



CUSTOMER USER GUIDE



Property Services

Creating a Facilities Management Job

LET'S GET STARTED

If you have an account: Log in



connect.property.nhs.uk

If you don't have an account: Request access

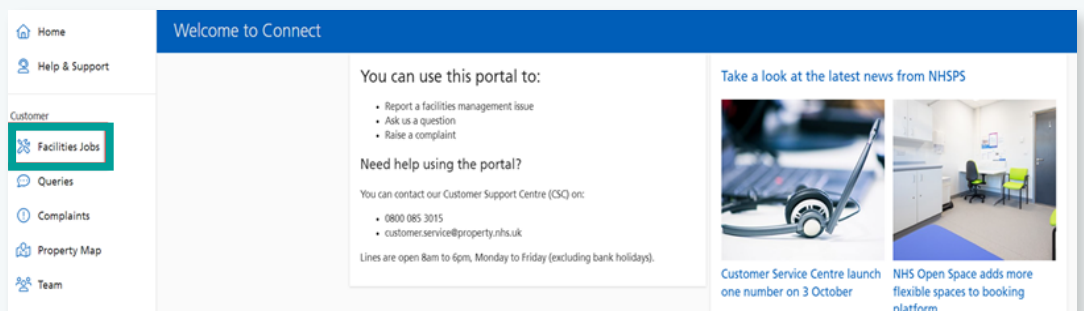


Email: customer.service@property.nhs.uk

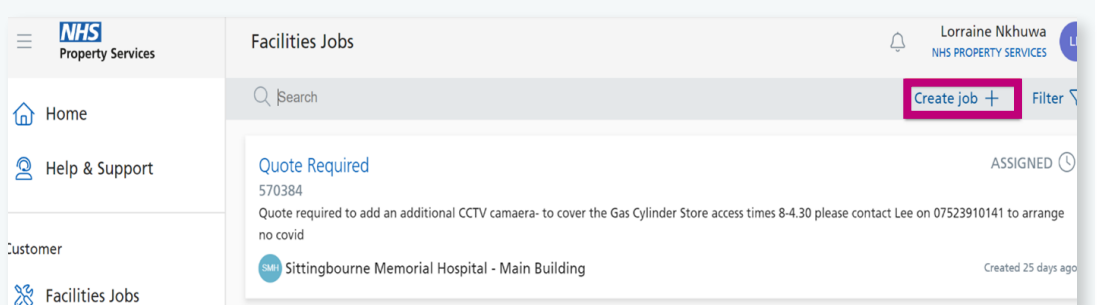
Call: **0808 196 2045**

CREATE A FACILITIES MANAGEMENT JOB

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



2. Click **'Create Job'** on the top right. Make sure you check the job dashboard before you create a new job to avoid duplication.



CREATE A FACILITIES MANAGEMENT JOB

3. Read the message on this page and click **'Continue'**.

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Report a non-urgent facilities management issue

You can use this page to report a non-urgent or minor building issue. If the issue is urgent, is disrupting services and/or people's safety is at risk, please call 0808 196 2045 as soon as possible.

Please provide as much detail as possible, as this will enable our FM Helpdesk to triage your issue, assign the appropriate priority and allocate to the relevant maintenance resource to attend site and assist with resolving the issue.

Once you have logged the issue, a member of our helpdesk team will assign the job, monitor progress, and add regular updates to the portal. They will also liaise with the owner of the job to ensure we look to complete the job within the assigned timescale.

Continue

Lorraine Nkhuwa
NHS PROPERTY SERVICES

4. Click on **'Select a property'** to search for the property with the facilities management issue. Selecting a property is mandatory.

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Report a non-urgent facilities management issue

Use this form to submit non-urgent facilities management (FM) requests and faults. We will process your request within 24 hours. Once processed, we'll send you an email with a job number and expected completion time.

Property

Select a property

Is the property used to treat coronavirus (COVID-19) cases or affected by the virus?

Yes No

Lorraine Nkhuwa
NHS PROPERTY SERVICES

5. Type the **property name** in the search box, e.g., 'Barking Community Centre' and **select the property**.

Select Property

Barking

BCH Barking Community Hospital
10003673

6. Select **'Yes'** or **'No'** regarding whether the property is used to treat coronavirus (COVID-19) cases or is affected by the virus.

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Property

Barking Community Hospital ✓

Is the property used to treat coronavirus (COVID-19) cases or affected by the virus?

Yes No

Lorraine Nkhuwa
NHS PROPERTY SERVICES

7. Select the **type of problem** from the drop-down list e.g. Electrical Issue.

Door/Lock fault

Electrical Issue

Evac Chair issue

Fire Alarm fault

Fire Protection Equipment

Fuel Supply

CREATE A FACILITIES MANAGEMENT JOB

8. Describe the **problem** in as much detail as possible so we can send the right person to fix the issue.

Problem

Type of problem? *
Electrical Issue

Describe the problem *
Main electric switch in the laundry room is not working, please rectify.

Please provide as much detail as possible

9. Under '**Location & access**' let us know where the issue is in the building, what times the building can be accessed from and what times we can access the reported area.

Location & access

What is the location? e.g. room number, floor, department *
Ground floor, laundry room, west wing

What are your building access times? *
06:00am to 20:00pm

What times can we access the reported area? *
08:00am

10. Provide your **contact details**.

What are your building access times? *
06:00am to 20:00pm

What times can we access the reported area? *
08:00 am

Contact details

Name *	Phone *	Location *	
Lorraine Nkhuwa	07953647688	10 South Colonnade	

11. If you're logging on behalf of someone or you will not be available, **you can add alternative contact details by clicking on the plus sign (+)**. Another 'contact details' line will appear.

Contact details

Name *	Phone *	Location *		
Lorraine Nkhuwa	07953647688	10 South Colonnade		
Name *	Phone *	Location *		

12. Once you've completed the line, click '**Submit**'.

Contact details

Name *	Phone *	Location *		
Lorraine Nkhuwa	07953647688	10 South Colonnade		
Name *	Phone *	Location *		
Mark Davies	07784623155	10 South Colonnade		

Submit

CREATE A FACILITIES MANAGEMENT JOB

13. Two messages will appear: **'Job created successfully'** and **'New job submitted'** to confirm the job has been submitted. Once the job has been assigned the correct priority by a member of our team, you will see the job reference number in Connect and receive an email confirmation.

The screenshot displays the 'Job Created' notification area in the Connect system. At the top right, the user's name 'Lorraine Nkhuwa' and 'NHS PROPERTY SERVICES' are visible, along with a notification bell icon and a profile picture with the initials 'LN'. The main message reads 'Job created successfully' with a teal arrow pointing to it. Below this, a thank-you message states: 'Thank you for reporting a maintenance issue. Our FM Helpdesk will now process the job and assign it to a member of our maintenance team. In your dashboard the job will show as 'Customer Portal Request' then a new title will appear once our team have assigned the job to a member of our maintenance team. If you wish to enquire as to the status of your job, you can check your **job dashboard**.' Two links, 'Create another job' and 'View jobs list', are provided. A white modal box is open, showing 'New job submitted' with a teal arrow pointing to it. The modal text says: 'Thank you for submitting this job. Your job is currently being triaged and may take up to 24 hours to appear on the dashboard.' A 'Close' button is located at the bottom right of the modal.

For more information about Connect, visit www.property.nhs.uk/connect or contact our Customer Service Centre on customer.service@property.nhs.uk or 0808 196 2045.