

Service Delivery Department Request Log for Councillors STC Officers and Members of the Public

Enquiry Number	Date	Cllr /Officer Name	Method of enq'y	Brief Details	H&S Priority	PRIORITY LEVEL	Allocated To	Action Confirmed	scheduled Date	SDM Sign Off	Completion Date
10820	29/08/23	Resident Grenfell Avenue Saltash.	email - Services	Grenfell Allotments - Allotment fencing to the rear of 45 Grenfell Avenue - email from resident received regarding the Poor State Of The Original Chain-Link Fencing With Concrete Posts Behind 45 Grenfell Ave. Town Clerk Has Requested ASDM To Attend Site And Take Recent Pictures And Report Back Accordingly i.e Costs And Possible Repair Options etc. - (MC)		Medium	ASDM	This is now in the process of being quoted to see what the cost will be to replace the fencing.	Jan/feb 2025		
10871	29/05/24	Staff	Internal	To replace damaged bumper board and timber structure to the pontoon		Medium	ASDM	This will form part of the general maintenance/ WILL FORM PART OF THE REPAIRS FROM STORM DAMAGE.	Ongoing	TBA	
10891	21/10/24	Guildhall	Internal	Guildhall hearing loop to be tested		Medium	ASDM	Test day TBC	Jan-25		
10892	21/10/24	Guildhall	Internal	Churchtown cemetery plan Design and fittings		Medium	ASDM	Designs to be finalised	Jan-25		
10900	11/01/24	SDD	Internal	Staining at Churchtown cemetery gates and toilets		LOW	ASDM	Work to be done over winter period, weather dependent	JAN/FEB 2025		
10908	17/12/24	Guildhall	Internal	Prune low branches to trees. Relocate Council Bin		Medium	ASDM	To relocate Council Bin when location agreed	JAN/FEB 2025		
10910	06/01/25	Staff	Internal	Library - Next move to Guildhall to commence Friday 28th February for 2 week duration (starting 3rd March). There will be four gondolas, children's books and boxes of books and some computers. To be moved back on Friday 14th March		Medium	ASDM	Work to be scheduled as per instructions from the Library.	Feb/March		
10913	24/01/25	SEA	email - Services	Elwell Woods - one of two benches in the orchard section has a missing arm. SEA have asked if this could be replaced and made usable again.		LOW	SDGA	Will take a look to see what is required for repairs	28/1/25		
10914	27/01/25	Staff	Internal	Guildhall - please check fridge in GH kitchen. Not sure it is working correctly as food is getting spoiled well before best before date		Medium	ASDM	Currently monitoring the temperature	28/1/25		

Service Delivery Department - COMPLETED Works Request Log for Councillors and STC Officers

Enquiry Number	Date	Clr /Officer Name	Contact number	Method of enq'y	Brief Details	H&S Priority	PRIORITY LEVEL	Allocated To	Action Confirmed	scheduled Date	SDM Sign Off	Completion Date
10867	22/10/23	Wendy Peters		online enquiry ref: 817185884	GH Kitchen - Plastic switch controlling hot water on/off broken				ASDM fixed			22.01.2024
10751	12/06/23	Michael Cotton		Pontoon Insp Sheet	Pontoon - Signage requires urgent attention - out of date info and very worn.			Town Clerk	signs are being produced and will be fitted very soon.	01/02/24	YES	15/01/24
10775	10/07/23	Sinead Burrows		email	Frith Road - ASDM to confirm if pathway from Frith Road to New Road is STC responsibility or CC				ASDM requested to action via email 10.07.2023 *No This Is A Cornwall Council Pathway*	completed	YES	08/01/24
10796	09/08/23	Sinead Burrows		verbally	Churchtown Cemetery - Area of hedgerow around the bee hives requires cutting back.				TC to liaise with bee keepers to arrange suitable date works can be carried out.	COMPLETD	YES	31/01/24
10801	21/08/23			Vehicle Inspection	YA11 SVY - Scratch on sliding door and damage on drivers wing. Scratch on rear passenger quarter and front seat ripped.				VAN NOW SOLD	COMPLETD	YES	01/01/24
10830	14/09/23			email	Cemetery - boundary fencing for cemetery garden equipment - Fence is broken and requires repair. Resident made temporary repairs but requires permanent fix.	No	Medium	ASDM	Works Now Scheduled To Be Undertaken By SD TEAM this will be during December	Jan-24	YES	19/01/24
10868	24/01/23			Teams/online enquiry ref: 696206213	2 boxes of books to be collected from library and taken to Bookshelf					COMPLTED	YES	
