

Frequently Asked Questions

1. How do I make a service or project request?

For day-to-day property management services, project requests (under \$50K) or emergency services, call the Operations Centre at 1-877-222-3112. Service requests may also be made on-line once a web-access profile is set up. Website users can track the status of their request on-line at www.bcbc.bc.ca. For projects that require changes to space or have an estimated valued of more than \$50,000, contact your ARES Account Director or Customer Relationship Manager (CRM). ARES continues to manage all projects with space and Building Occupancy Charge (BOC) impacts. For a list of ARES contacts visit www.bcbc.bc.ca/Customers/ and open the “Who to Call” link.

2. What will the Operations Centre require from me when I call?

- ◆ You will need to identify yourself and who you represent.
- ◆ Provide clear details of problem/issue (scope), location, any special conditions the service provider may require, and specific information, (i.e., who should be contacted on site, site access information, etc.)
- ◆ Confirmation of request priority (may vary from site to site depending on geographic issues)
Emergency = 1 hour (or less) / Urgent = 3 hours / Routine = 1 - 5 days
- ◆ If this is your first call, you will be asked a series of “profile” questions (i.e., name, phone #, e-mail address, building address, etc.)

3. How does the Operations Centre respond to emergency requests?

The first priority is to contain the emergency. Then, the most appropriate service provider(s) and/or emergency agency is dispatched. The Operations Centre ensures that all parties are kept informed and all actions in the request are documented. Once the emergency request is complete, depending on the nature of the emergency, a full incident report is filed with the WSI Facility Manager, ARES and the customer.

4. How do I make a service or project complaint?

Call the Operations Centre (1-877-222-3112) about a property management service delivery or project complaint. The Operations Centre will ensure that the appropriate WSI service representative is in contact with you to resolve the complaint to your satisfaction.

5. Occasionally in day-to-day business I need to speak directly with a WSI Facility Manager. Who do I call?

The list of ARES Property Management Services Superintendents and WSI Facility Managers, designated by building, is on the ARES website at www.bcbc.bc.ca/Customers/.

* For more information and FAQs please visit www.bcbc.bc.ca/Customers/ and open the “Questions & Answers” link.

Property Management Services

at your fingertips



A Shared Services BC Partner

Operations Centre
Call 1-877-222-3112

Service Benefits:

- Access to services 24/7/365
- Immediate response
- Work schedule provided
- Guaranteed dispatch
- Ongoing tracking & communication
- Complaint resolution

Services Available:

- Day-to-day service requests
- Project initiation (under \$50K)
- Emergencies
- Service & project complaints

Partnering
to serve you
better

