How to arrange for a tradesperson to visit while a guest is on the premises · What to do if the process gets stuck?

For: Private accommodation host

Practical business guidance · Reviewed: 2026-11-22

Applicability: According to the profile and circumstances of the described case.

If it is not possible to stay safely at the property, clarify alternative accommodation and the costs.

When a plan meets an obstacle

Separate the urgency of the fault from the issue of access, and obtain confirmation of the appointment from the guest whenever possible.

Record the notification time, the agreed entry time, the meter reading and the servicer's contact details.

Working example · How to arrange for a tradesperson to visit while a guest is on the premises

Try communicating in the guest's language and provide a number for urgent follow-up.

Specific next steps

1. Separate the urgency of the fault from the issue of access, and obtain confirmation of the appointment from the guest whenever possible.
2. Record the notification time, the agreed entry time, the meter reading and the servicer's contact details.
3. Prepare a brief guide to faults with the main valves and contacts.

Limits of application

When personal data covered by the GDPR is processed.

Sources

EUR-Lex · General Data Protection Regulation (EU) 2016/679

https://eur-lex.europa.eu/legal-content/HR/TXT/?uri=CELEX%3A32016R0679

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-smj-incident-voda-problem