



Skanska Reality Client Zone

user's manual

1. Setting of Message Credibility

Please, set our e-mail klientskazona@skanska.cz as a credible. That will prevent your emails from falling into Spam or into unsolicited mail. Any correspondence which will be send to you, will be successfully delivered and you will be informed about everything.

2. How to sign in to the Client Zone

Your real estate agent will send your Client Zone access information to you by email. You will receive an invitation from klientskazona@skanska.cz with the subject [Registration to the Client Zone Skanska Reality](#). Click on [Complete registration](#) and you will be automatically redirected to www.doma.skanska.cz, where you choose [Register](#).

Now comes the last step to complete your registration. The [email](#) field will be pre-filled with the email address you use to communicate with Skanska Reality. Please do not change this email address. Fill in:

- your [username](#), a unique identifier chosen by each client. If you forget your username, contact your real estate agent or write to klientskazona@skanska.cz and the Client Zone administrator will send it to you.
- your [password](#), which is also unique and chosen by each client. If you forget your password, neither the real estate agent nor the Client Zone administrator will be able to send it to you due to customer protection rules.
- [confirm password](#), where you enter the same password as in the Password field.

After filling in all fields, click on [Register](#).

Register for a new local account

* Email	<input type="text" value="TA00002@seznam.cz"/>
* Username	<input type="text"/>
* Password	<input type="password"/>
* Confirm password	<input type="password"/>
	<input type="button" value="Register"/>

Please do not hesitate to contact us with any questions at klientskazona@skanska.cz





3. What if you forget your password?

If you have forgotten the password for your account, click on [Forgot your password?](#)

Sign in with a local account

* User name

* Password

Remember me?

Sign in

[Forgot your password?](#)

You will be redirected to a page where you will enter the email address you use to communicate with Skanska Reality. You will receive an email at this address with the subject [Password reset to the Client Zone Skanska Reality](#). Click on [Reset password](#) in the email, which will redirect you to www.doma.skanska.cz, where you can enter your [New password](#) and then [Confirm new password](#). Click on [Reset](#) to confirm.

Reset password

New password

Confirm new password

Reset

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4. What you'll find in the Client Zone

If you are currently in negotiations to purchase the property you have chosen, and you have not yet signed a contract, then you can use the Client Zone to edit your contact information on the PROFILE screen.

After you sign the Purchase Agreement, we will give you access to all the other sections in the Client Zone.

Before using the Client Zone, we recommend choosing a language version for viewing the main menu and information on the website. You can choose between Czech and English.

Profile

Your profile shows your contact information. You can edit or add to the information on your profile on the tab "Request to Change Contact Information."

Your request with the edited contact information will be sent to Skanska Reality and your profile will be updated accordingly as soon as we have approved it.

You can also change your password or email address associated with your account on your PROFILE. If you change the email address used to communicate with us, we ask that you then confirm the change from the new address.

You can also use the PROFILE to deactivate your account, provided that you have no active signed contracts. Otherwise your account cannot be deactivated.

Homepage

On the Client Zone homepage you will find the Skanska Reality Facebook page "Skanska – Konečně doma." Follow this page to keep up with everything that happens on our construction projects, as well as advice and recommendations about your new home.

News

You can view all messages we have posted in the Client Zone on the NEWS screen.

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Contact information for Skanska Reality representatives

Current contact information for the Skanska Reality sales representative for the units you have purchased can be found on the CONTACT screen. To contact a Skanska Reality representative, just click on the email address.

Upcoming construction milestones

Go to the CONSTRUCTION PROGRESS page to view a calendar showing the major milestones for all your units.

Overview of units purchased

A list of the units you have purchased and all the relevant details is available on the UNITS page.

Payment overview

For information about payments made on your units, go to the PAYMENTS page.

We recommend sorting by variable symbol to get a clear picture of the payments made. The lines about the issued invoice and lines about payment are then shown one under the other.

Documents

During the construction phase we will place documents into the prepared folder in the PROJECT DOCUMENTS:

- **information about the plot** (cadastral maps, ownership deeds, geometric plans)
- **information about the building** (PENB - energy performance certificate, materials for agreeing on client changes, apartment user's guide)
- **public law process** (documents on the construction progress, owner's affidavit)
- **contractual rights and obligations after signing the purchase agreement** (building management agreement, agreements with utility suppliers, easements established)
- **Owners' Association meetings**

The following items will eventually be added to the CONTRACT DOCUMENTS:

- **contracts and addenda signed**
- **invoices issued**
- **notifications or notices sent**

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- **documentation for agreeing on client changes** (main unit floor plans by individual professions)
- **other documents** (inspection and handover reports, PRE registration form, confirmed real estate acquisition tax returns)

Subordinate units do not have separate folders.

We will always send an email to the address you list for communicating with us to let you know about any of these documents added to your Client Zone.

Requests from Skanska Reality

Skanska Reality may send you a Request for confirmation. This may be a request for a response indicating whether you wish to agree on client changes or a request to confirm that you are familiar with the materials for the Owners' Association meeting that we organize after handover of the units. Requests are always deactivated after the deadline mentioned in the email requesting your response.

You can view the current requests and those you have already confirmed on the REQUEST CONFIRMATION screen.

Warranty claims

You will gain access to the WARRANTY CLAIMS screen after handover of your units.

If you make a new warranty claim through our web form or the Client Zone, you can view all the warranty claims you have made in this section.

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5. Displaying information in the Client Zone

In the Skanska Reality Client Zone we use the term “unit” to refer to the property you purchase. For the purposes of displaying information in the Client Zone, the term “unit” means a unit based on the designation in the Reservation Agreement or Future Purchase Agreement, not a unit according to the definition in the Land Register.

As you may have purchased more than one unit from us, to view information in the Client Zone on some screens you may need to first select the unit. The information and classifications displayed are based on those available in Skanska’s internal information systems. The Client Zone shows units purchased after January 1, 2017.

Units are marked as subordinate and superior in the Client Zone for information purposes only based on the classification of the units in the contract. Subordinate units are usually parking spots or cellar storage units purchased in the same contract as the main unit (apartment, commercial space, etc.). If you purchased a parking spot or storage unit subsequently with a separate contract, then they may be displayed separately as superior units. The Client Zone screens do not allow you to toggle back and forth between subordinate and superior units.

The PROJECT DOCUMENTS also lets you select by sections / buildings. To view the assignment of a particular unit to a section / building, please see UNITS - Unit Details.

We use abbreviations in the file names of documents in the Client Zone. Please see the list of abbreviations below. We always include the document abbreviation in the email informing you that the document has been added to the Client Zone.

List of abbreviations

<i>Abbreviation</i>	<i>Meaning</i>		
DP	Tax return	PVd	Owner’s affidavit on construction in progress
DROx	Addendum to RS (x = ad. no.)	PVr	Owner’s affidavit construction completed
DSK	Client satisfaction questionnaire	RS	Reservation Agreement
DSOx	Addendum to SoSB (x = ad. no.)	SoD	Agreement for Work
fa	Invoice	SoSB	Future Agreement
InPCL	Inspection Report	SVJ	Owners’ Association
KS	Purchase Agreement	VYRKN	Land Registry Office Notice (of entry of the purchase agreement)
KZ	Client changes		
PENB	Building Energy Certificate		
PP	Handover report		

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