

Wellington Management is pleased to announce that we have made some exciting changes to our customer service department. For many years now Diane Middleton has been your main contact for any maintenance issues within your space or at your building. Diane started in this capacity part time about 12 years ago when we had in the neighborhood of 25 buildings. We now have over 75 buildings and 750 tenants throughout the Twin Cities area. In an effort to serve our Tenants in the best way possible, we are taking customer service to the ***“Next Level”***.

As you may be aware, earlier this year we implemented a new web based work order system allowing us to monitor and track all service requests with the click of a button. In addition, we have added two additional staff members to the customer service team who will answer the maintenance request line (**651-999-5516**) as well as handle any web based work order requests. By having two people handle our maintenance requests we have depth and coverage that we did not have before.

With our new team members in place, Diane has shifted her focus to an exciting new role as Customer Service Liaison. In this new role, Diane will be actively following up with Tenants on completed work orders to ensure that the work has been completed to your satisfaction. Diane will also be making random proactive calls and/or visits to tenants throughout the year for the sole purpose of touching base and to identify any unresolved issues.

With our new systems and staff in place, we are confident that we can provide top notch customer service to our tenants.

**Wellington Management
Customer Service Team**

Maintenance Request Line 651-999-5516
maintenance@wellingtonmgt.com
<http://wellington.myworksites.com>



Judy Olson - Customer Service Coordinator

Judy was hired in June 2007 and brings a wealth of knowledge and years of experience in commercial property management customer service.



Amie Zentzis - Customer Service

Amie has been with Wellington Management since October 2006. Most recently Amie was our front desk receptionist handling all of the general incoming calls as well as taking some maintenance calls. Amie joined the customer service team June 1st.



Diane Middleton - Customer Service Liaison

651-999-5542