NHS

Property Services

Raising a query 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.

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**.

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.

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

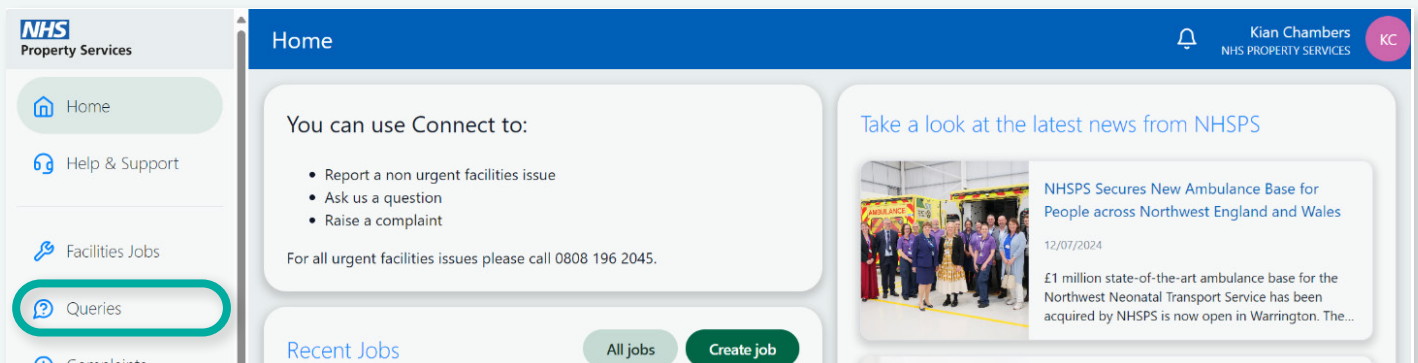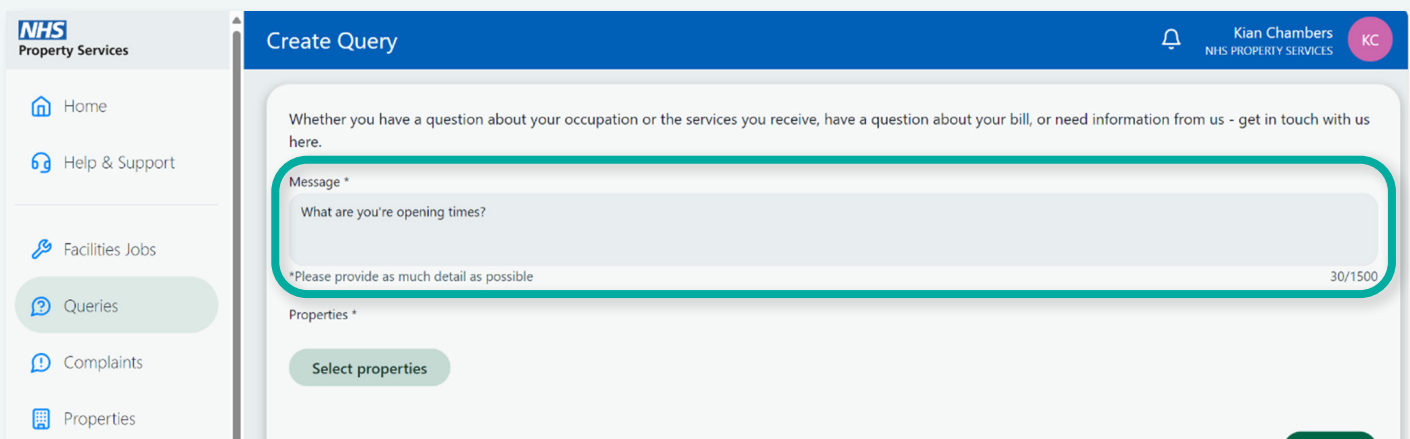| If you have an account: Log in	If you don't have an account: Request access
connect.property.nhs.uk	Email: **customer.service@property.nhs.uk** Call: **0808 196 2045**

