



550 WEST ADAMS **Tenant Work Order Response Time Guidelines & Information**

Tenants at 550 West Adams should expect the following response times when they enter a work order request during normal business hours. In the cases outlined below “respond” means either to complete the work (so that it is visibly obvious to the person who placed the order) or to contact the client to give them an expectation of when the work will be completed. The times below reflect the maximum time for response and in many cases the response will be quicker.

Emergency: respond to client **immediately**. This category includes any request that poses an immediate risk or impacts a large number of clients in the facility. Examples of this type of requests include floods, ceiling leaks, utility outages, ice on sidewalk, bad odors, etc.

Urgent: Respond to client within **30-60 minutes**. This would include any outage that affects a client’s ability to perform their work. Examples would include hot/cold calls, conference rooms, lights directly affecting client, conference room outages, clogged toilets, office keys etc.

Routine: Typically **scheduled** with Tenant. Routine service requests are items that do not cause the client the inability to perform work, and are often requests where the work can be scheduled in order to deliver results in a more efficient way. These requests typically require ordering parts. Examples include public area lighting, new equipment installation, office reconfiguration, cleaning requests, etc. The Tenant will be contacted within one business day and given the date and time when the work will be completed.

PROJECT COMPLETION TIMES

The schedule below is to be used as the general expectation of the time necessary to complete tenant work orders at Prudential Plaza. The goal for all staff is to complete tenant work orders faster than the times outlined.

EMERGENCY	Typical Completion Time:
Floods, Clogged Toilets, Ceiling Leaks	Immediate, upon receiving call or work order.
Utility Outages, Power Surges	Immediate, upon receiving call or work order.
Ice on Sidewalk, Spill in Lobby or within Premises	Immediate, upon receiving call or work order.
Odors	Immediate, upon receiving call or work order.
Audio Visual / Conference Room Calls	Immediate, upon receiving call or work order.
Security or Safety Issues	Immediate, upon receiving call or work order.
Space access due to lock out.	Immediate, upon receiving call or work order.

URGENT:	Typical Completion Time:
Hot/Cold Calls, other HVAC	ASAP, within 30 minutes.
Light Bulb Replacement.	ASAP, within 60 minutes.
Trash Pick Up, Dumpster Request	ASAP, within 30 minutes.
Pest Control Problems	ASAP, within 30 minutes.

ROUTINE	Typical Completion Time:
Audio Visual / Conference room setup	24 hour notice needed, scheduled with conference center work order.
Cleaning	Issues relative to normal overnight cleaning will be responded to within 1 day. Special requests (i.e. floor stripping etc.), scheduled with tenant.
Construction Projects	Scheduled with tenant.
Doors Flooring Walls Ceilings & Windows	Within one week – Scheduled.
Dumpster Request	Within one week – Scheduled.
Electrical Calls / Lights	General electrical (i.e. new outlets, fixtures, etc.). In most cases, within the week, but could vary if parts need to be ordered.
Elevators / Escalators	In most cases, repairs are scheduled, but should occur within the week. Could vary if parts need to be ordered.
Furniture /File Cabinets/ Office Panel Requests	Scheduled with Tenant.
Locks and Keys	Same day, unless keys need to be ordered.
Office Moves	Scheduled with Tenant.
Painting	Usually within 1 week, scheduled with Tenant.
Piping / Plumbing	General plumbing (i.e. faucets, etc) scheduled with Tenant. In most cases within a week (could vary if parts need to be ordered).
Wall Mounting (Pictures Posters etc.)	Within 2 days, scheduled with Tenant.