

New Way to Report Maintenance

Omnichannel Technology powered by 

Easiest way to send a maintenance request

Go to the webpage

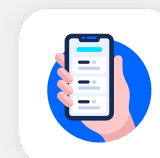
Click on this link
portal.bricksandagent.com

OR

Two-Step Process:



Email your maintenance requests to
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

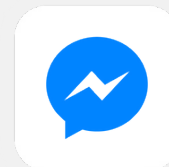
+61480019292



Phone Call

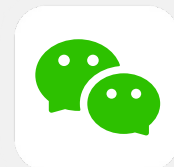
Call our automated voice service

+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.