

# Customer Billable Works (CBW)

## What are customer billable works?

Customer billable works are ad-hoc improvements made to a property within an area of the property that the customer occupies exclusively.

Some typical examples of customer billable works include a request to hang a noticeboard, put up some shelving, install some electrical sockets, put up window blinds or replace flooring (when this is not covered in the lease). They also include replacing or fixing something you have damaged or reported as damaged.


These types of improvements fall out of standard planned, remedial or reactive maintenance and are therefore chargeable back to the customer.

## How NHSPS can help you?

NHSPS works with you to understand your requirements and manages the process for you from start to finish.

We find and manage the right contractors at the best price or carry out the works ourselves, utilising our dedicated and experienced in-house engineers. We will ensure works are delivered in a timely manner, to a high standard and to your exact requirements.

If you have any questions about customer billable works, please contact our Customer Service Centre who will be more than happy to assist.

 0808 196 2045

 [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk)

## The customer billable works process

1. Submit your request to our Customer Service Centre through the Connect portal: [connect.property.nhs.uk](https://connect.property.nhs.uk). If you'd prefer, or are unable to use online methods, you can call **0808 196 2045**.
2. The team will log your request on our FM system and it will be allocated to your property's Estates Co-Ordinator.
3. The Estates Co-ordinator will retrieve quotes from our in-house engineers and/or approved contractors, ensuring they get you the best value for money.
4. A member of our Customer Service Centre team will send you the quotation form. You will have 30 days to accept or reject it. The quote is only valid for 30 days due to fluctuating labour and material costs.\*
5. If you accept the quote, your authorised budget holder should approve and arrange for a purchase order (PO) to be raised and you should return the quotation form with the PO number included. Without this, we will not be able to proceed.
6. The Estates Co-Ordinator will liaise with you and the in-house engineer/approved contractor to determine a suitable time to attend and complete the works.
7. Upon successful completion, you will receive an invoice within 5 days. Payment is then required within 30 days, as detailed on the initial quote form.

*\*NHSPS adds a 10% management fee to the quote to cover the administration costs of initiating the quote, obtaining quotes from contractors, managing the process from start to finish through the CSC, quote management and sales invoicing activities. As part of the NHS, NHSPS does not make a profit from customer billable works jobs.*