

HomeInZagreb Tenant Handbook

Your essential guide to living comfortably
and responsibly in Zagreb.

Welcome & How to Use This Handbook

This handbook is designed to help you settle in, understand your responsibilities, and avoid common issues during your stay in Zagreb.



What this handbook covers

Payments, Move-in and Move-out guidance, registration of stay, utilities, house rules, cleaning, safety and daily living information.



Important note

Always follow your rental agreement first. If something in the handbook differs from your agreement, the signed agreement and written instructions for your property apply.



HomeinZagreb's role

HomeinZagreb supports the booking process and communication, but does not own the apartments. Rent and utilities are usually paid to the landlord.



Best way to use this handbook

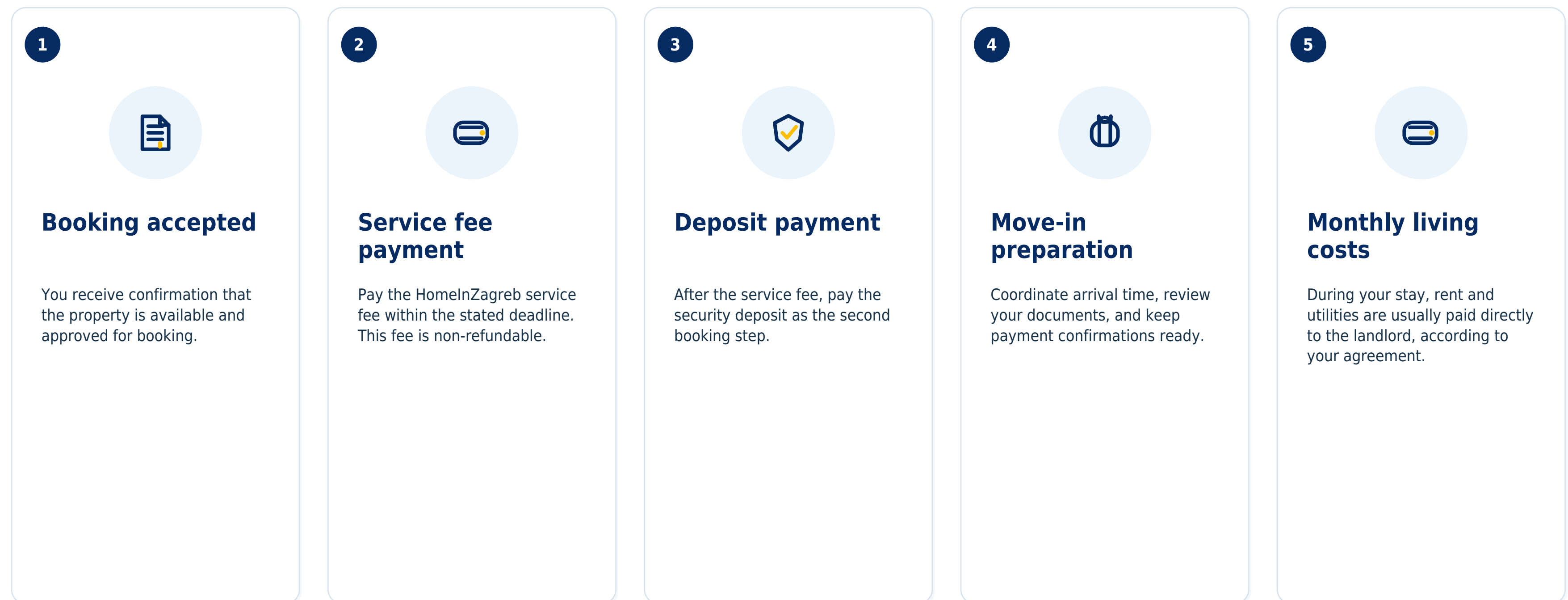
Read it before Move-in, save it for quick reference during your stay, and review the Move-out sections before leaving the property.

Payments Overview for Tenants

Payment	Paid by	Paid to	When is it paid?	Purpose
Service Fee	Tenant	HomeInZagreb	After acceptance	The agency service fee for the reservation, support, and booking process.
Security Deposit	Tenant	HomeInZagreb	After service fee	The deposit secures the booking and is later handled according to the rental agreement and property condition.
Rent	Tenant	Landlord	Monthly	The monthly rent for using the apartment or room.
Utilities	Tenant	Landlord	Monthly / invoice	Utilities may include electricity, water, gas, heating, internet, building fees, or other agreed costs.
Cleaning (if any)	Tenant	Landlord	Monthly / move-out	This applies only if final cleaning is agreed, required, or charged for the specific property.
Deposit Refund	Landlord	Tenant	After move-out	The refundable part of the deposit is returned according to the rental agreement.

