



FOR IMMEDIATE SERVICE  
PLEASE CALL:

**+1 877 255 5888**

*24 hours a day – 7 days a week*

Alternatively, non-emergency service requests can be placed by e-mail during business days to:

[service.centre@colliers.com](mailto:service.centre@colliers.com)

E-mail service is available weekdays during the following hours:

PST - 6:00 AM to 5:00 PM

EST - 9:00 AM to 8:00 PM

## Advantages of the 24-Hour Service Centre

**One-stop Shopping** – The Colliers toll free number is the only call you need to make for any type of building issue

**Trained Representatives** - From minor annoyances to major emergencies your call will be handled professionally and efficiently

**Customer Focus** - Your satisfaction is our top priority and we will monitor your request until the job is completed

**Advanced Technology** – Our web enabled platform provides all our management staff with the ability to immediately check the status of tenant service requests from any location, any time.



# 24-Hour Service Centre

COLLIERS FACILITY SERVICES

## When Should I Call?



Call the Colliers' 24/7 Service Centre whenever your comfort or safety are affected by a building issue. This could include:

- Temperature adjustments
- Janitorial service
- Access card requests
- Building emergencies

When making a request, please provide the following information:

- Building address and suite number
- Your name and phone number
- Company name
- Detailed description of service required

## How Does it Work?

Your call will be answered by a Colliers Service Centre Coordinator who is trained to obtain essential information to ensure a prompt and accurate response to your issue.

All service requests are entered into our work order database, and details are electronically dispatched instantly to a qualified service technician familiar with your property.



Work orders remain active and are tracked by the Service Centre Coordinator through to completion.

## What Is The Response Time?

The time of response depends on the severity of your issue; during your initial call a Colliers Service Coordinator assigns a priority to your request based on the details you provide.

All service requests are dispatched immediately to the hand held devices of our service technicians.



There are three possible priority levels for each call, these are:

### Emergency Priority

- Floods
- Power outages
- Elevator entrapments

### Comfort Priority

- Heating ventilation and air conditioning repairs
- Indoor air quality issues
- Washroom repairs
- Noise complaints
- Temperate adjustments

### Maintenance Priority

- Lighting repairs
- Card access programming
- Janitorial issues