



# CORONAVIRUS

## How Bric will support you with COVID-19

**FOR BRIC UPDATES GO  
TO [WWW.BRIC.ORG.AU](http://WWW.BRIC.ORG.AU)**

With the spread of the Coronavirus / COVID 19, Bric Housing is committed to providing services and support to our tenants in a way that is safe for tenants, staff and our maintenance contractors.

### IMPORTANT- PROVIDE YOUR CONTACT DETAILS

We will need to keep in CLOSE TOUCH with you regarding changes to services and to provide you with updates.

To ENSURE WE CAN DO THIS could you PLEASE:

- EMAIL or TEXT your contact details to [info@bric.org.au](mailto:info@bric.org.au) or your Tenant Service Officer - see card attached - include your:
  - NAME
  - ADDRESS
  - PHONE NUMBER
  - EMAIL ADDRESS

If you can't email or text, PLEASE PHONE: 3230 5555 and leave a message with your contact details - THANK YOU.

### IN THIS ISSUE

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#### WHERE TO GET INFORMATION

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#### HOW TO PROTECT YOURSELF

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#### CORONAVIRUS OR SOMETHING ELSE?

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#### KEY CONTACT NUMBERS

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## Bric Services to tenants

Bric is working hard to ensure we can maintain our services in a **HOW TO PROTECT YOURSELF** way that is safe for all.

For a period of time, some non-urgent aspects of our services may need to change.

At this stage, our changed services are:

- No property inspections – until further notice
- Some additional cleaning services in the common areas of boarding houses and a number of unit complexes, especially 'high traffic' areas such as lifts and entry doors
- It may take longer than usual to respond to non-urgent maintenance requests. This is because we will prioritise urgent repairs and will depend on the availability of maintenance contractors
- We have safety measures in place, including a requirement that staff and contractors observe all recommended health and safety measures if visiting a tenant's home or having face to face contact

## What we ask of you please:

- Provide your up-to-date contact details so we can keep you updated about our services
- Please do not visit any Bric office without an appointment - the reception will be closed
- You can make an appointment to see us - or - contact us by phone or email
- Inform us if you or any member of your household has COVID-19 OR is experiencing flu like symptoms OR you have any reason to think you might have been exposed to COVID-19.

PLEASE NOTE we will be asking tenants a number of screening questions about your health before any maintenance contractor or staff visits your property.

Be **SAFE** from coronavirus infection  
Be **SMART** & inform yourself about it  
Be **KIND** & support one another





## Let us know if you need assistance

If you are experiencing difficulties, for example you are in isolation at home and/or if you need any essential items, please advise your Tenant Services Officer. We may be able to assist with putting you in touch with local services.

## Be a good neighbour

In these times of uncertainty, it is important for all of us to be respectful and considerate of our neighbours. Together as a community we can look out for each other, remain calm, and stay safe.



### KEY WEBSITE/CONTACTS

WWW.BRIC.ORG.AU  
WWW.HEALTH.QLD.GOV.AU  
WWW.HEALTH.GOV.AU

13 HEALTH (13 43 25 84)  
INFO@BRIC.ORG.AU

### FOR URGENT MAINTENANCE CONTACT 3230 5542



**CATCH IT. BIN IT. KILL IT.**

Remember to wash your hands for **20 seconds**

### Do I have COVID-19, the flu or a cold?

	COVID-19	Cold	Flu
SORE THROAT	Sometimes	Common	Common
COUGH	Common	Common	Common
SNEEZING	-----	Common	Sometimes
FEVER	Common	-----	Common
BODY ACHES	Sometimes	Mild	Common
TIREINESS	Sometimes	Rare	Common
HEADACHE	-----	-----	Common
BURNY/STUFFY NOSE	-----	Common	Sometimes
NAUSEA	-----	-----	Sometimes
SHORTNESS OF BREATH	IS EVERY CASE	-----	-----



FOR MORE INFORMATION PLEASE VISIT [WWW.HEALTH.QLD.GOV.AU](http://WWW.HEALTH.QLD.GOV.AU)

UPDATES AVAILABLE VIA [BRIC.ORG.AU](http://BRIC.ORG.AU)