



PROVISION OF PROPERTY SERVICES TO THE COMMONWEALTH OF AUSTRALIA

Ministerial and Parliamentary Services (MaPS)

ABOUT VENTIA PROPERTY

Ventia Property is leading the way in meeting market demand for a new approach to delivering corporate real estate services to clients across Australia and New Zealand.

Offering end-to-end real estate services – all seamlessly integrated to meet the unique and dynamic property portfolio requirements of any business or government organisation.

Ventia Property supports clients right through the full lifecycle of their property assets, helping them to extract the best value from their investment.

Ventia Property's integrated services optimise property portfolio performance, manage operational costs, improve sustainability outcomes and deliver productive workplaces which enhance the experience for employees and customers alike.

Ventia Property offers the Commonwealth:

- Property and Leasing Management
- Integrated Facilities Management
- Integrated Operations Hub (Help Desk)
- Client Financial Management
- Building Health & Sustainability
- Project Management and Relocations
- Program Management

OUR SERVICES

Ventia Property will be providing the following services across the MaPS portfolio:

- Facilities Management and Maintenance services
- Property Management, including core leasing transactions and lease administration
- 24/7 Help Desk – Ventia Property Whole of Australian Government Property Help Desk (theHub)
- Management Information System and Client Portal
- Reporting and Analytics

PROPERTY SERVICES HELP DESK – theHUB

Ventia Property, Whole of Australian Government Property Help Desk (the Hub) has been established to provide 24/7 service across the MaPS portfolio. theHub will be the first point of contact for all maintenance activities and can be contacted via:

- MaPS existing 1300 phone number
- dedicated email address: woag.propertyhelpdesk@broadpectrum.com

The Ventia Property Help Desk will assist you with the following services:

- Air Conditioning Services: maintenance and faults
- Automatic, manual and roller door: servicing and faults
- Building Services infrastructure: Including climate control, sprinkler systems, lifts, fire systems, plumbing and lighting
- Building Maintenance: including shared building areas such as car parks, stairwells, toilets
- Cleaning: General office, window cleaning, graffiti removal, sanitary bins, etc
- Communication: with landlords, agents, body corporate and other building tenants
- Electrical: repairs and maintenance
- Fire Services: Fire equipment, extinguishers and smoke detectors
- Flagpole: maintenance
- Gardening: General garden and ground maintenance
- General Repairs: Carpet and floor coverings, walls, window furnishings, plumbing, signage, ceiling
- repairs, furniture repairs, carpentry, painting and all other internal maintenance issues
- Lighting: General (changing light globes/tubes) and emergency lighting
- Pest Control
- Waste Removal: General, recycling and secure waste
- Water: Boiling and cold water unit repairs
- Windows: Glazing and repairs
- Carpet: Replacement
- Flagpole: Installation
- Furniture: New/Replacement
- Locksmith: requirements (new keys, maintenance and replacement)
- Office machines: including TVs
- Security Equipment Repairs & Maintenance
- Signage: installation
- Whitegoods: repairs