

# ESTATES SERVICES

FacilityNet <sup>User guide</sup>



# Version control

Version 3 Date: 20.08.2019

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# Access FacilityNet

FacilityNet Helpdesks, are used by Building Managers, Facilities Managers and other authorized requesters, to report building faults and log maintenance requests.

The entry page can be found at: <u>https://estates.admin.ox.ac.uk/helpdesk</u> There are two FacilityNet helpdesks

- Central and Science area (Estates Services DLO)
- Hospital and Swindon (EMCOR)

HELFOESKS	SERVICES & FACILI	THES UNIVERSITY SHARED SERVICES	WORKING WITH US MAJOR BUILDING	PROJECTS	۹
	Helpde	esks			
	Emergeno such as a on +44 (0	ties such as significant strong smell of gas, sh )1865 2 70877	leaks or dangerous condi ould be reported immedi	tions, ately	
	If you're not a	ture who to contact, please call t	as on +44 (0)1865 2 70877 between 8	:00 and	FacilityNet
	17:00	envices online			To become an auchorized requester, you will need a
	Please choose	e one of the following options:			overname and password which can be obtained from the System Administrator.
Name Los	al Status	Details		Indated	APPLICATION FORM
FM Online Ave	ilable	Buildings we manage. Facility	Net, FM Helpdesk & Car Parking ap	plications 16 Aug 2019, 11:31	
					Access to PM services
ų		×	×	×	To raise maintenence and FM service requests within your FH managed building, you will need a Manon login If you short have a login please complete the application form.
Buildings we	manage	Repairs & Maintenance	FacilityNet (Central Oxford and Science area)	FacilityNet (Hospitals & Swindon sites)	APPLICATION FORM
within your manage	nd building	fault with the PH Helphesk	Please use this helpdesk if you are autivisited to report faults for buildings within central Definition and the second	Please use this helpitesk if you are authorised to report faults for buildings at Old Road	Emergency (24 hours)
			Utobio and the science area	sites	For building related emergency from the hours of 16.90 - 8.00 plasse call. Security Services on +44 (3)1865 2 72/944.
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To raise a request Click RAISE A REQUEST, this will take you to the main request page where you can access repairs, maintenance requests, order printing and design from our reprographics team as well as the Property and Space Information.

To view more information within each category click on the + Expand All

RAISE A REQUEST	
+ Expand All	
BUILDING REPAIRS AND GENERAL OPERATIONS	
BESKPOKE JOINERY AND CARPENTRY	

## Logging a maintenance request

When you have decided which option is most suitable, click on the link (e.g. Bath leaking) and you will be taken to the request form – it will be populated with your name and the building will default to your location. If you are responsible for more than one building, you will see them listed if you click on the arrow at the end of the Building row. Select the correct building from the dropdown options.

HELPDESKS	SERVICES & FACILITIES UNIVERSITY SHARED SERVICES WORKING WITH US MAJOR BUILDING PROJECTS
	BUILDING REPAIRS AND GENERAL OPERATIONS
	BESKPOKE JOINERY AND CARPENTRY
	ELECTRICAL REPAIRS (INCLUDING LIGHTING AND POWER)
	MECHANICAL REPAIRS (HEATING AND VENTILATION)
	PLUMBING
	Request a quotation for plumbing works
	<ul> <li><u>All services - cap off</u></li> <li><u>Bath leaking</u></li> <li><u>Bath unblock</u></li> <li><u>Cleaning/unblocking of sanitary fittings</u></li> <li><u>Cleaning/unblocking of waste pipes &amp; channels</u></li> </ul>
	<ul> <li><u>Drains and drainage</u></li> <li><u>Emergency Douche Shower repair or replace (not testing)</u> This is not covered under Estates Regulations but can be repaired by the DLO and charged to the Department.</li> </ul>

Find the one that matches your need (if you are unable to locate anything suitable please call the Helpdesk on 70877 who will assist and if necessary log the request on your behalf.

