be more careful about every penny we spend. Do we really need all the stuff in our shopping cart? Or is there a way to furnish a child's room or study differently and cheaper?

An easy way to build a storage system, for example, is to use wooden boxes found in supermarkets. Here, various boxes are used to store fruit and

vegetables. If you give them a nice-looking coat of paint, they can serve as a stylish storage space. Either as individual boxes or stacked on top of each other. The advantage is that the individual boxes can be rearranged, moved or repainted to suit your needs.

The current trend is to use Euro pallets. With a bit of skill you can convert them into a bed, seating furniture or a shelf





behind your desk. All you have to do is sand, oil or grease them and, in the case of a sofa or armchair, equip them with a soft foam seat or mattress.

There are never enough pillows in a home. They can make relaxing on the sofa more pleasant, or serve as a seating cushion for unexpected visitors. You don't necessarily have to buy new pillows. Try crafting them out of old

sweaters, shirts, sheets and other clothes or accessories that have outlived their usefulness.

Old towels can find their place too. Use them to make one big beach towel, washcloths, a bath mat or cleaning cloths. This will free up space in your wardrobe and make your home even cosier. Another idea is an eye-catching rug: cut the towels into strips of the same

Another way to be planet-friendly is to sort your waste and then recycle it. Plastics in particular are ideal in this sense. At the end of their life cycle, they can undergo mechanical recycling several times over. They can then be given a new lease of life, for instance, in the form of stuffing for sleeping bags, jackets or fleece hoodies. While it takes thirty recycled bottles to make one fleece jacket, it only takes five to make a T-shirt. Recycled plastic can also be found in heavy-duty carpets or car interiors.



width and braid them together. Then tie it up like a snail's shell and stitch together piece by piece. This makes a circular rug. You can also go for other shapes.

The patchwork technique works with fabrics, including those that would otherwise end up in the bin. You cut the fabric pieces and sew them together. Different sizes can be used to create various geometric patterns, a bedspread, a cushion or even curtains.

And so we could go on and on. You can even breathe new life into your grandmother's old armchair, worn-out bedside tables, home decorations or empty glasses. All you have to do is think and plan how to upcycle them in the best way possible. You can find lots of inspiration on Pinterest, for example. Unwanted things don't have to end up in the collection or in a bin. They can be transformed into pieces that are guaranteed to be original and can't be bought in any shop.

Our clients come first

She joined our company in 2006 as an assistant to the Operations Director. A year later she moved to a different role, but she is still one of our most tenured employees. Meet **JANA PALOVÁ**, Heimstaden Marketing Manager.



Her job, as well as the entire marketing team, is to be an ambassador of Heimstaden's values and pass them on to other departments. "Working in marketing is very varied and creative. We create ways and tools to present Heimstaden to the outside world so that the brand image is always consistent among clients and the public, keeping the concept of a friendly home in mind. At the same time, we take inspiration from other teams in other countries where Heimstaden operates," says Jana Palová, describing the key task of her job.

Together with her colleagues, she is the right hand of the sales department when it comes to preparing offers for Heimstaden apartments and commercial premises. She is also involved in implementing media and online campaigns and sales events. She is in daily contact with external suppliers such as communication and creative agencies, printers and manufacturers of promotional items.

"We always put our clients first. They are at the centre of everything we do. I like to meet them personally. Most often it is during the events we hold throughout the year, such as the Self-Help project – tending to the common areas and surroundings of clients' homes, the annual H10 run or the Neighbour of the Year competition. It was unforgettable to meet the finalists in person and to hang out at the neighbourhood parties," adds Jana Palová.

