Frequently asked questions

Our apartments

Apartments in our offer are located in the center, near the center or close to colleges across Zagreb, we always try to offer apartment which are very well connected to public transportation, so we can say that most of our apartments are within 10 minutes or less from the nearest tram station. Since we deeply understand the needs of our clients, which are in most cases students, we always try that our apartments are furnished completely, meaning that we try that the rooms are fully furnished with a regular size bed, a desk and close for the clothes, also the kitchens are very well equipped as well as the bathrooms. We always try to offer the apartments as furnished as possible since we know that students come with a few bags of luggage and they have to stay for a few months.
Roommates

When renting a single room in a shared apartment, HomeInZagreb will give the best effort to find a roommate for you, we are in daily contact with many students seeking accommodation and we are able to recommend a roommate for your desired apartment.

How and when to pay the rent?

Rent is paid in cash or by bank account on a monthly basis each first day in the month for the whole month directly to the landlord. **First month rent is paid upon arrival.** Rent can be paid in kuna (HRK) or in euros (EUR) depending on terms agreed with landlord. The rent is paid for the whole month and cannot be paid by day unless agreed so with the landlord. The rent is paid during the whole period of the rent as signed in the contact no matter of travelling or leaving the apartment during the renting period. Do not be late with rent payment, the landlords to not like it and they may charge late rent payment additionally. If you cannot make the payment immediately notify the landlord but do not be late too much.

What is the deposit for?

Deposit is used in case anything is broken in the apartment which should be repaired or it can be used for utilities payment if agreed so with the owner. **It cannot be used as rent payment or utility payment during rental period.** Deposit is also used for apartment reservation purpose before arrival; apartment deposit must be in the amount of one or two monthly rents depending on the apartment and renting terms. It will be given back to the tenant if all of the terms of the lease agreement with the owner are fulfilled. **Deposit will not be refunded if the tenant decides to leave, before the period of the lease agreement ends,** the deposit can be returned if the tenants finds a replacement tenancy until the end of the renting period, this is agreed with the landlord, HomeInZagreb is not responsible for returning the deposit. Deposit will not be refunded in full amount if the tenant made any kind of damage in the rented Apartment. The Landlord is responsible for returning the deposit.

What are utilities (charges)?

Each apartment has got it's monthly utilities which can consist of water, electricity, gas, garbage disposal, Internet, TV or phone subscription, building taxes or similar. Upon arrival the landlord or host will give you all information about utilities costs and also give you instruction how to use them optimally. Utilities are paid for the previous month when the landlord calculates the amount of the utilities. Utilities can be paid by true consumption, they can be paid by approximate consumption, or they can be included in the monthly rent. The amount and prices of utilities depends on the consumption, current
prices. **HomeInZagreb is not responsible for the amount and prices** of utilities in any of the apartments in our offer, the payment and consumption is the responsibility of the tenant.

**What is the agency fee?**

The agency fee is the amount that the real estate agency charges to clients for their services. It’s non refundable. Agency fee includes service of mediation in an apartment lease, helping in VISA & Residence permits, support in lease agreement, general information about living and studying in Zagreb and 24/7 student support during the entire stay in Apartment.

**When is the contract signed?**

Contract with the landlord has to be signed upon reservation. Lease Agreement is signed upon arrival in the apartment with the landlord, the landlords from our apartments are aware of the student exchange program and are willing to sign the contract for less than 12 months also most of our landlords speak English and are in contact with agency. Signing the contract is mandatory on apartment arrival.

**How do I get my apartment in Zagreb?**

Once deposit and agency fee are sent in the exact amount, you are certain that you have reserved your accommodation,send us your arrival information (date,time and flight/bus/train number) and we can start to organize your arrival to Zagreb.

