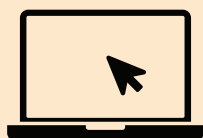
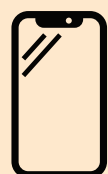




HELP DESK



For all facility management requests, log a work order online at www.acls.vic.gov.au



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⁾



Furniture

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



Cleaning

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



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



Landscaping/ indoor plants

Mowing, weeding, and pruning external areas. Indoor plants maintenance and replacements⁽⁴⁾



Lift services

Breakdowns, entrapments, lift phone communications

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.