**FY23 Tenant Services Meeting – Tenant Questions**

1. When can we expect our FY23 contract? FY23 IGAs were sent to agencies on June 1, 2022.

2. Should we anticipate a change in the IGA rates? There will not be a change in rental rates for FY23.

3. What improvements will take place in the 244 and 254 Washington Street SW location that may interrupt business for the remainder of the year? There are currently no upcoming improvements scheduled in these two buildings; however, there are renovation plans towards the end of the fiscal year. If an agency/tenant should be affected by these plans, they will be notified.

4. Is it possible to receive a list of all Capitol Hill projects taking place and the projected time frame of their completion? Tenant Services is working to enhance Tenant Notifications to notify agencies of Capitol Hill plans/projects. Tenants are encouraged to sign up to receive notifications via the GBA website. Otherwise, they will be notified by their Agency Facilities Coordinator.

5. Is there a faster way to receive a quote for carpet cleaning? We’ve been told that it will take 4 weeks to get an estimate. Requests for estimates are handled in the order in which they are received, and a response to the agency can take up to 4 weeks. GBA is working to generate a fixed cost list for repeat services to provide a timelier response to agencies. The fixed cost list will be available at the beginning of the next fiscal year.

6. Is the waitlist based on seniority with number of years with the state? Or is it first come first serve? Please contact Parking Services.

7. Do we have a timeline on when renovations to elevators and escalators in the Twin Towers will be complete? Tenant Services is working to enhance Tenant Notifications to notify agencies of Capitol Hill plans/projects. Tenants are encouraged to sign up to receive notifications via the GBA website. Otherwise, they will be notified by their Agency Facilities Coordinator.

8. Does GBA have a team for disposing surplus furniture similar to the former renovations team? GBA no longer has a renovations team to assist agencies with surplus requests; however, when a request is submitted through Tenant Services, GBA will coordinate furniture disposal through a Task Order Moving Contractor.

9. Elevators that have already been fixed seem to be breaking down more often than we would expect – is there a guarantee on work and assurance of proper function by supplier? GBA currently has fulltime personnel onsite Monday through Friday during normal business hours to address elevator issues.

10. When will the renovations for the 244 Washington parking deck start? Renovations for the **Law Building** underground parking garage will start once a contractor is selected.

11. What are the “yes” and “no” buttons in the elevators are for? If an entrapped person is unable to speak, they can use the “yes” and “no” buttons to communicate with the operator.

12. Are there plans to update the emergency manual with disabled persons procedure? GBA will highlight this information if any changes are required to incorporate in the next iteration of the Emergency Manual.

13. How do we report issues related to security? Contact Capitol Police or GBA? Reports of complaints against staff can be addressed with Capitol Police.

14. What does IGA stand for? IGA = Intergovernmental Agreement

15. What is the status and location of the Wellness Center? The Wellness Center is on the sixth floor of the 244 Washington Building and is still in renovation phase.

Note: For staff safety, POST certified officers for the entrances of the East and West Towers would be preferred, especially as more agencies move into the Towers. The employees in the Towers often have more external guests.