



# Repair time

After reporting your failure

*Send a picture of the problem to [facilitair@homeflex.nl](mailto:facilitair@homeflex.nl)*

After reporting your malfunction, failure or problem with one of the things below. We try to fix this within the mentioned time.

\*At failures that are reported in the evening or weekend, we may need more time to solve.

	12 hours	12-24 hours	24 hours	48 hours	72 hours	5 work days	7 work days	15 work-days
(Hot) water								
Heater								
Electricity								
Toilet								
Leakage								
Bed/Mattress								
Internet								
Washing Machine								
Vacuum Cleaner								
Oven/Microwave/Fridge								
Furniture								
Extra key								
Maintenance (small)								
TV								
Kitchen inventory (small)								
Garbage pass								
Extra certificated key								