



FREQUENTLY ASKED QUESTIONS

What is ServCtr?

ServCtr is a proprietary tenant services platform, designed specifically to enhance the tenant service experience at our clients' properties. We bring people and technology together to ensure that each tenant's services needs are effectively met.

How does ServCtr work?

A tenant, or other user, contacts our service centre by telephone, web, email or fax. Each request for information or services is processed by a Building Service Representative (BSR).

If a user has requested routine information, the BSR simply answers the question and logs the transaction for future tracking. If a service request is placed, the BSR executes the request and a work order is generated. The work order is immediately routed electronically to the appropriate building operations personnel or approved contractor. At their option, users who are designated as key contacts can choose to be automatically notified of events around their organization's service requests.

What hours does ServCtr operate?

At your landlord's choice, you can reach our service centre by phone either 24 hours a day, seven days a week, or between 7 am to 7 pm, Monday through Friday, with service requests outside of these hours routed to an alternate after-hours service.

All tenants also have the option of submitting service requests by web, email or fax 24 hours a day. Outside of your building's core business hours, non-urgent service requests will be addressed the next business day.

How do I contact ServCtr?

There are multiple ways of contacting us, and you can choose the one most convenient for you:

- By phone at 1-866-247-9365 or on your dedicated ServCtr line
- Via the web, from your building's website (if applicable), or directly at www.servctr.com
- By email at service@servctr.com
- By fax at 604-628-5971

What is my dedicated ServCtr number?

Your landlord has provided a dedicated phone line so you can easily reach the service centre. Tenants can contact us as follows:

Aspen Properties	310-GoAP (310-4627), 7am – 7pm, Mon-Fri (After-hours: Calgary: 403-260-0974 Edmonton: 780-493-7512)
BOSA Properties	604-628-5045, 24 hours
CANMARC REIT	1-855-CMQREIT (1-855-267-7348), 7am – 7 pm, Mon-Fri (After-hours: 403-230-4831)
Melcor Tenant Services	1-866-MELCOR1 (1-866-635-2671), 24 hours
ServCtr General Line	1-866-247-9365, 24 hours

What if my service request is urgent?

When a service requirement is urgent, you should always contact us by phone at 1-866-247-9365 or on your dedicated ServCtr line. In the event of an emergency or life-threatening event, please call 911 before contacting the service centre.

What if I want to call the property manager or site manager directly?

You are welcome to discuss your service needs directly with building staff or your property manager. They will either input your service request into the ServCtr system or provide the details of your requirements to the service centre.

How do I learn more about ServCtr?

Please feel free to call 1-866-247-9365 or your dedicated ServCtr number or email service@servctr.com. We'd be happy to answer any questions you may have.