

My Home app manual

Heimstaden
Friendly Homes

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Activation of Application Access

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1

Contact us via chat on the website **heimstaden.cz** or through the client line at 606 285 285.

2

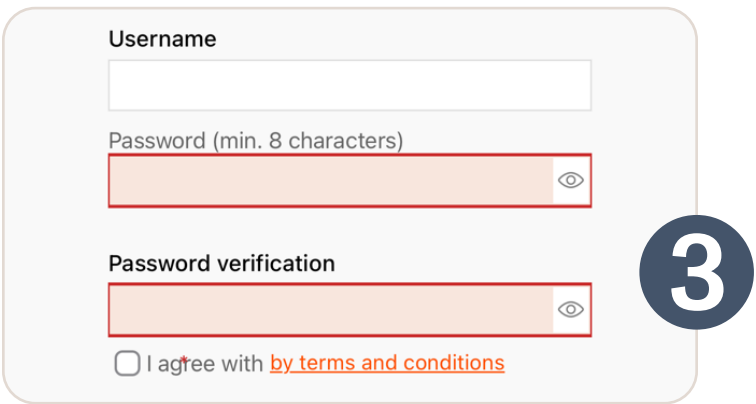
We will send your login details to your email, including your username and links for account activation and mobile app download.

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.

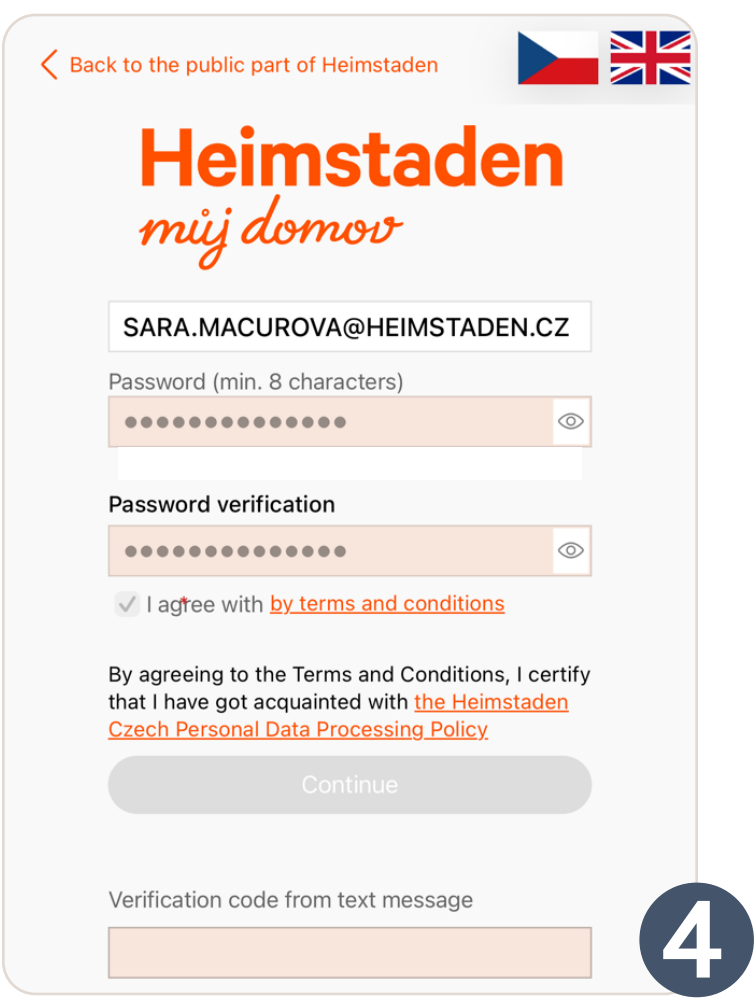


You will complete the account activation by following the instructions sent via email.

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



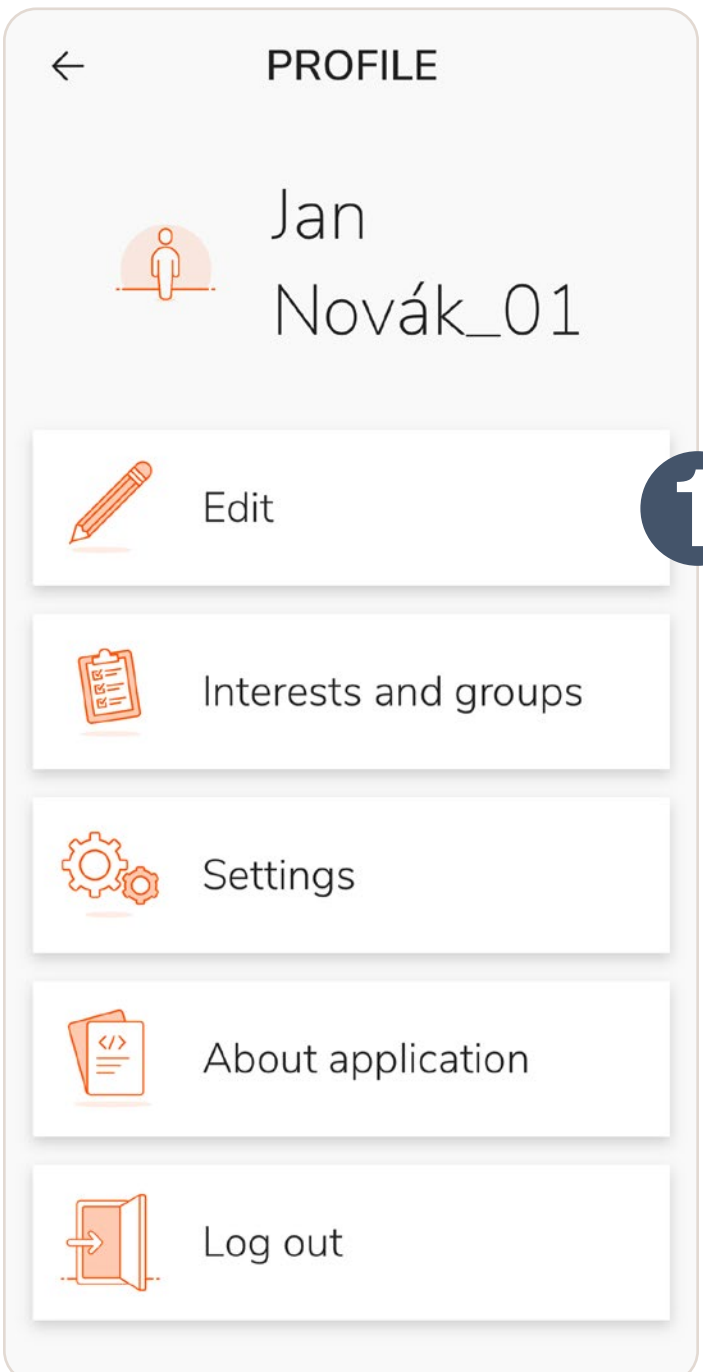
After setting your password and accepting the Terms and Conditions, you will receive an SMS with a verification code. Entering this code will activate your account.

