

BHC MAINTENANCE REPORTING PROCESS

MAINTAINING YOUR BHC HOME

The Corporation is responsible for maintenance of your leased BHC house for your comfort and enjoyment as well as to its restore value. When moving into a BHC house it is important to make note of all defects and omissions and ensure that they resolved before the lease agreement is signed off. It is the responsibility of the tenant to insure their personal belongings against burglary, fire and any other natural calamities. Maintenance faults are reported through the BHC Call Centre on telephone 1167 (across all networks) and telephone 315-9902. As a tenant you are advised to insist on a reference number as well as making you know the date and time you reported maintenance faults. Once maintenance work to your leased house has been completed you will be required to sign the Works Order to verify that you are satisfied with what was being done in your leased house. You are advised not to sign if the work is incomplete or if you are not satisfied with what was being done in your leased house.

ROUTINE REPAIRS

Most of our repairs are carried out as unplanned maintenance. Your leased house is cycle maintained after every five years. For example major maintenance works/ repairs are done every five years and we often carry out a survey/audit of leased houses prior to this to determine which ones need to be cycle maintained. Tenants are usually notified in advance before any planned maintenance work for ease of access to their leased houses as well as to ascertain if they require any additional maintenance works.

If there are any maintenance works required outside this planned maintenance cycle, tenants are advised to contact the BHC Call Center on (Tel: 315-9902 cell/landline or 1167 across all networks) whereupon the following information will be required in order for them to be assisted

- Tenant's name and plot number.
- The nature of the problem giving as much detail as possible to determine the urgency.
- Convenient/ suitable times to send in someone to resolve maintenance query.

Tune in to RB2 every Tuesday of the week at 16h30 to hear more about our products, services and processes.

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STEP 1

Call BHC Call Centre to report a fault on Tel 315 9902 or 1167 (From BTC Landline). You will receive a reference number, save it for making follow ups.

STEP 2

A contractor assigned by BHC will call to make an appointment to come and carry out repairs. The tenant is to ask the contractor for the reference number and check it against the one provided when making a report for security reasons.

STEP 3

If there are any fees to be paid by the tenant, they will be accordingly advised. This happens in case of blockage where they have to pay before any work can be done. The tenant will be given a receipt to acknowledge payment.

STEP 4

A contractor assigned by BHC will come to the tenant's rented house to carry out repairs during working hours. The tenant is to ensure there is someone authorized at the house during the repairs. When the contractor completes repair works, the tenant or their designate will be required to sign a work order form provided by the contractor. There is a provision for one to make comments regarding the repairs done.

STEP 5

Only emergencies should be reported to the Call Centre after hours.

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CHARGEABLE MAINTENANCE ITEMS

- Damaged roof tiles/sheet caused by installation of satellite dish
- Ceiling holes and dirty/ peeling wall plaster due to installation of alarm system
- Missing dust bin (without police report)
- Dirty walls if less than 3 year last painted
- Broken windows
- Damaged gates due to careless driving
- Light shades missing either wall or ceiling
- Burnt sockets except kitchen (only burnt not fault switch)
- Blockages sewer and toilets
- Vandalized properties
- Door Locks and cupboard locks only when there are missing keys
- Sink/bath/hand wash basin plug or stopper
- Toilet seat covers
- Damaged curtain rails
- Missing towel rail/toilet roll holder
- Broken hand basin
- Broken toilet pan
- Burnt Formica tops
- Vandalized doors
- Painting to make good
- Barrel bolts
- Not exhaustive

REPORTS CATEGORIES

EMERGENCY

(Safety, Health, Economic) i.e. falling ceiling, overflowing/blocked manholes and water leakages) to be attended within 24hr of reporting.

URGENT

Comprise faulty door locks, flickering fluorescent etc. to be attended within 72hrs of reporting.

NORMAL

Ceiling and wall stains to be attended within 10 days or reporting

CHARGEABLE MAINTENANCE

All reports/faults due to negligence by the tenant are considered chargeable and these include all blockages, broken window panes and burnt socket outlets etc.

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