

A GUIDE TO REPORTING YOUR URGENT AND NON-URGENT FACILITIES MANAGEMENT ISSUES

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|--|----------------------------------|--|------------------------------------------------------------|
| | Dripping tap | | Minor pest control jobs e.g. ant infestation |
| | Additional access fob request | | Single blocked toilet where other toilets are available |
| | Zip boiler out of order | | Shower not working if other showers are available |
| | Loose door handle | | Minor landscaping works e.g. overgrown bush |
| | Minor fabric works | | Upgrades to decoration/ asset |
| | Toilet not flushing | | One light not working on ward |
| | Multiple non-urgent jobs | | |

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|--|--------------------------------------------|--|-------------------------------------------------|
| | Any alarm sounding | | Severe structural damage |
| | Lift entrapment or lift stopped working | | Overflowing toilets threatening ward closure |
| | No heating or AC down in building | | Power failure |
| | Locked out of site | | Burst pipe in ward |
| | No water in building | | Smell of gas |
| | Severe leaks | | Spillages |
| | | | Trip hazards |

NON-URGENT ISSUES

Log the job through our Connect portal
at connect.property.nhs.uk

You will instantly see a job reference number and receive a confirmation email that your job has been allocated. This will include your reference number and estimated completion time.

We aim to complete non-urgent requests within 5 to 20 working days based upon the nature of the issue.

You can track the progress of your job on Connect.

Once the job has been completed, you will receive another email notification confirming this.



URGENT ISSUES



Call the FM Helpdesk
for free on
0808 196 2045

Your job will be logged and allocated immediately. You will receive a job reference number via the phone.

You will receive an email confirming your job reference number soon after your phone conversation.

The engineer will be on site as soon as possible.

Once the job has been completed, you will receive another email notification confirming this.

If it is an emergency and life is in danger, dial 999 immediately.
Only then, call the FM Helpdesk.