Sustainable development principles are also key for Heimstaden. The task of Jana's marketing team is to continuously communicate Heimstaden's activities in this area to clients. Whether it is the insulation of apartment buildings and the resulting energy savings, water savings or the conversion to eco-friendly heating methods. Biodiversity and its protection are also fundamental to sustainable development in the company. Heimstaden is not falling behind either, with its marketing team coming up with activities related to nature conservation. In particular, we

are installing nest boxes for protected swifts on houses that are undergoing insulation. Or the cooperation with Landek Park, to which Heimstaden contributed material for the repair of aviaries for the rare red squirrel. Last but not least, let's not forget the protection of honey bees and their breeding on the roofs of Heimstaden houses. "The idea for this project was conceived about two years ago, when the team was reflecting on the benefits of our company in the field of ecology and biodiversity. I myself am very fond of nature, gardens, flowers and animals, so I was interested in learning about how important bees are for our lives. Together with the Beekeeping Association of Moravia and Silesia, we decided to support the pilot project Bees on Rooftops and we placed three hives with about 50,000 honey bees suitable for city life on the roof of an apartment building in the centre of Ostrava," adds Jana Palová. The fact that this is a great and viable idea is evidenced by the fact that the first honey bottling took place this year.



Apart from her work, Jana Palová's great love is motorbike riding. She is not afraid to mount a powerful machine.



Together with her colleagues, Jana Palová is the right hand of the sales department.



An interesting project was the Neighbour of the Year competition and the parties that followed.



In cooperation with the Beekeeping Association of Moravia and Silesia, we have placed three beehives full of bees on top of one of our apartment buildings.



We always put our clients first. They are at the centre of everything we do.



Yet another Heimstaden support project. This time to help repair aviaries for the rare red squirrels.

I have dreams, like most athletes

How are you adapting to the life in Czech Republic?

Thank you for asking, I love the Czech Republic. It took me a while to get used to it, but I'm very happy here.

Before you signed the contract with MFK Karviná, did you do any research about the Silesian club and the Czech Republic in general?

Of course. I was actually here a year earlier. Unfortunately, I couldn't get a visa, so I went to Albania for the season. I have been following the Czech league continuously and I know my compatriot Peter Olayinka, who moved from Slavia to Belgrade in the summer. We have the same agent, so we support each other and know about each other.

What surprised you the most after your arrival in the Czech Republic? There are cultural and climatic differences after all...

If I speak only as a football player, it was definitely the stadium. I was surprised by its size and the facilities are really great. I really like it. But of course Karviná is also nice.

In February, **ADELEKE AKINYEMI** joined the football club MFK Karviná. Although he only turned 25 a few days ago, he has already played in competitions in Norway, Latvia and Albania. The Nigerian national has chosen the jersey number 19 for Karviná. Let's hope it will bring him the luck so necessary for athletes.



What do you think about Czech cuisine? Which dishes have you had the chance to taste?

My teammates and I go to a lot of restaurants for lunch, so I've tried a lot. I just can't remember the specific names of the dishes. But all in all, I like the Czech cuisine.

The summer is over. How did you enjoy your vacation?

My wife and I took a vacation in Greece over the summer break. We were both thrilled, we loved the country and had a great time. By the end of the holiday I was just training, playing a few games and getting stronger for the next season.

Your wife has only been in the Czech Republic for a short time. Have you already planned what to show her in Karviná?

Absolutely. I'll take her to the Karviná Sea, which is a recreational area in Darkov, for shopping, I'll



show her the local square, we'll go for a walk in the park. She really liked Karviná when she arrived, it's really nice here compared to Albania I also took her to Prague, where she liked especially the historical part of the city.

How often do you get to go home to Nigeria and what do you miss most about your homeland?

I usually only get home once a year during the winter break. My wife and I try to spend the summer break travelling. I only have a brother left in Nigeria, my sister lives in the UK. I miss my family sometimes, of course, as well as Nigerian food.

And how would you describe your native country to Czechs?

Well, how to put it? There's a lot of people over there. Nigeria is many times bigger than the Czech Republic, but it also has population of more than



200 million. Then there's also the issue of security. In short, life is better in Europe.

Do you have a dream as a player?

I have dreams, like most athletes do. One day I'd like to play in Spain or England, maybe at Real Madrid or Barcelona.

For athletes, including football players, the mental aspect is important. How do you deal with the moments when you don't do well on the field? Do you know any tricks?

In my years of playing professional sports, I've come to realize how important it is to identify what I really need in that moment. And whether I should face the problem or relax.

You have two compatriots on your team. But what the rest of the players, how did they receive you? Do they help you with the Czech language, for example? Can you already speak some Czech?

