

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



AFTER HOURS

Emergency Maintenance Contact Information

Call: 3307 3000

For your convenience we have an after hours maintenance emergency service that will contact us to arrange emergency plumbing or electrical maintenance issues.

Please Telephone: 3307 3000

You will then be advised of the after hours service number to call.

Please tell the operator:

1. **Your name and address**
2. **Current contact phone number**
3. **Nature of repair e.g. Electrical, Plumbing or other repair**

After you have provided all the necessary details you will be contacted by one of our staff or contractors.

This Service is for Emergency Maintenance ONLY

Please note that lockouts are the responsibility of tenants

Locking yourself out is not considered an emergency repair and in the event that you do so, you will need to contact a local locksmith to gain entry at your own expense.

This service is not to be used to report other incidents or general matters relating to your tenancy, which will continue to be dealt with by your Housing Manager during normal business hours.

Repair Advice Form

Your Housing Manager will organise maintenance resulting from “fair wear and tear”. Other repairs to your home of which your household or guests were responsible for creating may be carried out by contractors but you will be required to pay for these repairs.

In order for a repair to be attended to, please complete this repair advice and fax, post or deliver to your Housing Manager. The more detail you provide the quicker your housing manager can determine what action is required. BHC, the Housing Manager and/or a Tradesperson will be in contact with you to determine a time for the maintenance to take place.

Please note that if you request repairs to your property and it is determined by BHC that there was nothing requiring maintenance then you may be requested to pay any contracted agents call out fees.

Date:

Name:

Address:

Phone:

Email:

What type of repair is required (please provide full details and supply photos where possible)

Please tick if there is an issue with any of the following:

Stove

Oven

Hot Water System

Gas Electric

Gas Electric

Gas Electric

I/We hereby authorise a trade person / Housing Manager / BHC representative to enter the property with the keys in order to inspect the repair and/or carry out the repair.

Tenant's Signature:

Date:

Either enter digital signature or print/sign/scan

BHC MODIFICATION APPLICATION FORM

This application is to be submitted to BHC for assessment prior to any modifications being made to your tenancy. **Until you receive written approval by BHC, you are not permitted to make any modifications to your tenancy.**

TENANCY DETAILS

Property Address:	
Tenant Name/s:	
Contact Number:	

SUPPORT WORKER CONTACT DETAILS (if applicable)

Name:	
Contact Number:	
Contact Email:	

DETAILS OF PROPOSED MODIFICATION

Please provide as much information as possible including room, location, description, and specifics of the modification (i.e. brand, dimensions, make/model)

Proposed Date of Install: ____/____/____

SUPPORTING DOCUMENTATION

Please provide the below information as part of your application. Failure to provide this information will impact the outcome of this application.

- Photo or detailed sketch of the location of proposed modification
- Quote by a qualified licensed tradesperson for the installation of proposed modification
- Copy of contractor's current trade licenses and insurance documentation (Workcover, Public Liability, Professional Indemnity)
- Letter from support person (i.e., Support Agency/GP/Occupational Therapist) outlining requirements for modification, if applicable

Terms of Application

- Brisbane Housing Company is not responsible for any expenses associated with the modification being installed, removed, or maintained.
- Any modifications must be carried out by a qualified licensed tradesperson.
- Any maintenance costs associated with any approved modifications are at the tenant's expense.
- Any damages caused to the or by the approved modifications are to be either repaired immediately or removed in its entirety and the property made good, both at the tenant's expense.
- Brisbane Housing Company has the right to inspect any installed modifications and carry out any repairs if they are not satisfied with the condition of the property modifications, at the tenant's expense.
- If any unapproved modifications are installed, Brisbane Housing Company has the right to remove immediately and return the property to its original state at the tenant's expense.
- When you vacate the property, any approved modifications are to be removed and the property made good by the tenant.

Please sign below confirming you have attached all supporting documentation and acknowledge the above terms:

Applicants Name: _____

Applicants Signature: _____

Date: ____/____/____

Please return the completed form directly to BHC Head Office, post to GPO Box 544, Brisbane Qld 4000, or email directly to your Housing Manager for review.

UNTIL YOU RECEIVE WRITTEN APPROVAL BY BHC, YOU ARE NOT APPROVED TO MAKE ANY MODIFICATIONS TO YOUR TENANCY.