RAISING A QUERY

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

2. Click on **'Create query'** to create a new query. Make sure you check the query history first to avoid duplication as someone else might have already asked the same question.
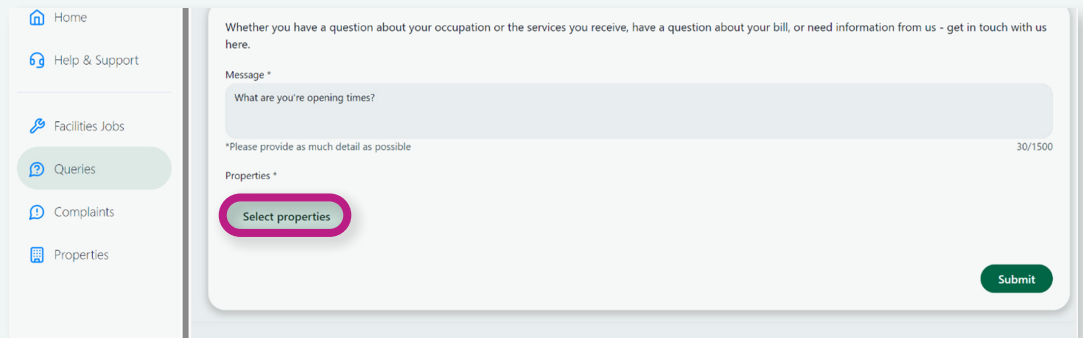

3. Type your query in the **message box** (please add as much information as possible).
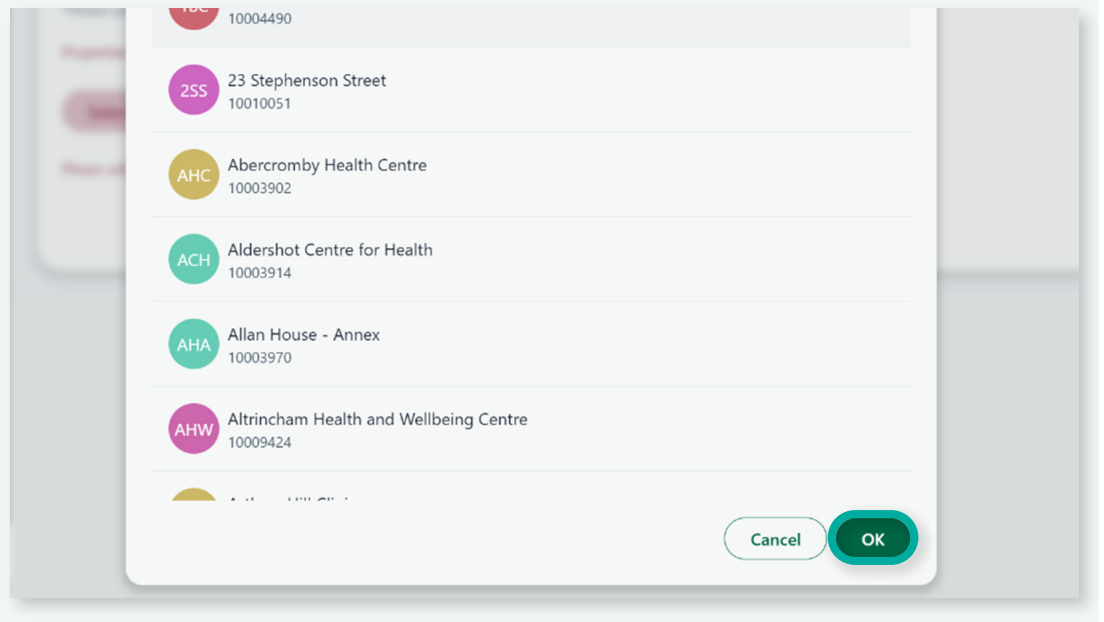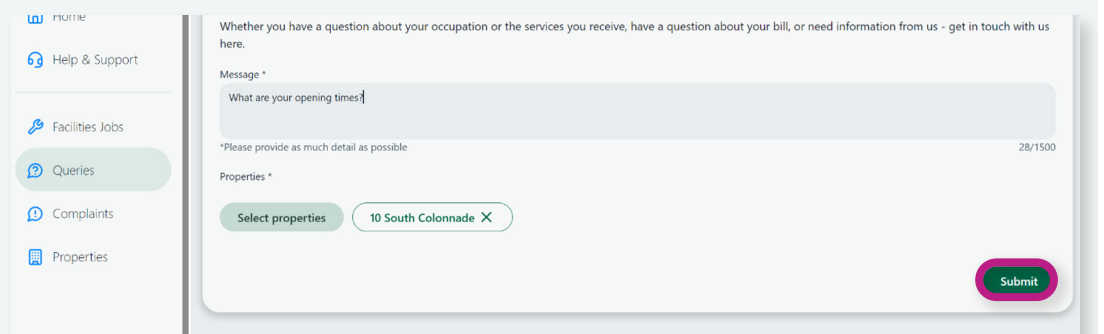
4. Select the property that the query relates to by clicking on **'Select Properties'**.

