



Estates Service Desk: HOW TO CONTACT US

RAISE A
MAINTENANCE
REQUEST



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HOW TO RAISE A MAINTENANCE REQUEST

- Call **0141 330 6000** or
 - Fill in an Assetworks form, accessed from the MyGlasgow Staff pages or by scanning the QR code above
- if you require help urgently please call **0141 330 6000**



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WHAT TO INCLUDE IN YOUR REQUEST

- Detailed description of the fault
- A photograph of the fault, where possible
- The impact of the fault
- Any access requirements that we need to know about



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TO GET AN UPDATE ON YOUR REQUEST, PLEASE

- View the status of your job on AssetWorks
- Call **0141 330 6000** or
- Email us: **Estates-ServiceDesk@glasgow.ac.uk**



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TO ESCALATE YOUR REQUEST, PLEASE

1. Contact your Facilities Duty Manager
2. To escalate further contact your Facilities Manager
3. If, after these steps your issue is not resolved please contact the Facilities Head of Operations

Contact details can be found **HERE** or via QR Code below



HOW YOU CAN HELP US

- Please don't contact our contractors or their helpdesks **directly** as it makes it difficult for our team to effectively manage jobs.
- Please ensure your request is detailed and has up to date contact information, as without that our teams often have to make multiple visits or calls to find out what's required.
- Please don't escalate jobs to multiple people, as it slows down the overall process. By following the route for escalation, you are helping to make the process more efficient.