NHS

Property Services

Creating a facilities management job on Connect

Connect is your new online portal to interact with NHS Property Services. Connect has been built with the customer at the heart of the design so you will be able to use it as your one-stop-shop to log all your non-urgent facilities management (FM) jobs, queries, and complaints.

Non-urgent facilities management issues

Non-urgent facilities management issues include a light not working, requesting a whiteboard to be fitted or general gardening.

Emergency or urgent facilities management issues that are impacting the delivery of patient care, should be reported via our **Customer Service Centre** on **0808 196 2045** so we can resolve the issue more quickly.

Queries

Queries cover all questions you have for NHSPS, including asking for an explanation of charges, information about a property or a copy of a document. Queries should not be used to create facilities management jobs. They will need to be created using the **Facilities Management** function on Connect.

Complaints

Raising a complaint means letting us know about anything you are not happy about relating to NHSPS so that we can work to resolve it and drive continuous improvement. These include making a complaint about your billing, the condition of a property or conduct of colleagues.

By using Connect, you will be able to **track the status of your jobs, queries and complaints, 24/7**.

LET'S GET STARTED

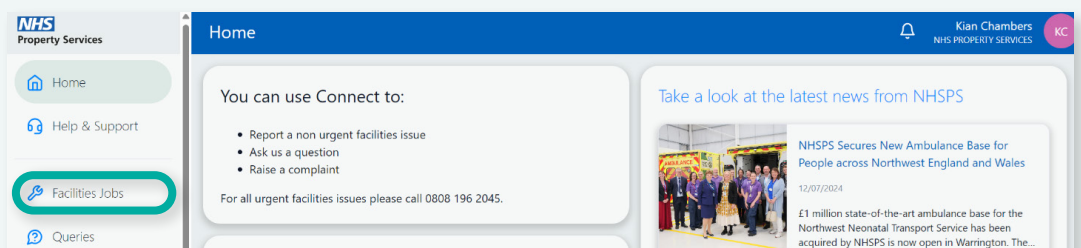| **If you have an account: Log in**	**If you don't have an account: Request access**
connect.property.nhs.uk	Email: customer.service@property.nhs.uk Call: **0808 196 2045**

