

Service Request Number	Client Call Reference	Status	Classification KPI	SLA Description	Classification Description	Summary Description	WO Long Description	Room Number	Location ID	Location Description	Service Location	Report Date	Target First Fix	Actual First Fix	SLA First Fix	Original Target Completion Date	Target Second Fix	Actual Finish	SLA Second Fix	KPI Classification	Last Log Action	Last Log Long Description	Reported By	Reported Phone	Work Type	WO Is Chargeable? (Y/N)	WO Billing Type	KPI SLA Code	Workorder Location Status
527276	7031	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Ants have been spotted all of the chairs and floors in the pharmacy tea	50C.007	C467	C - Pharmacy / C467 - Haemo And Oncology Office (2)	Not Specified	03/08/2018 11:37	03/08/2018 12:37	03/08/2018 13:15	SLA - Missed	04/08/2018	04/08/2018 11:37	03/08/2018 13:30	SLA - Achieved	9.2.2c and 9.3.1b	Completed			4026	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE
527894	7148	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	A7 bay 3 - Quite a lot of ants in bay 3.		A1352N	A - A7 Ward / A1352N - Nurse Base (2)	Not Specified	04/08/2018 08:09	04/08/2018 09:09	04/08/2018 09:30	SLA - Missed	05/08/2018	05/08/2018 08:09	04/08/2018 10:30	SLA - Achieved	9.2.2c and 9.3.1b	Completed	Hoovered, washed floor twice and put insect monitor down.		3341	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE
528845	7389	RESOLVED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	ants in bay 1 bed space 2 door. Have been hovered up but need check on area	15A.089	A1183	A - A8 Ward / A1183 - 4 Bed Ward (Beds 1 - 4) (2)	Not Specified	06/08/2018 11:52	06/08/2018 12:52	06/08/2018 12:00	SLA - Achieved	07/08/2018	07/08/2018 11:52	06/08/2018 12:10	SLA - Achieved	9.2.2c and 9.3.1b	Completed	After hovered, no sign of ants. Informed nurses to keep the windows shut.		6391	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE
530909	7764	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Ant's crawling all over the bay	15A.123	A1343	A - A7 Ward / A1343 - 4 Bed Ward (Beds 18 - 21) (2)	Not Specified	08/08/2018 08:59	08/08/2018 09:59	08/08/2018 09:10	SLA - Achieved	09/08/2018	09/08/2018 08:59	08/08/2018 09:30	SLA - Achieved	9.2.2c and 9.3.1b	complete	hovered, mite contacted		3214	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE
532978	8149	BR_REJECT	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	F6 - F1280 - wasps in room - staff have closed their windows.	12F.445	F1280	F - F6 Ward / F1280 - Relatives Room (2)	Not Specified	10/08/2018 08:16	10/08/2018 09:16	12/08/2018 09:00	SLA - Missed	11/08/2018	11/08/2018 08:16	12/08/2018 09:30	SLA - Missed	9.2.2c and 9.3.1b	respond	domestics responded immediately and hovered up, then had to wait for mite		4772	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE
537906	9024	BR_REJECT	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Ant infestation in the Estates building in the welfare room.		EF32	Estates Lvl 1 / EF32 - Lobby (0)	Not Specified	15/08/2018 13:24	15/08/2018 14:24	16/08/2018 15:00	SLA - Missed	16/08/2018	16/08/2018 13:24	16/08/2018 15:30	SLA - Missed	9.2.2c and 9.3.1b	respond	domestics responded within time limits, we then had to wait for mite		5436	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE
551090	11439	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Please check rat boxes and bait that has been positioned around the perimeter of the Tops nursery garden. Located at QA hospital		NAA03	Tops Nursery / Aa03 - Corridor (4)	Not Specified	30/08/2018 11:24	30/08/2018 12:24	30/08/2018 11:25	SLA - Achieved	31/08/2018	31/08/2018 11:24	31/08/2018 09:00	SLA - Achieved	9.2.2c and 9.3.1b	Completed	Domestic attended first and mite was contract via email on the 30/08/18 11:26		5372	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE
551335	11483	BR_REJECT	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	D Level Rehab Building - in rooms D3015 & D3022 - ant infestation		D3015	Rehabilitation Lvl D / D3015 - Office (3)	Not Specified	30/08/2018 13:45	30/08/2018 14:45	30/08/2018 13:50	SLA - Achieved	31/08/2018	31/08/2018 13:45	31/08/2018 10:30	SLA - Achieved	9.2.2c and 9.3.1b	Completed	Domestics attended first then email to Miti		6502	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE