

Urgent Repairs

Urgent or emergency repairs are work that's needed to make your home safe, sanitary, secure and weathertight.

To qualify for EQC cover you must have a private insurance policy, that includes fire insurance, at the time your home and contents were damaged. Any reimbursement for urgent or emergency repairs will depend on EQC's acceptance of a valid claim in accordance with the EQC Act and may form part of a future claim.

What to do first

After a natural disaster, you should first do all that you can safely do yourself to make your home habitable and protect it from further damage.

If applicable and this can be achieved safely, you could:

- Turn off the water or gas if it is leaking.
- Clean up spillages of crockery and glass breakages – take photos of everything and don't throw away anything non-perishable yet.
- Dispose of perishables like ruined or spilt food - list and photograph items as you dispose of them.
- Board up broken windows.
- Make chimney damage waterproof and safe – for example you could put a tarpaulin over them to prevent water coming into the house and take out any loose bricks that may fall. Make sure to take before and after photos to document any work you do.
- Cover any holes in the roof or walls.
- "Habitable" includes warm – so think about if there is anything you can do to heat your home.

If you need to get help

You might need to get help from a tradesperson to do some urgent repairs – for example getting essential services like toilets and water systems up and running (if possible) or getting work done to make the house safe, sanitary, secure and weathertight.

If you need to pay your contractors for any urgent work, please make sure you keep a good record (including photographs) of what work was needed, why it was needed, and what was done. Also keep copies of your invoices and receipts.

If you need help paying for your urgent works, please talk to your private insurer.

Important: Don't start permanent repairs until your EQC claim has been settled.

Other support

There are a number of Government agencies offering help and support. You can call the Government Helpline on 0800 779 997 to find out more.

LODGE A CLAIM AT WWW.EQC.GOV.TZ/CLAIMS OR CALL **0800 DAMAGE (326 243)**

OUR MISSION: TO REDUCE THE IMPACT ON PEOPLE AND PROPERTY WHEN NATURAL DISASTERS OCCUR.

EQC
EARTHQUAKE COMMISSION