



## 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 out automated  
voice service

**+61272018303**

### MESSANGER

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.