



CUSTOMER USER GUIDE



Property Services

Creating a Query on Connect

LET'S GET STARTED

If you have an account: Log in



connect.property.nhs.uk

If you don't have an account: Request access

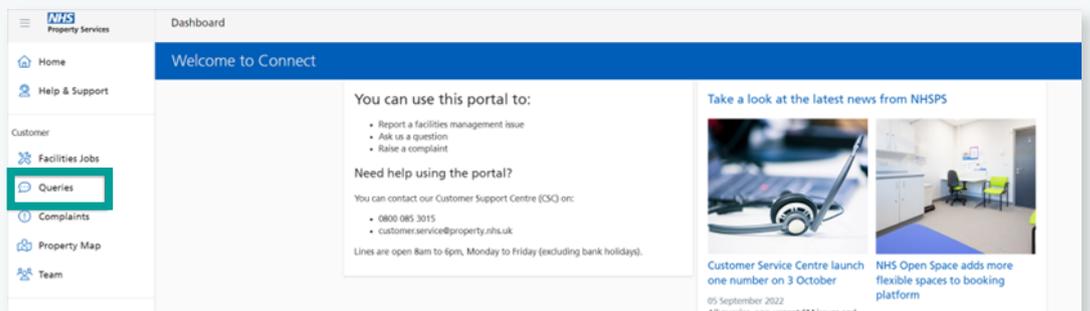


Email: customer.service@property.nhs.uk

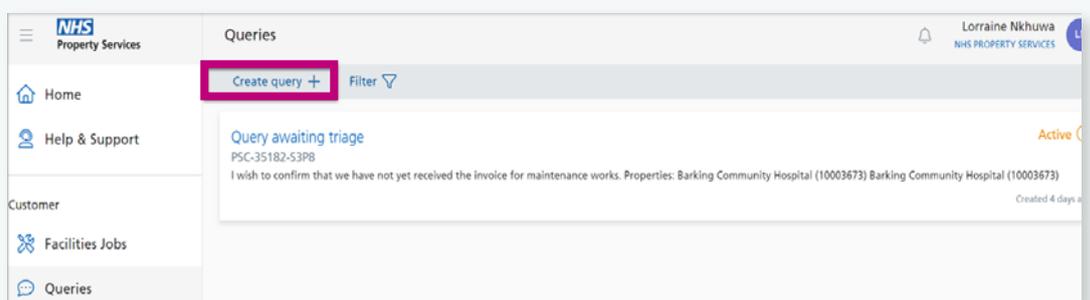
Call: **0808 196 2045**

HOW TO CREATE 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.



HOW TO CREATE A QUERY

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

Raise a query

You can use this page to raise queries into NHS Property Services, whether they are about your occupation of our properties, the FM services you use, or anything else that you wish to raise.

Please note, if you wish to log a maintenance request or issue, please click [here](#) as we have a specific process for this.

Please provide as much detail as possible, as this will enable our Customer Support Centre to triage your query and ensure it reaches the right place swiftly. In many cases, our Customer Support Centre will be able to resolve your query directly, but if they can't, they will engage the local NHSPS team for the property or properties you select below. You do not need to select a property if your query is of a more general nature.

[Continue](#)

4. Type your query in the **message box**. Please add as much information as possible.

Create Query

Message *

We need a copy of an invoice for the down stairs conference room

*Please provide as much detail as possible 64/3000

Properties that this query relates to

If this does not relate to specific properties, please leave blank

[Submit](#)

5. Type the **name of the property** that the query relates to and select it. If the query does not relate to a specific property, you can leave this box blank.

Create Query

Message *

We need a copy of an invoice for the down stairs conference room

*Please provide as much detail as possible 64/3000

Properties that this query relates to

If this does not relate to specific properties, please leave blank

[Submit](#)

6. Once your property is selected, click **'OK'** in the bottom right of the box.

Search: barking

BCH Barking Community Hospital
10003673

Selected 1 properties

[Cancel](#) [OK](#)

7. Once you've provided the required information about the query, click **'Submit'**. The query will be sent to our Customer Service Centre to action.

Create Query

Message *

We need a copy of an invoice for the down stairs conference room

*Please provide as much detail as possible 64/3000

Properties that this query relates to

If this does not relate to specific properties, please leave blank

[Submit](#)

HOW TO CREATE A QUERY

8. The **'New query submitted'** message pops to confirm the query has been sent to our Customer Service Centre team who will be in touch with you shortly. You can click **'View query list'** to see the reference number.

