

# Centacare Evolve Housing Fact Sheet

## Glass Replacement

If damage occurs to your property, you need to report it to Centacare Evolve Housing. If you do not report the damage within seven days you will be responsible for paying for the costs of repairs even if it was not your fault.

### **What to do if you have a broken window or other structural glass damage**

You must immediately report it to Centacare Evolve Housing. You can do this by phoning (03) 6173 0061, reporting in through our website contact page, or calling to our office.

Broken windows can only be repaired or replaced by authorised Centacare Evolve Housing trades people. You must not repair or replace the window yourself, or arrange for any other person or trades person to do the repair or replacement work without our written permission.

If necessary, you may want to make the area safe by removing the broken glass, including from the window frame, and dispose of it safely. If you have some cardboard, plastic or board, you can use it to cover the hole to make the property secure and weatherproof.

### **Who pays for the repair work**

You will be responsible for the cost of repairs or replacement of a broken window when the damage is the fault of the tenant, the tenant's family or people visiting the property, unless:

- The breakage has resulted from the illegal actions of another party that you were unable to prevent or control (such as domestic violence, vandalism or a break-in). You must report the offence to Tasmania Police, make a statement to the Police and request a Police Report Number (either an Offence Report or an Incident Report). This report number will need to be provided to us in order for us to work out who pays for the repair.
- The breakage resulted from damage due to a natural event or other unforeseen event, such as storm damage or an accident that could not be prevented by the tenant. We will assess the situation and will need to be satisfied that the breakage was caused by exceptional circumstances beyond your control.

