

Service Request Number	Status	Classification KPI	SLA Description	Classification Description	Summary Description	WO Long Description	Location ID	Location Description	Service Location	Report Date
PES:1456	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Could you arrange for us to have a visit from the pest man, we have silverfish again in room 3.14, top floor vic house.	Victoria House	3.14 - Office Flr: 2nd Rm: VS14	Not Specified	01/09/2017
PES:1457	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	E8 day room E1124, wasps are coming through air conditioning unit. Please investigate.	E - E8 Ward	E1124 - Day/Dining Room Flr: E Rm: E1124	Not Specified	02/09/2017
PES:1458	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	I would like to request someone attend to biting insects in Rebecca Kopecek's office, Cambridge House.	Cambridge House	Ca06 - Corridor Flr: Grnd Rm: CA06	Not Specified	07/09/2017
PES:1459	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	in peads garden area , brown tail moths have been sighted. spray treatment required, to be done 9/9/17 please.	A - A6 (Seahorse) Ward	A1428 - Corridor Flr: A Rm: A1428	Not Specified	08/09/2017
PES:1460	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	cockroach has been reported in flat 18 please can we urgently request pest control to go ,an email was sent in this morning 11/09/2017 ....09:43 ,,helpdesk have had a few issues earlier today with emails not arriving with e mails arriving .	Connaught House	Flat 18 - Bedroom 1 Flr: 4th Rm: CF18.01	Not Specified	11/09/2017
PES:1461	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	When looking out of the window in the HSDU Washroom F420 into one of the inner quadrants there are swarms of bees/wasps.	F - HSDU	F420 - Washing/Decontamination Area Flr: F Rm: F420	Not Specified	15/09/2017
PES:1462	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Staff are continually being bitten, please can this be fumigated	D - Pharmacy Offices	D1560 - Office Flr: D Rm: D1560	Not Specified	21/09/2017
PES:1463	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	A&E resus Bay 2 Fleas	C - Emergency Department	C078 - Corridor Flr: C Rm: C078	Not Specified	22/09/2017
PES:1464	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Pigeon caught netting outside the window of office D451	D - Audiology/ENT OPD	D451 - Office Flr: D Rm: D451	Not Specified	25/09/2017

Time	Actual First Fix	Time
10:35	01/09/ 2017	12:15
3:29	02/09/ 2017	16:00
8:17	07/09/ 2017	8:45
15:09	08/09/ 2017	10:15
13:56	11/09/ 2017	15:30
12:42	15/09/ 2017	13:50
11:57	21/09/ 2017	12:15
14:35	22/09/ 2017	15:25
14:08	25/09/ 2017	13:15