

NHS Property Services Customer Charter



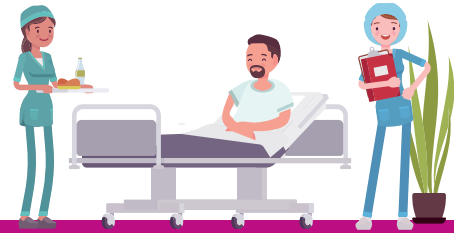
Our promise to you

Our strategy is to put patients at the core of everything we do, helping the NHS deliver excellent patient care. We will do this by supporting the NHS as it evolves, focus on improving NHS colleague and patient environments, ensure we deliver sustainable quality services and that our people are the experts you need.



We will support the NHS as it evolves, by:

- Supporting the development and implementation of estate strategies with every Integrated Care System (ICS) to ensure estate requirements are aligned to clinical strategies.
- Making healthcare sites more accessible.
- Providing the right space at the right time, such as through NHS Open Space.



We will improve NHS colleague and patient environments by:

- Getting the best value for the NHS – financially and socially – at a local, regional and national level, such as sharing the benefit of building disposals at a local level, or buying goods and services more effectively.
- Helping the NHS deliver healthcare in smart, effective space by providing flexible and accessible buildings.
- Focusing on creating environments that improve the physical and mental wellbeing of NHS colleagues, patients and local communities.



We will deliver sustainable, quality services, by:

- Championing sustainability and supporting the Greener NHS goals.
- Prioritising health and safety for patients, customers and our people.
- Being accountable to you through open and transparent reporting on our performance.



Our people will support you, by:

- Responding to your queries and requests promptly.
- Understanding your priorities and how the estate can support these.
- Being easy to work with and collaborating more effectively with you, making faster and well-informed decisions.

About this charter

This charter sets out our commitment to our customers. As part of the NHS, our purpose is to help transform its estate, delivering on the NHS Long Term Plan and enabling our NHS colleagues to deliver excellent patient care.

It covers what you can expect from your property and the services we provide and how we can best

work together to ensure you get the quality estate and facilities support you need.

We will review the charter twice a year in order to ensure that we are responding to customer feedback and that we continue to improve.

How we will work with you

We want to work with you collaboratively and transparently, guided by simple principles:

- We will answer queries promptly and give regular updates on progress.
- We will ensure that services are sourced to provide excellent value for money for the NHS.
- We will liaise directly with our occupiers to agree the services we provide and the costs of these.
- We will make it easy for occupiers to understand property and facilities charges.
- We don't make a profit from supplying services. We only seek to cover the costs of supplying services. Our management fee reflects actual management costs and services charges don't have contingency costs included.
- We will issue an estimated property budget for the year ahead before the start of each financial year, so you can plan effectively.
- We'll meet with you as required to review Annual Charging Schedules.
- We will issue a reconciliation of accounts within four months of the end of the financial year.

Help us to help you

To ensure we are offering you the most effective property and facilities management support, we ask you to:


- [Sign up to receive regular updates](#) – you can choose to receive essential service updates or hear more news about what we're up to.
- [Tell us about any changes to your occupancy](#) such as your service requirements, billing arrangements or key points of contact.
- Ensure you pay all service charges on account and balancing charges promptly.
- Raise any concerns and disputes with our local teams or Customer Support Centre as promptly as possible so that we can respond in line with the Charter and company policies.
- Connect us to the right people in your organisation, so decisions can be made at the right level of responsibility and authority.

How to contact us



Customer Support Centre

NHSPS has a dedicated Customer Support Centre (open 24/7) which should be the first port of call for any queries or to notify us of any changes.

 0800 085 3015 (freephone)

 customer.service@property.nhs.uk

We will acknowledge all queries within 24 hours and provide an action plan within ten working days.



FM Helpdesk

We have a dedicated Facilities Management Helpdesk (open 24/7) offering help with all FM service matters.

To log an urgent job which requires immediate resolution at any time of the day, please call the FM Helpdesk on:

 0808 196 2045 (freephone)

To report a non-urgent or routine FM issue, please fill out our form:

 <https://www.property.nhs.uk/newrequest>

Your request will be processed within 24 hours and you will receive an email with a CORE reference number. CORE is our new FM service, offering a more reliable and efficient way to log, plan and monitor all FM activities.



When things go wrong

We will do our best to resolve any service problems locally and the first port of call should be our Customer Support Centre.

Should we fail to meet your expectations for any reason, please email our Customer Support Centre and mark your email 'complaint'. More information can be found at www.property.nhs.uk/contact-us/make-a-complaint/

Visit our website to...



Report a change to your occupancy:

www.property.nhs.uk/occupancy-change-notice



Read our Occupier Handbook:

www.property.nhs.uk/occupierhandbook



Learn more about our sustainability pledges:

www.property.nhs.uk/environment



Let us know about vacant space you'd like to hand back:

www.property.nhs.uk/vacant-space



Request a FM job update or a compliance certificate:

www.property.nhs.uk/CORE



Answer questions on your billing:

www.property.nhs.uk/billing



Discover resources to support your response to COVID19:

www.property.nhs.uk/covid19