

# Guidance for Service Requests

Find examples below to help you determine the most efficient method to submit your service request.

SIRequest web portal & mobile app

**Routine service requests:**

- Cleaning - General Janitorial
- Doors - Interior Repair
- Lighting - Interior Maintenance
- Plumbing - Repairs
- Too Hot/Too Cold

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Call the CBRE Operations Centre (1-877-222-3112)

**Emergency and urgent requests:**

- Alarm Sounding
- Cleaning - Biohazard
- Elevator - Stuck/Entrapped

**General assistance:**

- SIRequest Application Issue
- Speak with a customer service representative
- Site not listed in SIRequest for privacy reasons (i.e., residence, sensitive site)

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Call 9-1-1

**Emergencies:**

In the event of an emergency concerning a life, health or safety matter, dial 9-1-1 first.

- Flooding - Natural Disaster
- Fire - Natural Disaster
- Gas Leak

After dialling 9-1-1, and only when safe to do so, please report any property-related issues or building impacts to the CBRE Operations Centre.