The Helpdesk Request form will be shown (see below)

elpdesk request	8
etp	pleted.
ick the whitton to Search for a value.	
leipdesk Request	
Information on requester	
Authorised Requester: Karen McGlynn	_
Building: MALTHOUSE (174)	
Space: DYSON PERRINS MALTHOUSE (17-	4) × ×
Information on request	
Description: Bath leaking	
Comment:	
	0
Cost Responsibility: E - Estates	
Priority: Within 1 week	
Other questions	
Where is the leak from? eg cracked or waste	
Can the leak be isolated?	
~	
Is there a risk of flooding?	

If you know the Space number of the room you can enter this, if not, start typing the building number and a list of spaces attached to that building will then appear in a dropdown and you can select the correct one from here.

Helpdesk request	
Help The • denotes mandatory fr Click the button to Searc Click the button to Delete	ields that must be completed. Ih for a value. e a field value.
Helpdesk Request	
Information on requester	
Authorised Requester.	Karen McGlynn
• Building:	MALTHOUSE (174)
Space:	[174 ×]
Description: B Comment	174.00.02         - Reception           att         174.00.02A         Store           174.00.02B         Print Room         174.00.02C           174.00.02C         Book Lift         174.00.02C           174.00.02D         Sick Room         174.00.02C           174.00.02C         Book Lift         174.00.02C           174.00.02C         Stork Room         174.00.02C           174.00.02C         Stork Room         174.00.02C
Cost Responsibility: E Priority: W	- 174.00.06 - Lobby 174.00.07 - Locker Room 174.00.08 - Shower 174.00.09 - Shower
Other questions	174.00.10 - Stairs 174.00.11 - Switchroom
Where is the leak from?	174.00.11A - Store 174.00.12 - Telecoms Room 174.00.13 - Open Plan Office
Can the leak be isolated	174.00.14 - Office 174.00.15 - Office 174.00.15 - Office 174.00.16 - Office 174.00.17 - Starts 97 174.00.18 - Office 174.00.184 - Shower

This will automatically populate the Space details and you can then continue to complete the form with as much detail as you have.

Description	Bath leaking	
Comment:	Bath is leaking from the plug hole	$\hat{}$
Cost Responsibility:	E - Estates	
Other questions Where is the leak fro	om? eg cracked or waste	
waste		
Gan the leak be isola	ated?	
No 🗸		
	dina?	
Is there a risk of floo	ion ign	

Some request forms will prompt for additional information in the Other Questions section – please complete these as they provide useful information to the tradesmen.

When you are have completed the form click **OK** at the bottom of the form and you will be taken to a confirmation page similar to this.

our request det	ails 🏼 🖨 🛧
elp ase note the work orde king on My Current Wo	r number for future reference. You can track the progress of your order by rk Orders report
e details	
Job Number:	412986.00
Reported by:	Karen McGlynn
Description:	Bath leaking
Reported on:	29/02/2016 11:51
Priority:	W01 - Within 1 week
and the second	
Cost Responsibility:	E - Estates

If you click **OK** from here you will be redirected to the FacilityNet Helpdesk page and if required you can repeat the process to raise another request from here. Your work request will be assigned to a tradesman who will work to complete as many as possible in the working day, prioritizing work based on the target completion date.

Help	
Please note the work orde clicking on My Current Wo	${\bf r}$ number for future reference. You can track the progress of your order by ${\bf rk}$ Orders report
The details	
Job Number:	412986.00
Reported by:	Karen McGlynn
Description:	Bath leaking
Reported on:	29/02/2016 11:51
Priority:	W01 - Within 1 week
Cost Responsibility:	E - Estates
0	Graham Read 01865 270959

# Tracking your requests

From the Helpdesk Requests menu, you can also track orders you have made or orders raised against buildings you are a responsible for, click on the option beside 'Track Word Orders and Requests'

