

Your Guide to Access Facilities Services

Operations Centre

1 877 222-3112

What is the Operations Centre?

The Operations Centre offers 24/7/365 access to facilities services such as:

- Day-to-Day Property Management Service Requests
- Service Level Changes
- Project Initiation (under \$50k)
- Emergency Response
- Issue Resolution

How to access the Operations Centre:

- Toll-Free: 1 877 222-3112
- Online: <https://rs.bljc.com/bcbc/default.asp> (for Authorized Users only)

When should I expect services to be delivered?

- Emergency: < 1 hour
- Urgent: 3 hours
- Routine: 1 to 5 days

Some government buildings have a centralized reporting system for facility issues through their Facilities Management Unit (FMU). If you are unsure, contact your FMU for clarification of your ministry's process.

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ServicesBC**

What is a Service Request?

A Service Request can be defined as a request for day-to-day property management services, project requests (under \$50k) or emergency services. Typically, service requests fall under the following categories:

- Janitorial
- Security
- Plumbing
- Building and
- Electrical
- Projects
- HVAC
- Maintenance Repair

How to make a Service Request:

- Call the Operations Centre at 1 877 222-3112, or
- Submit and track online at <https://rs.bljc.com/bcbc/default.asp> (for Authorized Users only)

What is a Service Complaint?

A Service Complaint is any one of the following:

- Any statement of dissatisfaction from a caller, regardless of prior request initiation or facilities service provided, whereby the caller directly asks for a complaint to be logged.
- More than one call, by the same caller, on the same unique Service Request or inquiry.

It is important to call the Operations Centre when your Service Request is not completed to your satisfaction. Service Complaints provide our Facility Managers with visibility to any problems you may be encountering.

How to make a Service Complaint:

Call the Operations Centre at 1 877 222-3112. An appropriate WSI team member will work with you to resolve the complaint to your satisfaction.

What information will the Operations Centre need when I call?

- Your name and the organization you represent
- Clear description of the facilities work requested/issue, location, and any special conditions
- Name of site contact and site access information
- Confirmation of request priority (may vary site-to-site)

For projects with space changes or an estimated value greater than \$50k, please contact your [Shared Services BC Director of Client Relations](#).



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