

Service Request Number	Status	Classification KPI	SLA Description	Classification Description	Summary Description	WO Long Description	Location ID	Location Description	Service Location	Report Date	Time
PES:1465	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	C1723 and C1631 in fracture clinic, silver fish have been spotted in these 2 areas. 2 silverfish in total have been spotted	C - Fracture Clinic	C1723 - Clinical Dressing Room Flr: C Rm: C1723	Not Specified	06/10/2017	15:25
PES:1466	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Caller thinks there might be a wasp nest somewhere as a couple of wasps have been seen in the office. No restrictions on access	F - General Areas	F455 - Meeting Room Flr: F Rm: F455	Not Specified	07/10/2017	8:10
PES:1467	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Silver fish reported to be running over Anns desk again. Please investigate.	Victoria House	3.14 - Office Flr: 2nd Rm: VS14	Not Specified	17/10/2017	7:47
PES:1468	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	please check for fleas	D - D1 Ward	D057 - Toilet Flr: D Rm: D057	Not Specified	25/10/2017	8:34
PES:1469	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Could we have some traps put down in theatre 1 and 2 B117 in eye day case Unit. Small silver insect found in laying up area of theatres.	B - Eye Department	B117A - Theatre 1 Flr: B Rm: B117A	Not Specified	26/10/2017	12:41

Actual First Fix	Time
06/10/2 017	16:00
07/10/2 017	14:05
17/10/2 017	10:35
25/10/2 017	18:25
26/10/2 017	13:10