PLUMBING		~
PRINT AND DESIGN		~
TRACK WORK ORDERS AND	REQUESTS	^
Current Work Orders and Re	equests	
Report	Notes	
REATIVE WORK ORDERS	View reactive work orders in progress for your building(s). This rep show you the reactive requests reported through the R&M Helpde also faults reported by Estates Services staff such as the Building Inspectors and Plant Attendants during their inspection routines. It also check the target and revised completion dates to check when work is scheduled to be completed.	ort will sk and fou can your
PLANNED WORK ORDERS	View planned work orders for your building(s). This report will sh status of building, electrical and mechanical planned minor works managed by the Estates Repairs and Maintenance teams.	ow the
CURRENT WORK ORDERS	View all current work orders for your building(s). This report will s status of reactive requests reported to the Estates Helpdesk and p minor work orders managed by the Estates Repairs and Maintenan	how the lanned ice

Completed Work Orders and Requests

The FacilityNet – View Work Orders page allows you to search for outstanding Reactive and planned work as well as completed work.

You can also search for all current work orders for your building(s), which will give you an overview of outstanding work.

If you select one of the above options you will have the option to enter some search parameters to help narrow down your search. (Use the calendar icons to select dates.)

Search	
Job Number:	
* Building:	MALTHOUSE (174)
Reported on:	fromp to/incldd/MM/yyyy)
	Search

The results of your search will be returned in the same page, in a section below the Search box.

					earch bullon.
If you would	like to view the details	s of a known job reference, please enter the first 5 digits of the job	number only (eg 12345)	and then click Search.	
To change th	e Building, click on th	e search button to the right of the Building field.			
You can narr	ow your search to a s	specific time period by completing the 'Reported on' field.			
Click the 🔯 Click the 🗙	button to Search for a button to Delete a fiel	a value. Id value.			
Search					
Job Num	ber:				
• Buil	ding: MALTHOUSE	174)			
Reported	on: from 01/02/2	016 up to/incl. [29/02/2016 mg (dd/MM/yyyy)			
		Search			
THE LESUILS	5				1 - 5 of 5
Job Numbe	r Reported on	Description (Click for further information)	Space	Status of request	1 - 5 of 5 Target completion dat
Job Numbe	r Report d on	Description (Click for further information) Bath leaking	Space 174.00.09 - Shower	Status of request Order cancelled	1 - 5 of 5 Target completion dat 07/03/2016 11:51
Job Numbe 412986.01 410893.01	r Report d on 2002/2016 11:51 23/02/2016 10:31	Description (Click for further information) Bath leaking Malthouse Project works for March / April 2016	Space 174.00.09 - Shower	Status of request Order cancelled Order reported	Target completion dat 07/03/2016 11:51 22/04/2016 10:31
<b>Job Numbe</b> 412986.01 410893.01 409191.02	r Report d on 2.102/2016 11:51 23/02/2016 10:31 16/02/2016 09:16	Description (Click for further information) Bath leaking Maithouse Project works for March / April 2016 Heating Not Working	Space 174.00.09 - Shower	Status of request Order cancelled Order reported Technically Complete	I 1 - 5 of 5           Target completion dat           07/03/2016 11:51           22/04/2016 10:31           23/02/2016 09:16
Job Numbe 412986.01 410893.01 409191.02 409103.01	r Report d on 2022/2016 11:51 23/02/2016 10:31 16/02/2016 09:16 15/02/2016 14:12	Description (Click for further information) Bath leaking Malthouse Project works for March / April 2016 Heating Not Working GA Bolier - Fault	Space 174.00.09 - Shower	Status of request Order cancelled Order reported Technically Complete Order reported	Target completion dat           07/03/2016 11:51           22/04/2016 10.31           23/02/2016 09:16           16/02/2016 14:12

You can see more information about these jobs by clicking on the description (in blue type) and you will then see the summary page for the order in question.