**House rules**

Please take care of each apartment as a good tenant, **clean it at least once a week** (in some apartments cleaning service additionally paid by contract) and **avoid parties** because the neighbors will call the police and then you will get a fine for disturbance of
public peace and order. **Loud and big parties are not allowed at all** and hanging out at someone's apartment is allowed if agreed with the owner but not after 22h.

**Inviting people**

Inviting other people which are not tenants or organizing parties may result to loosing the deposit for the whole apartment, our recommendation is not to organize any parties in the apartments. When inviting family members or friends to sleep in the apartment please inform the landlord.

**Cleaning the apartment**

Please keep your living space clean during the renting period and most important when leaving the apartment, the landlords can charge a cleaning fee if the apartment is not in the desired condition or as it was at the beginning of the rent, we ask our landlords to clean the apartment prior to tenants arrival so landlords expect tenants to leave it clean at the end of the renting period.

Should any damage occur during the renting period which was not previously in the apartment, please report it to the agency and landlord immediately, depending on the type of the damage the landlord or the tenant will fix it. For larger damages like water leaks or heating malfunction the landlord is responsible and he/she shall fix it, for wall damages or windows broken or similar the tenants is responsible and he/she shall return it to the previous state if it was his/her fault.
LIVING IN ZAGREB

1st day survival guide

Apartment Address (write your address)

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STEP 1

Rent payment & contract

1. The rent is paid on arrival, it can be paid in kuna or in Euro depending on the arrangement with the landlord
2. Contract is signed for the period of minimum 4 months, if you come earlier or leave later than the dates in your contract please notify the agency and landlord about this.

STEP 2

Registering at the police station

1. You should register at the police station within 48 hours of your arrival, otherwise you may pay a fine of 70€ if you did not do it.

The address of the police station is Petrinjska 31, and it is located in the city center, the landlord can go with you or can give you the needed documents (ID of landlord, contract, proof of apartment ownership, passport)

STEP 3

Public transport & communication

1. The public transport is done by ZET company, you can buy a ticket on any news stand, it costs about 1.5€ and you can use it for a single ride, also you can buy a weekly pass or monthly pass (when your college provides you with an OIB number)
2. We can provide you with a SIM card or you can buy one at any news stand, the SIM card are filled with a so called bon, which is credit. The prepaid cards can be bought on any news stand, petrol station or ATM in order to fill your prepaid cards use the following process:

   T-Mobile (Simpa or Bonbon): *123*12345678912345#
   -> format: *123* + 14 digits printed on the voucher + # -> then 'call' the entered combination

   VipNet (Vip or Tomato): *123*12345678912345#
   -> format: *103* + 14 digits printed on the voucher + # -> then 'call' the entered combination

   Tele2: *123*12345678912345#
   -> format: *131* + 13 digits printed on the voucher + # -> then 'call' the entered combination

TAXI

RADIO TAXI ZAGREB 060 800 800

TAXI CAMMEO ZAGREB : 1212 or 060-7100

EKOTAXI Tel. 1414 or 060 77 77
Currency

Kuna (1 Kuna = 100 Lipa). There are 1, 2, 5, 10, 20, 50 Lipa coins, 1, 2, 5 and 25 Kuna coins and 5, 10, 20, 50, 100, 200, 500 and 1,000 Kuna banknotes. 1€ is approximately 7.5 or 7.5 Kuna

Important telephone numbers:

- Emergency 112
- Ambulance 94
- Fire-service 93
- Police 92

Safety

Zagreb is a generally safe city, even during night hours. Should you have any problems feel free to contact us or send us an e-mail, for emergencies please call 112 which is the official emergency number in Croatia. Zagreb safety index is almost 70 which is considered very safe, during the day the safety in walking alone is 93 out of 100 and during the night it is 70 which is both very safe, most of our clients are very happy because they can walk easily and safely during the day and night without worrying for their safety. Of course always try to avoid trouble of any kind and behave normally.

Travel

While in Zagreb most of our clients use the tram and bus to travel around the city, of course there is always the option of a taxi or Uber ride but generally trams drive 24/7 and it is the easiest and cheapest option to travel.

