

HOW TO REPORT MAINTENANCE OR REPAIRS



URGENT REPAIRS

- Risk of fatality or serious injury
- Building insecure 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
- And other urgent repairs



DURING BUSINESS HOURS

Please call or email your Housing Manager.

AFTER HOURS

For after hours emergencies call the BHC office on 07 3307 3000, for after hours emergency contact phone number.

NON URGENT REPAIRS

- 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
- Loose internal door handles
- Kitchen cupboard doors not closing properly
- Internal doors not closing properly
- And other non urgent repairs



IN THE EVENT THAT YOU HAVE A NON URGENT REPAIR

- Email your Housing Manager
- Fill in a Non Urgent Repair Advice Form (available online: bhcl.com.au/tenants/current-tenants/repairs-maintenance/) and send to your Housing Manager via email or place in the Administration letterbox for collection by your Housing Manager
- Phone your Housing Manager