## How do I request a Project from Estates and Facilities?

* Login to Estates Online: <https://estatesonline.hud.ac.uk>
	+ If you have never used Estates Online before, or have forgotten your password, use the ‘Forgotten Password’ link.
* The *Estates Development Requests* ‘tile’ allows you to submit and view projects and requests.
* Click on **New Request** to open the Self Service Form.

## Completing the form effectively:

* **Project Title:** give your project a brief and unique ‘headline’ description which will help to identify it.
* **Details:** tell us about your project.
	+ It is very important that you approach this section by identifying a **need, problem or opportunity** that needs to be addressed.
	+ The box can be expanded by dragging the bottom right corner.
* **Further details:** a further three questions to give us some focused information.
* **Business benefits:** describe how this change benefits the business, either operationally, financially, or both. This could be at the Department, School/Service or University level.
	+ This is particularly important for projects with a high financial value.
	+ You should refer to the University’s Strategy Map wherever you think this is relevant.
* **Timeframe:** does the project have a deadline for completion, or is there a preferred period of time for the work to take place?
* **Source of funding:** please indicate how much of the project you expect to be funded by your School/Service. If you know the cost centre, you can add it here. If relevant, indicate any total budgetary constraints.

## Once I have submitted my request, what happens now?

* You can keep track of your request via the Estates Online homepage.
* Your request will go to the School or Service Manager (‘SM’) for approval.
* The SM may come back to you for more information if required.
* If approved by the SM, the project will be passed on to Estates and Facilities, where the feasibility of the project will be discussed by the relevant team managers.
* The request may be referred back to the SM for alterations or clarifications if required.
* If the request is declined by Estates and Facilities, the SM and requestor will receive a response outlining the reasons.
* If the request is approved, the project will move on to the next stages, which depend on its value and complexity.
* Quotes and estimates will be provided for the works (if required) and passed to the SM.
* You, the SM, and other parties can add notes and attachments to the project request at any time.
* All discussions and documentations of the works will be saved against the request to keep a full audit record for both parties.

## Important key points to keep in mind:

* The SM approves the initial progress of the request and at any point where a decision is required, in conjunction with others in the School/Service if relevant.
* The School and Service Managers play an important role in key decision-making: this means you need to ensure this individual, or a substitute is available to confirm any decisions to progress the request.
* If you have an enquiry about Estates Online, please contact estates@hud.ac.uk.

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