



# New Way to Report Maintenance

Omnichannel Technology powered by **Bricks+Agent**



*Easiest way to send a maintenance request*



Scan QR Code

OR

Two-Step Process:



Email your maintenance requests to **[maintenance@bricksandagent.com](mailto:maintenance@bricksandagent.com)**



SMS your maintenance requests to **0480 019 119**

*MMS is not available with this service*

## Other ways to send maintenance



### Whatsapp

Send a chat message to

**+61480019292**



### Phone Call

Call our automated voice service

**+61272018303**



### Messenger

Send us a [Facebook chat message](#)



### WeChat



### Languages Supported

English, Chinese (Mandarin), Chinese (Cantonese), Hindi, Arabic, Greek, Spanish, Italian, Punjabi, Tagalog, and Vietnamese

## How does it work?



01

Send an email or SMS & receive a follow-up message.



02

Fill out an online form. Attach images, videos & provide additional info.



03

The details you provided go straight to your Property Manager.



04

Receive updates about the status of your job to your inbox.

**There's no need to download an app – just send your maintenance request.**

Our system will automatically match the email or phone number you're sending from to the details registered for the property.

If you update your email address or phone number, just let your property manager know.

