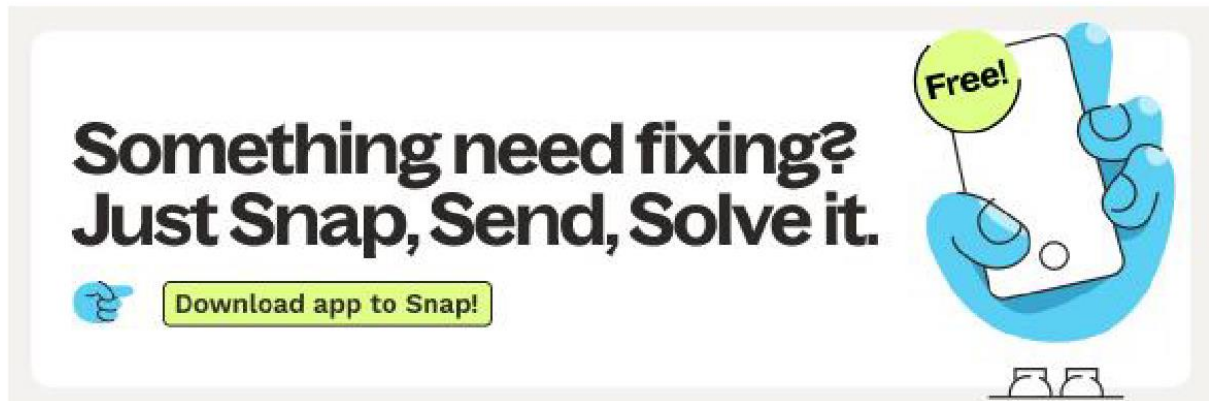




Dear Brookwater Owners,

The BHOC CTS 29222 Committee have been working with Snap Send and Solve over the past year to provide a easy maintenance reporting tool for all Owners to report any Body Corporate maintenance issues that may occur within the Brookwater Estate.



Have you spotted something that needs fixing?

[Snap Send Solve is a free app](#) that makes it easy to notify the right people about issues that need a little attention in the Community.

You can report maintenance using the free Snap Send Solve app for iOS and Android devices.

The app takes the guess work out of reporting issue in our shared spaces.

All you need to do is:

1. Select 'Snap' to start
2. Add Photos
3. Confirm GPS location
4. Select incident type.

Please note: (if you live within a gated community, to ensure it goes to the correct entity, start from 'Community'), and choose your gated Community Subsidiary.

5. Tap 'Send'

It is a quick and easy way to report any issues while you're on the go without the need for a call or email.

We will ensure your Snap ends up with the right people, for example the maintenance team or the relevant Body Corporate. We can also provide advice to owners on where to direct their queries.

You can even use the app outside of Brookwater to report issues to other relevant Solvers, including nearby utilities contractors and local councils, who can also receive relevant snaps.

[Download the app now.](#)



Type of incidents we encourage you to report:

- Fallen trees, branches or overgrown grass
- Graffiti
- Potholes
- Dumped rubbish
- Damaged footpaths
- Broken playground equipment.

Tips to help us investigate your report:

- Include surrounding landmarks in your additional photos
 - Including local landmarks in your images to help us pinpoint the incident even faster. Consider including property lot numbers or street numbers, street signs, trees, etc. Even though we will get the reports geolocation, it's always good to know exactly where your issue is.
- Include multiple photos from different angles.
 - While close-up images are helpful to see exactly what's wrong, it's always best to include a few more from different angles, especially if they show surrounding landmarks. **P.S** You can add up to 5 photos in every report.

Download Links:

Android:

https://play.google.com/store/apps/details?id=com.outware.snapsendsolve&referrer=utm_source%3Dbhoc

IOS:

<https://apps.apple.com/app/apple-store/id377854149?pt=2123356&ct=bhoc&mt=8>

If you have any questions, please do not hesitate to contact our office.

Kind Regards

Adie Meredith

Whittles Body Corporate Manager

On behalf of The Brookwater HOC CTS 29222

07 3917 6300