For visiting other cities we recommend the use of bus or rent a car, trains are generally very slow and expensive.
Welcome to Zagreb, the capital city of the Republic of Croatia. Zagreb is an old Central European city. For centuries it has been a focal point of culture and science, and now of commerce and industry as well. It lies on the intersection of important routes between the Adriatic coast and Central Europe.

Zagreb is known as one of the safest cities in the world and Zagreb has been rated in 2014 as the second best destination in Europe. With 19 theaters, 24 museums and 65 galleries and a considerable number of night clubs and bars available in Zagreb, you can also enjoy your free time. Located in the outskirt of Medvenica Mountain and in 2 hours drive from the Adriatic Sea, you can easily take advantage of everything Croatia and Europe have to offer.

According to an old legend, an ancient city ruler was thirsty and ordered a girl named Manda to take water from the Lake Manduševac (today a fountain in Ban Jelačić Square), using the words: "Zagrabi, Mando!" which means, Scoop it up, Manda!

Zagreb is the nation’s capital, and the most populous city in Croatia. Historically, the city came to existence after the two major settlements on the two adjacent hills, Gradec and Kaptol, merged together into what remains to this day the Zagreb’s historical core. Zagreb today represents the administrative, economic, cultural, transportation and scientific center of Croatia. For its location and culture, it is a Central European City. The city of Zagreb is the unique territorial, administrative and local government unit equated in its status to the 20 Croatian “Županijas” (counties).

When the Croatian people achieved their independence in 1991, Zagreb became a capital - a political and administrative centre for the Republic of Croatia. Zagreb is also the hub of the business, academic, cultural, artistic and sporting worlds in Croatia. Many famed scientists, artists and athletes come from the city, or work in it.

Zagreb can offer its visitors the Baroque atmosphere of the Upper Town, picturesque open-air markets, diverse shopping facilities, an abundant selection of crafts and a choice vernacular cuisine. Zagreb is a city of green parks and walks, with many places to visit in the beautiful surroundings.
The city will enter into the third millennium with a population of one million. In spite of the rapid development of the economy and transportation, it has retained its charm, and a relaxed feeling that makes it a genuinely human city.

Transporation

ZET (ZAGREB MUNICIPAL TRANSIT SYSTEM)
ZET toll-free number: 0800-200-060
ZET contact centre: 060-100001
Transport for disabled persons: +385 1 66-00-443
The ZET ticketed system uses the following types of tickets:
* single tickets
* daily tickets
* monthly travel passes
* yearly travel passes and cards

Ticket prices

The passengers should validate their single or daily tickets when entering the vehicle and present to the driver their travel pass or other document serving as a ticket according to the ZET Tariff Regulation. For transport of dogs, a single ticket should be bought (excluding trained guide dogs for blind persons). Passengers in the vehicle are obliged to present their tickets at the request of a ZET official.

Daytime lines:
· 1 Zapadni kolodvor - Trg bana Josipa Jelacica - Borongaj
· 2 Crnomerec - Jukiceva - Glavni kolodvor - Autobusni kolodvor - Saviše
· 3 Ljubljanica - Ulica grada Vukovara - Saviše (does not operate on Saturdays, Sundays and public holidays)
· 4 Savski most - Glavni kolodvor - Draškovicva - Dubec
· 5 Precko - Ulica grada Vukovara - Autobusni kolodvor - Maksimir
· 6 Crnomerec - Trg bana Josipa Jelacica - Glavni kolodvor - Autobusni kolodvor – Sopot
· 7 Savski most - Velesajam - Autobusni kolodvor - Dubrava
· 8 Mihaljevac - Draškovicva - Autobusni kolodvor - Zaprude
· 9 Ljubljanica - Glavni kolodvor - Borongaj
· 11 Crnomerec - Trg bana Josipa Jelacica - Dubec
· 12 Ljubljanica - Trg bana Josipa Jelacica - Dubrava
· 13 Žitnjak - Ulica grada Vukovara - Trg bana Josipa Jelacica - Glavni kolodvor - Trg žrtava fašizma - Kvaternikov trg
· 14 Mihaljevac - Trg bana Josipa Jelacica - Savska ulica - Velesajam - Zaprude
· 15 Mihaljevac - Dolje
· 17 Precko - Trg bana Josipa Jelacica - Borongaj
Night-time lines:

