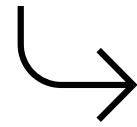


# New Way to Report Maintenance

Omnichannel Technology powered by **Bricks+Agent**

Quick & Simple Steps to Lodge Maintenance



OR



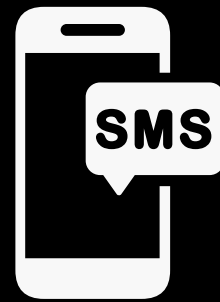
Email your maintenance requests to **[maintenance@bricksandagent.com](mailto:maintenance@bricksandagent.com)**



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

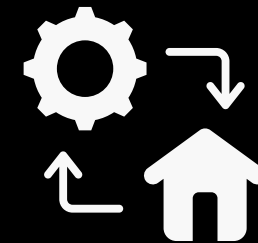
*MMS is not available with this service*

How does it work?



01

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



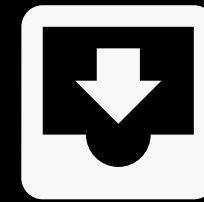
03

The details you provided go straight to your Property Manager.



02

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



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.

## Other ways to send maintenance



**Chatbot**



**Whatsapp**

Send a chat message to

**+61480019292**



**Phone Call**

Call our automated voice service

**+61272018303**



**Messenger**

[Send us a Facebook chat message](#)



**WeChat**

