SERVUS MANAGEMENT
BUILDING PROCEDURES FOR NON EMERGENCY
MAINTENACE REQUESTS AND GENERAL REPAIRS

Servus Management mechanical personnel's first priorities would be maintaining comfortable building temperatures and mechanical equipment within the complex. Servus Management provides 24-hour service for urgent maintenance, repair items, and emergencies. After regular business hours or on weekends call the security command center at 418-6075. If non-emergency service is required during regular business hours contact your agency floor representative.

Servus Management is proud to be able to provide seasoned and knowledgeable maintenance personnel at the 410-474 Capitol Avenue Complex. The main objective is to serve the tenants and ensure that all of the mechanical systems within the building are functioning properly. Some of the more common functions that the maintenance personnel perform are temperature adjustments, light bulb replacement, and general building repairs. We will make every attempt to respond to the maintenance calls in a timely manner. Please keep in mind that repairs will be addressed according to priority.

Our maintenance mechanics are currently on site Monday thru Friday from 7:00 am until 5:00 pm. Mechanics are onsite to respond to tenant problems and complaints as they are received from each **agency floor representative**.

TENANT RESPONSIBILITES FOR REPORTING MAINTENANCE /SPECIAL REQUESTS

MAINTENACE REQUESTS

Each agency in the complex has provided Servus Management with a list of agency floor representatives (see attached listing). The purpose of an agency floor representative is to receive and screen all service requests before forwarding a work order to the proper channels for scheduling. **All** building related concerns / questions should go thru the agency floor representatives. Examples of requests but not limit to……

- Lighting
- Area Temperatures - Heating and Cooling (HVAC)
- Indoor Environmental Quality
- Cleaning Concerns
- Plumbing
- Restrooms

SPECIAL REQUESTS

Provided our mechanical personnel do not have a scheduling conflict, they will respond to special agency requests. These requests are to be signed off by an agencies fiscal department. These items have a cost associated with them that is charged back to your agency.

Examples of Special Requests but not limited to …….

- Keyboard Tray Repairs
- Desk Repairs
- File Cabinet Repairs
- Moving of Items Within a Cubicle
- Cabinet / Door Locks
- Project Build Outs – Cubicle/Office

If your floor agency representative is not available please call any of your agency's representatives listed below. They should be able to assist you.

AGENCY'S FLOOR RESPENTATIVE LISTING

410 CAP AVE

DPH……

1st Floor SE	Dianne Gustafson	509-7961
1st Floor North	Vivian Henry	509-7658
1st Floor NE	Lora Shannon	509-7660
2nd Floor NE	Dian Nelson Clarke	509-7432
2nd Floor East	John DiPaola	509-7611
2nd Floor West	Percy Boucher –Williamson	509-8034
3rd Floor NE	Chuck Nathan	509-7127
3rd Floor NE	Douglas Yeager	509-8163

DMHAS ……..

4th Floor	Thomas Percoski	418-6972
4th Floor	Susan Depolis	418-6930

OHCA …….

3rd Floor	Sandy Salus	418-7005
	Carolyn Treiss	418-7024

CTF …….

3rd Floor	Dave Maltese	418-8762
	Laura Beebe	418-8763

450 CAP AVE

DPH ……..

1st Floor South	Yolanda Cooley	509-7293
1st Floor North	Eileen Kelber	509-7351
1st Floor North	Rachel Nowek	509-7324

OPM ……

Floors 1-5	Susan Sousa	418-6431
Floors 1-5	Edward DerAsadourian	418-6253

DRS ……..

2nd Floor	Mark Thibedeau	297-5680

460 CAP AVE

DDS ……

Floors 1-3	Iris Lugo (Maintenance Requests Only)	418-6005
	Latoya Ledbetter (All Requests)	418-6020