

# 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**

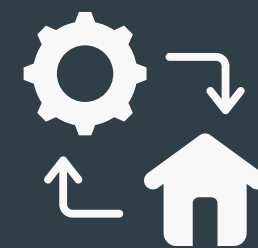
*MMS is not available with this service*

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.

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



02

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



04

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

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

