

IMPORTANT NOTICE

MICM PROPERTY LAUNCHES THE MICM 24/7 HELP DESK TO LOG MAINTENANCE REQUESTS

MICM Strata is pleased to announce the launch of its 24/7 Maintenance Help Desk to assist Owners, residents, building managers and property managers to log common area maintenance requests or the provision of security services.

This service is available 24/7, 365 days of the year by call centre personnel, who understand the importance of maintaining building operations and continuity of services in residential community developments. The service will cater for both minor and major incidents from a blown light bulb to a major water burst pipe and ensure that each item is assessed on a priority basis and attended to by the service contractor accordingly.

The service call requests may include but not be restricted to calling security for a noise complaint, lost keys requiring a locksmith and/or advising that a door/lift is not operational. Once the maintenance request is received it will automatically be communicated to the Owners Corporation Manager/Building Manager for their review and approval. Once approved the work order will be issued to the service contractor and then monitored to completion at which point a further notification will be issued to all parties advising that the maintenance request has been completed.

This 24/7 service can be accessed by Phone or Internet by following the links and number below.

All URGENT maintenance requests should be addressed by calling the MICM Help Desk to log the maintenance request with the call centre personnel for immediate attention.

Whilst this Service is provided to assist with Common Property items (not issues within a lot) there may be situations, which have caused the issue within the lot by Common Property services, so feel free to call the MICM Help Desk to discuss and seek clarification.

How to log a call

1. Phone 1300 00 MICM (1300 00 6426) and log an issue with the call centre personnel
2. Via internet go to MICM Owners Corporations web site and click in the red **Help Desk** box. See below. <http://www.ownerscorp.com.au/>

HELP DESK
Log a maintenance
request 24/7
1300 00 MICM

If you wish to discuss any of the above further, please do not hesitate to contact your Building Manager or OC Manager.