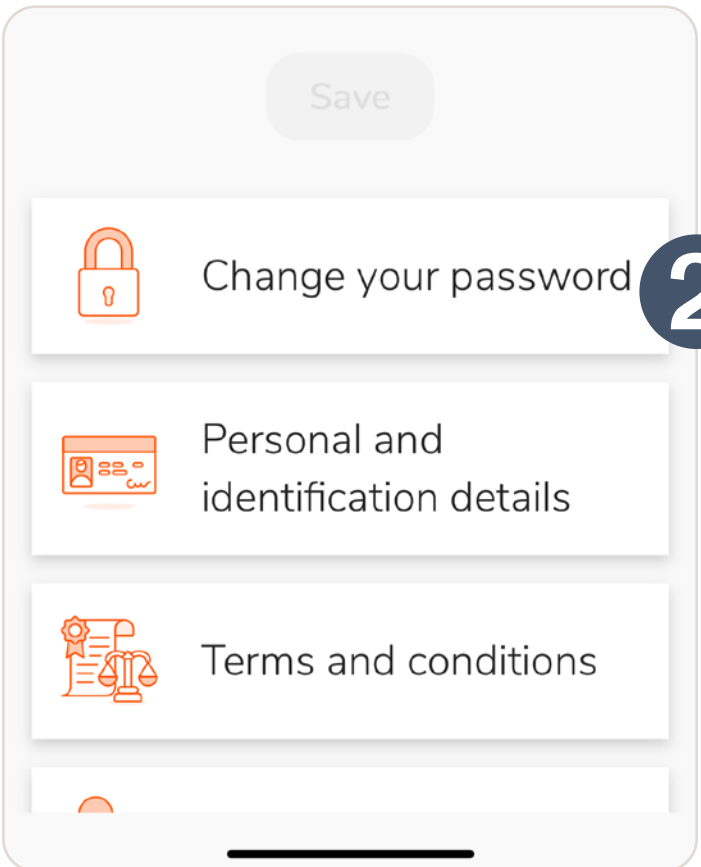


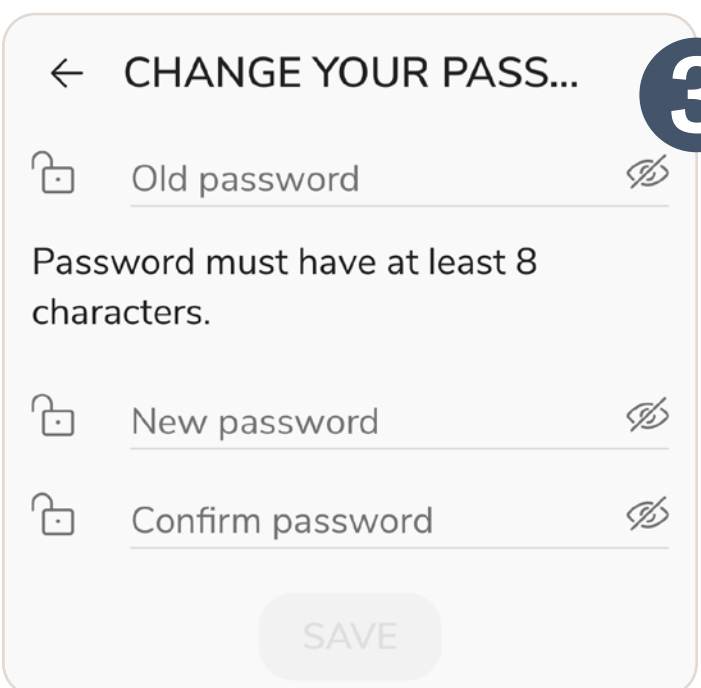
Password Change

❶ → ❸

You can change your password anytime in the Profile → Edit.

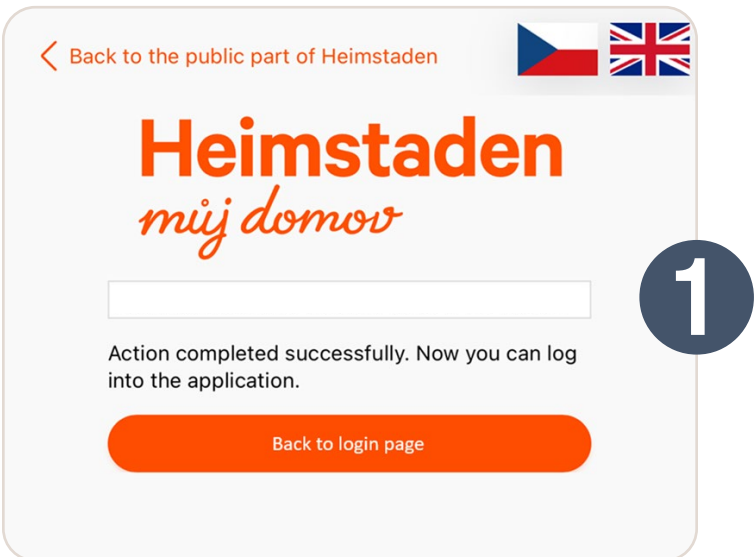


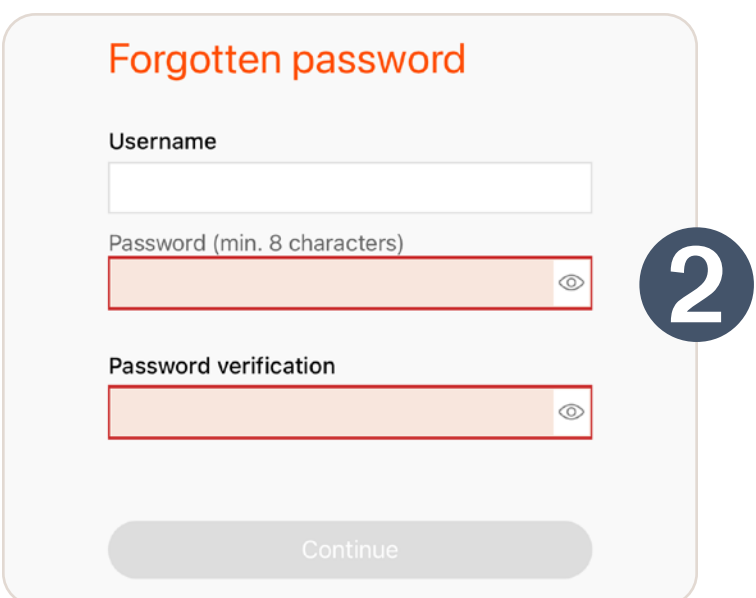

Save
Change your password
2
Personal and identification details
Terms and conditions


CHANGE YOUR PASS...
3
Old password
Password must have at least 8 characters.
New password
Confirm password
SAVE

