

Capex request process for homes.

Procedure

Create a Job (Reactive Ticket)

Open a web browser and navigate to the FaultFixers login page.

Enter your username and password to log in.

From the left-hand menu, hover over Facilities and Assets, a list will appear then select Assets.

Locate the CAPEX Request Asset for your home and then select your home.

Tips: Use the search bar and type "CAPEX" for quicker results.

Examples:

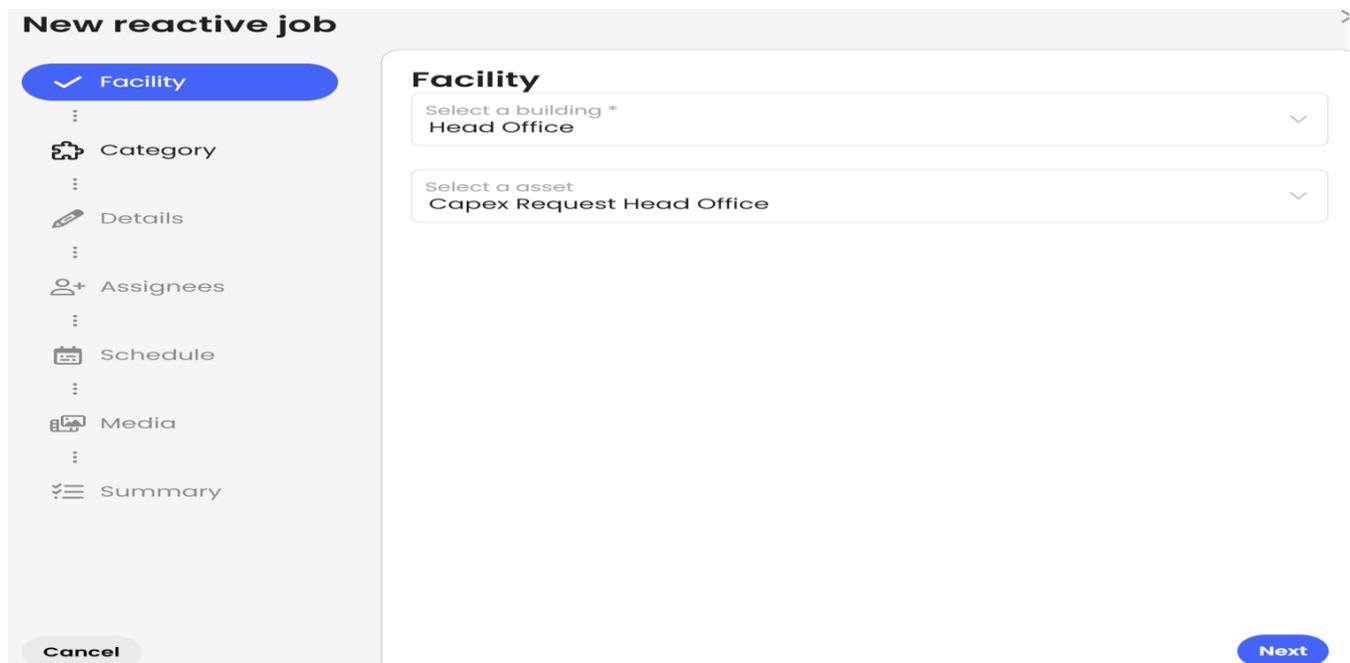
- CAPEX Request Head Office
- CAPEX Request Allonsfield
- CAPEX Request Brackley

Next

On the right-hand side select 

Complete the Job form as follows:

The facility section self populates click next to go to next screen.



The screenshot shows a web interface for creating a new reactive job. On the left is a vertical sidebar menu with the title "New reactive job" and a right-pointing arrow. The menu items are: "Facility" (highlighted with a blue bar and a checkmark), "Category", "Details", "Assignees", "Schedule", "Media", and "Summary". At the bottom of the sidebar is a "Cancel" button. The main content area is titled "Facility" and contains two dropdown menus. The first dropdown is labeled "Select a building *" and has "Head Office" selected. The second dropdown is labeled "Select a asset" and has "Capex Request Head Office" selected. At the bottom right of the form is a blue "Next" button.

