

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:1445	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	We have a wasp nest in our Preschool garden.	TOPS Nursery	Aa08 - Pre School Flr: Grnd Rm:	Not Specified	07/08/2017	15:24	07/08/2017	15:24
PES:1446	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Dear Helpdesk please can you arrange for Rm D1248A to be tested for a flea infestation. You'll need the door code which is 1357 and if it could be carried out after 1700 that would be great.	D - Education Facilities	D1248A - Office Flr: D Rm: D1248A	Not Specified	10/08/2017	16:25	10/08/2017	16:55
PES:1447	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	A FLEA HAS JUMPED ON TO A STAFF MEMBER	B - Maternity OPD	B1290 - Staff Rest Room Flr: B Rm:	Not Specified	12/08/2017	18:23	12/08/2017	19:00
PES:1448	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	B7 staff rest area - Several members of staff have been bitten today by Fleas - There are traps down not they need a fumigation done as they could spread on to the ward.	B - Maternity OPD	B1290 - Staff Rest Room Flr: B Rm: B1290	Not Specified	14/08/2017	19:50	15/08/2017	15:05
PES:1449	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	FLEAS IN THEIR STAFF ROOM - DOOR NO. B1290	B - B8 Ward	B1285 - Relative Area Flr: B Rm:	Not Specified	15/08/2017	9:54	15/08/2017	10:05
PES:1450	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	WASP nest outside in the children's gardens	TOPS Nursery	Aa19 - Reception Flr: Grnd Rm:	Not Specified	16/08/2017	9:24	16/08/2017	9:30
PES:1451	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Wasp nest on the outside of TOPS nursery	TOPS Nursery	Aa19 - Reception Flr: Grnd Rm:	Not Specified	16/08/2017	14:29	16/08/2017	16:30
PES:1452	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	A few colleagues have been bitten by something - please investigate (look like flea bites)	D - Audiology/ENT OPD	D406 - Office Flr: D Rm: D406	Not Specified	17/08/2017	11:20	17/08/2017	11:40
PES:1453	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Infestation of fleas. Several staff have been bitten.	Rehabilitation Building - E Level	E3013 - Office Flr: E Rm: E3013	Not Specified	18/08/2017	7:43	18/08/2017	12:00
PES:1454	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	STAFF KEEP GETTING BITTEN IN THE OFFICE - NOT SURE BY WHAT. AS CANT ACTUALLY SEE ANYTHING.	Gloucester House	A6 - Office Flr: Grnd Rm: GG06	Not Specified	31/08/2017	13:54	31/08/2017	14:10
PES:1455	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Skirting board infested with Silverfish	C - Rheumatology OPD	C1690 - Toilet Flr: C Rm: C1690	Not Specified	31/08/2017	16:23	31/08/2017	17:15