

Service Standards for Client Request (Intake)

Ministry of Central Services

Maintained by: Corporate and Commercial Services Division

This document outlines the service standards customers can expect from the ministry.

Issued: August 2020

Reviewed: August 2020

Next review: August 2021

Service Standards for Client Request (Intake)

Service standards publicly state the level of performance that citizens can reasonably expect to encounter from the Ministry of Central Services under normal circumstances.

Service description:

Client request for accommodation services (i.e. new or renewed lease, new space or building, space changes, studies or parking requests).

How you can request this service:

Client ministry tenant representative submits completed electronic (email) or paper request form to CS Planners.

Work hours:

Requests can be made 24/7/365. Regular working hours Monday to Friday 8:00 AM to 5:00 PM excluding statutory holidays.

Contact details:

Contact the CS Planner directly or the appropriate regional office:

South Region

1920 Rose Street

Regina Saskatchewan

S4P 0A9

Email: reginaadmincs@gov.sk.ca

North Region

838-122 3rd Avenue N

Saskatoon Saskatchewan

S7K 2H6

Email: saskatooncsaccountspayable@gov.sk.ca

Service	Customer action required	Service Standard	Target	How to measure
Client Request (Intake)	Tenant Rep completes client request	Provide actionable information to help clients make informed decisions within 45 days.	90%	Client Request Database report