

To: All Retail Partners  
From: Centre Management  
Date: Wednesday 3 November 2021

322 Moggill Road  
Indooroopilly QLD 4068  
T 07 3378 4022  
W [indooroopillyshopping.com.au](http://indooroopillyshopping.com.au)

**RE: PROPERTY ASSISTANCE CENTRE – RETAIL PARTNER ACCESS**

Dear Retail Partner,

Please be advised that all tenancy requests for maintenance items, system issues or additional requests will be required to be raised via the AMPC Property Assist maintenance portal and the Centre Teams will no longer be able to receive these requests via other means.

The use of this portal allows for the Centre teams to respond to any requests with increased efficiency and ensure that any requests are addressed as soon as possible.

Additionally, all requests for after-hours air-conditioning or changes to any time schedules, are also required to be raised within this portal and can no longer be requested verbally to Centre Management, Customer Service or Security.

To ensure that your tenancy team can access the portal to raise any maintenance, system requests or changes to time schedules, please review the Property Assist Centre flyer provided and follow the steps below.

1. Visit [www.ampcapital-propertyassist.com](http://www.ampcapital-propertyassist.com) and enter **INDOSC** in the dark blue 'Customer Access: Enter Building Code' bar on the home page.
2. Enter details into all fields marked with an asterisk and press '**Request Login**'.
3. Once your request is approved, a system generated email will be sent to you with your login details.

If you have any queries, concerns or any issues in accessing this portal, please make contact via the details below so we can assist you.

Kind Regards,

Jason Gillig  
**Assistant Operations Manager**

0481 909 271

[jason.gillig@ampcapital.com](mailto:jason.gillig@ampcapital.com)



# PROPERTY ASSISTANCE CENTRE

AMP CAPITAL 

## Information for Customers

AMP Capital has a 24 hour Property Assistance Centre which supports AMP Capital customers with building maintenance matters.

Nominated customer representatives can log a request with the AMP Capital Property Assistance Centre online or by phone.

### How AMP Capital Property Assist can help you?

The Property Assistance Centre can assist you with the maintenance of AMP Capital owned and managed buildings and facilities. Work requests logged by customers will assist Building Management to maintain quality service standards, manage environmental conditions and control a safe workplace.

A work request can be raised for building related issues. For example:

 ELECTRICAL	 PLUMBING	 AIR-CONDITIONING ISSUES	 FIRE CONTROL SYSTEMS	 ESSENTIAL SERVICES FAULTS	 CLEANING
 SECURITY	 WASTE MANAGEMENT PROBLEMS	 COMMENTS ON GROUNDS	 COMMENTS ON PARKING	 COMMENTS ON COMMON SERVICE AREAS	

If a work request is found to relate to customer systems you will be contacted by Building Management.

### Registration Checklist



To register for AMP Capital Property Assist follow these simple steps;

1. Call the Property Assistance Centre to obtain your building code.
2. Go to [www.ampcapital-propertyassist.com](http://www.ampcapital-propertyassist.com). Enter your building code.
3. Enter your details as required and submit for approval. Once approved, you will receive confirmation of your registration by email with your login details. You may then commence using Property Assist.

### How to log a request?



OR



- > Go to "Work Request System" > "Submit new request".
- > Fill in the form with the details of your request and submit.
- > You will receive updates via email on the progress of your request.

[www.ampcapital-propertyassist.com](http://www.ampcapital-propertyassist.com)  
Australia: 1300 26 72 72  
New Zealand: 0800 45 31 98

#### USEFUL TIPS:

- > Appoint one representative to manage log-in requests.
- > Customers with multiple tenancies, check you have selected the correct property before submitting a work request.
- > Use your assigned work order number to track the progress of your request online.
- > Regularly check that the registered primary contact details are current.