- 31  Crnomerec - Trg bana Josipa Jelacica - Glavni kolodvor - Autobusni kolodvor - Velesajam - Savski most
- 32  Precko - Trg bana Josipa Jelacica - Trg hrvatskih velikana - Borongaj
- 33  Dolje - Draškovicova - Glavni kolodvor - Savska cesta - Ulica grada Vukovara - Savišce
- 34  Ljubljanica - Trg bana Josipa Jelacica - Glavni kolodvor - Draškovicova - Dubec

RENT A BIKE
http://www.nextbike.hr/en/zagreb/

RADIO TAXI ZAGREB
Tel. 1777 or 060 800 800
Calls from abroad: +385 1 66-00-671 ili +385 1 66-01-235
http://www.radio-taksi-zagreb.hr/kontakt/

TAXI CAMMEO ZAGREB
Telephone: 1212 or 060-7100
http://www.taxi-cammeo.net

EKOTAXI
Tel. 14140 or 060 77 77
Calls from abroad:+385 1 88-92-013 or +385 95 42-11-999
www.ekotaxi.hr

Must see in Zagreb

SPICA - There's this funny thing that happens in Zagreb. The Zagrebians adopted the German word "spitze" (tip) to dub their social phenomenon špica. In other words, Saturday mornings are not for sleeping in. They're for getting glam and strutting yourself at the markets and getting a coffee downtown. And everyone does it at the exact same time, between 10:00 and 14:00, just on a couple of streets in the city centre. It's the hub of Zagreb culture. Forget Friday night – Saturday morning is the time to dress it up, grab your shades, and hit the catwalk of Zagreb.

TKALCICEVA STREET - Tkalčićeva Street famous for its small houses in which numerous bars are situated at that time was actually a creek.

MEDVED (BEAR) CITY - Visitors can take walking tours which give the Brothers Grimm a run for their money - rumour has it a cursed snake queen is buried deep down in the
tunnels of Zagreb’s medieval mountain fortress, Medvedgrad. Could this be the true Medusa? In the mountains of Medvednica above Zagreb, and the food and drinks are another attraction to the area. The staff also plays only classical music. So whether you’re a nature lover or just want a place to relax, Zagreb has got it.

**MUSEUM OF BROKEN RELATIONSHIPS** - Zagreb has a complicated history – and it doesn’t hide it. In fact, Zagreb has more museums per capita than anywhere else in the world, giving it the nickname of ‘the city of museums’. The city boasts a museum of Croatian architecture, history, ‘Croatian Naive Art’, ethnography, and art – but there’s one museum in particular which steals the spotlight. The city hosts a truly unique Museum of Broken Relationships, devoted to mementos from relationships of all kinds. It’s quirky, it’s personal, nostalgic, and somewhat melancholy - but it’s one of the hottest attractions in Zagreb.

