

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 - TROUBLE SHOOTING GUIDE

Plumbing Leaks

To stop the leak, you can turn off the water supply. Generally, there is a mini stop (example below) next to your toilet, under the sink, basin or laundry sink. You can turn it off. There maybe two – one for hot and one for cold.



If you don't have a mini stop, you can locate the main isolation valve for the house or unit. You can turn this off to stop the leak.

A regular check for water leaks is advisable.

If the carpet/ floor is wet, sponge/mop and dry the area thoroughly and check again after use. If there is still a problem, contact Bric.

If there is a constant stream of water and not just a slow drip, this is an emergency repair – please notify Bric immediately.

Faulty Light Switches or Fans

- Do not attempt to fix any electrical faults yourself.
- Do not use switches.
- Contact Bric as soon as possible.

Faulty Power Point

Need to include around testing to see which appliance has tripped the safety switch and resetting the RCD

Hot Plates / Oven

If there is no power to the cooktop or oven:

- check if the power is connected
- check if the power switch to the cooktop/oven is on (usually located on the wall near the appliance)
- check the power box for a tripped switch and reset it if it is off

If this does not fix the problem, contact Bric .

Hot Water Systems

For electrical storage hot water systems:

If your supply of hot water is not hot, or does not last as long as usual, try the following:

- your hot water system may need topping up:
 - Locate the filter filler valve on the side of your hot water system and lift the floppy lever until water flows from the overflow.
 - Repeat this process every few months.
- Check if the power is switched on
- Has the power box tripped the switch?
- Is there a leaking hot water tap?
- Has your shower routine changed or increased (tank capacity will affect this)?
- In winter, the hot water tank is less efficient than in summer - the water will cool more quickly.
- Please check all the above, and if the problem persists, contact Bric.

Leaking from toilet or blocked toilet

Please report to Bric.

Please mop regularly, and turn off the tap under the cistern between uses, until a tradesperson arrives. You can flush the toilet by using a bucket of water.

Try using a plunger on the toilet to clear the blockage

Lights

If there are no lights in some or all of the property, please:

Ensure the power is on

The switch in the power box has not tripped.

Will be put anything in regarding the responsibility of changing light bulbs?

If the problem persists, please contact Bric.

Power outage

If you lose power:

- Check if your neighbours have also lost power – if they have, please contact your Electricity Supplier.
- Check if the Safety Switch on your power board – has it tripped? If so, reset the switch.
- If the Safety Switch trips again, you may have a faulty appliance:
 - unplug all appliances from power points
 - reset the Safety Switch
 - plug in appliances one at a time until the faulty appliance is located.

If this does not fix the problem, please contact Bric.

Washing Machine

If there is a fault with your washing machine, please check the following:

- the power is connected
- the water taps are turned on
- the load of the clothes is not off balance or too high
- the lid is connecting with the on/ off switch when closing
- hoses are securely attached
- if leaking, check hoses for splits.
- The correct washing powder and amount of powder is being used

Can we please put something about common area laundries and they are pay to use?

If the problem persists, please contact Bric (where Bric has supplied the washing machine).

Water Eruption

Water bubbling out of the ground could be a serious problem and could lead to further complications. Please contact Bric immediately - this is an 'emergency matter'.

REPAIRS – URGENT AND NON-URGENT:

URGENT REPAIRS

EMERGENCY REPAIRS

Bric will respond within **4 hours**:

- a serious water leak
- a blocked or broken toilet system (if there is no other toilet available)
- a serious gas leak, or roof leak
- a dangerous electrical fault
- serious storm, flood, fire or impact damage
- a failure of the gas, electricity or water supply
- no hot water
- a fault or damage that makes the property unsafe or not secure
- a serious fault in any staircase, lift or other common area

A tenant may be charged for the cost of the repair

If the problem has been caused by the tenant – eg a tenant has locked themselves out, or caused some deliberate damage to the property – Bric will invoice the tenant for the cost of the repair.

You will need to arrange to pay the amount.

PRIORITY REPAIRS

Bric will respond within **24 hours**:

- a minor water leak
- a minor roof leak
- minor storm, flood, fire or impact damage
- a failure or breakdown of a non-essential service or appliance on the premises
- a light fitting or power point that is not working
- difficult to open and/or close door locks
- a faulty stove where no elements are working
- Fridge/freezer not cooling
- security lighting not working
- no power to part of the property

NON-URGENT REPAIRS

Bric will respond within **7 to 14 days**:

- patching and painting of internal walls
- tightening of kitchen/ bathroom cupboard door hinges
- repairs to furniture and fittings
- servicing of sliding doors and windows
- replacement of common area light bulbs
- slow dripping taps
- trees which need lopping
- leaking gutters or downpipes
- faulty internal door locks
- water hammer
- doors jamming
- uneven hard paving (trip hazards)