



INSTRUCTIONS FOR FAULT REPORTS

Fault reports should primarily be made using the electronic fault report system at *inarinvuokra-asunnot.fi* -> *residents* -> *make a service advice note*.

Please note! Electronic fault reports are processed on weekdays between 8 am and 3 pm. Urgent faults must always be reported by telephone: during office hours, call the office phone number and during on-call hours, call the on-call number.

During business hours, make fault reports to the office: tel. **040 161 6676**

Monday–Thursday	8 am–3.30 pm
Friday	8 am–2 pm

ON-CALL MAINTENANCE

Monday–Thursday	3.30 pm–10 pm
Friday	2 pm–10 pm
weekends, public holidays, Christmas eve and Midsummer eve	7 am–10 pm

On-call number **040 837 4027** (only during on-call times)

Call the on-call number only for faults requiring urgent repair that cannot wait for the next working day or if you require the door opening service.

The door opening service is subject to a fee of EUR 30. The fee is charged when the door is opened or invoiced separately. The door opening service is only available during on-call hours until 10 pm.

In case of urgent faults that pose an immediate danger to people or property, contact the Managing Director, tel. 040 845 3197.