

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	
496641	1403	CLOSED	9.2.2c and 9.3.1b	PEST Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	There are woodlice in the eye department entrance, the lobby and the sight loss room. They have been hovered up but this is still an issue.	B023	B023	B - Eye Dept / B023 - Lobby (2)	Not Specified	03/07/2018 11:13	03/07/2018 12:13	03/07/2018 11:30	SLA - Achieved	04/07/2018	04/07/2018 11:13	03/07/2018 11:45	SLA - Achieved	9.2.2c and 9.3.1b	completion			5200	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
496686	1376	CLOSED	9.2.2c and 9.3.1b	PEST Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	eye dept entrance the lobby and the sight loss room there is woodlice in these 3 areas been hovered but still an issue	B023	B023	B - Eye Dept / B023 - Lobby (2)	Not Specified	03/07/2018 11:34	03/07/2018 12:34	03/07/2018 11:45	SLA - Achieved	04/07/2018	04/07/2018 11:34	03/07/2018 12:00	SLA - Achieved	9.2.2c and 9.3.1b	completion			5200	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
508540	3709	CLOSED	9.2.2c and 9.3.1b	PEST Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	D Level Rehab Building - IN the gym - lots of ants - domestic been and advised pest control to come out please.		D3022	Rehabilitation Lvl D / D3022 - Gym (3)	Not Specified	16/07/2018 07:30	16/07/2018 08:30	16/07/2018 08:00	SLA - Achieved	17/07/2018	17/07/2018 07:30	17/07/2018 07:00	SLA - Achieved	9.2.2c and 9.3.1b	Completed			5200	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
510155	3959	CLOSED	9.2.2c and 9.3.1b	PEST Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	B Level Eye Department - all different insects throughout the department - centipedes/ants/woodlice etc.		B041	B - Eye Dept / B041 - Reception (2)	Not Specified	17/07/2018 09:39	17/07/2018 10:39	17/07/2018 10:00	SLA - Achieved	18/07/2018	18/07/2018 09:39	18/07/2018 09:00	SLA - Achieved	9.2.2c and 9.3.1b	Completed	Completed				RW	N	04	9.2.2c and 9.3.1b	AVAILABLE
515882	4971	CLOSED	9.2.2c and 9.3.1b	PEST Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Flat 20 Connaught House ? Maggots under kitchen flooring		CF20.05	Connaught House Lvl 5 / Flat 20 - Kitchen (4)	Not Specified	23/07/2018 13:24	23/07/2018 14:24	23/07/2018 13:40	SLA - Achieved	24/07/2018	24/07/2018 13:24	23/07/2018 13:58	SLA - Achieved	9.2.2c and 9.3.1b	complete			6216	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
518142	5345	CLOSED	9.2.2c and 9.3.1b	PEST Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	E Level Surgical High Care - bed space 4 - staff found dead mouse. Would like area checked in case of infestation please.	E170	E170	E - E4 Ward / E170 - 6 Bed Ward (Room 29) (2)	Not Specified	25/07/2018 11:46	25/07/2018 12:46	25/07/2018 12:00	SLA - Achieved	26/07/2018	26/07/2018 11:46	25/07/2018 12:30	SLA - Achieved	9.2.2c and 9.3.1b	complete			6785	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE	