



1900 West Loop South
IMPAK SET-UP REQUEST FORM

Date: _____

Company: _____

Address/Suite #: _____

All tenant service requests should be entered via the IMPAK work order system. You will be able to submit your service requests by logging onto the link below:

<https://www.impakcallcenter.com/transwestern-houston/>

Entering work orders through IMPAK enables our staff to respond quickly, as each request automatically generates a work order and places it in the service queue. This process ensures timely attention to your needs and allows you to track the progress of each request from submission to completion.

Additionally, IMPAK provides both Tenant and Landlord with access to the history of service requests submitted by your company. This feature helps identify any recurring or chronic issues, improving communication and long-term maintenance planning.

Please designate two (2) Tenant Coordinators who will be the primary users to enter work orders. Please list their names below along with their email addresses. Each user will receive an email to set up their login credentials when they have been added to the system.

Name _____

Email Address _____

Name _____

Email Address _____

Approval Signature

Date

**PLEASE DROP OFF OR EMAIL THIS FORM TO THE PROPERTY
MANAGEMENT OFFICE SUITE 1175
or
1900WLSMGMTTOFC@TRANSWESTERN.COM**