CREATE A FACILITIES MANAGEMENT JOB

**1.** Click on **'Facilities Jobs'** on the homepage. A new page will open.

2. Click on **'Create Job'** to create a new facilities job. (Make sure you check the job history before you create a new job to avoid duplication).
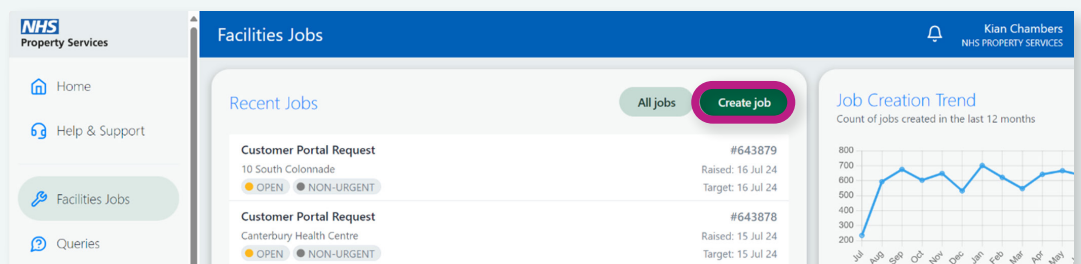
3. Click on **'Select a property'** to search for the property where you want to raise the job for.
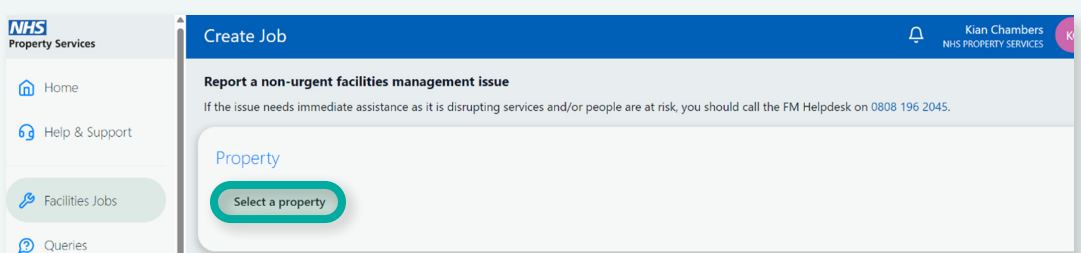
4. Type the property name in the search box, e.g., 'Barking Community Centre' and select the property. Alternatively, you can scroll through the list of properties to find the one you want.
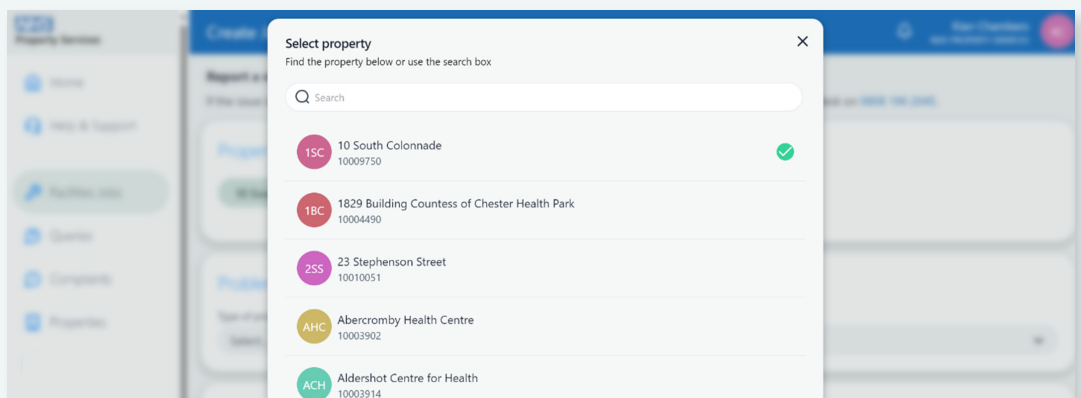
5. Select the type of problem from the drop-down by **typing the job in the search box** or by **scrolling through the list of jobs**.

Complaints
Properties

Problem
Type of problem? *
Select...
Air Conditioning issue
Alarm Sounding/Issue
Asbestos Service
Audio Visual Equipment
Building Repair or Decoration
Call Bell faulty

6. Describe the problem in as much detail as possible so we can send the right person to fix the issue.

Complaints
Properties

Problem
Type of problem? *
Electrical Issue

Describe the problem *
Faulty plug socket in laundry room.

Please provide as much detail as possible   35/3000

Location & Access
What is the location? e.g room number, floor department *

7. Under **'Location & Access'** let us know where the issue is in the building, what times the building can be accessed from and what times we can access the reported area.

Properties

Location & Access
What is the location? e.g room number, floor department *
Laundry room, first floor

25/3000

What are your building access times? *
09:00 - 17:00

13/3000

What times can we access the reported area? *
09:00 - 17:00

13/3000

8. Provide your **contact details**.

Contact Details   Add

Name *   Phone *   Location *
Kian Chambers   078888888888   10 North Colonnade

9. If you're logging a job on behalf of a customer, please add their contact details by clicking on **'Add'**. Another **'Contact Details'** line will appear. Input their name, phone number and location. Then click on **'Submit'**.

Contact Details   Add
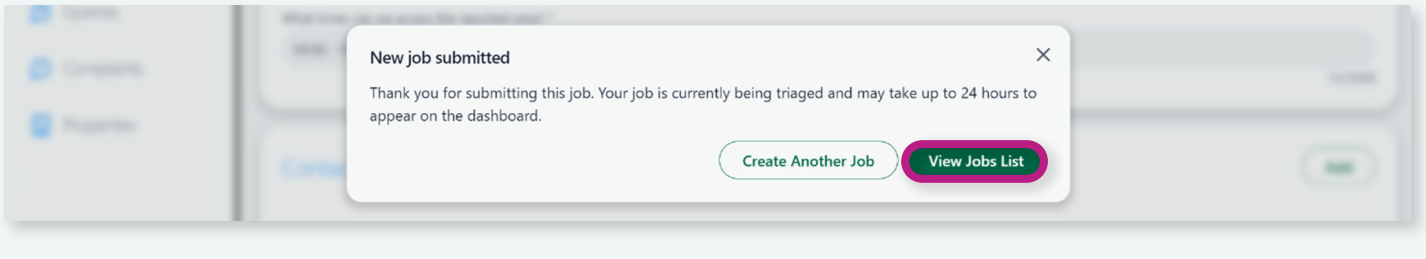
Name *   Phone *   Location *
Kian Chambers   078888888888   10 North Colonnade   ⊗

