WIMS ENGAGE REQUEST PORTAL

Engage is a self-service portal solution that provides user-friendly, fully integrated means of communication between Buildings & General Services and our customers to provide the highest level of service from maintenance repairs to facility use requests, BGS is here to help.

https://sov.assetworks.cloud/engage

ROUTINE MAINTENANCE

Carpentry

This tile is used to request the hanging of items, painting requests and furniture repairs.

- Hang pictures, whiteboards, or shelving.
- Repair/replace floor, wall, or ceiling tiles.
- Structural repairs on the building exterior.
- Structural repairs on the building interior (walls, ceiling, floor, cabinetry, and windows).
- Painting interior walls

Custodial

This tile is used to request trash removal, recycling, sanitizing, sweeping, and vacuuming.

- Shampooing Carpets
- Wash and wax floors
- Wash wall, trim and baseboards
- Additional custodial rounds requested.
- Cobweb removal

Door Lock and Key

This tile is used to request door and lock repairs, or key requests.

- Door closing too fast/too slow, not shutting, squeaking, or sticking.
- Hardware Problems handle or hinges, key stuck or broken in lock
- ADA button not functioning.
- New and replacement keys
- Lock sticking or not securing.

Electrical

This tile is used to request electrical repairs such as outlets, lights and wiring issues.

- Outlet relocation, tripped breaker or no power.
- Light out, issues with the light switch
- Occupancy sensors
- Generator issues
- Fire Alarm System

Elevator

This tile is used to request elevator concerning door and button issues, alarms, entrapment or not responding.

- Alarm is sounding.
- Buttons not working.
- Certification has expired.
- Door issues
- Lights out.
- Not responding
- Stuck open / closed.
- Vandalism

General Grounds

This tile is used to request exterior grounds services, such as: signage, tree maintenance, fence repair, snow, and trash removal.

- Signage – new, repair or remove.
- Trash / Litter
- Recycle container.
- Gates and Fence repair
- Landscaping, tree work
- Snow / Ice removal, plowing.
- Sidewalk and Parking lot Repair
- Graffiti Removal

Heating, Cooling and Ventilation (HVAC)

This tile is used to request services on heating, cooling, airflow, and venting.

- Too hot/too cold
- Noise / Vibration
- No airflow / Venting
- Humidity / Moisture
- Window AC

Pest Control

This tile is used to report pest issues, such as: ants, flies, bats, squirls, skunks and large animals.

Plumbing

This tile is used to request plumbing services or repairs to pipes, sinks and/or toilets, drinking fountains; or to report water leaks.

- Drinking fountain water temperature or filter change needed
- Issues with sinks, toilets, showers and urinals.
- Water leaks

Security

This tile is used to request security services involving camera systems, alarm systems and video intercom systems.

- Camera Systems
- Card Access Hardware
- Alarm System
- Notification and Lockdown Button
- Video intercom systems
- For incident reports (SSIR), badge requests, parking permits, or additional access; please visit the Office of Security's website. https://bgs.vermont.gov/security

HEALTH AND SAFETY

Air Quality or Health Issue

This tile is used to submit complaints or concerns regarding the quality of air or other health issues affecting the work environment.

- Air Quality
- Ergonomic Adjustment Request
- Health Related Outbreaks
- Work Environment Quality (not temperature related)

GENERAL SERVICES

Move or Space Request

This tile is used to request desk height adjustments, surplus removal, and move or space requests.

- Internal moves within the same building
- Building to Building
- Furniture Assembly
- Emergency Displacement
- Surplus and Waste Removal
- Records (VSARA)