I am grateful to all my teammates who have welcomed me into the team. I don't know much Czech yet, just a few rude words (laughs). Of course I know some other words, but now that you ask me, I cannot recall any.



Summer is slipping away and the weather conditions that contribute to the humidity in the apartment are arriving. Especially the period of warm days and cool nights is risky. These temperature changes can be tricky for our health. The relative humidity of the environment also changes.

When autumn comes

The current autumn season is marked by daytime temperatures climbing unexpectedly high. The air warms up and loses relative humidity. But as evening comes, the opposite phenomenon occurs. The air temperature drops and the relative humidity rises. Not to mention the increasingly frequent rains. What's great for nature can wreak havoc indoors.

The amount of water vapour released indoors during the day is very high. Bathrooms and kitchens, where we do our laundry and cooking, are the main contributors. Houseplants and humans themselves also have a significant impact. The optimum humidity level in a home should be between 45–55%. If not removed by regular ventilation, water vapour can condense on cool surfaces and lead to mould growth.

How to fight humidity

Household mould poses a major risk to our health. As it grows, it produces volatile organic substances, some of which we perceive as a fungal smell. These substances can damage the lining of the respiratory tract, irritate the eyes, nose and throat, cause headaches and skin irritation. Moulds can also harm human health by causing mycotic diseases.

The most important part of fighting mould is prevention. Every room should be ventilated regularly, even in winter. Ideally, the windows should be left wide open for 5–10 minutes, 5–6 times a day. Do not forget to close the bathroom door when bathing and showering. On colder days, we recommend pulling the blinds to the top half, similar to heavy curtains. Both fundamentally restrict air movement around the glazing. Consider also keeping the heating even and between 20–22°C.

Heaters at full capacity

As the cold days approach, the heating season is about to start. For the central heating system to work properly, it is essential to ensure proper venting of the entire heating system in the house.

This is a standard procedure. All clients from individual apartments must open the thermoregulation valves on the radiators to the fullest, i.e. to the highest setting, for a period of 2–4 days. Only then, when the whole house heating system is filled, will the air that has become trapped in the heaters on the lower floors get to the heaters on the top floor, where the venting valves are. Clients in apartments with heaters that have manual venting valves, usually on the top floors, must then properly vent the heaters. Usually it is not enough to do this once, but repeatedly, even for several days in a row.





Take care of your home

Our main motto is friendly homes. Throughout the year we try to make sure that you don't just see your accommodation as a roof over your head, but as a real home. We invest more than CZK 1 billion annually in the Czech Heimstaden portfolio. However, by law, it is set that routine maintenance and minor costs are provided and paid for by the tenant. All in accordance with Government Regulation No. 308/2015, which defines the terms of routine maintenance and minor repairs related to the client's use of the apartment. After all, this is also what your lease contracts state.

Let's recap the items that are arranged and paid for by the tenant at their own expense:



Painting, plaster repairs, wallpapering



Repairs to floor tops, floor coverings and replacement of thresholds and skirting boards



Repairs to individual parts of doors and windows and their components, fittings and handles



Repair and certification of utility meters, repair of fire and smoke detectors



Replacement of gas shut-off valves except for the main shut-off valve for the apartment



Repairs and replacements of switches, sockets, circuit breakers, bells, house phones, data network sockets, TV broadcast signals and replacement of light sources in fixtures



Repairs and replacements of shut-off valves on water distribution systems except for the main shut-off valve for the apartment, replacements of siphons and grease traps



Replacement of locks including electronic openings of the entrance door of the apartment and repairs of fittings, handles, roller shutters and blinds at windows



Repairs of water outlets, extractor hoods, mixing batteries, showers, water heaters, sinks, bathtubs, basins, flushers, cookers, ovens, stoves, kitchen units, built-in wardrobes



Repairs to solid fuel, gas and electric stoves, boilers, central heating boilers or control thermostats (not including heaters and central heating pipes)

When neighbours celebrate

We introduced the winner of the first Neighbour of the Year competition, **Jarmila Hlawiczková**, in the last issue of our magazine. The prize for her and the other nine finalists was, among other things, a neighbourhood party. As you can see for yourself, the prize was enjoyed not only by the winners themselves, but also by their friends and neighbours.