Forgotten Password ❶ → ❷

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



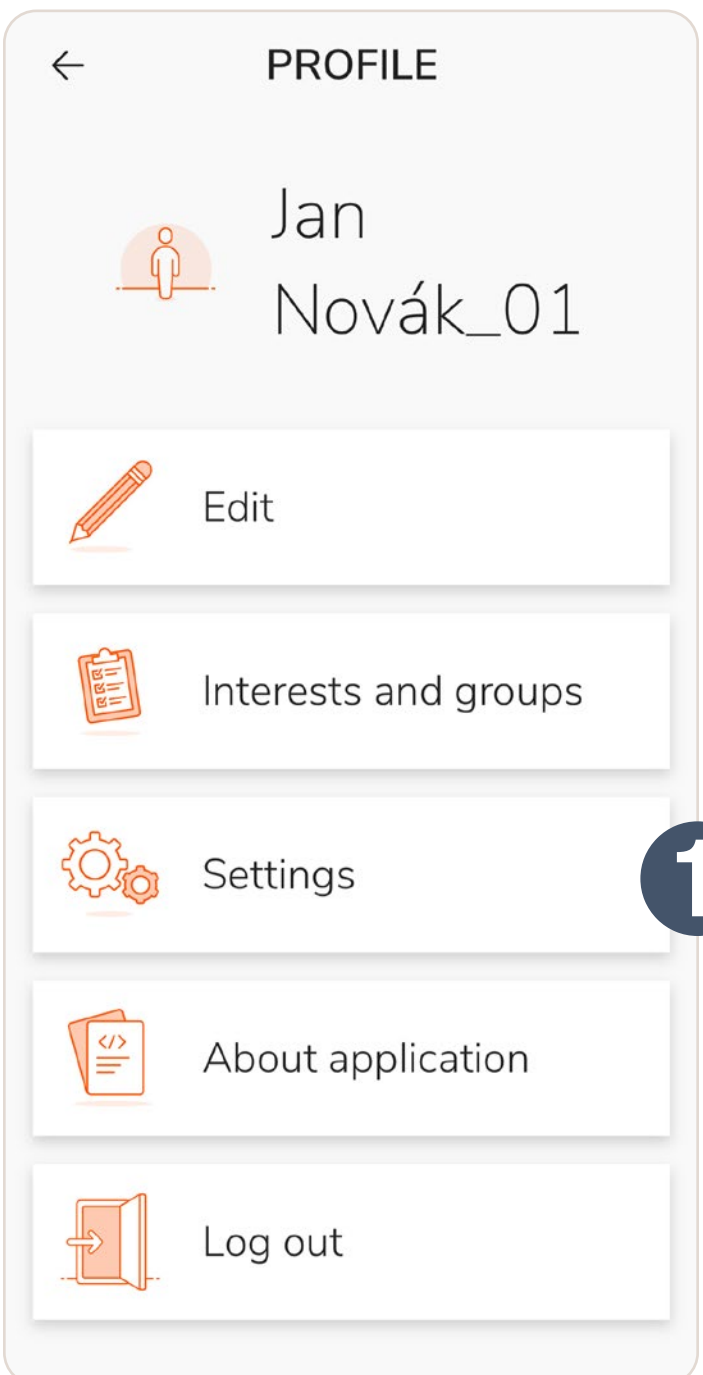


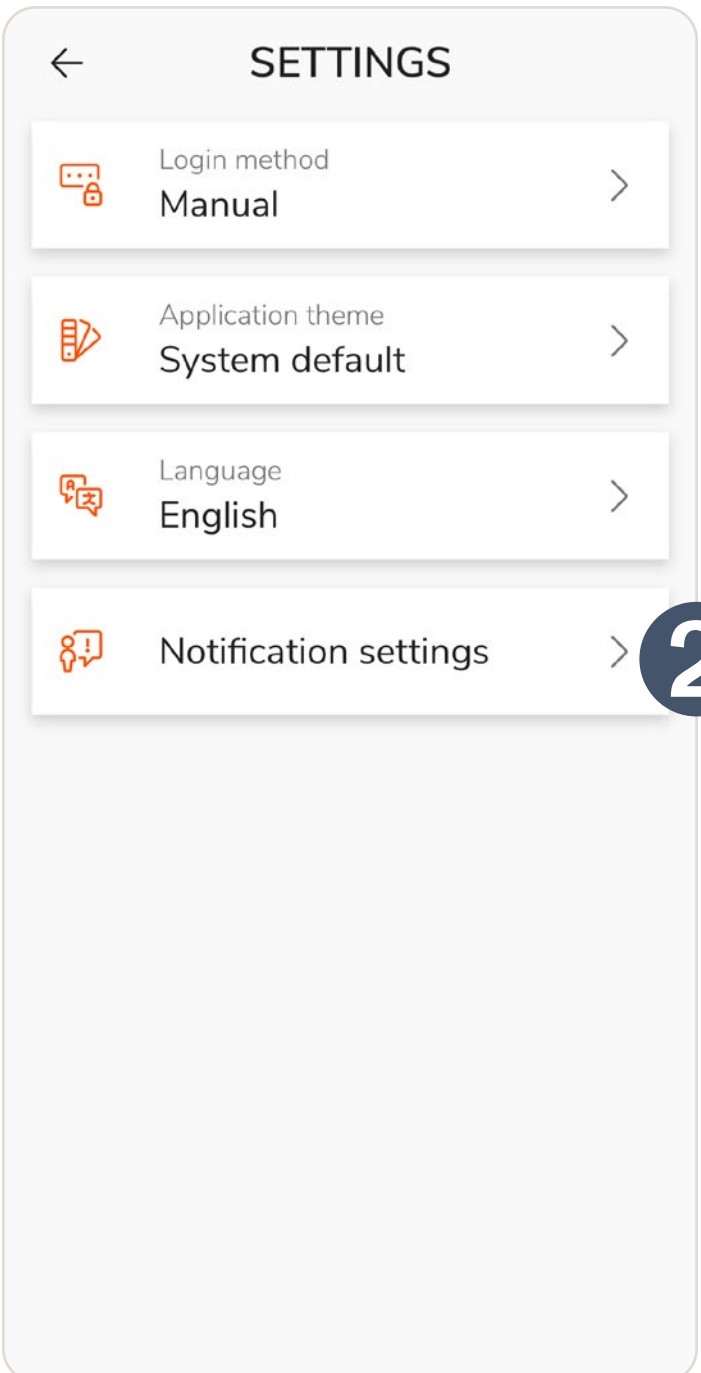
You will receive an email with a link to create a new password, which must be confirmed with an SMS code.

Notifications and Updates

❶ → ❷

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.