Name *   Phone *   Location *
Dr Nick Riviera   789999999999   10 North Colonnade   ⊗

   Submit

10. You can click **'View Jobs List'** view this job or others that you have created. Or you can click on **'Create Another Job'**, to raise another facilities management job.


11. To view your current and historic jobs, click on **'Facilities Jobs'**.
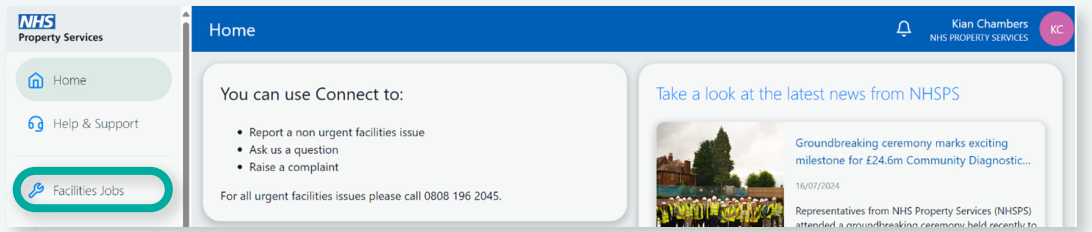
12. A list of your most recent jobs will be displayed. Each will give you the status of the job, the type of job, the job number, the date it was raised and the target completion date. **Click on any job** to get more information
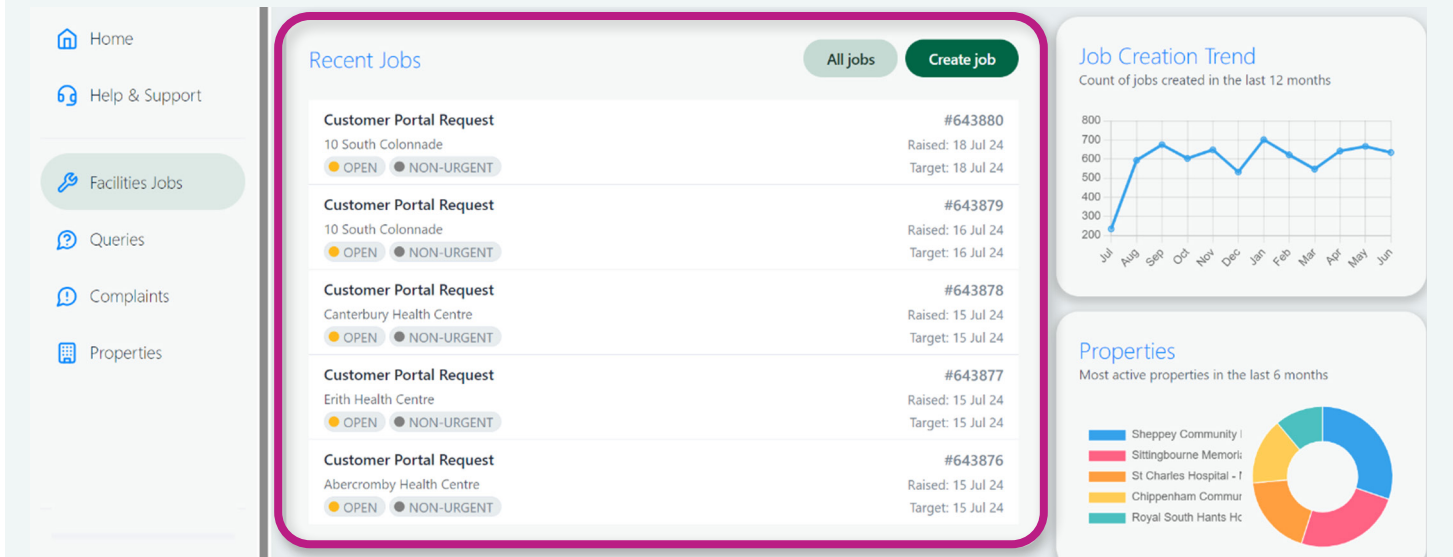
13. A **detailed view of the job** will be displayed, including all the information you gave when you raised the job.
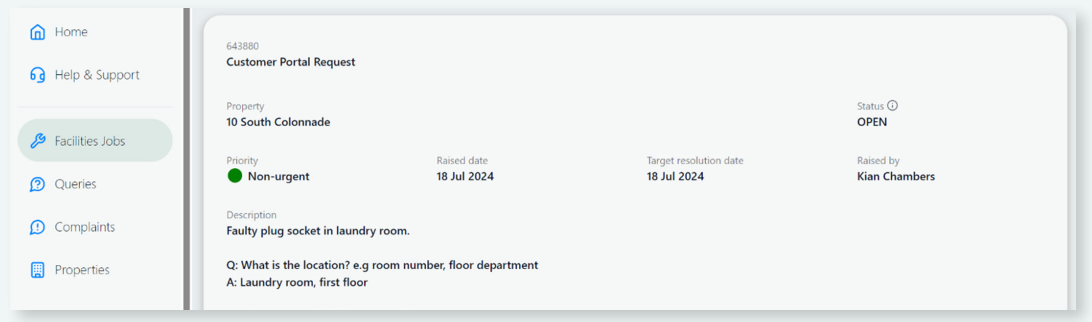
CREATE A FACILITIES MANAGEMENT JOB