Booking & Payment Process


A booking is not fully confirmed until the required steps are completed.



Before Move-in

Use this checklist before arrival so your Move-in goes as smoothly as possible.

Topic	What to do	Why it matters
 Rental agreement	Read the full agreement , upon signature copy is in your e-mail.	It defines the property rules, payment terms, and responsibilities.
 Transfer confirmations	Save proof of service fee, deposit, and any other required payments.	Payment records help avoid confusion later.
 Arrival coordination	Confirm the date, approximate time, and who is coming.	Smooth coordination avoids delays on arrival day.
 ID / documents	Keep your passport or ID and any requested registration documents ready.	You may need them for handover or residence procedures.
 Property basics	Ask your landlord about Wi-Fi, utilities, heating, and appliances if anything is unclear.	It is easier to solve questions before arrival than after.
 Essential items	Bring any personal items you may need for the first day and night.	A prepared first day makes settling in easier.

 If your arrival date/time changes, inform HomeInZagreb or landlord as early as possible.

Move-in Guide

Take a few minutes at the start of your stay to document the property carefully.

1



Receive the keys

Confirm that you received the correct keys, remotes, or access items.

2



Check the property

Walk through the apartment or room and test lights, water, appliances, windows, and locks.

3



Take photos and videos

Document the general condition, furniture, walls, floors, and any visible issues.

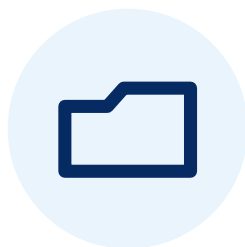
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Report issues early

Report pre-existing damage, missing items, or cleanliness concerns within 48 hours of Move-in.

5



Keep written records

Save messages, e-mails, and photos in one place for future reference.

6



Understand the basics




Ask how heating, hot water, Wi-Fi, waste disposal, and building access work.



HomeInZagreb does not inspect the properties during Move-in or Move-out, tenants and landlord should document and record the Move-In and Move-out.

Registration of Stay

Residence and temporary stay rules can vary, but these are the general guidelines usually relevant for longer stays in Croatia.

Category	General timing	Guidance
 EU / EEA / Swiss	If staying longer than 3 months, registration is generally required no later than 8 days after the first 3 months end.	The exact procedure may depend on your case and local instructions.
 Non-EU nationals	For stays longer than 3 months, registration is generally required within 48 hours of arrival.	Additional residence steps may apply depending on your status and documents.
 Landlords support options	Depends on property and landlord.	Common options include notarized consent, in-person landlord consent, or short-stay eVisitor registration where applicable.



Important

Always follow the latest instructions from MUP or the relevant authority, because procedures can change or differ by case, more info on <https://mup.gov.hr/en>



Practical tip

Check what form of registration is available for your property.

Utilities Overview


Whether utilities are included in rent or based on consumption depend on the property and rental agreement.

Utility	Usually paid to	Typical timing	Notes
 Electricity	Landlord	Monthly / invoice	May be fixed, included, or charged by actual usage.
 Water	Landlord	Monthly / invoice	Sometimes included, sometimes billed separately.
 Gas	Landlord	Monthly / invoice	Relevant where gas heating or cooking is used.
 Heating	Landlord	Monthly / seasonal	The method depends on the building and system.
 Internet	Landlord	Monthly / included	Many properties include it, but speed and quality can vary.
 Building fees	Landlord	Monthly	If applicable, these depend on the property arrangement.


House Rules & Respectful Living


A respectful approach helps avoid problems with neighbors, roommates, and landlords.

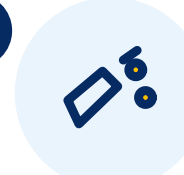
1  **Quiet hours**
Keep noise low, especially at night and in shared buildings.


3  **Smoking**
Smoke only if clearly allowed; many properties are fully non-smoking.

5  **Shared spaces**
Keep kitchens, bathrooms, and hallways tidy if the property is shared.

7  **Pets**
Keep pets only if the property clearly allows them.

2  **Guests**
Follow your agreement and check if overnight guests are restricted or allowed.







4  **Parties**
Large gatherings are not allowed unless expressly approved.

6  **Security**
Lock doors and windows and do not share keys or access codes carelessly.

8  **Communication**
If an issue affects others, report it early and communicate respectfully.









Cleaning & Everyday Care

Regular care helps keep the property comfortable and reduces Move-out issues.