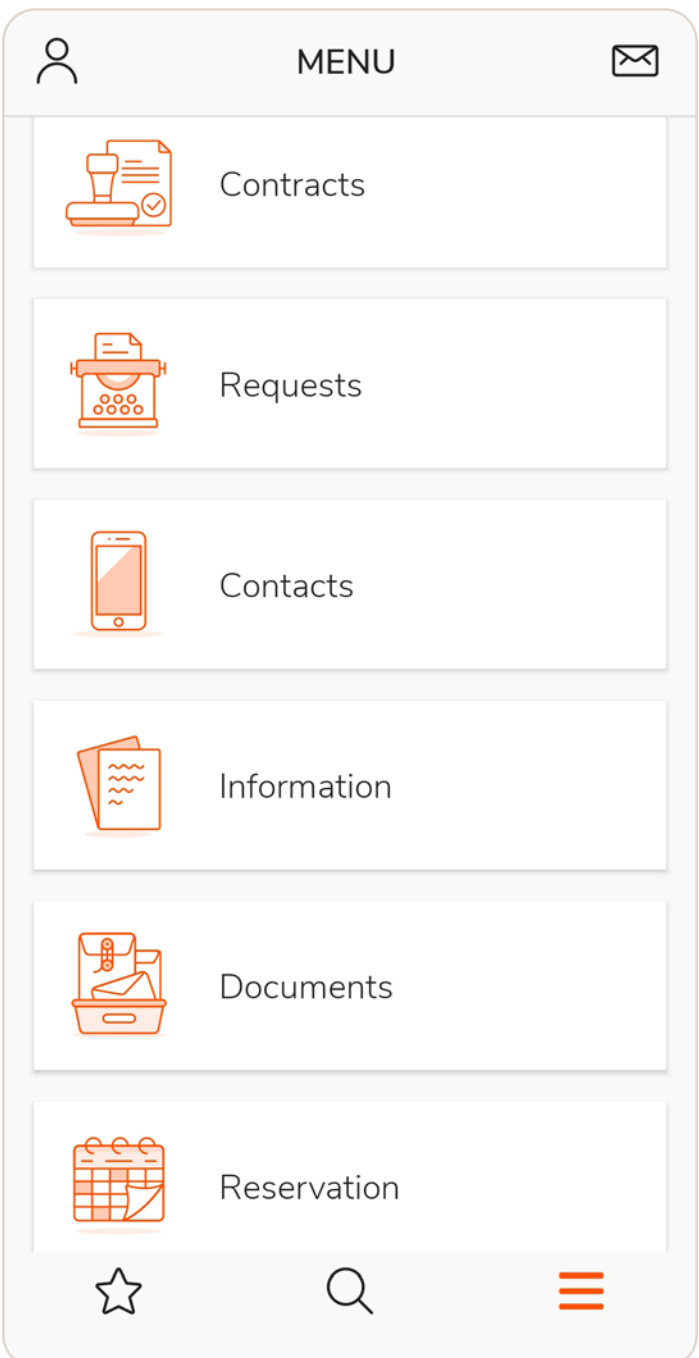


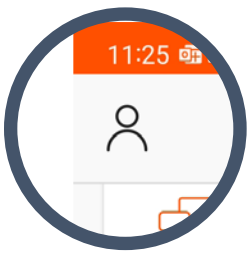


To ensure you have the latest version of the application enable automatic updates on your mobile.

Main Menu

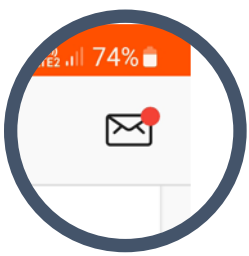
The main menu will be displayed after logging in.





