**Fault Reporting Workshop – Prompt Questions**

For the customers of Estates from the schools, colleges and support group who notify fault requests:

* Who should be responsible for reporting faults from Colleges, Schools and Support Groups?
* By what method(s) would you like to raise a fault?  In what format?
* What information would you like to include in your request?
* What guidance would you like to have access to when raising your request?
* After submitting your request, what feedback do you wish to receive from Estates, and when, and does anybody else need feedback?
* What involvement would you like to have in closing a job?
* How would you like to provide feedback on a completed job?

For colleagues working for Estates involved in reviewing and allocating new fault requests:

* By what method(s) do you want to receive fault requests?  In what format?
* What information do you require to assess a fault request?
* How should requests be prioritised?
* What guidance would you like to help review and allocate a request?
* By what method would you like to allocate work requests?
* Who would you like to re-allocate work requests to, where appropriate?
* What feedback would help customers, and how and when would you like to provide that feedback?

For colleagues working for Estates involved in resolving, updating and closing fault requests:

* By what method(s) do you want to receive work requests?  In what format?
* What job details would you like to update during a job, and how?
* What job completion details would you like to record, and how?
* How would you like to sign off completed work?
* By what method(s) do you want to update all this information on jobs?  In what format?