

Service Request Number	Client Call Reference	Status	Classification on 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
811645	43765	RESOLVED	9.2.2c and 9.3.1b	GAH - Catch All	PEST - Pest Infestation	PEST - Pest Infestation	Ants on the work top in the kitchen		GLH-L0	Gloucester House Ground Floor	Not Specified	26/02/2019		27/02/2019		03/03/2019	03/03/2019	27/02/2019	SLA - Achieved	9.2.2c and 9.3.1b	COMPLETION			RW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
839434	46786	RESOLVED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	cockroach seen in toilet	G051	G051	G - G1 Ward / G051 - Toilet (2)	Not Specified	14/03/2019	14/03/2019	14/03/2019	SLA - Achieved	15/03/2019	15/03/2019	14/03/2019	SLA - Achieved	9.2.2c and 9.3.1b	notes	checked area - lifted all bins and inspected toilets logged call with helpdesk for estates to check loose panel on wall and reseal		6170	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE
844852	47416	RESOLVED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	heated passageway on A level inbetween lift area 7 and 8, 5 cm large insects are running around. Please investigate.		A302A	A - General Areas / A302A - Corridor (3)	Not Specified	18/03/2019	18/03/2019	18/03/2019	SLA - Achieved	19/03/2019	19/03/2019	18/03/2019	SLA - Achieved	9.2.2c and 9.3.1b		None found, will check again.		3396	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE
857477	48740	BR_REJECT	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Chair space on day unit Ants coming in from under the door please investigate	12B.113	B1497	B - Haem/Onc Day Unit / B1497 - Chemotherapy Room 2 (2)	Not Specified	26/03/2019	26/03/2019	26/03/2019	SLA - Missed	27/03/2019	27/03/2019	26/03/2019	SLA - Achieved	9.2.2c and 9.3.1b	mitie	domestics looked at this first and then mitie left monitors		3018	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE