

# 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 calling the Operations Centre you will be given four choices:

1. for Emergency
2. for Service Requests or Service Inquiry
3. for Service Complaints
4. for Minor Client Requests (MCRs)

You can leave a voicemail for any of the above options, except Emergency. The voicemail will be made available after a 30 second wait and your request will be processed within 30 minutes.

### When should I expect services to be delivered?

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

**Emergency service requests** should only be used when the situation has an immediate impact that will have a catastrophic impact to people, property or program delivery if not attended to immediately.

**Urgent service requests** require immediate attention but the impact of the situation is not catastrophic or likely to cause immediate harm to property, person or program.

**Routine service requests** are used most. Generally service is delivered within one day with a few exceptions where the delivery timeframe is up to 5 days.

Some buildings and client groups have a centralized reporting system for facility issues. Contact your facilities representative or supervisor for clarification of your organization's process.

## 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 Repair
Electrical	Projects	HVAC	and Maintenance

### **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 Inquiry?

A Service Inquiry is a question regarding any of the services delivered by WSI. All Service Inquiries will be routed directly to the Facility Manager in your area for response.

## 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 bring any problems you may be encountering to the attention of Facility Managers.

### **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 is a Minor Client Request (MCR)?

MCRs are requested by authorized users and are not part of the annual Operations and Maintenance of the building. These requests relate directly to the tenants' use of the accommodation and do not represent significant improvements. Typical examples include providing a reasonable number of keys, signs and sign boards.

## 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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