

Service Request Number	Status	Classification KPI	SLA Description	Classification Description	Summary Description	WO Long Description	Location ID	Location Description	Service Location
PES:1405	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	E5 Room 18 E1302, A lot of small flies (midgies) outside the window. There is no apparant reason for them to be there. Please investigate.	E - E5 Ward (Critical Care)	E1302 - Single Bed Room (Room B2) Flr: E Rm: E1302	Not Specified
PES:1406	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Colleagues complaining of bites - please investigate	C - Medical Assessment Unit	C221 - Reception Flr: C Rm: C221	Not Specified
PES:1407	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	C222 office states has fleas - traps has been taken away, please replace. FIT Office	C - Emergency Department	C078 - Corridor Flr: C Rm: C078	Not Specified
PES:1408	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Please attended room B1757 due to lots of silver fish.	B - Facilities Management	B1757 - Office Flr: B Rm: B1757	Not Specified
PES:1409	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	2 rats has been spotted at the north reception by the trees in the undergrowth	C - General Areas	C1504 - North Entrance Flr: C Rm: C1504	Not Specified

Report Date	Time	Actual First Fix	Time
04/04/2017	11:54	04/04/2017	11:54
11/04/2017	8:50	11/04/2017	9:05
13/04/2017	8:55	13/04/2017	9:10
18/04/2017	9:02	18/04/2017	10:30
26/04/2017	7:43	26/04/2017	11:15