

REPAIRS & MAINTENANCE

BHC wants to keep your home to a high standard. As the lessor of your home, your Housing Manager provides you with:

- Maintenance during the working week &
- Emergency maintenance services

Should you need emergency assistance, please don't hesitate to contact your Housing Manager. For after hours emergencies call the BHC office, where the emergency contact number will be available from the recorded phone message.

Non emergency cases should be reported to your Housing Manager the following working day.

In an emergency situation, maintenance staff may enter your home without prior permission.

ABN: 101263834

STREET ADDRESS:
Level 2, 35 Astor Terrace
Spring Hill QLD 4000

GPO BOX 544
Brisbane QLD 4001

Ph: 07 3307 3000
Fax: 07 3839 2000

E: reception@bhcl.com.au

www.bhcl.com.au

OFFICE HOURS:

Monday	8:30am – 5:00pm
Tuesday	8:30am – 5:00pm
Wednesday	8:30am – 5:00pm
Thursday	8:30am – 5:00pm
Friday	8:30am – 5:00pm
Saturday	Closed
Sunday	Closed

*Closed Public Holidays

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REPAIRS AND MAINTENANCE Information



At BHC, we do our very best to fix your maintenance issues as soon as possible, however some issues remain more vital than others.

EMERGENCY REPAIRS – 24 HOURS

- Risk of fatality or serious injury
- Building unsecure after forced entry
- Gas leak or exposed electrical component
- Flood from water, sewerage or storm
- Blocked or broken toilet
- Serious roof leak
- Failure or breakdown of gas, electricity or water
- Fault or damage to essential service or appliance
- Fire alarm

PRIORITY REPAIRS – 2-3 DAYS

- Dripping taps
- Faulty stove
- Faulty light fitting or power outlet
- Leaking shower sill
- Damage caused by an emergency repair
- Non working range hood
- Leaking gutters or downpipes

NON URGENT REPAIRS – 14 DAYS

- Loose internal door handles
- Kitchen cupboard doors not closing properly
- Internal doors not closing properly

In the event that you have a non urgent repair, please fill in a Non Urgent Repair Advice Form and forward this to your Housing Manager.

Alternatively, please advise your Housing Manager when they undertake the routine property inspection of your home.

BHC will pay for repairs caused by fair wear and tear. It is your responsibility to pay for damage caused by you or your visitors that is not deemed to be within this category.

PLANNED MAINTENANCE

From time to time, BHC conducts planned or cyclical maintenance. This includes refurbishments such as bathrooms, kitchens, roofs and floor coverings, stemming from end of life or wear.

All planned maintenance by BHC meets legal requirements contained in State and Commonwealth regulations.