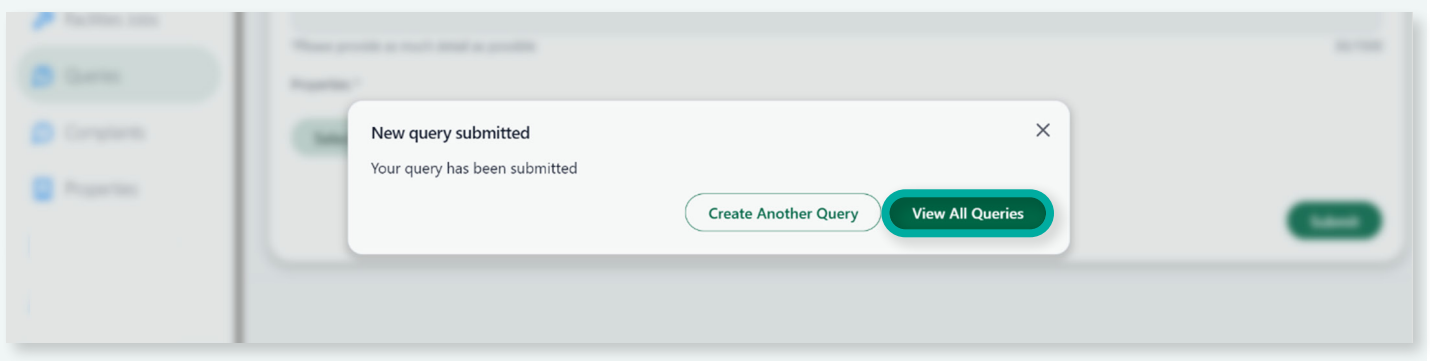Whether you have a question about your occupation or the services you receive, have a question about your bill, or need information from us - get in touch with us here.

Message *

What are you're opening times?

*Please provide as much detail as possible   30/1500

Properties *

Select properties

Submit

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5. Select your property from the drop-down list and click on **'OK'**.