Deta	ils	3	4
Page: S	Show page \ order detail	s page	
Help If the T Helpde	Target Completion Date	had passed or is not appropriate for your request please email the	
The d	etails		
Jo	ob Number:	409103.01	
R	eported on:	15/02/2016 14:12	
R	eported by:	Ralph Watson	
D	escription:	GA Boiler - Fault	
S	tatus:	Order reported	
Т	arget completion date:	16/02/2016 14:12	
S	upervisor:		
C	ost Responsibility:	E - Estates	
C	ontractor/Consultant.	562 - Oxford City Council City Works	
С	omment:	Broken	
		Back	

## FacilityNet – Property & Space Information

The following Information is available to view online.

- Asbestos in your building
- Asbestos in all buildings (restricted access)
- Building number
- Floor Plans (CADViewer)

### **Property Information**

Once you have expanded the Property Information section you can click on the relevant link to view available information. Where available the O&M manuals are online to view as a .pdf document from a list displayed by building number. The information contained within 'Asbestos in your building' will relate to buildings you have a responsibility for and not all buildings.

PROPERTY	INFORMATION

- Asbestos in your building
- Asbestos in all buildings (restricted access)
- Find your building number

sbestos in your B	uilding?		4
ge: Back to Buildings			
our Buildings			1 - 2 of 2
Building Name	Building Number	Space Details	Asbestos Summary
Building Name DYSON PERRINS (152)	Building Number	Space Details Space Details	Asbestos Summary 152asb.pdf

-												
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	пск	OH THE Y	DACE				WIEE		15 1	песенн нт	THE	1)1111011110
-			pace	Decumb to		paces		4500505				bananite

Asbestos Loo	cation Details			
age: Back to Building	gs \ Building (MALTHOUSE (174))			
important - please	note			
Inidentified asbestos reas should be subj	s may also be present in ductwork, under floorboards and ect to further survey and risk assessment, which must be	in other concealed carried out via Est	d spaces. Any work in c ates Services.	onceale
or further informatio	n please contact the Asbestos Coordinator at Estates Ser	vices, Tel: (2)7876	53.	
sbestos is a corpor	ate University matter and is subject to Policy statement S6	/07.		
	· · · · · · · · · · · · · · · · · · ·			
The results			1-	7 of 7
The results Space code/Dept R	ef Asbestos Location	Material	1 - Content	7 of 7
The results Space code/Dept R 174.00.20/	ef Asbestos Location Floor	Material Floor tiles	1 - Content Chrysotile	7 of 7 Labels No
The results Space code/Dept R 174.00.20/ 174.00.25/	ef Asbestos Location Floor Ceiling of Ground Floor Workshop	Material Floor tiles Fibreboard	1 - Content Chrysotile Amosite	7 of 7 Labels No Yes
The results Space code/Dept R 174.00.20/ 174.00.25/ 174.00.26/	ef     Asbestos Location       Floor     Ceiling of Ground Floor Workshop       Ceiling of Office	Material Floor tiles Fibreboard Fibreboard	1 - Content Chrysotile Amosite Amosite	7 of 7 Labels No Yes Yes
The results Space code/Dept R 174.00.20/ 174.00.25/ 174.00.26/ 174.10.26/	ef       Asbestos Location         Floor       Ceiling of Ground Floor Workshop         Ceiling of Office       Infill panels between truss timbers - 1st Flr Workshop	Material Floor tiles Fibreboard Fibreboard Fibreboard	1 - Content Chrysotile Amosite Amosite Amosite & Chrysotile	7 of 7 Labels No Yes Yes Yes
The results Space code/Dept R 174.00.20/ 174.00.25/ 174.00.26/ 174.10.26/ 174.10.27/	Asbestos Location       Floor       Ceiling of Ground Floor Workshop       Ceiling of Office       Infill panels between truss timbers - 1st Flr Workshop       Eaves infill board - 1st Flr Workshop	Material Floor tiles Fibreboard Fibreboard Fibreboard Cement board	1 - Content Chrysotile Amosite Amosite & Chrysotile Chrysotile	7 of 7 Labels No Yes Yes No
The results Space code/Dept R 174.00.20/ 174.00.25/ 174.00.26/ 174.10.26/ 174.10.27/ 174.10.27/	ef       Asbestos Location         Floor       Floor         Ceiling of Ground Floor Workshop       Ceiling of Office         Infill panels between truss timbers - 1st Flr Workshop       Eaves infill board - 1st Flr Workshop         Ceiling board - 1st Flr Workshop       Ceiling board - 1st Flr Workshop	Material Floor tiles Fibreboard Fibreboard Fibreboard Cement board Asbestos board	1 - Content Chrysotile Amosite Amosite Amosite & Chrysotile Chrysotile	7 of 7 Labels No Yes Yes No No
The results Space code/Dept R 174.00.20/ 174.00.25/ 174.00.26/ 174.10.26/ 174.10.27/ 174.10.27/ 174.10.27/ 174.10.27/	ef       Asbestos Location         Floor       Ceiling of Ground Floor Workshop         Ceiling of Office       Infill panels between truss timbers - 1st Flr Workshop         Eaves infill board - 1st Flr Workshop       Ceiling board - 1st Flr Workshop         Ceiling board - 1st Flr Workshop       Infill panels between truss timbers - 1st Flr Workshop	Material Floor tiles Fibreboard Fibreboard Fibreboard Cement board Asbestos board Fibreboard	1 - Content Chrysotile Amosite Amosite & Chrysotile Chrysotile Chrysotile Amosite & Chrysotile	7 of 7 Labels No Yes Yes Yes No No Yes

