

Service Request Number	Client Call Reference	Status	Classification	SLA	Classification	Summary	Work Log	Room Number	Location	Location	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	RPI	Last Log	Last Log	Reported by	Reported Phone	Work Type	WO Billing Type 2	WO Reference	Equipment Manufacturer	Equipment Name
95136	12713	BR_RR JECT	9.2.2c and 9.3.1b	PEST - Pneu Information - ALL	PEST - Pneu Information	PEST - Pneu Information	Critica infestation with flies and ants seen	240.009	0409	0	Not Specified	07/09/2018 12:23	07/09/2018 13:23	03/09/2018 13:29	SLA - Missed	08/09/2018	08/09/2018 12:23	20/09/2018 13:45	SLA - Achieved	9.2.2c and 9.3.1b	Completed	Domestic infestation before pest control visit	3909	HW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
95284	18526	BR_RR JECT	9.2.2c and 9.3.1b	PEST - Pneu Information - ALL	PEST - Pneu Information	PEST - Pneu Information	Infestation in the Estated building in the welfare room originally logged under 5237988 but the ants and flies in the room	0152	0152	1	Not Specified	08/09/2018 09:45	08/09/2018 10:45	08/09/2018 11:00	SLA - Missed	08/09/2018	08/09/2018 09:45	08/09/2018 11:30	SLA - Achieved	9.2.2c and 9.3.1b	Completed	May 4 ants bait 2 on week log Advised to bait target jar (closed, then taken down after lab, corner edge next clearing 2x1/2 ants by floor padding, advised to ing where there is more of a colony of ants.	5636	HW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
95297	12648	BR_RR JECT	9.2.2c and 9.3.1b	PEST - Pneu Information - ALL	PEST - Pneu Information	PEST - Pneu Information	Infestation in GA Ward near room S1.2.23 and S4 - domestic bees heard and pest control required	0201	0201	0	Not Specified	08/09/2018 12:38	08/09/2018 13:38	08/09/2018 14:00	SLA - Missed	08/09/2018	08/09/2018 12:38	08/09/2018 14:40	SLA - Achieved	9.2.2c and 9.3.1b	Completed	Domestic bees initial contact then pest control called out	6570	HW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
95353	18070	CLOSE D	9.2.2c and 9.3.1b	PEST - Pneu Information - ALL	PEST - Pneu Information	PEST - Pneu Information	3 black flies have been noticed in diagnostic imaging CS09	01C.105	0249	0	Not Specified	09/09/2018 10:08	09/09/2018 11:08	09/09/2018 10:20	SLA - Achieved	10/09/2018	10/09/2018 10:08	10/09/2018 10:25	SLA - Achieved	9.2.2c and 9.3.1b	Completed	Pest to area, could not see any flies.	3098	HW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
95439	19127	BR_RR JECT	9.2.2c and 9.3.1b	PEST - Pneu Information - ALL	PEST - Pneu Information	PEST - Pneu Information	From Rehab flat 1 - infestation of small flies noticed and access available from renewer T109	01Y1.01	01Y1.01	0	Not Specified	09/09/2018 12:40	09/09/2018 13:40	10/09/2018 09:20	SLA - Missed	10/09/2018	10/09/2018 12:40	10/09/2018 09:40	SLA - Achieved	9.2.2c and 9.3.1b	Completed	Domestic made an initial call and then pest control came out	6570	HW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
95725	18533	CLOSE D	9.2.2c and 9.3.1b	PEST - Pneu Information - ALL	PEST - Pneu Information	PEST - Pneu Information	ENT QPD and getting blown in Reception room door to DMS please messengers	240.009	0208	0	Not Specified	09/09/2018 11:32	09/09/2018 12:32	09/09/2018 12:30	SLA - Achieved	13/09/2018	09/09/2018 11:32	12/09/2018 12:40	SLA - Achieved	9.2.2c and 9.3.1b	Completed		6547	HW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
95789	18554	BR_RR JECT	9.2.2c and 9.3.1b	PEST - Pneu Information - ALL	PEST - Pneu Information	PEST - Pneu Information	Notice on log for visit Confer to attend F&M Plant Room. Reason As best one pigeon found, use Bait Pigeon in SE corner bottom end of plant room and Pigeon baitment in the SW bottom corner around the AGS pumps	014	014	0	Not Specified	09/09/2018 13:48	09/09/2018 14:48	09/09/2018 11:00	SLA - Missed	13/09/2018	09/09/2018 13:48	13/09/2018 11:30	SLA - Achieved	9.2.2c and 9.3.1b	Completed	Domestic made original assessment and then pest control came out	1270	HW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
95977	18669	BR_RR JECT	9.2.2c and 9.3.1b	PEST - Pneu Information - ALL	PEST - Pneu Information	PEST - Pneu Information	6001 ADE Reception staff heard getting blown in Reception room	009A	0	0	Not Specified	13/09/2018 09:07	13/09/2018 10:07	13/09/2018 13:10	SLA - Missed	14/09/2018	14/09/2018 09:07	13/09/2018 13:20	SLA - Achieved	9.2.2c and 9.3.1b	Completed	Domestic made initial call and then pest control came out	0001	HW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
95989	18789	BR_RR JECT	9.2.2c and 9.3.1b	PEST - Pneu Information - ALL	PEST - Pneu Information	PEST - Pneu Information	Small black fruit fly seen by CS01 Call phone message feedback to the Department of the	0201	0201	0	Not Specified	10/09/2018 18:17	10/09/2018 17:37	10/09/2018 11:00	SLA - Missed	14/09/2018	10/09/2018 18:17	14/09/2018 11:25	SLA - Achieved	9.2.2c and 9.3.1b	Completed	Domestic and pest control gone had back as requested	3098	HW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
97393	14206	BR_RR JECT	9.2.2c and 9.3.1b	PEST - Pneu Information - ALL	PEST - Pneu Information	PEST - Pneu Information	Infestation of ants in room E031 - used to have ant traps but they have gone missing	0331	0331	0	Not Specified	17/09/2018 14:29	17/09/2018 15:29	18/09/2018 10:00	SLA - Missed	18/09/2018	18/09/2018 14:29	19/09/2018 10:25	SLA - Achieved	9.2.2c and 9.3.1b	Completed	Domestic lowered up and then pest control came out	3648	HW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
97695	14711	CLOSE D	9.2.2c and 9.3.1b	PEST - Pneu Information - ALL	PEST - Pneu Information	PEST - Pneu Information	Infestation of wasps firing around 15 working the patients	01275	0	0	Not Specified	09/09/2018 11:47	09/09/2018 12:47	09/09/2018 12:00	SLA - Achieved	20/09/2018	09/09/2018 11:47	19/09/2018 12:30	SLA - Achieved	9.2.2c and 9.3.1b	Completed	Wasp vacuumed up by domestic to ward Phlebotomy continued Mile	9730	HW	N	04	9.2.2c and 9.3.1b	AVAILABLE	
98476	18672	BR_RR JECT	9.2.2c and 9.3.1b	PEST - Pneu Information - ALL	PEST - Pneu Information	PEST - Pneu Information	Previous work was noted under 957500 but has been completed of Today there has been 2 ants in cov insects perkins doing all over the garage equipment	01A19	01A19	0	Not Specified	20/09/2018 11:08	20/09/2018 12:08	20/09/2018 14:25	SLA - Missed	20/09/2018	20/09/2018 11:08	20/09/2018 14:45	SLA - Achieved	9.2.2c and 9.3.1b	Completed	Wasp ants are still being monitored so not a failure	02192 215796	HW	N	04	9.2.2c and 9.3.1b	AVAILABLE	