

# 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](mailto: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.

## WHO WILL CARRY OUT REPAIRS TO MY HOME?

For most Bric properties, repairs are organised by Bric, using suitably qualified and/or licenced contractors. You can ask to see their ID when they arrive.

For properties owned privately managed by a real estate or private owner, Bric will contact the real estate or owner to organise the repair.

## STAFF AND CONTRACTOR SAFETY

The safety and well-being of staff and contractors is important to Bric. We ask that tenants are respectful and courteous, minimise trip hazards, and restrain dogs and ensure children are kept away from the work area.

We require our staff and contractors to wear footwear within the property – this is for health and safety reasons.