10869	24/01/24			Online enquiry ref: 1166784272	Library - one childrens wooden mobile book shelves needs attention. Apparently plenty of glue required!					COMPLETED	YES	26/01/24
10871	29/01/24				Churchtown Allotments - Plot 30 requires tidying for new tenancy				THIS HAS BEEN COMPLETED	COMPLETD	YES	31/01/24
10800	21/08/23			Vehicle Inspection	WK59 DNE - O/s Mirror needs correct one fitted (cable tied on at present). Beacon on top also broken off - currently resting on water tank				Faults reported on vehicle inspection dated 24.07.2023. RA emailed Vincent Tractors for quote on mirror - awaiting reply. Beacon fault to be addressed.	TBC		not required
10848	16/10/23			verbally	Waterside door by Ashtorre Rock - ASDM advised requirement to touch up render and paint the door frame with a suitable exterior Paint.				will be part of the work on the toilet block	TBC	YES	NOT REQUIRED
10853	16/10/23			online enquiry ref: 46965058	Pillmere - Pillmere Community Association notice board requires perspex to be reglued to the frame at the top.		Medium		SD checked the board all ok	01/02/24	YES	1/2/24
10870	25/01/24			Online enquiry ref: 1468977234	Guildhall - TC office - Lots of lights out and one flickering	Yes	Medium		ASDM to investigate and replace	18/02/24	YES	18/02/24
10779	13/07/23			Email	Pontoon - Signage requires updating and renewing. Also, lock to notice board needs to be replaced as no key for existing lock.		high		Work is being carried out on a rolling basis	TBC	YES	18/02/24
10873	02/02/24			email	Belle Vue Toilet - Single toilet - Toilet Roll holder pulled off wall		High			10/02/24	YES	10/02/24
10874	05/02/24	Resident		email	Guildhall - back of GH (end nearest Duncan House) there is some obscene graffiti		High		ASDM to investigate and take necessary action	05/02/24	YES	08/02/24
10714	27/02/23			Vehicle Inspection	BX15 HWJ - Beacon on roof - cover missing.	Yes	High	RA	Part now in ready for repair. Will be replaced when STC2 is ready	23/02/24	YES	27/02/24
10836	21/09/23			1741835495	Pillmere - What3Words - method.spike.straying (near Honeysuckle) - Dead tree on side of the footpath that should be taken down before it falls down and causes damage		high		Site Visted Taken Place Added On To List Of Tree Works To Be Actioned Accordingly In The Area.	Feb-24	YES	22/02/24
10872	01/02/24			Online enquiry ref: 1566083699	Library - Inner doors not working properly - closing on customers	Yes			ASDM to investigate and correct	02/02/24	YES	02/02/24
10875	05/02/24			Vehicle Inspection	BX15 HWJ - Cracked FSR indicator lens						YES	27/02/24
10876	08/02/24			email	Library - Fitting of 2 boxes to house the difibrilator. Also requires electrical connecting.				One box to fit to the wall and the other to fit the debib in the wall mounted box. May require an electrician to connect power to defib		YES	12/02/24
10877	15/02/24			online enquiry ref: 684213075	GH - The security access door to the upstairs of the Guildhall is not closing properly. It will close 90% of the way and then stop. Can it be adjusted please?	Yes			To be actioned by SDGA 16.02.24		YES	14/02/24
10878	15/02/24			online enquiry ref: 1639287170	GH - The fire evacuation plan notice has fallen off in the Town Clerk's office. The hanging on the back of the frame appears to be broken. The frame is in the Town Clerk's office.	Yes					YES	15/02/24
10879	23/02/24			email (in Dave O's absence)	Library - Fire doors by computers - staff unable to open and close door.				ASDM Mark Kennedy visited to put back in service. Did recommend aluminium door needs full service	28/02/24	YES	30/2/24
10880	27/02/24			online enquiry ref: 1908676007	Library - TV monitor and lead that needs PAT testing please. Required by Saturday 9th March				ASDM to action		YES	06/03/24
10881	01/03/24			online enquiry ref: 185550907	Library - 40 cups and saucers to take to the Library from the Guildhall on Tues 12th March for the evening theatre show					12/03/24	YES	12/03/24

