

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.

KEYS

If you lose your keys, you will need to pay for replacement keys.

You may want to order a spare set of keys, and keep them in a safe place, for example with a trusted friend or relative. This can avoid you having to pay costly locksmith call outs if you lose your keys and need access to your home.

For some unit complexes, keys are 'restricted' – this means you can only get another key from Bric. You cannot get this type of key cut at a locksmith. This is for your security – it means that Bric controls all the keys to the unit complex.