Click on the Asbestos Summary to see a pdf document with general information and history about asbestos in the building



Find your building number Selecting this option will bring up this screen

Search using any of the empty fields above and the results will be displayed below the search box.

Find a building nur	nber d
Help	
Enter a value in one or more o	f the fields to search for a building number.
t is possible to use the wildca	rd key % to search. For example to search for The Malthouse you could
Inter Mait% in the Building Na	me tield
Search	
Building Name:	
First line of address:	
Postcode:	

Building Number	Building Name
174	MALTHOUSE (174)

### Floor Plans and Space Allocation

Expand the 'Floor plans and Space Information' section and you will see these options:



Currently the process to obtain Floor Plans is a manual one – follow the above instructions.

#### Reports – Space Information

Click on Space Information at the bottom of the section and you will be taken to a search page

Space Data	3	٨
Page: space data		
Help		
The • denotes mandatory fields that must be completed. Click the button to Search for a value. Click the button to Delete a field value.		
Data can be filtered by floor and department by selecting appropriate values.		
Search		
Building Name: MALTHOUSE (174)		
Floor: (00) Ground Floor		
Space:		
Search		

Your own building will be shown in the Building Name and by clicking on the arrows beside Floor you will see the available options – select the one you require. (If you know the Space

Code or Space Name you can enter this by clicking on the Alfred If not just click Search and you will see a new screen:

The results					1 - 36 0	of 36
Space Code	Department	Share %	Area (m²)	Space type	PRISC Code	D
174.00.01	BALANCE AREAS - B	100	9.413	M7 - Circulation	N/A - Not Applicable	,
174.00.02	ESTATES SERVICES - JW	100	23.06	J1 - Reception	4 - PRISC Band Four	
174.00.03	ESTATES SERVICES - JW	100	13.831	J7 - Post Room	4 - PRISC Band Four	
174.00.04	ESTATES SERVICES - JW	100	7.248	K4 - Support Office Storage (UAS, ASUC and Council)	5 - PRISC Band Five	
174.00.05	BALANCE AREAS - B	100	40.035	M7 - Circulation	N/A - Not Applicable	
174.00.06	BALANCE AREAS - B	100	7.78	M7 - Circulation	N/A - Not Applicable	
174.00.07	BALANCE AREAS - B	100	14.18	J11 - Changing Area	N/A - Not Applicable	
174.00.08	BALANCE AREAS - B	100	3.146	J12 - Shower Room	N/A - Not Applicable	
174.00.09	BALANCE AREAS - B	100	3.146	J12 - Shower Room	N/A - Not Applicable	
174.00.10	BALANCE AREAS - B	100	24.796	M7 - Circulation	N/A - Not Applicable	

The search results will be displayed in a table format under the Search box.