10840	02/10/23			958843817	Guildhall - Lock on the cabinet at the bottom of the stairs has broken - pieces found on the floor. Cabinet has been emptied		low		Michael has taken key to find a replacement, new lock ordered to be replaced	TBC	YES	11/03/24
10778	12/07/23			verbally	All STC buildings - Check Service plans (Fire and Intruder alarms) are in place for all buildings and send latest ones to TC		Medium		this is an ongoing task for this year 2024		YES	18/03/24
10782	18/07/23			email	Waterside Notice Board - requires cleaning and to source correct locks.		Low		All noticeboards will be upgraded and locks looked at over Dec	2 nd Dec	YES	18/03/24
10715	29/03/23			1667817787	Guildhall - Pictures to be installed in the Town Clerk office. There is no urgency for this work to be carried out. Please ask the appointed member of staff to refer to the Town Clerk for instructions prior to carrying out the work.	No	Low	MC	MC to hang pictures	09/12/23		
10844	08/10/23	Staff		online enquiry ref: 1908676007	Waterfront car park (near cabin) - The commemoration board for D Day on the edge of the car park needs a clean, especially the glass.		low		Works to be carried out at earliest opportunity	TBC	YES	15/03/24
10882	26/02/2024 & 04/03/2024	Staff		Vehicle Inspection	BX15 HWJ - N/S Broken mirror		Low		A small crack and not dangerous or an issue when driving	N/A	YES	26/03/24
10884	08/03/24	Staff		online enquiry ref: 135001062	GH - Disabled toilet downstairs in the Guildhall is leaking water. Toilet is closed as water supply has been turned off		HIGH		ASDM to action accordingly	20/03/24	YES	25/03/24
10885	26/03/24	Staff		Email from tenant	Fairmead Plot 4 - requires cleaning and preparation for new tenant		High		To be allocated ASAP	27/03/24	YES	27/03/24
10867	19/004/2024	Staff		online enquiry ref: 151615012	Library - We have a box of books to be taken to the Bookshelf. It is behind the blue screens at the entrance to the Library Hub		LOW		COMPLTED		YES	20/04/24
10870	30/04/24	Staff		email	Library - Soap dispenser required for upstairs kitchen		LOW		Item Orderd	02/05/24	YES	13/05/24
10868	45411	Staff		Online enquiry ref: 120167096	Library - the fire escape door is not working should there be a fire. We are able to manually open and close it but the return arm has come off the door.	Yes			Verbally advised to SDM & ASDM	45412	YES	45421
10868	29/04/24	Staff		Online enquiry ref: 120167096	Library - the fire escape door is not working should there be a fire. We are able to manually open and close it but the return arm has come off the door.	Yes			Verbally advised to SDM & ASDM	30/04/24	YES	09/05/24
10883	04/03/24	Staff		Vehicle Inspection	WC69 EVV - Small scratch on side door		Medium		To be painted over soon, BOOKED FOR 8TH	Apr-24	YES	28TH MAY
10871	14/05/24	Staff		Online enquiry ref: 394925799	GH - Caretakers office - pleas remove three large screws and two hooks on the back of the caretaker's cupboard door leading from the foyer at the Guildhall - staff catching themselves on them				Done	19th May	YES	19/05/24
10872	15/05/24	Staff		Online enquiry ref: 153624899	GH - door requies oiling which leads immediately into the reception office				To be completed same time as job no 10871	19th May	YES	19/05/24
10873	22/05/24	Staff		Email	Station - Station café sign will be required to be installed first thing Tuesday 28.05.2024				COMPLETED	28TH MAY	YES	28/05/24
10834	19/09/23	Resident - NH		email via enq	Pillmere - area opposite 26 Meadow Drive (around the corner) - Cut grass that borders the pavement and the grass bank if possible.		Medium		Will be part of the ongoing works to the area	Apr-24	YES	May-24
10824	30/08/23	Staff		Site Inpection	Following On From Telephone Call From Resident And Site Visit Shrubs At Brunel Bust Require Heavy Trimming/Cutting Back And Shaping.		Low	ASDM To Delegate	Not A Priority At Pressent Date To Be Confirmed In Future (MC)	Apr- 24 onwards	YES	May-24
10870	14/05/24	Staff		Online enquiry ref: 471724639	Guildhall - Door to stairwell at bottom of stairs needs a strip of foam or felt to stop metal screw in top left had corner banging against the wood and damaging the other side.		low	ASDM	SD dealing with this and will need to fit a doorstep	May	YES	28/6/2024