14. If the job you are looking for is not displayed amount the most recent, click on **'All Jobs'** to view all the jobs that you have raised.


15. All your current and historic jobs will be displayed. **Scroll down to find the job you are looking for**. You can also **use the filters** at the top of the screen to help find your chosen job. You can filter by date, status, priority or property
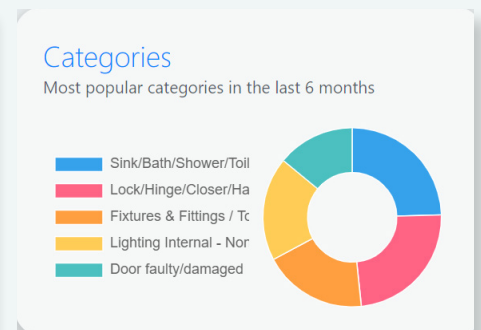

16. You will be able to view three different graphs and charts that relate to your jobs.
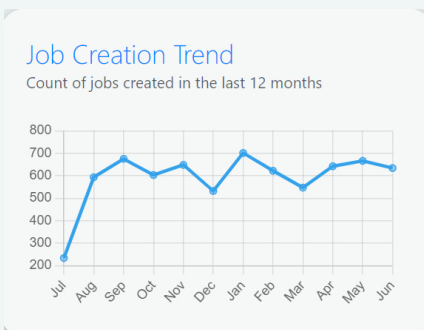
'Job Creation Trend' will show a count of all jobs you have created in the last 12 months.
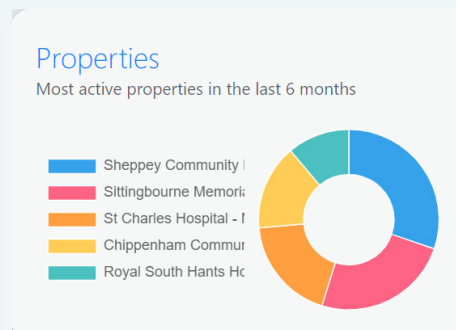
'Properties' will show your most active properties in the last 6 months.

'Categories' will show your most popular categories in the last 6 months.

For more information about Connect, visit www.property.nhs.uk/connect or contact our Customer Service Centre on customer.service@property.nhs.uk or 0808 196 2045.