



## **Customer Service Request Form**

***\*Please fill out ALL contact information in full\****

Tower: ☐ North (89 Nelson Street) ☐ South (87 Nelson Street)

Suite No.: \_\_\_\_\_ Strata Lot: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
☐ Owner ☐ Assigned Agent

Home or Cell Number: \_\_\_\_\_ Business Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Suite is: ☐ Owner Occupied ☐ Tenant Occupied ☐ Not Occupied

Permission to enter Contact Phone Number: \_\_\_\_\_

Tenant Name and Contact Phone Number: \_\_\_\_\_

### **Service Requests:**

Please provide a clearly written and precise description of your request. The Customer Care Centre will forward all repair requests to our Construction Department who will contact you to schedule an appointment.

***\*Please note that we can only accept service requests from the Owner of the suite. Tenants - please submit all Customer Service enquiries through your Landlord\****

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### **CUSTOMER CARE CENTRE**

To process, please Email, Fax, or Mail to:

Email: [CustomerCare.Arc@concordpacific.com](mailto:CustomerCare.Arc@concordpacific.com)

Fax: (604) 899-9183

Mail To: ATTN: CONCORD ARC LIMITED PARTNERSHP  
9th Floor – 1095 West Pender, Vancouver, B.C. V6E 2M6