10004490

2SS   23 Stephenson Street
       10010051

AHC   Abercromby Health Centre
       10003902

ACH   Aldershot Centre for Health
       10003914

AHA   Allan House - Annex
       10003970

AHW   Altrincham Health and Wellbeing Centre
       10009424

Cancel   OK

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6. Once you've provided the required information about the query, click **'Submit'** (the Query will be sent to the relevant Customer Officer to action).
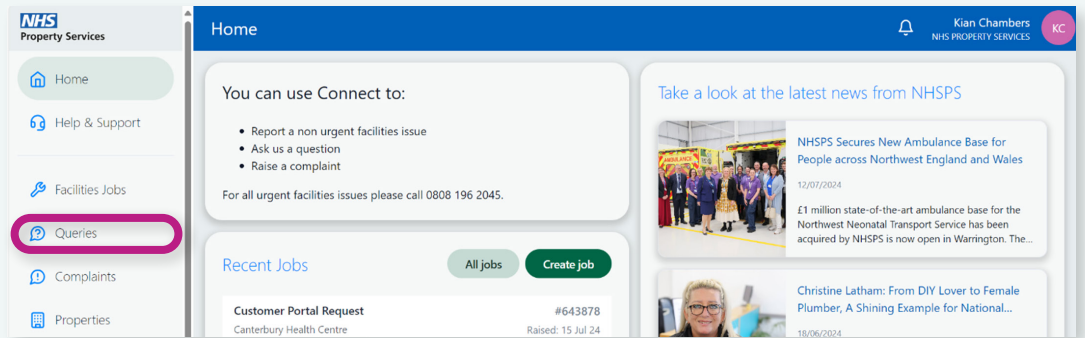
Whether you have a question about your occupation or the services you receive, have a question about your bill, or need information from us - get in touch with us here.

Message *

What are your opening times?

*Please provide as much detail as possible   28/1500

Properties *

Select properties   10 South Colonnade ✕

Submit

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7. You can click **'View All Queries'** to see the reference number (the relevant customer service officer will receive an email to action the query). Or you can click on **'Create Another Query'**, to raise another query.
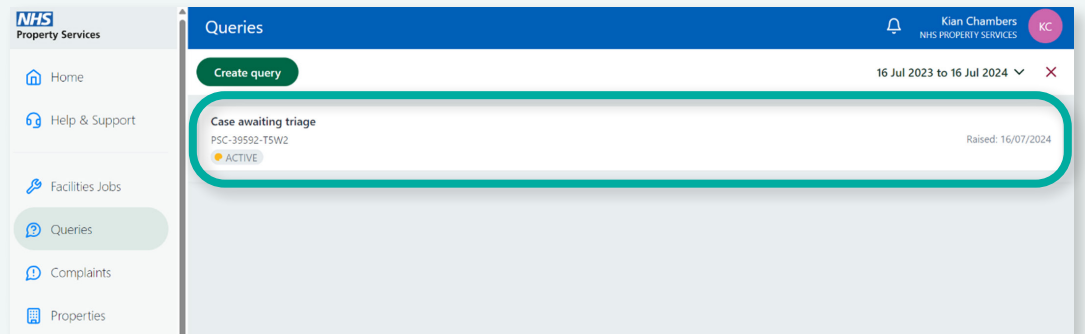
New query submitted   ✕

Your query has been submitted
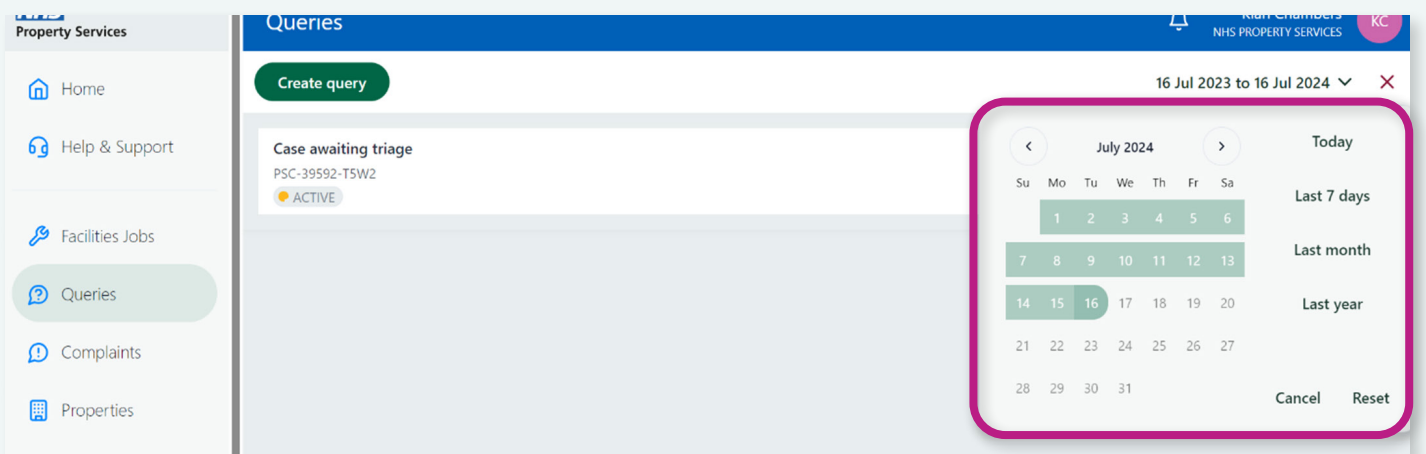
Create Another Query   View All Queries

