

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:1493	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	I have just been informed that our cleaner found silverfish in rooms C670 and C671 in the diabetes department.Both of these rooms are used for procedures (and are in use today). Can you advise on what action is needed please.	C - Diabetes Centre	C670 - Foot Care Services Room Fir: C Rm: C670	Not Specified	06/03/2018	10:51	06/03/2018	11:10
PES:1494	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Pigeon trapped in the ceiling	C - Pharmacy	C452 - Main Dispensary And Secure	Not Specified	13/03/2018	7:51	13/03/2018	9:20
PES:1495	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Bird stuck in chimney - Engineer on site and already dealing with it.	De-La-Court house	2.03 - Office Fir: 2nd Rm: D2.03	Not Specified	14/03/2018	9:28	14/03/2018	10:40
PES:1496	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	dead pigeon in riser 20 but will need to get through the cleaning cupboard b1155 to get to this room code for cleaning cupboard - 3247x code for riser 20 - 3567z	B - B8 Ward	B1155 - Fm Cleaner Fir: B Rm: B1155	Not Specified	15/03/2018	15:06	15/03/2018	16:15
PES:1497	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	2 pigeons seem to be holed up above the ceiling in pharmacy main dispensary. Making a lot of noise. Please investigate.	C - Pharmacy	C452 - Main Dispensary And Secure Storage Fir: C Rm: C452	Not Specified	18/03/2018	15:10	18/03/2018	15:11
PES:1498	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Pigeons have been found above the ceiling a couple of times and are gaining access from somewhere, please could this be investigated.	C - Pharmacy	C451 - Waiting Area Fir: C Rm: C451	Not Specified	19/03/2018	8:35	19/03/2018	11:30
PES:1499	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Ant infestation in cubicle 5.	A - A7 (Octopus & Starfish) Ward	A1324 - Single Bed Room (Bed 5) Fir: A Rm:	Not Specified	19/03/2018	9:04	20/03/2018	9:00
PES:1500	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Pigeon is back and is currently in the main dispensary.	C - Pharmacy	C451 - Waiting Area Fir: C Rm: C451	Not Specified	19/03/2018	12:52	19/03/2018	13:35
PES:1501	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	D424B - Storage cupboard - They have found silverfish or similar in this cupboard. Please investigate.	D - Audiology/ENT OPD	D424 - Waiting Area Fir: D Rm: D424	Not Specified	23/03/2018	8:48	26/03/2018	13:21
PES:1502	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Outside room B1704 in the court yard there is deceased pigeon.	B - Haematology/Oncology Centre	B1704 - Linac Control Room 2 Fir: B Rm: B1704	Not Specified	28/03/2018	12:04	28/03/2018	12:46