

TENANT TOPIC: WORK ORDER SYSTEM



The Angus Tenant Service Portal allows you to communicate with the building's Engineering team from any web browser or mobile device. Please use this online work order system for engineering requests such as changing light bulbs, reporting clogged toilets, temperature adjustments, etc.

ACCESSING THE SYSTEM

1. Go to the building's website at www.425cal.com
2. Click on "Place a Work Order" on the Home Page or go to "Submit a Work Order" under the "Amenities & Services" tab.
3. Enter your username and password. If you do not have a username, please obtain authorization from your company's main point of contact.

*A note about usernames: An office may have as many usernames as desired. We highly recommend having more than one username in case that person is out of the office. If you have a username that is meant to be shared, please distribute the username and password to the applicable people within your office.

WORK ORDER STATUS/MESSAGES

Messages From You:

If you would like to know the status of a work order or have an additional comment, you may send notes/messages to the person assigned to your work order after the work order has been placed. To do so, please select your work request and click on "New Note" on the right of the page. Your note will be received even if the work order has already been closed.

You may also call the Engineering Office for a status update or to ask any questions. They can be reached at 415-982-7962.

Messages To You:

Messages sent to you regarding your work order will appear in the form of an email. To reply back, simply reply to the email. You do not need to log back into the work order system.

PRICING

Below are current prices of the most common work requests. Please contact the Property Administrator at kay.sheh@am.jll.com if you are unsure if something will incur a cost.

| Work Request | Pricing (subject to change) |
|---|--|
| E-Waste | Free |
| Office Chair Disposal (limit 2) | \$15/chair |
| Keyboard Tray Install, Hanging Art/Boards | \$108/hr (in 30 minute increments) |
| Keys | 1 st Key = \$15, Additional Keys (same batch) = \$5/key |

- Additional above-standard requests completed by Engineering will incur a fee of \$108/hr (in 30 minute increments).
- Standard work requests such as changing standard lightbulbs, temperature adjustments, restroom issues, etc. are at no cost.
- Quotes for carpet cleaning and other above-standard janitorial requests can be provided by emailing the Property Administrator.
- New elevator access badges will incur a cost of \$15/badge and can be requested by emailing the Property Administrator

Please note: all prices are subject to change

If you have any questions or issues with the work order system, please contact the Property Administrator at kay.sheh@am.jll.com and provide the work order number when applicable.