

REPAIRS TO YOUR HOME

HOW TO REPORT A REPAIR

DURING BUSINESS HOURS (9am - 5pm Mon - Fri)

Phone: 3320 5542 (direct line)
Phone: 3230 5555 (select Option 2)
Email: maintenance@bric.org.au
Web: <https://bric.org.au/existing-tenants/report-a-repair/>

OUTSIDE BUSINESS HOURS

Phone: **3230 5555 (select Option 2)**

Note: this is for emergencies only
eg a gas leak, or if you are locked out.

REPAIRS - HELPING US TO HELP YOU:

If you need a repair at your home, tell us as soon as possible

Please tell us when you first notice a problem (if possible) – don't wait until the item is broken or the repair has become very urgent;

- Call as early as possible during the day – especially if it is an urgent repair, so we can organise a contractor as soon as possible.

Be patient if we need to ask some questions

- We may need to ask you some questions. Sometimes we can help you trouble shoot and fix the problem over the phone. It also helps for us to work out what's gone wrong and provide good information to the contractor.

Give us as much information as you can

Tell us as much as you can – it's useful to have photos. This means the contractor can come prepared to repair/fix the problem. This includes things like:

- The make and model of an appliance eg hot water system
- The exact location of the problem eg the hot water tap in the kitchen
- Please describe what is happening – eg
 - when did the problem start?
 - is there a complete breakdown, or intermittent faults?
 - How severe is the problem (eg for a tap, is it a slow drip, or is it a constant stream of water?)

Keep in contact and provide access

- Make sure we have your up to date phone number and email address
- Keep your phone with you and answer it if we or our contractor need to contact you
- Be at home at the agreed time if you've agreed to provide access to our maintenance contractor.
- The repair can be completed more quickly if you are at home to meet the contractor, rather than the contractor having to collect keys from our office.

Give us feedback as soon as possible if you are not satisfied with the quality of the repair. Please also give us positive feedback where a contractor has done a good job.