The Government Property NSW (GPNSW) Service Centre facility is a 24 hour service which supports NSW Government tenants with building, maintenance, and WH&S issues.

Nominated onsite managers and agency staff can log a request and WH&S incidents with the GPNSW Service Centre online or by phone. You will be provided with login details and a password. If you require more information or would like to follow up a request, you can also email gpnswservicecentre@property.nsw.gov.au

**How can the GPNSW Service Centre assist you?**

The GPNSW Service Centre can assist you with the maintenance and service of NSW Government-owned office buildings and grounds. For example:

- building structure, walls, roof, floor, carpet
- base air-conditioning
- fire control system
- electrical and plumbing
- grounds and maintenance
- WH&S includes hazards or incidents

For leased properties, GPNSW will provide property and facilities management services if it is the lessee’s responsibility to do so in the lease. If the responsibility lies with the owner or landlord, GPNSW will represent the tenant and communicate with the property owner. If you are unsure, phone the GPNSW Service Centre to check.

**Note:** for both Government property owned and leased sites any WH&S issues that occur within your tenancy please notify the service centre in addition to your usual agency process.

All requests relating to tenant systems, services and fit-outs, known as TSR’s are the tenant’s responsibility. Examples include:

- Communications rooms, labs and IT equipment
- Supplementary air-conditioning systems
- Tenant fit-outs & Tenancy Kitchens

An automatic notification can be emailed to the tenant representative to action the request. The GPNSW Service Centre will assist if the request is urgent.

**Useful tips**

- Appoint one tenant representative to manage login requests.
- Managers with multiple properties, check you have chosen the correct property before submitting. This will avoid multiple requests being logged for one issue and the contractor attending the wrong site, incurring additional call out fees.
- Use your assigned work order number to track the progress of your request online at www.gpnsw.net.au

Log a services request at [www.gpnsw.net.au](http://www.gpnsw.net.au) or 1300 784 841

If you do not have login details, phone or email the service centre at gpnswservicecentre@property.nsw.gov.au

1. Follow the prompts online using the drop down boxes. If you log a request by phone, the operator will assist you.
2. Specify the fault (e.g. air-conditioning not working, temperature too cold).
3. Specify the priority level (low, medium, high or urgent) – urgent and high level service requests will be given priority.
   - Low: response within ten (10) business days
   - Medium: response within three (3) business days
   - High: response within eight (8) hours
   - Urgent: response within four (4) hours
   **Note:** Urgent applies only to failure of essential services or incidents which may result in injury.
4. Enter your contact details.
5. Specify if the request involves an insurance claim.
6. If your work order is as a result of a WH&S incident or you want to report an incident please call or email the GPNSW Service Centre.

When you log your request, explain the issue and any possible WH&S issue and or incident in a clear and concise manner.

You will receive an automated email confirmation assigning a trackable progress work order number.

You will receive an email with your assigned contractor details.

The contractor will phone you to arrange service.

Tenant to sign off on work order sheet once work has been completed to a satisfactory standard.

Tenant must not accept or pay the invoice for services provided through the GPNSW Service Centre. GPNSW manages payment of these invoices.