Area	How often	What to do	Why it matters
 Kitchen	Daily / regularly	Wipe surfaces, wash dishes, remove food waste, and keep the sink clean.	Prevents smells, stains, and hygiene problems.
 Bathroom	Regularly	Dry wet areas, clean the toilet and sink, and ventilate after use.	Helps reduce moisture and buildup.
 Floors	Weekly	Sweep or vacuum and clean visible dirt or spills.	Protects the condition of the property.
 Trash	As needed	Separate waste properly and do not let garbage accumulate.	Keeps the apartment fresh and avoids odors.
 Fridge	Regularly	Remove expired food and clean shelves when needed.	Prevents unpleasant smells and stains.
 Laundry / textiles	Regularly	Wash bedding and towels and avoid leaving damp fabrics inside.	Supports hygiene and reduces moisture.

Humidity, Mold & Ventilation Guide

Good ventilation and early reporting help prevent humidity problems, mold, and unnecessary damage.

Topic	How often	What to do	Why it matters
 Ventilate rooms	Daily	Open windows regularly, especially after sleeping, cooking, showering, or drying clothes.	Fresh air lowers humidity and reduces mold risk.
 Heat properly in winter	Cold season	Keep the apartment reasonably heated and avoid letting rooms stay cold and damp for long periods.	Cold walls and high humidity create ideal conditions for condensation and mold.
 Bathroom moisture	After each use	Use ventilation or a fan if available, open the window if possible, and dry visible water after showering.	Bathrooms are high-humidity areas and need regular airflow.
 Cooking moisture	During cooking	Use the kitchen hood if available, cover pots when possible, and ventilate after cooking.	Cooking releases moisture and odors that should not stay trapped inside.
 Drying clothes inside	If needed	Ventilate more often, use a drying rack away from walls, and use a dehumidifier if available.	Indoor drying can add a lot of moisture to the apartment.
 Furniture and walls	Regularly	Keep some airflow around large furniture and avoid pushing damp items directly against walls.	Airflow helps prevent hidden condensation and mold behind furniture.
 Leaks and water stains	Immediately	Report leaks, water stains, dripping, roof or window issues, or damp patches as soon as you notice them.	Leak-related mold is easier to solve when reported early.
 Mold spots	Immediately	Send photos and report the location, size, and when you noticed it. Continue ventilating and avoid covering the area.	Early reporting helps identify whether the cause is leakage, ventilation, heating, or usage.

Damage, Repairs & Maintenance

Report issues early and keep written records so problems can be handled more efficiently.

1



Report early

Do not wait if something breaks, leaks, stops working, or becomes unsafe. Early reporting usually prevents bigger problems.

2



Use the right contact

Follow the contact instructions for your property. For most issues, report directly to the landlord or designated contact person.

3



Include clear details

Explain what happened, when it started, and which room or item is affected. Add photos or short videos when helpful.

4



Emergency issues

For urgent water, electricity, gas, or safety problems, act immediately and use the emergency contact or relevant public service if necessary.

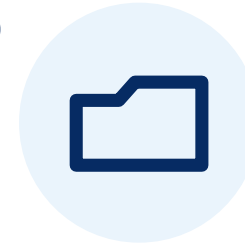
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Do not repair alone

Avoid making significant repairs or hiring someone yourself unless you have written approval from the responsible party.

6



Keep written records


Save messages, e-mails, invoices, and photos so there is a clear record of the issue and response.



Normal wear and tear is different from avoidable damage. If you are unsure, report the issue and ask first.


Safety & Emergency Information

Know the essential emergency numbers and take simple precautions to keep your stay safe and comfortable.

1  **Emergency number 112**
General emergency number for urgent police, fire, and medical assistance in Croatia.

3  **Police 192**
Use for urgent security incidents, theft, or other police matters.

5  **Fire Brigade 193**
Use in case of fire, smoke, or other fire-related emergencies.

7  **Ambulance 194**
Use for urgent medical help when immediate assistance is needed.

2  **Gas, water, electricity**
If there is a dangerous leak, outage, or fault, act carefully and contact the relevant emergency or utility service.







4  **Lock doors and windows**
Protect your personal safety and belongings by locking the property when leaving or sleeping.

6  **Use appliances responsibly**
Turn off appliances when appropriate and follow any written instructions for heating, cooking, and electrical equipment.

8  **Save key contacts**
Keep your landlord, property contact, and important local numbers easy to find on your phone.

Waste & Recycling

Separate waste properly and keep the apartment and common areas clean.