New query submitted

Thank you for raising your query with us. Our Customer Support Centre will now triage the query.

In your dashboard the query will show as 'Query awaiting triage' then a new title will appear once our team have reviewed your query. Queries raised before 4pm on a weekday will be triaged the same working day.

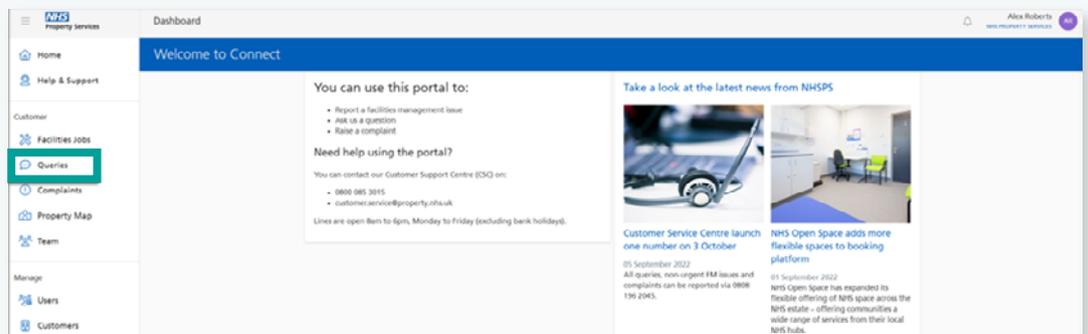
An NHSPS colleague will contact you via phone or email regarding the resolution of your query. If you wish to enquire as to the status of your query, you can check your **queries dashboard** in Connect.

Create another query

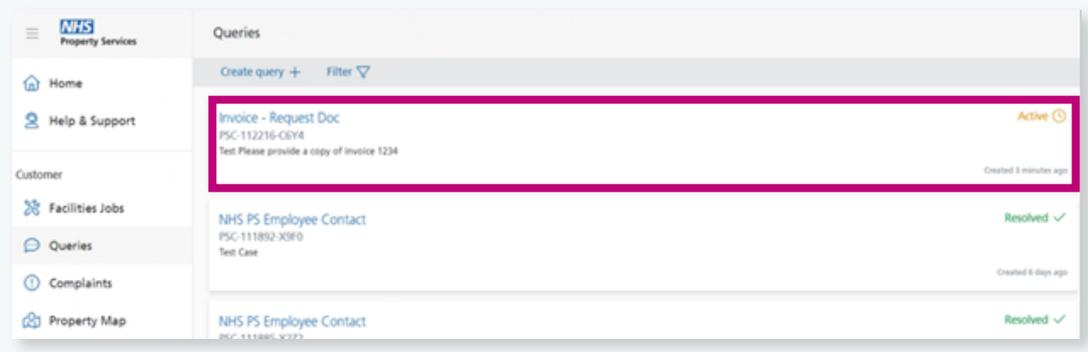
View query list

HOW TO FOLLOW UP ON A QUERY

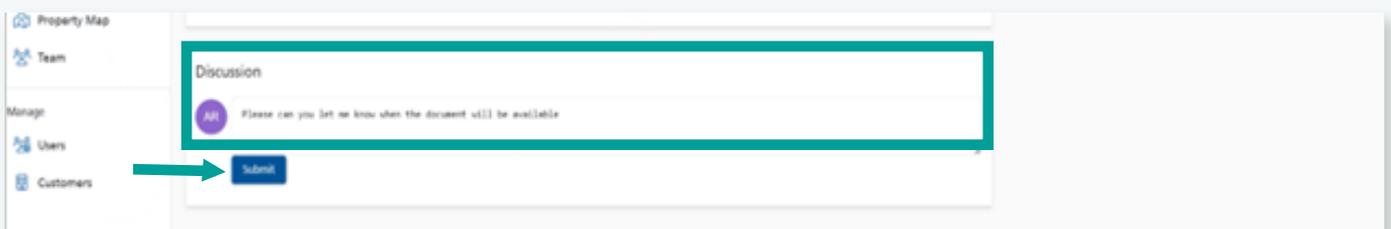
9. Click on **'Queries'** on the homepage.



10. Select the **query** you want to follow up on.



11. Use the **'Discussion'** box to request an update on the status of your query or ask a question, then click **Submit**. The NHSPS case owner will receive an email notifying them.



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.