

Customer Service Expectations – Facilities Services

Service Expectations for routine work requests submitted via the [Facilities Request](#) system

Facilities and Campus Development (FCD) values your feedback with respect to work request(s) submitted. Your feedback will assist FCD to improve the service(s) we provide.

For Burnaby emergency/urgent work request(s) please contact our service desk at 604-432-8777

For Satellite Campus (AIC, ATC, BMC, DTC) work requests please call 604-622-7888

1.	Initial Response	<ul style="list-style-type: none"> <input type="checkbox"/> We will tell you the name of the craftsperson assigned to your work request <input type="checkbox"/> Your assigned craftsperson will contact you within 3 days
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2.	Conduct when responding	<p>Craftsperson will:</p> <ul style="list-style-type: none"> <input type="checkbox"/> be dressed appropriately <input type="checkbox"/> introduce themselves to you and explain why they are there <input type="checkbox"/> maintain a safe, clean work site
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3.	Safety	<p>Craftsperson will:</p> <ul style="list-style-type: none"> <input type="checkbox"/> complete the work in a safe manner <input type="checkbox"/> wear appropriate safety equipment (PPE), as required <input type="checkbox"/> secure the work location and make it safe for others in the area
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4.	Resolution / Timeliness	<p>Within 7 days the Craftsperson will:</p> <ul style="list-style-type: none"> <input type="checkbox"/> complete the work request, or <input type="checkbox"/> if not completed, contact you to explain the delay, advise next steps, and suggest alternate options etc., as available
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5.	WR Completed E-mail	<ul style="list-style-type: none"> <input type="checkbox"/> a “WR Completed” e-mail will be sent to you; this e-mail will explain what work was done and, if applicable, actions, results and expected next steps