New reactive job

✓ Facility

⋮

Category

⋮

Details

|

Assignees

⋮

Schedule

|

Media

|

Summary

Cancel

Category

Type at least 3 characters to search
capex req

Temporary Expenses

CapEx Requests

Back

Next

✓ Facility

⋮

✓ Category

⋮

Details

⋮

Assignees

⋮

Schedule

⋮

Media

⋮

Summary

Cancel

Details

Describe the issue

£2,000 inc vat Furncare befrom furniture set for bedroom 1

Summary

£2,000 inc vat Furncare befrom furniture set for bedroom 1

Generated from description

Priority (optional)

Low



Medium



High



Use custom ticket ID

Report on behalf of someone

Linked jobs

LINK TYPE

LINKED JOB

Back

Next

Assign to John Kelly

- ✓ Facility
- ⋮
- ✓ Category
- ⋮
- ✓ Details
- ⋮
- 👤+ Assignees**
- ⋮
- 📅 Schedule
- ⋮
- 📺 Media
- ⋮
- ☰ Summary

Assignees

John Kelly ×

Suggested assignees

No suggested assignees

Cancel Back Next

Click add schedule later

- ✓ Facility
- ⋮
- ✓ Category
- ⋮
- ✓ Details
- ⋮
- ✓ Assignees
- ⋮
- 📅 Schedule**
- ⋮
- 📺 Media
- ⋮
- ☰ Summary

Schedule

Start date

Start date

Start time End time

Start time End time

All day?

Schedule for:

Today Tomorrow End of the week End of next week End of the month

+3 days +5 days +7 days +14 days

Cancel Back Add schedule later Next

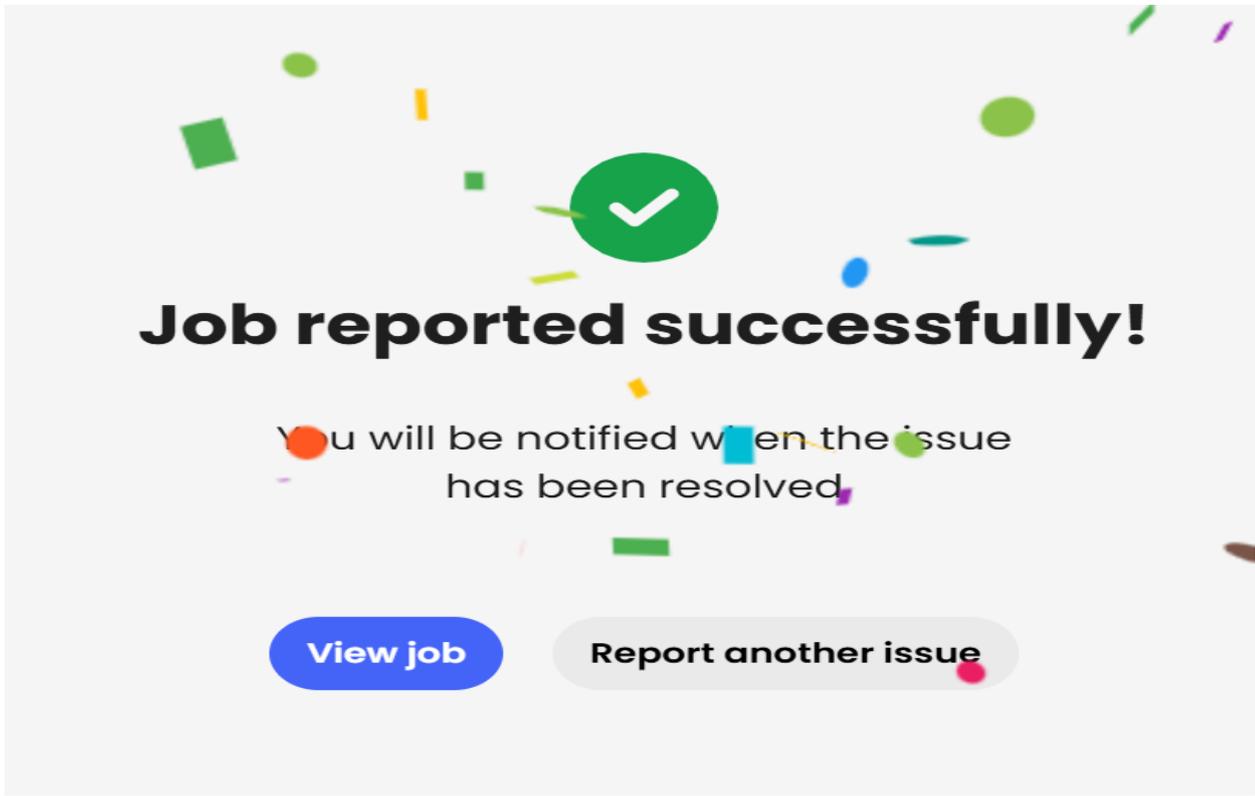
Click add media later

The screenshot shows a sidebar on the left with navigation options: Facility, Category, Details, Assignees, Schedule, Media (highlighted in blue), and Summary. The main content area is titled 'Media' and contains a dashed box with a plus icon and the text 'Add new media' and 'Or drag file(s) to this area to upload'. Below this is a message: 'No files have been added to this job yet. Add them above.' Underneath are two sections: 'Files (0)' and 'Images (0)'. At the bottom of the main area are three buttons: 'Cancel', 'Back', and 'Add media later' (highlighted in blue), and 'Next'.