# Space Changes and Requests

HELPDESKS	SERVICES & FACILITIES UNIVERSITY SHARED SERVICES WORKING WITH US MAJOR BUILDING PROJECTS
	PROPERTY INFORMATION V
	FLOOR PLANS AND SPACE INFORMATION
	SPACE CHANGES AND REQUESTS
	For space enquiries listed below please email: <u>space.management@admin.ox.ac.uk</u>
	Change building street address
	Getting help with space charging
	<u>Requesting a new building number</u>
	<u>Help with business rates and council tax</u>
	<ul> <li><u>Requesting a street address change</u></li> </ul>
	<ul> <li><u>Highways and infrastructure enquiries</u></li> </ul>
	<u>Change a building name</u>
	<u>Historical property information</u>
	Additional space
	Release space

You have two options in this section – Additional Space and Release Space. Your enquiry will be received by the Information Management team at Estates.

Additional Space Clicking this first option will send you to a request form – read the notes in the Help section carefully before submitting.

no votovono holeur		
s as reference below. lease give as much information	on as possible	
he need for space should incl emonstration that existing spa	ude the following: ice cannot be reconfigured to suit	
emonstration that capital and r	revenue costs of space can be afforded (p	lease note that a
rate justification may be requi	red for Capital Steering Group	
pdesk Request		
Applicant: Karen Mo	cGlynn	
ocation of Space.		
Purpose for which space is to	be used [1] (please indicate No of rooms	and Occupants)
		, ,
Justification for occupation [2]		
	-	
.,		
Additional Information	*	
Additional Information	*	
Additional Information	*	

Release Space Selecting 'Release Space' and you will be taken to a Request to release form.

Help			
he • denoles mandatory fields that must b lick the button to select one of your auti- lick the button to Delete a field value.	e completed. norised buildings.		
lotes as referenced in below: 1] If you don't know the Estates space refer ata pages. 2] Description of Space (office, lab etc) 3] Please give a date when space will be rel	ence numbers you car eased	n find them by visiti	ng the Space
lote space must be returned in a condition tegulations.	on as required by the	Estates and Fina	ncial
Helpdesk Request			
Applicant	Karen McGlynn		
Applicant. • Building where space is to be released:	Karen McGlynn MALTHOUSE (174)		
Applicant: • Building where space is to be released: Space reference(s) [1]:	Karen McGlynn MALTHOUSE (174)		×
Applicant: • Building where space is to be released: Space reference(s) [1]: Reason for giving up space	Karen McGlynn MALTHOUSE (174)		
Applicant: • Building where space is to be released: Space reference(s) [1]: Reason for giving up space	Karen McGlynn MALTHOUSE (174)	*	
Applicant: • Building where space is to be released: Space reference(s) [1]: Reason for giving up space	Karen McGlynn MALTHOUSE (174)	•	×
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Applicant: • Building where space is to be released: Space reference(s) [1]: Reason for giving up space Additional Information	Karen McGlynn MALTHOUSE (174)	*	×
Applicant: • Building where space is to be released: Space reference(s) [1]: Reason for giving up space Additional Information	Karen McGlynn MALTHOUSE (174)	*	×
Applicant: • Building where space is to be released: Space reference(s) [1]: Reason for giving up space Additional Information	Karen McGlynn MALTHOUSE (174)	*	××

# Estates Services Systems team

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