**Weather**

The climate of Croatia varies from Mediterranean along the Adriatic coast to continental, inland. The coastal areas have hot, dry summers and rainy winters yet the inland areas are cold in winter and warm in summer. The coast benefits from refreshing winds in the summer and the mountain ranges shield them from bitter winds in the winter. Sea temperatures never fall below 10 degrees Celsius in the winter and in August it can be as high as 26 degrees Celsius, due to warm currents flowing north up the Adriatic coast. In spring and early summer a sea breeze keeps the temperature down along the coast. This breeze that usually starts around 9 am is perfect for sailing. The islands benefit from up to 2,715 hours of sunshine a year, the sunniest being Hvar. Winter temperatures range from -1 to 3°C in Zagreb, -5 to 0 °C in the mountain region and 5 to 10 °C in the coastal region. Summer temperatures range from 22 to 26 °C in the continental region, 15 to 20 °C in the mountain region and 26 to 30 °C in the coastal region.
Official holidays

January 1 – New year
January 6 – Epiphany
April 5 – Easter
April 6 – Easter Monday
May 1 – International worker’s day
June 4 – Corpus Christi
June 22 – Anti-Fascist Struggle Day
June 25 – Statehood Day
August 5 – Homeland Thanksgiving Day
August 15 – Assumption of Mary
October 8 – Independence Day
November 1 – All Saints’ Day
December 25 – Christmas
December 26 – Saint Stephan’s Day

General info

Electricity:
Voltage of city power grid – 220V, frequency 50HZ

Water:
Tap water is drinkable throughout Croatia.
The telephone code for Croatia is +385.

Time zone:
GMT plus one hour in winter and GMT plus two in summer.

Important telephone numbers:
· Emergency 112
· Ambulance 94
· Fire-service 93
· Police 92
· Assistance on the roads 1987; 1987 (If you are calling from outside of Croatia or using a mobile phone dial +3851 1987)
· General information 981
· Information about local and district telephone numbers 988
· Information about International telephone numbers 902
Interesting facts

#1: Croatians invented a tie.

#2: Croatian inventor Slavoljub Penkala invented the ball-point pen in 1906 and the first solid-ink fountain pen in 1907. Remember, Penkala!

#3: White House was apparently built with the stone from Croatian island of Brac. However, this fact has lots of controversy. Like it was totally practical to bring the stone from the remote island 6000 miles away from USA.

#4: Dalmatian dogs’ roots trace back to Croatian region of Dalmatia. Apparently they are cute and lovely dogs.

#5: Marco Polo is born on the Croatian island of Korcula.

#6: Ston walls are the longest fortification walls in Europe. They are 5.5 km long. OK, they are not maybe The Great Wall of China, but laugh after you walk them on a hot summer day.

#7: Croatian mountain Velebit was a principal shooting location for the famous German Karl May Winnetou movies in 60′s.

#8: Museum of Broken relationship is one of its kind and it is in Zagreb. You know, it is a display of love gone wrong. Great stuff!

#9: Zinfandel grape variety comes from Croatia. Oh yeah, this one is for real. Croatian old wine variety, Crljenak Kastelanski, is the same grape variety as Zinfandel. DNA proved. Napa Valley, you’re welcome!

#10: Words without vowels are everywhere in Croatian language. Try pronouncing: Krk, trn, vrt, prst, strm … Try to say 😊

#11: Croatia has over 1.000 islands. That’s…. a lot of islands.

#12: You pay public TV and radio station in Croatia (and in Croatian) even if you never watch or listen to these stations. Yep, even if you don’t understand a word they are saying. This is not cool!

#13: When giving flowers to somebody, make sure there is an odd number of stems. At least if you are giving them to a live person. Flowers with an even number of stems are for the graveyards.
#14: Croatia was the first country in the world to offer nudist holidays. Of course, according to the legend, we got an idea from the British royals, King Edward VIII and his mistress Wallis Simpson. They were the first ones to swim naked in the Bay of Kanda, on the island of Rab, back in 1930.

#15: If somebody invites you for a coffee, you can actually order something else. Coffee culture in Croatia is so strong, that the word “coffee” just got the meaning of the word “drink”. Sometimes by watching busy cafes in the middle of the day, you might get a wrong impression that Croatians don’t work. We actually do. In the bar. While we drink coffee.

#16: The largest white truffle ever was found in Croatia. Yep, you can all check it in The Guinness World Records. This is pretty awesome, you must admit.