

Service Request Number	Status	Classification KPI	SLA Description	Classification Description	Summary Description	WO Long Description	Location ID	Location Description	Service Location	Report Date	Time	Actual First Fix	Time
PES:1503	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	THERE APPEARS TO BE A LOT OF ANTS COMING ON TO THE POOL SIDE - COMING FROM THE EXIT DOORS THAT LEAD OUT ON TO THE MAIN ROAD	Rehabilitation Building - C Level	C3002 - Hydrotherapy Pool Flr: C Rm: C3002	Not Specified	03/04/2018	16:03	03/04/2018	16:05
PES:1504	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Ant infestation in room G1A on ground floor	Albert House	G11A - Fm Cleaner Flr: Grnd Rm:	Not Specified	06/04/2018	9:43	06/04/2018	9:44
PES:1505	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Back of the restaurant by the fire escape doors there is an ant problem.	B - Catering Dept	B303 - Corridor Flr: B Rm: B303	Not Specified	06/04/2018	12:17	06/04/2018	12:17
PES:1506	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Flat 19 Connaught House – 1 live bug found in the kitchen, possibly biscuit beetle? About 40 dead ones on the small windowsill in the kitchen and a few in the lounge (windowsill) which are also dead.	York House	Flat 19 - Kitchen Flr: 5th Rm: YF19.05	Not Specified	09/04/2018	10:44	09/04/2018	10:44
PES:1507	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Ants have been seen around the window area and the sill. Please investigate.	A - A7 (Octopus & Starfish) Ward	A1324 - Single Bed Room (Bed 5) Flr: A Rm:	Not Specified	17/04/2018	9:57	17/04/2018	9:58
PES:1508	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	outside main entrance, near the ramp that leads down to paeds. Several visitors have reported to have seen rats going there.	Externals	Other Paths And Pavements Flr: Grnd Rm: Other Paths	Not Specified	20/04/2018	18:22	20/04/2018	18:22
PES:1509	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Ants in the ground floor kitchen counter top	Albert House	G17 - Kitchen Flr: Grnd Rm: AG17	Not Specified	23/04/2018	8:33	23/04/2018	8:33
PES:1510	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Please can you raise a task sheet for Mitie to attend following siting of a rat outside the Main Entrance. NOTE Trust must be Informed of all Major Infestations within 1 hour	Externals	Ext Bldg & Plant Rms Flr: Grnd Rm: Ext bldg & Plant Rms	Not Specified	24/04/2018	11:19	24/04/2018	11:20
PES:1511	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	A7 - Bed 11 Infestation of Ants coming in from the window	A - A7 (Octopus & Starfish) Ward	A1348 - 4 Bed Ward (Beds 10 -	Not Specified	29/04/2018	12:11	29/04/2018	12:13