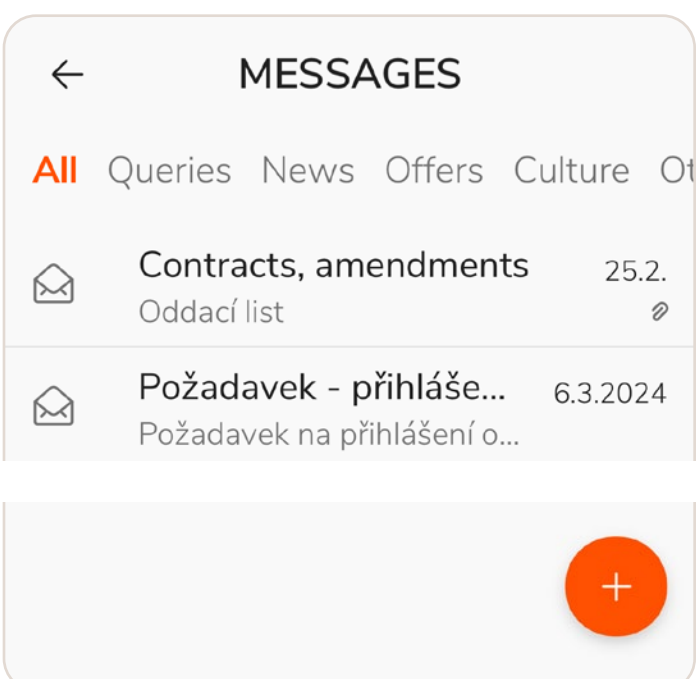
Profile

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



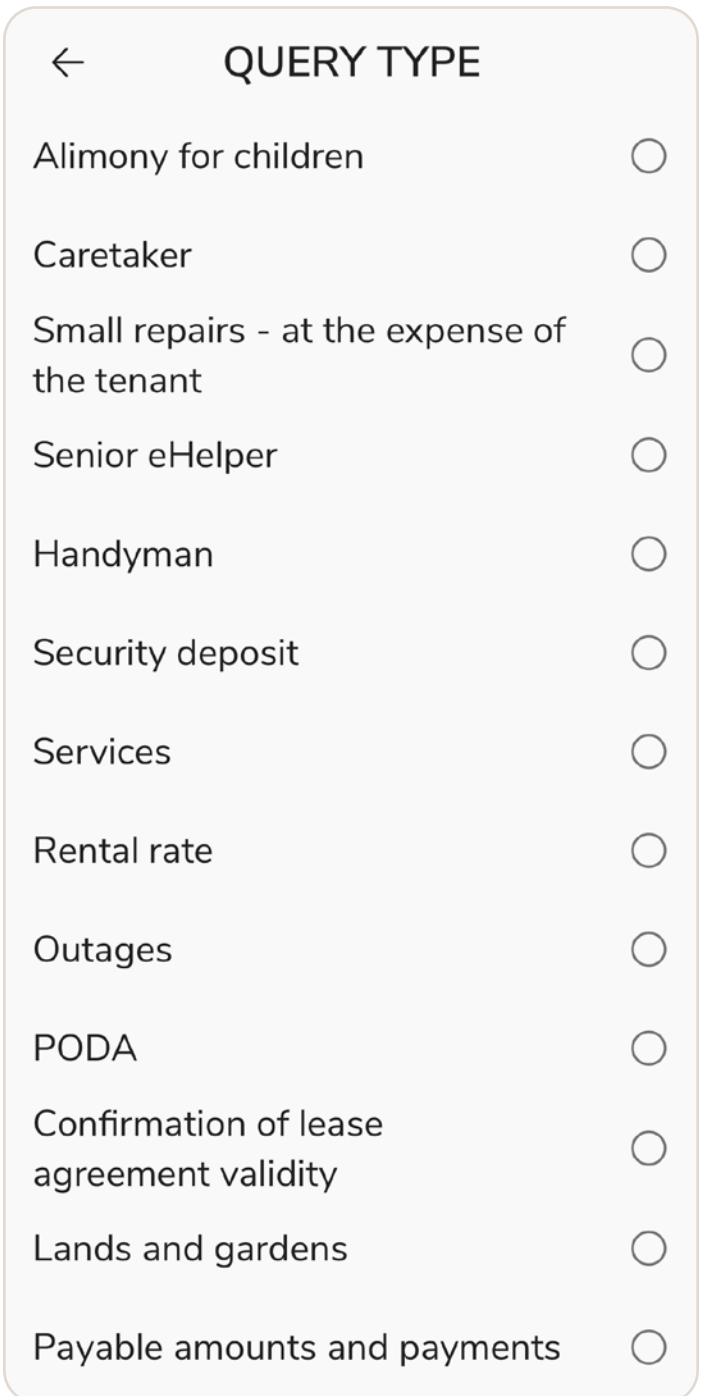
Messages

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



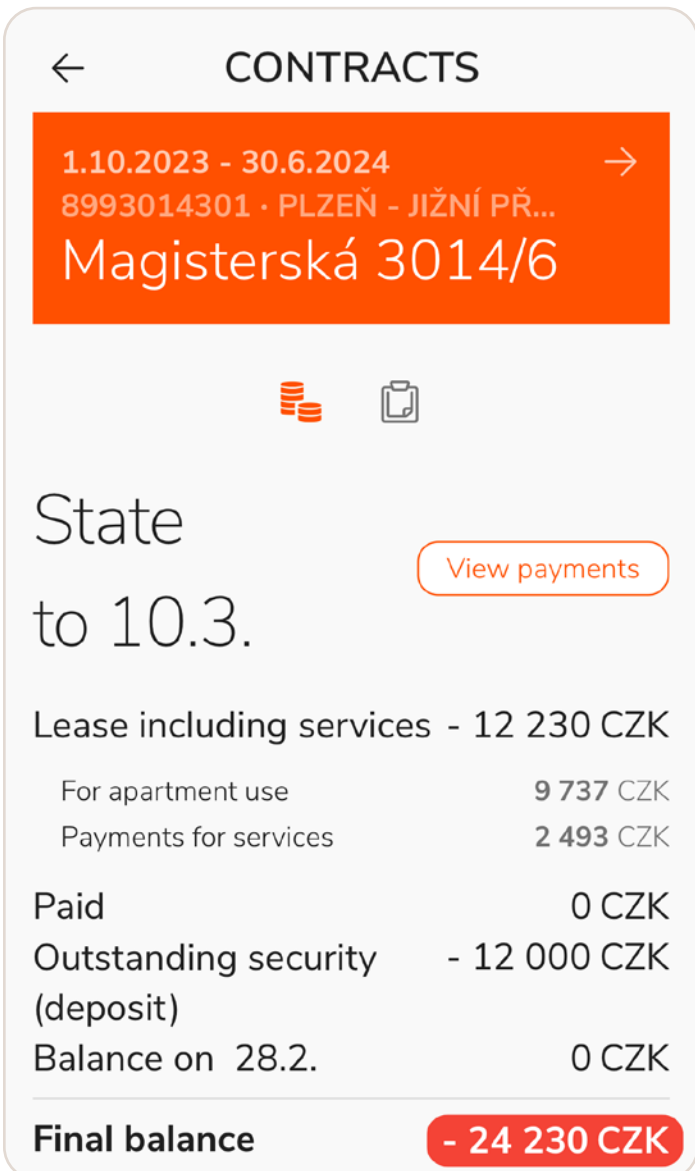
Using the + button you can select the type of inquiry.

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



Contracts

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

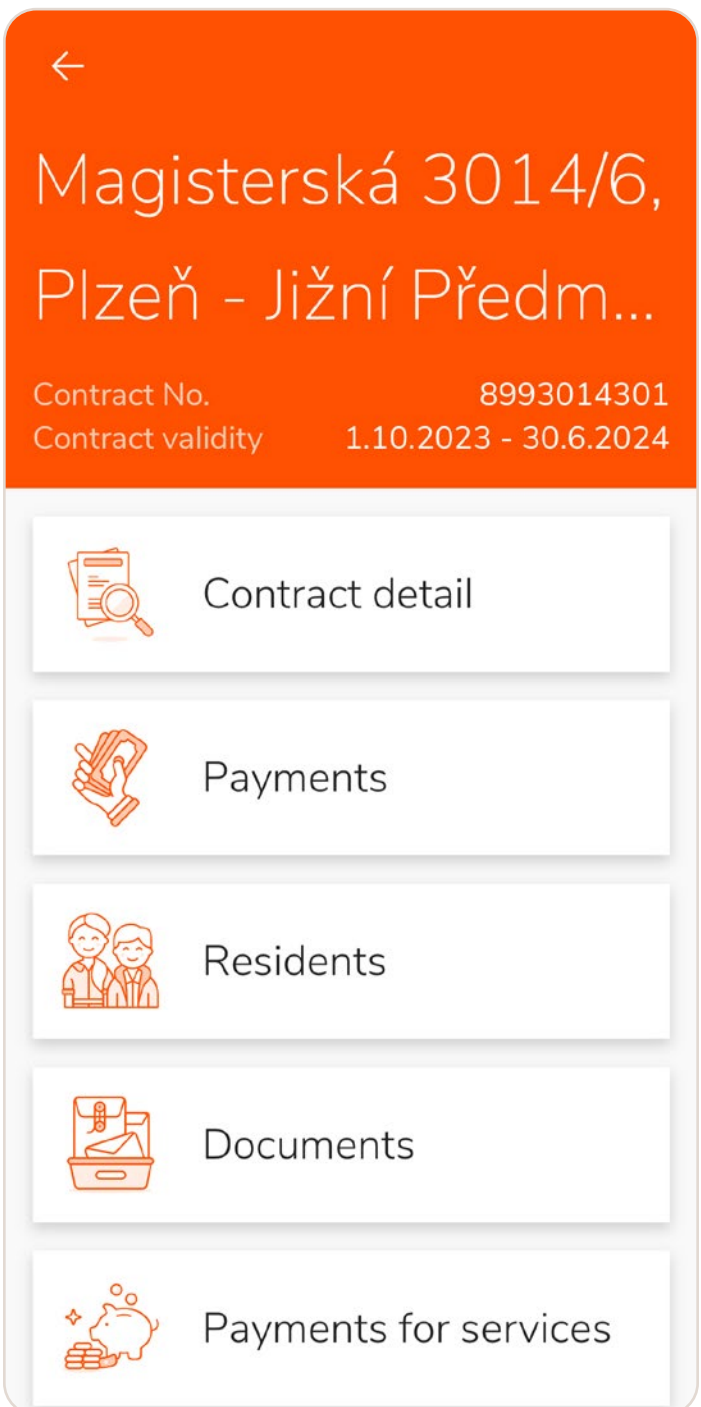


Your current payment status overview will be displayed here.

Clicking on the All-Payments button will show your payment history.

