

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
720732	32582	RESOLVED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Poswillow - Silverfish and other insects have been caught on the traps. The traps are full so there is still an issue.		P02	Poswillow Lvl 1 / 2 - Reception (3)	Not Specified	02/01/2019	02/01/2019	02/01/2019	SLA - Achieved	03/01/2019	03/01/2019	03/01/2019	SLA - Achieved	9.2.2c and 9.3.1b
722618	32774	BR_REJECT	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	In the Pot Wash Area - Signs of a Mouse.		B351	B - Catering Dept / B351 - Office (0)	Not Specified	03/01/2019	03/01/2019	04/01/2019	SLA - Missed	04/01/2019	04/01/2019	04/01/2019	SLA - Achieved	9.2.2c and 9.3.1b
722854	32795	BR_REJECT	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	There is a pigeon that looks hurt and in distress Outside on level C nearly opposite Rheumatology ? is there something that could be done as he is trapped and is also hobbling think unable to fly. I am an animal lover and cannot stand the thought of it being in pain.		CBCCTY	EXT-CY / Centre Block Courtyard C / Centre Block Courtyard C (4)	Not Specified	03/01/2019	03/01/2019	04/01/2019	SLA - Missed	04/01/2019	04/01/2019	04/01/2019	SLA - Achieved	9.2.2c and 9.3.1b
730812	33776	BR_REJ	9.2.2c	PEST -	PEST -	PEST -	Ringed pigeon		C1245	C -	Not	08/01/2019	08/01/2019	09/01/2019	SLA -	09/01/2019	09/01/2019	09/01/2019	SLA -	9.2.2c
741294	35024	BR_REJ	9.2.2c	PEST -	PEST -	PEST -	THERE IS A	F04	F04	F -	Not	15/01/2019	15/01/2019	16/01/2019	SLA -	16/01/2019	16/01/2019	16/01/2019	SLA -	9.2.2c
744628	35407	BR_REJ	9.2.2c	PEST -	PEST -	PEST -	Live pigeon in	F04	F04	F -	Not	17/01/2019	17/01/2019	17/01/2019	SLA -	18/01/2019	18/01/2019	17/01/2019	SLA -	9.2.2c
750276	36218	BR_REJ	9.2.2c	PEST -	PEST -	PEST -	6 pigeons in	F04	F04	F -	Not	21/01/2019	21/01/2019	22/01/2019	SLA -	22/01/2019	22/01/2019	22/01/2019	SLA -	9.2.2c
762337	37731	BR_REJ	9.2.2c	PEST -	PEST -	PEST -	Four pigeons	F04	F04	F -	Not	28/01/2019	28/01/2019	29/01/2019	SLA -	29/01/2019	29/01/2019	29/01/2019	SLA -	9.2.2c
765670	38030	BR_REJ	9.2.2c	PEST -	PEST -	PEST -	PIGEON BODY		MBGEXT	EXT-BE /	Not	29/01/2019	29/01/2019	30/01/2019	SLA -	30/01/2019	30/01/2019	30/01/2019	SLA -	9.2.2c

Last Log Action	Last Log Long Description	Reported By	Reported Phone	Work Type	WO Is Chargeable? (Y/N)	WO Billing Type	KPI SLA Code	Equipment Manufacturer Unlisted Name	Workorder Location Status
SR successfully sent to SAP, IO created: 000052798228			5200	RW	N	04	9.2.2c and 9.3.1b		AVAILABLE
domestics	domestics went out and cleared area day job was logged before mitie came out		5766	RW	N	04	9.2.2c and 9.3.1b		AVAILABLE
times	they looked for pigeon several times and one could not be found so presumed it had got away		6298	RW	N	04	9.2.2c and 9.3.1b		AVAILABLE
times	they looked		6630	RW	N	04	9.2.2c		AVAILABLE
domestics	domestics		5195	RW	N	04	9.2.2c		AVAILABLE
domestics	domestics		3988	RW	N	04	9.2.2c		AVAILABLE
mitie	have 24		6410	RW	N	04	9.2.2c		NON
non pms	task should		6410	RW	N	04	9.2.2c		NON
mitie	have 24		3439	RW	N	04	9.2.2c		AVAILABLE