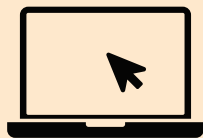
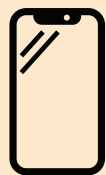




HELP DESK



For all facility management requests,
log a work order online at [www.vic.gov.au/
accommodation-carpool-library-services](http://www.vic.gov.au/accommodation-carpool-library-services)



Use Corrigo mobile app to log a job
Download from Google Play Store or Apple APP Store
(company name: **JLL VIC-GOVT-AU**)



For **emergency** and **critical** jobs⁽¹⁾
call **1800 742 733**

Issues resolution times – 2 hours for emergency, 48 hours for critical

Our office maintenance services



Electrical
Power outages, power points,
lighting, emergency signage,
testing and tagging⁽²⁾⁽³⁾



Cleaning
Offices, windows, graffiti
removal, sanitary bins, floor
coverings, toilet supplies



Furniture
Repairs and replacement
of office furnishings, minor
office moves within the
same building



Air conditioning
Heating and cooling issues,
drafts, ventilation⁽²⁾



Security
Key cutting, lock repairs,
access cards, guard services



Plumbing
Toilets, sinks, chilled and
hot water units, roof leaks



Waste removal
General waste, commingled
recycling, paper recycling,
secure waste



Pest control
Prevention or callouts for ants,
mice and other pests



Fire services
Emergency Warning
Information Systems, fire
equipment, extinguishers,
smoke detectors, fire blankets⁽²⁾



**Repairs and
maintenance**
Carpet, flooring, fitouts,
appliances, carpentry, internal
signage, stairs, painting



Lift services
Breakdowns, entrapments,
lift phone communications



**Landscaping/
indoor plants**
Mowing, weeding, and pruning
external areas. Indoor plants
maintenance and replacements⁽⁴⁾

1. Issues that cause major property damage, injury or significantly interrupt business
2. Exclusive of critical IT environments unless a separate agreement is in place with ACLS
3. Does not include provision/replacement of portable electric appliances
4. For all new indoor plant installations, the procurement, the ongoing maintenance and replacements will be a separate cost to the client
All new services or scope changes will require ACLS approval.