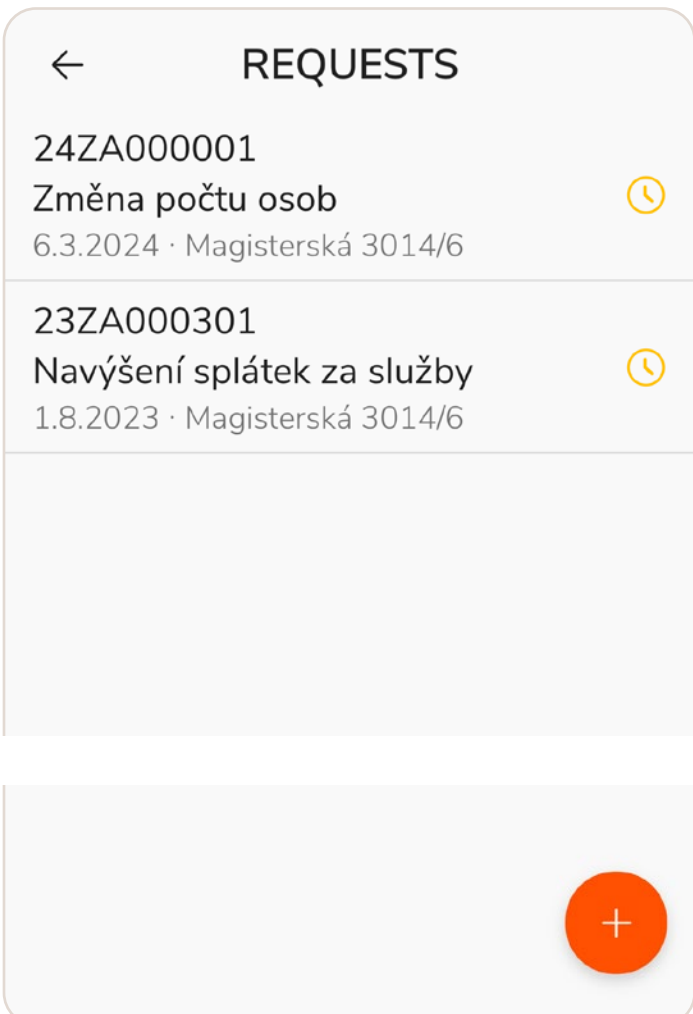
Clicking on the orange field with the address will take you to the Contract Details section.

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

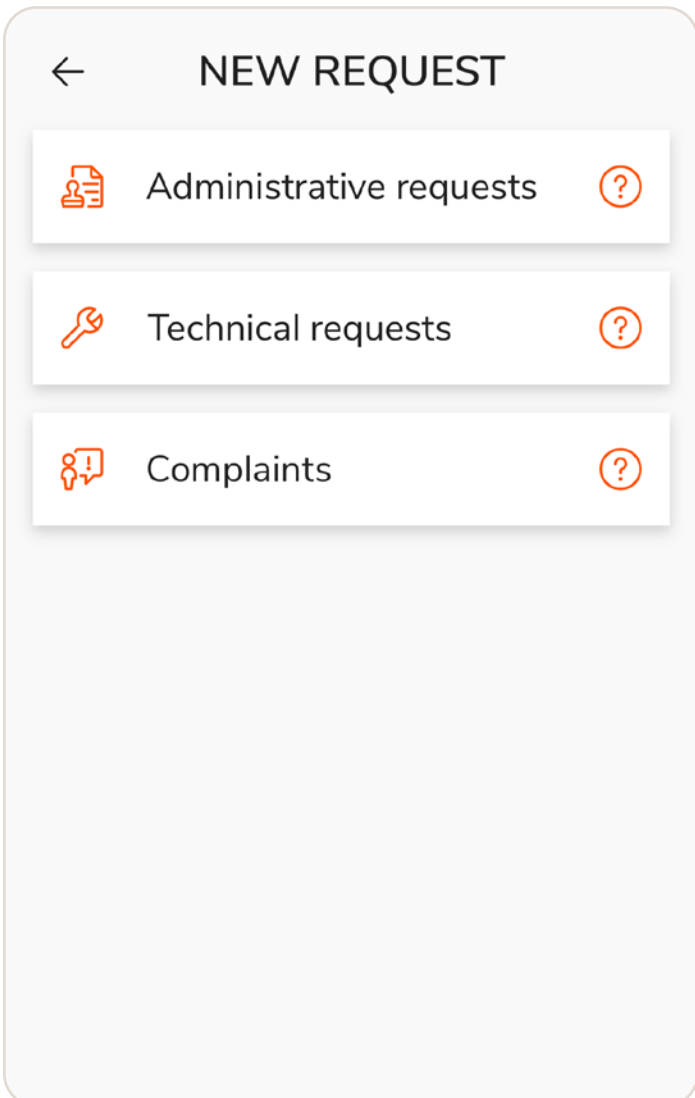


Requests

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



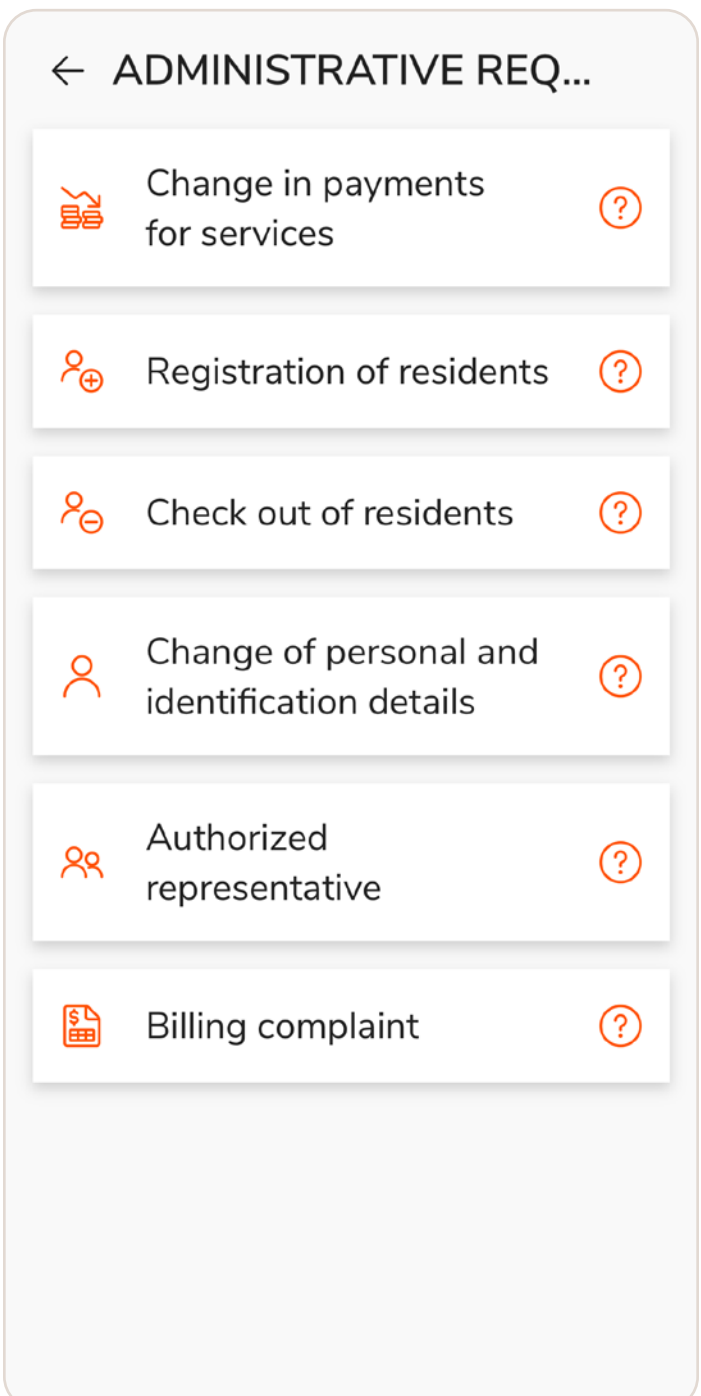
Using the + button you can easily submit your requests.


