



Electronic signature of lease amendments.

Another step into the online world.

As part of improving the quality and efficiency of our services, we are introducing the electronic signing of lease amendments. Electronic signature is the easiest, fastest and most environmentally friendly, and safe way to extend the tenancy. You don't need paper or pencil, nothing needs to be printed. Everything is done online.

To give you an easier overview, we prepared a simple guide on how to sign your agreement electronically.

Please send us your current contact details (email, phone) to:
info@heimstaden.cz



12 weeks before the end of your lease agreement

- If we have your email and phone contact, you will receive all the necessary information by email and you will also find it in your My Home client portal account.
- If we do not have your contact details (email or phone), the draft text of the new amendment will be delivered to you via the Czech Post.

The draft of the new amendment that you receive in the mail or as an attachment to an email is not intended to be signed. It is only intended to inform you of the new conditions associated with the use of the apartment. **This is a draft only, there is no need to print it out!**

Within 2 weeks of receiving the draft amendment, please sign it in one of the following ways *

1 Via BANK ID

(electronic identity associated with your bank account and internet banking)

You can only use the BANK ID if it is signed in this way by all the tenants named in the lease agreement – i.e. both the tenant and any joint tenants.



2 Biometric signature at the Heimstaden client centre

Here you will prove your identity with a personal document and sign an amendment to your agreement using an electronic scanning pencil.



Please note that you will not take the signed amendment with you in paper form. We will send it to you afterwards by e-mail or by post.

Use the reservation system in the My Home portal or on the Heimstaden website to schedule a visit to the client centre. Please see below for opening hours.

For a smooth lease renewal process, it is ideal to e-sign within 2 weeks of receiving the proposal. By meeting this deadline you will avoid unnecessary complications.

* Another way of signing the amendment is possible on request at our client centre.

No later than 1 week after signing the amendment

We will send your amendment to the lease agreement, also signed by a Heimstaden representative, to your e-mail address.

You will also find the signed amendment in your web client portal and My Home app account.

If you do not use email, the amendment to the lease agreement will be delivered to you via the Czech Post.

No later than 1 week from the start of the new term of the lease agreement

You can find confirmation of your tenancy in your web client portal and My Home app account.

If you do not have an account on the My Home online platform and need confirmation, please contact us. We will send you a confirmation of the tenancy via the Czech Post service.

What you should not forget about!

Your lease agreement may be renewed if you meet the terms of the lease agreement:

- You are not in default with the payment of rent or utility bills and we do not record a debt on the security deposit for the apartment.

Your lease agreement cannot be renewed if:

- the amount owed exceeds one times the monthly rent
- there are repeated and long-term gross violations of the tenant's obligations and conditions set out in the contractual documentation related to the use of the apartment.

Opening hours of client centres for the signing of amendments

For clients who wish to reserve their appointment, we are available during the following opening hours:

| | | | |
|-----------|-------|---|-------|
| Monday | 8:00 | – | 12:00 |
| Tuesday | 8:00 | – | 16:00 |
| Wednesday | 12:00 | – | 16:00 |
| Thursday | 8:00 | – | 16:00 |
| Friday | 8:00 | – | 16:00 |

For clients who do not use the reservation option, we are available during the following opening hours:

| | | | |
|-----------|-------|---|-------|
| Monday | 12:00 | – | 16:00 |
| Wednesday | 8:00 | – | 12:00 |

If you choose the opening hours for clients who have not made appointments for their visits, we need to warn you of the possible longer waiting time, taking into account the number of clients who came before you.

To make a reservation, please use the reservation system in the My Home online platform or on the website www.heimstaden.cz.

SENDING A NEW AMENDMENT TO THE LEASE AGREEMENT

Deadline for electronic signature of the amendment to the agreement

1 week after electronic signature

THE VALIDITY OF THE NEW AMENDMENT TO THE LEASE AGREEMENT

Issuing a confirmation of the duration of the tenancy

12 weeks in advance