8. If you have not received any feedback from the customer service team, you can chase up the query. From the connect portal main screen, click on **'Queries'**.
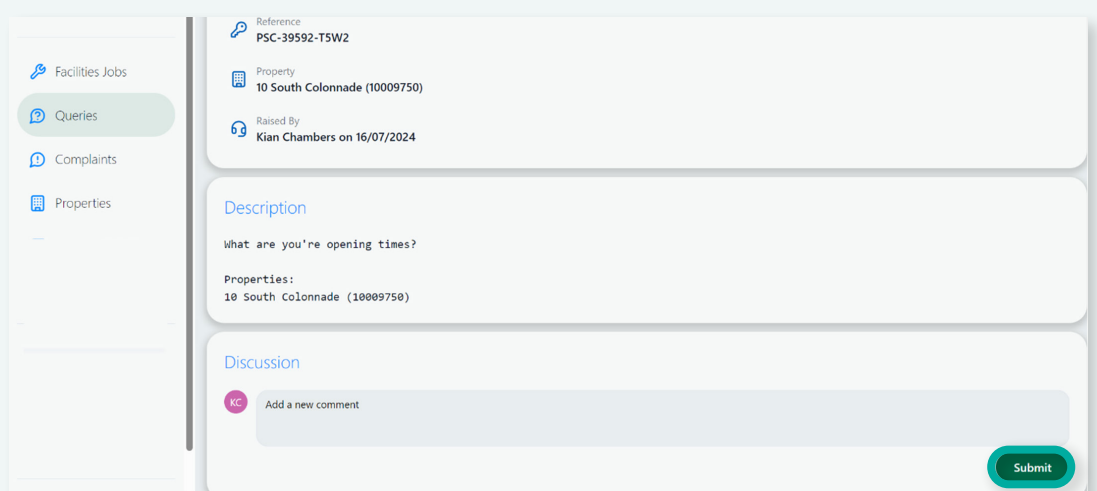

9. Then **click on the query** you wish to view (make sure it's the correct query you logged).

10. If the query you would like to view is not displayed, you can change the date range by **clicking on the date drop-down and select your time frame**.

11. Type your update or question in the discussion box and click on **'Submit'** (the case owner will receive an email notification of your update).

12. Your **update** to your query will be shown below.

Help & Support

Facilities Jobs

Queries

Complaints

Properties

Property
10 South Colonnade (10009750)

Raised By
Kian Chambers on 16/07/2024

Description

What are you're opening times?

Properties:
10 South Colonnade (10009750)

Discussion

KC Add a new comment

✓ Submit

KC Kian Chambers commented on 16 Jul - 10:37 AM
please can i have an update to this query?

13. The **Customer Services team**'s response will be displayed below.

NHS
Property Services

Home

Help & Support

Facilities Jobs

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Reports PREVIEW

Billing

Team

Users

Customers

Content

Query Details

Feedback

Kian Chambers
NHS PROPERTY SERVICES LIMITED

Kian Chambers on 01/11/2024

Description

What are your opening times?

Properties:
Allan House - Annex (10003970)

Discussion

KC Add a new comment

Submit

AR Alex Roberts commented on 14 Nov 2024
Thank you for contacting NHS Property Services.
I can confirm the building is open from 8am to 6.30pm.
Kind Regards
Customer Services

KC Kian Chambers commented on 01 Nov 2024
Is there an update to this?