Mrs. Jarmila from Prostřední Suchá chose Thursday 8 June to celebrate her victory. All participants enjoyed not only the neighbourhood meeting but also the beautiful weather of coming summer. The neighbours, joined by a few other friends, turned the event into a relaxing afternoon. They enjoyed the catered food and drinks and after the meeting, everyone agreed that a similar event could easily be held every week.



While there was only one winner, nine other finalists also earned the chance to host a neighbourhood party.

Marcela, Karviná, age 42

She has been successful in turning the tenants into one big family. As much as they enjoy the occasional weekend picnic and gathering, they also celebrated becoming a finalist in the 2023 Neighbour of the Year competition. Thirty people showed up for the event and didn't hesitate to bring their own refreshments in addition to those we supplied. Even a brief shower did not dampen the good mood.



Jiří, Orlová-Lutyně, age 67

A senior with a good mood, which cannot be dampened even by health problems that have gradually affected him. As many as thirty friends and neighbours came to the neighbourhood party with him. All of them not only enjoyed the prepared food in the form of cakes or goodies on the grill, but also the programme, which ended up involving both children and adults.



Markéta

Moravská Ostrava a Přívoz, age 73

Taking care of her surroundings is a joy for Mrs. Markéta. She celebrated her 4th place only with her closest neighbours. The weather turned out great, so the participants enjoyed a relaxed time in the sunshine with good coffee and delicious cakes. And they enjoyed sausages and BBQ just as much. In short, it was a pleasant neighbourhood gathering.



Jan, Rychvald, age 61

Jan, a driver, moved into the apartment building in Rychvald six years ago. He repaired the adjacent sheds, the lighting, made a bench, he shovels snow, mows the grass, plants tulips and grows tomatoes. Nearly twenty neighbours came to meet him and enjoyed coffee, cookies and goodies from the grill together. The party continued in a laid-back spirit even after the Heimstaden representatives left.



František, Ostrava-Hrabůvka, age 63

An honest handyman who always comes to the rescue. This is how František is seen by his neighbours, who nominated him and of whom twenty-five arrived at the party. Despite the fickle weather and the storm, the party was a success. In addition to the goodies, the neighbours enjoyed the various games that had been prepared for them. And not only children joined in!



Božena, Frenštát P/ Radhoštěm, age 72

She spent most of her life in Chomutov, now Frenštát pod Radhoštěm has been her home for four years. Even in such a short time she managed to find many friends. Her neighbourhood party was the largest of all, with as many as forty neighbours coming to greet her. The meeting also resulted in a group photo that is already hanging in the entrance of their house.



Eva, Havířov, age 83

A very kind and dedicated woman. This is how the residents of an apartment building in Havířov describe their neighbour. She has lived here for fifty-five years. Although the weather did not turn out the best, everyone present enjoyed the refreshments and games. They were also happy to receive gifts such as soft seats.



Šárka, Ostrava-Radvanice, age 60

She moved to the outskirts of Radvanice two years ago and the neighbours were amazed at how the area around the house began to change. Ten neighbours came to the gathering, unfortunately the rest were still at work or on vacation. You could tell from the atmosphere that they are all good friends too.



Jaroslav, Ostrava-Výškovice, age 69

A housekeeper with his heart and soul. He has lived in his Ostrava apartment for forty years and was very pleased to be nominated for the Neighbour of the Year competition. The weather was ideal from the beginning to the end of the party. In addition, the participants also enjoyed the games. Children tried sports competitions and adults enjoyed quizzes in particular.



Fun for the whole family

There are only seven tiny differences between the two images. Can you find them?

Before autumn arrives

Summer is over and the days are getting shorter again. Cast away the gloom with a little fun.



Connect the numbers from 1 to 50 to get a beautiful autumn picture.

Our little gardener has only one correct shadow. Can you find it?



From rain to sunshine. Can you find the right path?

Which way to the basket? From a mushroom that scores 1 to one that sums to 10.

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, or through online chat at 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 and client centres will be closed on **28 September** and **17 November**.

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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