



RE: INCH HOLIDAY CLOSURE AND EMERGENCY CONTRACTORS

INCH Office will be closing for the holidays on **Thursday 24th December 2020** and will reopen from 9.30am on **Monday 4th January 2021**. We hope you all enjoy the holidays.

In the event of an emergency repair, see below what is an emergency repairs

The Residential Tenancy Authority considers the following as emergency repairs:

- a burst water service or a serious water service leak
- a blocked or broken lavatory system or fittings
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply to the premises
- a failure or breakdown of an essential service or appliance on premises for hot water, cooking or heating
- a fault or damage that makes premises unsafe or unsecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant of premises, or
- a serious fault in any staircase, lift or other common area which inhibits or unduly inconveniences residents in gaining access to or using the premises.

Steps that tenants can take resolve an emergency repair, these are:

Step 1: Use your emergency contractors as listed in your lease agreement or some owners have changed contractors for the holiday period – please refer to recent letter from INCH.

Step 2: Use INCH Housing’s emergency contactors as listed below

Electrician	DC Electrical	Ph. 1300 707 694
Handyman	Johnny the Handyman	Ph. 0419 745 983
Locksmith	Toplock	Ph. 1300 553 945
Plumber	All District Plumbing	Ph. 3285 6011

Step 3: Tenant can seek own emergency repairer as per *RTRAA 2008*.

The tenant can get a suitable qualified person to carry out emergency repair/s to a maximum value of two weeks’ rent.

Payment for emergency repairs

If the tenant arranges for an emergency repair, they must provide a copy of the invoice/receipt to INCH within seven days after INCH’s Office opens on 4/1/2021.

Please note: If an emergency contractor attends the property for an emergency repair but the repair is identified as a routine repair or tenant damage, then you can be charged for the repair eg call out fee, labour and materials.

INCH hopes you have a wonderful Christmas and Happy New Year.

Thank you, INCH Housing Inc.

