

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
768916	38429	RESOLVED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	In the roof space you can hear in the ceiling tiles a rodent running around.	F04	F04	F - Plantrooms / F04 - Theatre Ahu Plantroom (Centre) (0)	Not Specified	31/01/2019	31/01/2019	31/01/2019	SLA - Achieved	01/02/2019
770613	38651	RESOLVED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	THERE IS AN ANT INFESTATION IN THE KITCHEN AREA OF GLOUCESTER HOUSE GROUND FLOOR		GG09	Gloucester House Lvl 0 / A9 - Kitchen (4)	Not Specified	01/02/2019	01/02/2019	01/02/2019	SLA - Achieved	02/02/2019
778698	39765	BR_REJECT	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Dying rat outside of north entrance windows	72C.008	C1504	C - General Areas / C1504 - North Entrance (3)	Not Specified	06/02/2019	06/02/2019	06/02/2019	SLA - Missed	07/02/2019
786329	40715	RESOLVED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	THERE ARE ANTS IN THE KITCHEN AREA ON THE GROUND FLOOR OF GLOUCESTER HOUSE		GG09	Gloucester House Lvl 0 / A9 - Kitchen (4)	Not Specified	11/02/2019	11/02/2019	11/02/2019	SLA - Achieved	12/02/2019

Target Second Fix	Actual Finish	SLA Second Fix	KPI Classification	Last Log Action	Last Log Long Description	Reported By	Reported Phone	Work Type	Date Extension Code	WO Is Chargeable? (Y/N)	WO Billing Type	KPI SLA Code	Workorder Location Status
01/02/2019	31/01/2019	SLA - Achieved	9.2.2c and 9.3.1b	SR successfully sent to SAP, IO created: 000052860442			3707	RW		N	04	9.2.2c and 9.3.1b	AVAILABLE
02/02/2019	01/02/2019	SLA - Achieved	9.2.2c and 9.3.1b	SR successfully sent to SAP, IO created: 000052863127			3871	RW		N	04	9.2.2c and 9.3.1b	AVAILABLE
07/02/2019	06/02/2019	SLA - Achieved	9.2.2c and 9.3.1b	pest	the domestics looked at the task and there was nothing that could be done until mitie came out		4196	RW		N	04	9.2.2c and 9.3.1b	AVAILABLE
12/02/2019	11/02/2019	SLA - Achieved	9.2.2c and 9.3.1b	UPDATE	CLEARED UP THE ANTS GOING TO GET ESTATES TO RE MASTIC THE FLOOR EDGE TO SEE IF THIS SOLVES THE PROBLEM		3873	RW		N	04	9.2.2c and 9.3.1b	AVAILABLE