NEW REQUEST
Administrative requests
Technical requests
Complaints



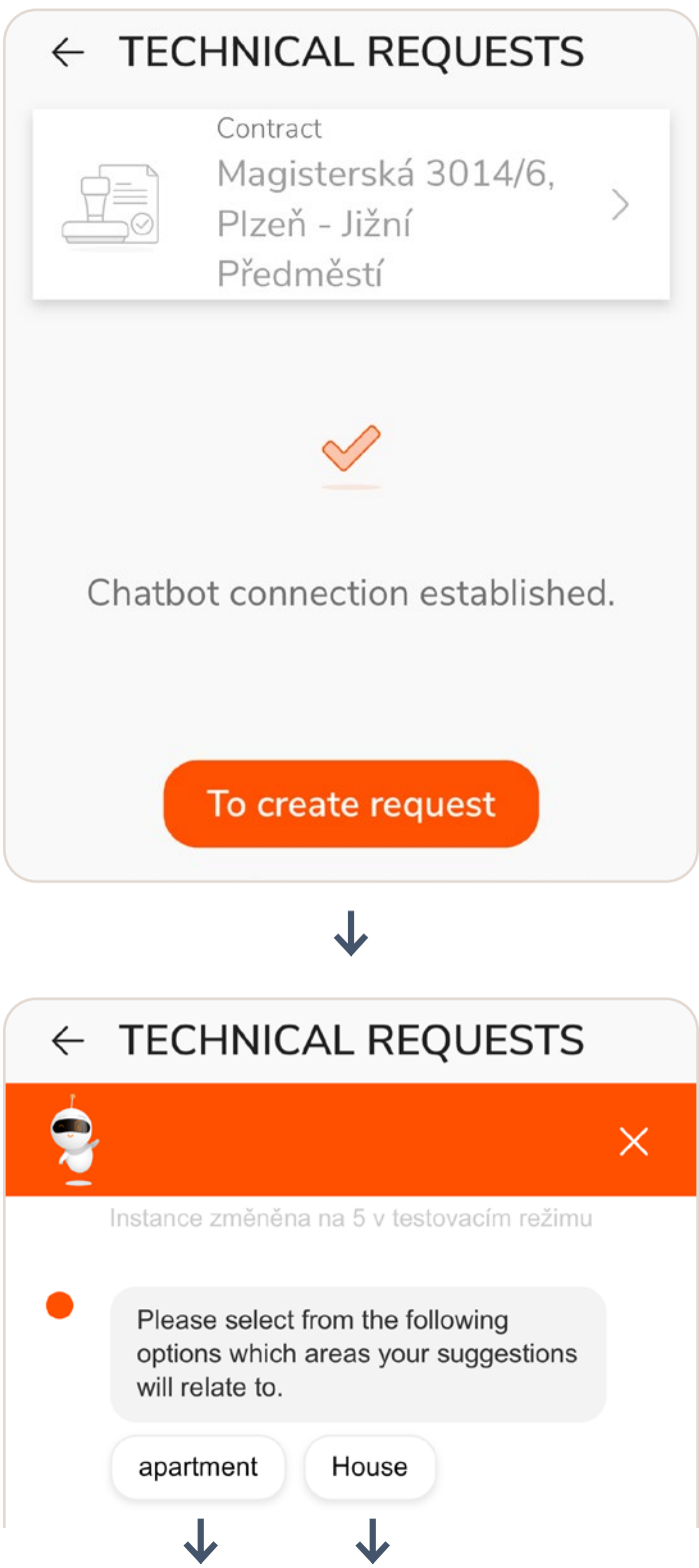
Administrative Requests

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

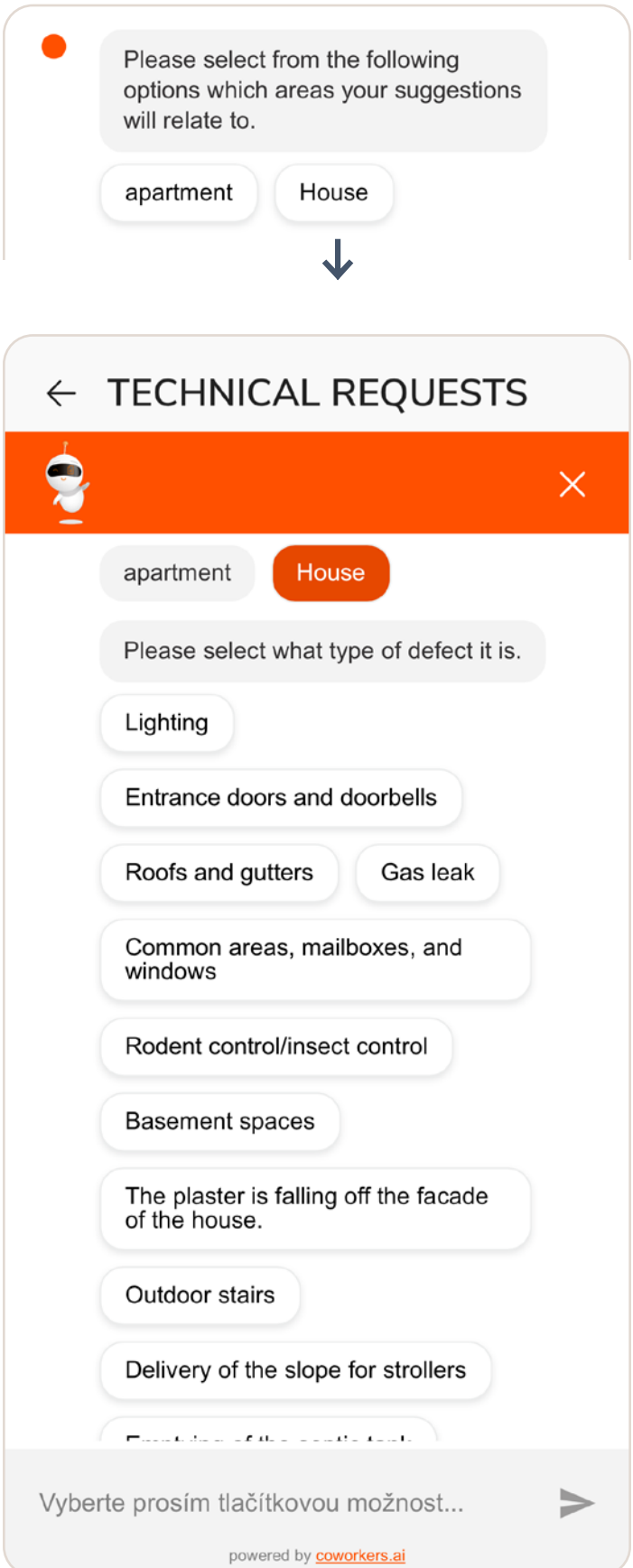


TECHNICAL REQUESTS

- 🔥 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...