10872	29/05/24	Staff (RA)		Verbal	Grenfell Allotment plot 2 - requires tidying of plot for new tenancy		Medium	ASDM	To strim down the plot for new tenancy	week from 3rd	YES	06/02/24
10873	30/05/24	Staff (RA)		Verbal	Churchtown Allotment plot 40 - requires tidying of plot for new tenancy		Medium	ASDM			YES	06/04/24
10874	30/05/24	Staff (DO)		Online enquiry ref: 433307719	Library - external fire escape ramp and rail fitted please		Medium	ASDM	Scheduled for 5th June 2024 - Ramp in Library office and rail at Longstone	06/05/24	YES	06/05/24
10869	30/04/24	Staff		Online enquiry ref: 578989340	Guildhall - A small job for a weekend please: removal of the dividing screen bolted to the Town Clerks desk.		Low		verbally advised to SDM & ASDM. To be carried out 4th or 5th May	5th May	ASDM	10/06/24
10875	31/05/24	Staff (DJ)		email	GH office - Dispose of blue chair that is broken - top office		Low	ASDM	To collect and dispose of.	June	06/06/24	08/06/24
10877	11/06/24	Staff		Work Duty	Waterside Toilets - considerable water leak		Medium	ASDM	Outside water tap required new sealant to joint	June	14/6/24	14/6/24
10810	25/08/23	Staff		email	Pillmere - Wooded area behind 52/54 Grassmere Way - to check state of brambles creeping into back garden of 52 Grassmere Way and general state of site		Medium		RESOLVED to cut back over hanging tree branches on future visit (MC)	Apr- 24 onward	YES	24-Jun
10877	18/06/24	Staff (LM)		Online log ref: 852975121	GH - The disabled toilet door in the Guildhall is slamming shut and is very quick to shut	YES	HIGH	ASDM	Door closer adjusted and now working correctly	18/6/24	YES	18/6/24
10883	12/07/24	Staff (SB)		Email	Trackside Café - problem with the toilet as people are flushing ,it seems to be backing up with water and the sink in the bathroom and the kitchen are gurgling and water bubbles up		High		SDGA investigated. All now working correctly. Staff at Trackside confirmed all working OK.			15.07.2024
10846	12/10/23	Staff		email	Pillmere - 4 Bluebell Close - please attend site and investigate tree that is on the boundary of the above property and establish what needs to be done to resolve residents concerns.		Medium	ASDM	ASDM Carried Out Site Vistit. Out Come: Dead Elm Tree To Be Partially Taken Down To Hedge Hight Level And Reduce Tree Adjust To Appease Local Residents.	(Pending)	YES	24-Jun

10877	26/06/24	Staff (DJ)		Email via website	Remove A3 and A2 Trackside sign at the station and replace in exact same locations with new A1 sized signs currently ready to be collected at Longstone Depot. Please repair holes in the wall if present and return the signs removed to the Guildhall for storage as may be required at later date.						YES	18TH June
10878	02/07/24	Staff (DO)		Email via website	Library - We have two boxes of books here to be taken to the Bookshelf please. they are on the table behind the blue screen at the front door.						YES	07/02/24
10879	03/07/24	Staff (LM)		Email via website	Guildhall - chair for top office requies assembly and taken to top office						YES	07/05/24
10880	08/07/24	Staff (KA)		Email via website	Guildhall - Water Cooler in top office not cooling water		Low	RA	Contacted cpntractor to repair/swap 08.07. Will visit by 11.07.24 to sort out		YES	07/10/24
10886	28/07/24	SEA member		Email via website	Tree watering - PLEASE CAN YOU ARRANGE FOR THE TREES TO BE WATERED THIS WEEK					THIS HAS BEEN DONE	YES	08/01/24
10884	22/07/24	Staff (LM)		Email via website	GH - access door to the chamber is sticking from inside the chamber. Have to really push it hard to get it to open						YES	22/08/24
10881	08/07/24	Staff (DO)		Email via website	Library - childrens mobile books units require repairing. The weight of the books have pushed the wooden bottoms out of at least two units		LOW				YES	
10886	18/04/24	Resident Pillmere		Phone call	Pillmere - 8 Primrose Walk (middle house of 5) - large overgrown tree causing debris and bird poo to land on artificial grass. Child has additional needs and will eat such debris. House backs on to pathway		Low		Please contact Amanda on 07745 541272 after inspection with update	JUNE	YES	20/7/24