Waste type	What goes in	What to avoid	Notes
 Mixed waste	General household waste that does not belong to a recycling category.	Do not mix in recyclable paper, glass, or packaging if separate collection is available.	Use the regular general waste bin.
 Paper	Clean paper, newspapers, magazines, and cardboard.	Avoid wet, greasy, or food-stained paper.	Flatten boxes when possible.
 Plastic & metal	Plastic packaging, cans, tins, and similar recyclable packaging.	Do not place heavily dirty packaging without emptying it first.	Rinse lightly if needed.
 Glass	Bottles and jars, where separate glass collection exists.	Do not include ceramics, mirrors, or window glass.	Remove remaining liquid before disposal.
 Bio waste	Food scraps and biodegradable kitchen waste, if the property or building separates it.	Do not use if no separate bio-waste system is provided.	Follow the local arrangement for your building.
 Bulky or special waste	Large items, electronics, batteries, bulbs, or hazardous waste.	Do not leave these in regular building bins or hallways.	Use designated collection points or ask first.

Living Comfortably in Zagreb

A few simple habits can make everyday life easier, more comfortable, and more respectful of the property.

1



Plan for the seasons

Zagreb has hot summers and colder winters, so adapt heating, ventilation, and clothing accordingly.

2



Ventilate regularly

Fresh air improves comfort and helps reduce humidity, cooking odors, and indoor stuffiness.

3



Respect neighbors

Be mindful of noise, especially at night, and follow the house rules of the building.

4



Use public transport

Trams and buses are a practical way to move around the city and reach most daily destinations.

5



Shop and live locally

Local bakeries, markets, supermarkets, and neighborhood services can make everyday life easier.

6



Ask early if unsure

If something about the property, utilities, or local living arrangements is unclear, ask before it becomes a problem.



Comfort usually comes from routine: keep the space aired, tidy, and used responsibly throughout your stay.

Move-out Guide

A well-prepared Move-out helps avoid confusion and makes the final handover smoother.

1



Review the agreement

Check the agreed Move-out date, notice requirements, cleaning expectations, and handover instructions.

2



Clean the property

Return the apartment or room in a similarly clean condition to the one at Move-in, subject to normal wear.

3



Remove personal items

Take your belongings, empty the fridge, and do not leave waste, food, or unwanted items behind.

4



Document the condition

Take clear photos and videos shortly before leaving, especially of important rooms, furniture, and any relevant issues.

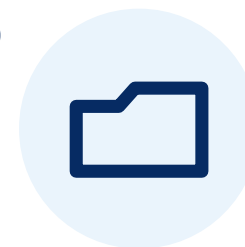
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Return keys and access items

Give back keys, remotes, and similar items according to the agreed handover process.

6



Keep final records

Save messages, cleaning proof if relevant, and the final handover communication for your records.



If you expect any disagreement about condition or cleaning, document the property carefully before leaving.

Security Deposit & Move-out Responsibility

The rental agreement governs the main responsibilities related to condition, handover, and the return of the security deposit.



Rental agreement first

The signed rental agreement and any annexes, inventory lists, or written handover records are the main reference for rights and obligations.



Move-in condition

The initial condition at Move-in should be documented early with photos, videos, and written reporting of pre-existing issues.



During the stay

The property should be used responsibly and returned in the agreed condition, allowing for normal wear and tear.



Move-out & deposit

Deposit return timing and amount depend on the rental agreement, property condition, and the responsible decision-maker under the arrangement.



Important

HomeInZagreb may facilitate communication, but it does not arbitrate disputes about cleanliness, damage, or deposit deductions unless specifically agreed in writing.



Practical tip

Share clear photos, videos, and written notes both at Move-in and near Move-out to reduce misunderstandings.

Zagreb Practical Guide

A few basic everyday facts can help you settle in more easily during your stay in Zagreb.

Topic	Key info	Why it matters
 Currency	Croatia uses the euro (EUR).	Useful for rent-related planning and daily purchases.
 Public transport	Zagreb tram and bus network covers most of the city.	A practical way to move around without a car.
 Shops	Supermarkets, bakeries, and pharmacies are widely available across the city.	Useful for daily errands and essentials.
 Electricity & plugs	Croatia uses standard European plugs and 230V electricity.	Helpful when bringing chargers or appliances.
 Tap water	Tap water in Zagreb is generally safe to drink.	Useful for everyday living and saving on bottled water.
 Language	Croatian is the local language, but English is common in many everyday situations.	Helps set expectations for communication.
 Emergency help	General emergency number: 112.	Important to know in urgent situations.
 Weather	Zagreb has warm summers and colder winters, with changing conditions across the year.	Helps with clothing, heating, and seasonal planning.

 Every property may have its own specific instructions, so use this page as general city guidance only.