

## **TENANT SOLUTIONS – a guide to on-site services**

Boston Properties offers a full range of tenant services in an effort to assist you in managing the operational needs of your business.

To coordinate an additional service, obtain a quote or find out more information, please contact your Property Management Coordinator or visit [www.bptenantservices.com](http://www.bptenantservices.com).

**CONTACT**

**COMPANY**

**TELEPHONE**

### ***CLEANING SERVICES***

Floor Cleaning  
Furniture Cleaning  
Glass Cleaning (Interior & Exterior)  
General Cleaning  
Kitchen Cleaning  
Porter Services  
Recycling and Waste Services

### ***SPACE IMPROVEMENTS***

Carpentry  
Construction Services  
Air Conditioning  
Floor Covering  
Interior Improvements

### ***SECURITY & LIFE SAFETY***

Building and Garage Access  
Fire and Life Safety  
Security

### ***REPAIRS & MAINTENANCE***

Carpentry  
Electrical  
Floor Covering  
Moving Services  
Heating, Ventilation and Air Conditioning  
Pest Control  
Plumbing  
Painting

The following listing provides you with a generic listing of “Billable” and “Non-Billable” work order requests to help you differentiate between services that are provided at no additional cost to your company and services for which there will be a charge. The list is comprehensive but not all inclusive.

***BILLABLE SERVICES***

- Requests for Access Cards
- Repair locks, replace/make keys
- Repair/assemble office furniture
- Render additional cleaning
- Hang pictures
- Provide pest control services
- Repair tenant plumbing fixtures
- Install shelving
- Repair electrical outlets and/or appliances
- Repair doors, door closers, install doorstops
- Signage requests
- Repair/paint ceilings and walls
- Install ceiling heat panels
- Repair and replace thermostats
- Replacement of lost/damaged access cards
- Supply after-hours heat and air conditioning
- Provide security details
- Run co-ax cable and communication wire
- Install door bells
- General construction and project management
- Light bulb replacements

***NON BILLABLE SERVICES***

- Comfort-related temperature requests (Hot or Cold)
- Certain bathroom related issues (base building)

***LABOR RATES:***

- Maintenance Tech: \$40.00
- HVAC Tech: \$50.00
- Porter: \$40.00

**THERE IS A HALF-HOUR MINIMUM CHARGE FOR ALL SERVICE REQUESTS**