powered by coworkers.ai

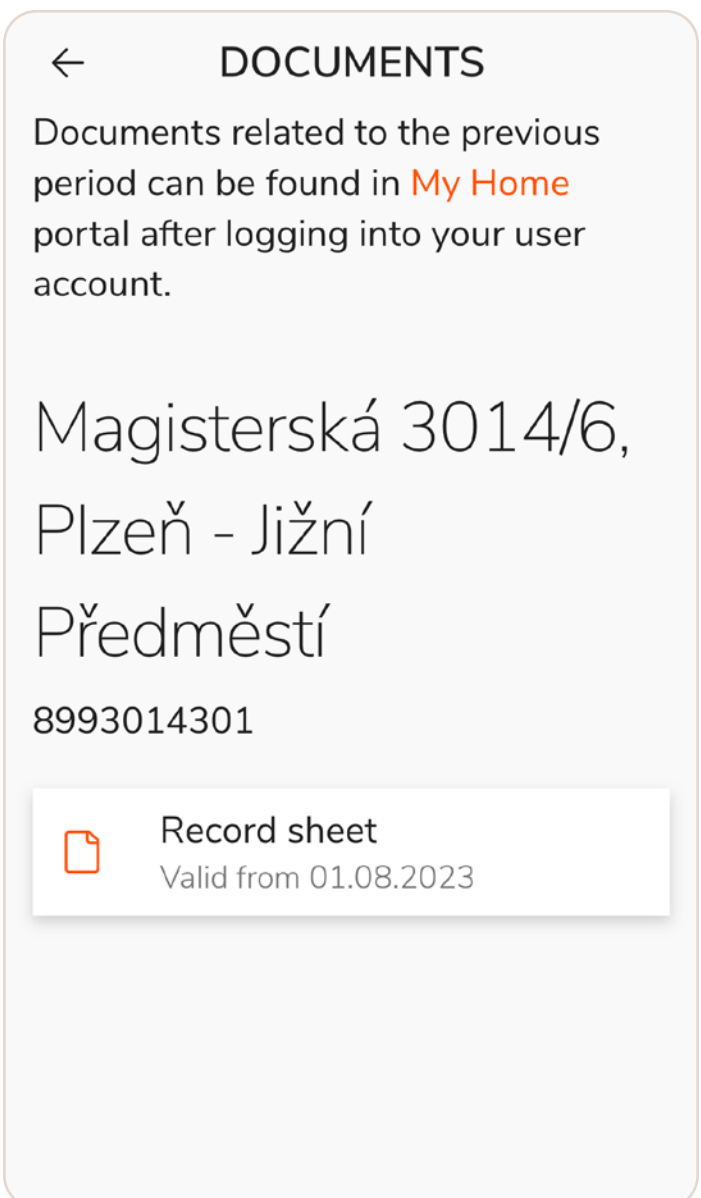


Simply select a request related to your flat or house and send it for processing.

Documents

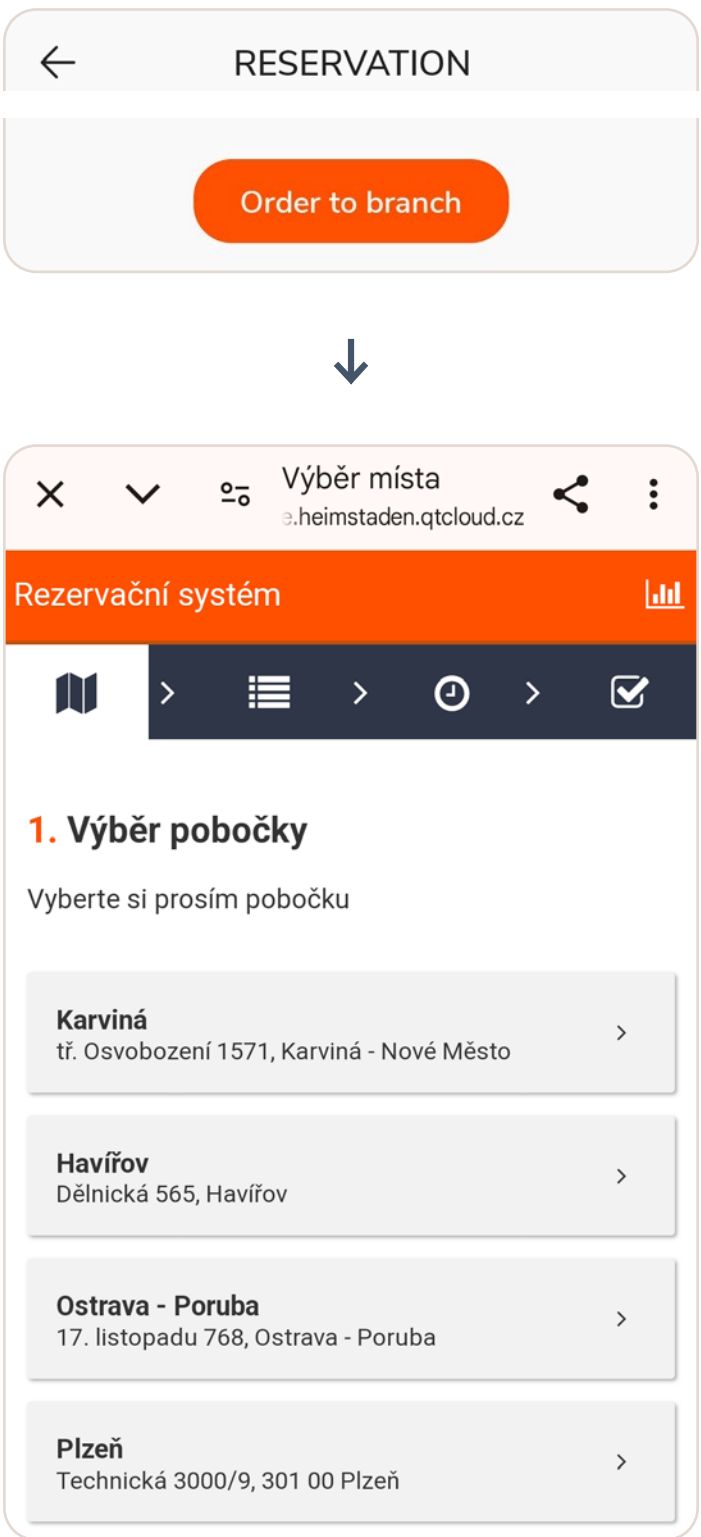
Here you can access to all documents related to your rental agreement:

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



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