



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.

If you want an update on your job, fill out the online form available at property.nhs.uk/update and we will get back to you.

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.

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