

NHS Property Services Customer Charter



Our promise to you

Our strategy is to support the delivery of our customers' plans and help the NHS transform to enable excellent patient care. We will do this by supporting the needs of the NHS as it evolves, improving NHS colleague and patient environments, delivering sustainable, quality services and ensuring that our people are the experts you need.



We will support the NHS as it evolves by:

- Putting patient needs first.
- Keeping healthcare sites safe, compliant and accessible.
- Helping you make the best use of the NHS estate to reduce waiting lists as we recover from the pandemic.
- Providing the right spaces in the right places to tackle health inequalities.



We will improve NHS colleague and patient environments by:

- Creating and refurbishing Healthy Places that improve the physical and mental wellbeing of colleagues, patients and local communities.
- Providing the best value for money for the NHS, financially and socially, at a local, regional and national level.
- Developing and implementing Integrated Care System estate strategies that are aligned to clinical strategies.
- Providing flexible, bookable and accessible spaces to help you deliver healthcare in a smart way.



We will deliver sustainable, quality services by:

- Acting responsibly and putting the customer at the heart of decision making.
- Championing sustainability and supporting the Greener NHS goals.
- Delivering a net zero carbon estate by 2040.
- 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.
- Living our values of community, colleagues, commitment and collaboration to ensure customers receive the best service

About this charter

This charter sets out our commitment to our customers.

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 to reflect customer feedback and ensure we continue to improve.

How we will work with you

Our values of community, colleagues, commitment and collaboration guide how we work. We want to work with you collaboratively and transparently, guided by simple principles:

- We will answer your queries promptly and give regular updates on progress.
- We will discuss your needs and agree which services we provide.
- We will detail the method services will be delivered (predominantly in-house with some trusted, specialist suppliers).
- We will ensure that services are sourced to provide excellent value for money for the NHS.
- We will make it easy for you to understand property and facilities charges.
- We don't make a profit from the services we provide; our prices are based on recovering our costs. 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 Budget 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:

- Create an account with [Connect](#), to report and track queries, facilities management issues and complaints. [Request a login](#).
- [Tell us if you want to release space](#) you no longer need to help optimise the NHS estate; saving on costs and putting it back to good use.
- Pay all service charges on your account and balancing charges, promptly.
- Raise any concerns with your local team or our Customer Service Centre promptly 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 Service Centre

NHSPS has a dedicated Customer Service Centre (open 24/7) for you to:

- Contact us with any query.
- Report a facilities management issue.
- Tell us if something has gone wrong.
- Make a suggestion.
- Anything else.



connect.property.nhs.uk



0808 196 2045 (freephone)



customer.service@property.nhs.uk



NHS Property Services, Regent House, Heaton Lane, Stockport, Cheshire, SK4 1BS



Find out more about contacting us [here](#)



Reporting facilities management issues

When reporting facilities management issues, please call us for urgent issues and use Connect for non-urgent issues.

This helps keep the phone lines open for your colleagues across the country that need issues resolved ASAP in order to continue to care for patients.

Visit our website to...



Find out more about our services



Report a change to your occupancy



Tell us about vacant space you'd like to hand back



Get answers to your questions about billing



Download resources about COVID-19



See how we're delivering a Greener NHS



Read our latest news and case studies