

-  Dripping tap
-  Additional access fob request
-  Zip boiler out of order
-  Loose door handle
-  Minor fabric works
-  Toilet not flushing
-  Multiple non-urgent jobs

-  Minor pest control jobs e.g. ant infestation
-  Single blocked toilet where other toilets are available
-  Shower not working if other showers are available
-  Minor landscaping works e.g. overgrown bush
-  Upgrades to decoration/asset
-  One light not working on ward

-  Any alarm sounding
-  Lift entrapment or lift stopped working
-  No heating or AC down in building
-  Locked out of site
-  No water in building
-  Severe Leaks

-  Severe structural damage
-  Overflowing toilets threatening ward closure
-  Power failure
-  Burst pipe in ward
-  Smell of gas
-  Spillages
-  Trip hazards

NON-URGENT ISSUES



Log the job
through our online form:
property.nhs.uk/newrequest

- Within 24 hours, you will receive an email notification to confirm that your job has been allocated which will include a CORE reference number and estimated completion time.
- ➔ We aim to complete non-urgent requests within 5 to 20 working days based upon the specific issue.
- ➔ Once the job has been completed, you will receive another email notification confirming this.

URGENT ISSUES



Call the FM Helpdesk*:
North East and North Central: 0191 3371593
North West: 0844 225 2774
West Midlands and East: 01902 575050
London, South East and South West: 020 3688 2244

* As of 26 August 2019, please call 0844 225 2774 regardless of region

- 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 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.