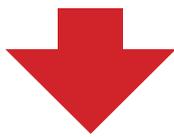


# HOW TO REPORT MAINTENANCE OR REPAIRS



## 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 the BHC Maintenance.

### AFTER HOURS

For after hours emergencies call the BHC office on 07 3307 3000, and select Option 1 to be connected to the After Hours Service.

## 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 [repairs@bhcl.com.au](mailto:repairs@bhcl.com.au)
- Fill in a **Non Urgent Repair Advice Form** (available online: [bhcl.com.au/tenants/current-tenants/repairs-maintenance/](http://bhcl.com.au/tenants/current-tenants/repairs-maintenance/)) and send to [repairs@bhcl.com.au](mailto:repairs@bhcl.com.au) or place in the Administration letterbox for collection by your Housing Manger
- Phone BHC on 07 3307 3000, select Option 1 for Current Tenants, then Option 1 for Repairs and Maintenance