

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





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/



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

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 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.