

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:1399	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Just to let you know that a squirrel has been seen accessing Connaught House through a damaged air vent. As you approach Connaught from the South side of the car park facing the entry doors, it is the ground floor vent on the east side black wall. A quarter of the vent has been damaged allowing access. Our server room is on the other side of the wall but there appears to be a cavity wall between us and the vent so goodness knows where he goes! No restrictions This squirrel needs to be got rid of before Estates can remove the air vent otherwise the squirrel will die inside and will smell.	Connaught House	Ext Struc/Fabric Flr: Grnd Rm: CON.EXT	Not Specified	01/03/2017	15:41	02/03/2017	11:00
PES:1400	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	We have had 3 large wasps in the building over the past few days, which is very unusual. This was following work in the ceiling space. please can the ceiling space be inspected for any nests etc	Occupational Health	Oh026 - Reception Flr: C Rm: OH026	Not Specified	09/03/2017	12:43	09/03/2017	13:15
PES:1401	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	C1371, little black insects are crawling out of shower drain, not ants, not flying. Please investigate.	C - C5 Ward (Medical)	C1371 - En-Suite (Beds 9-12) Flr: C Rm: C1371	Not Specified	10/03/2017	16:08	10/03/2017	16:40
PES:1402	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Outside Room D451 - there is a dead pigeon caught in the netting.	D - Audiology/ ENT OPD	D451 - Office Flr: D Rm: D451	Not Specified	13/03/2017	14:24	14/03/2017	12:45
PES:1403	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Flat 19 Connaught House - Silverfish found in shower	Connaught House	Flat 19 - Bathroom Flr: 5th Rm:	Not Specified	14/03/2017	13:02	15/03/2017	12:18
PES:1404	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Outside the office in the undercroft , Half a pigeon.	B - Facilities Management	B1759 - Office Flr: B Rm: B1759	Not Specified	15/03/2017	15:06	16/03/2017	15:30