The screenshot shows the same sidebar on the left, but with 'Summary' highlighted in blue. The main content area is titled 'Summary' and displays a list of details for a job. Each detail has a pencil icon for editing. The details are: Building: 'Head Office'; Location: 'No location added' with a plus icon; Asset: 'Capex Request Head Office'; Category: 'CapEx Requests'; Title: '£3,000 Furncare Bedroom furniture for room 13'; Description: '£3,000 Furncare Bedroom furniture for room 13'. At the bottom of the main area is a 'Report' button (highlighted in blue) and a 'Cancel' button.

Review the details in the Summary section.

Select **Report** to create the CAPEX Job.



On confirmation, click [View job](#) to continue; the reactive ticket screen will appear.

Details [Media 0](#) [Comments 0](#) [Forms 0](#) [Expenses 0](#) [History 2](#)

[Dashboard](#) > [Reactive Tickets](#) > [HO-93140](#)

£3,000 Furncare Bedroom furniture for room 13

Other actions :

HO-93140 [🔗](#)

Description



Media

£3,000 Furncare Bedroom furniture for room 13



Add media

[🏢 Building: Head Office](#) >

[📁 Asset: Capex Request Head Office](#) >

Complete the Reactive Ticket

On the Reactive Ticket page, navigate using the top-right tabs: Click on Media

Details **Media 0** [Comments 0](#) [Forms 0](#) [Expenses 0](#) [History 2](#)

This screen will appear.

(a) Upload Quotations & Images

- Go to the Media tab, click on the media.
- Upload the email from the Regional Operations Manager confirming approval to proceed with the CAPEX request.
- Upload/drag-and-drop all supplier quotations and supporting images.
- Important: Upload the preferred quote first (quotes cannot be reordered).

(b) Create the CAPEX Request Form

1. Go to the Forms tab
2. Click → Select CAPEX Request Form

click create →

click on the arrow on the right to open the form.

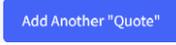
3. Complete the following sections:

Section 01: Home Information

Field	Action
Company	Select from drop-down
Home	Select from drop-down
Date Raised	Select today's date
Raised By	Enter your name
Title	Select from drop-down
CAPEX Request Type	Choose Emergency CAPEX / Routine CAPEX
Discussed with Regional Ops Manager	Select Yes / No

Section 02: Proposal, Justification & Quotes

Field	Action
Description of Proposal	Enter product/service required
Economic Justification	Provide reason for expenditure
Quote	Enter preferred quote details
Supplier/Contractor	Enter supplier information
Cost	Enter total cost, if vat applicable, ensure the total is included.
VAT	Select VAT Included / VAT Not Applicable
Added to Media?	Select Yes / No
Deposit Requirements	Enter % or value if applicable

To add multiple quotes: click  → A new quote section will appear (Quote 1, Quote 2, etc.).

Once completed click  at the foot of the form, this pop up will appear **DO NOT TICK ANY OF THE CHECK BOXES ONLY CLICK SAVE.**

Saving Form

- Mark Form as Completed
- Close Job

Save

Cancel

Once the Capex Request has been approved by the Capex committee you will receive an email from

hello@faultfixers.com

Form 'Capex Request Form, A-67085, 10/02/2026' shared

Summarize



hello@faultfixers.com

To John Kelly

Reply Reply All Forward

Wed 11/02/2026 14:

If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Hi,

John Kelly (john.kelly@kingsleyhealthcare.co.uk) has shared "**Capex Request Form, A-67085, 10/02/2026**" with you – see the attached file.

They have added the following note:

Subject: Capex PO Request and Workday Action Required

Please raise a Capex PO. The attached Capex request form contains all the information required to raise the PO in Workday. Kindly upload this form to Workday when creating the PO.

You are no longer required to upload the approved quote to Workday.

Once the PO has been raised in Workday, please use the Capex number (ticket number) to add the following comment in FaultFixers:

“PO raised on Workday awaiting approval.”

Once the PO is approved, please:

1. Send the PO to the contractor.
2. Upload a copy of the PO to the media section in FaultFixers.

3. Add the following comment in FaultFixers:

“PO sent to the contractor.”

Please do not close the ticket or the form in FaultFixers.

From the FaultFixers and Kingsley Healthcare teams

*This email was sent on behalf of John Kelly
(john.kelly@kingsleyhealthcare.co.uk) by FaultFixers' facilities
management software. Find out more on [our website](#).*