10886	07/08/24	Staff (LM)		Email via website	GH - Disabled toilet in GH - flush not working						YES	08/12/24
10885	26/07/24	Staff (WP)		Email via website	GH - Battery on the auto door shut needs replacing please. Between the Long Room and first floor of The Guildhall		Medium			August	YES	28/7/24
10886	03/09/24	Staff (SB)		Email via website	GH - Town Clerk office fireguard batteries require replacing		LOW	ASDM	Batteries have been orderd to be replaced	September	YES	17/9/24
10887	06/09/24	Staff (DO)		Email via website	Library - One of our wheelie childrens book containers has had a relapse. The wooden floor has buckled and needs to be glued and fitted back in if that's possible. Left it on the table behind the blue screens at the front entrance to the library. It may be a workshop job!!!!		LOW	ASDM	Not Repairable Item Needs Replacing With New And Old Unit Disposed Of.	Oct	M.Cotton	01/10/24
10889	08/10/24	Staff (LM)		Email via website	Guildhall - The fire door to the stairwell is beeping. Batteries to be replaced		LOW	ASDM	ASDM to complete 08.10.2024	Oct	YES	10/11/24
10894	22/10/24	Staff (BS)		internal	To remove electric box from front of the building.		LOW	ASDM	This has been done via our department	22/10/24	YES	22/10/24
10893	21/10/24	SEA		SEA	Cut two areas to open up part of the brambles for SEA to gain entry		LOW	SDM	This has been completed and SEA informed	22/10/24	YES	22/10/24
10890	21/10/24	Guildhall		Internal	Happy to chat signs to be fitted to Town benches		Medium	ASDM	Arranged for fitting over the weekend of 26/27 Oct	Oct	YES	25/10/24
10896	23/10/24	Staff (LM)		Email via website	Guildhall - The lock on the reception window is sticking and the barrel section isn't retracting unless it's pushed		LOW	ASDM	Window eased and working	Oct	YES	23/10/24
10876	11/06/24	Member of public		email	Flower Beds at Top of Fore Street - Wooden borders splitting outside newsagents and one outside Belvoir not flush with raised sharp edge		low	ASDM	Will look at this when working in Fore street next	ongoing	YES	29/10/24
10888	04/10/24	Staff (DO)		Email via website	Library - The childrens new shelving is being delivered on Monday 7th October. Ian has suggested the old shelves, making the wall good and building the new furniture could be done while the Library Hub is closed for window refurbishment		LOW	ASDM	Shelves have been removed, painting has been completed, and shlvng put in place	Oct	YES	11/01/24
10882	08/07/24	Staff (DO)		Email via website	Library - As discussed with Ian at Management meeting the two side down pipes need to be investigated as they dont appear to have any support keeping them attached to the building due to rust and age.		LOW	ASDM	The brakets are now in and will be replced soon	Nov	YES	11/05/24
10897	29/10/24	SDD		internal	To create some safe steps on the pathways at Fairmed allotments.		HIGH	ASDM	Will require marierials before starting the work	Nov	YES	13/11/24
10902	11/07/24	Staff DO		Internal	To confirm our discussion for deep clean of Library Hub from Wednesday 13th, delivery of book boxes to Guildhall from same date for preparation of moving back to Hub. To also remove perspex from the reception room and take empty boxes to the Guildhall		LOW	SDM	This has been allocated in the diary as requested	Nov	YES	13/11/24
10894	21/10/24	Guildhall		Internal	To create the QR code for Ann Glanville bench		LOW	SDM	Dawn is now dealing with this and will let us know when QR code is ready	Oct/Nov	YES	Handed to Admin at G/Hall to complete
10903	13/11/24	Guildhall		Internal	To approve the purchase of box hedging to be installed in the Children's Section of Churchtown Cemetery, to create an improved hedgerow, working within the 2025/26 budget and allocated to budget code 6004 BA General Site Maintenance;		LOW	ASDM	Hedging has been orderd for us to plant when recived	Dec	YES	29/11/24

10905	25/11/24	Guildhall		email - Services	Guildhall - tile fallen off roof - laying between the church and the back of the Guildhall. Reported by member of public		MEDIUM	SDM	Arranged for the cherry picker to be on site to inspect the roof and consider any repairs	Dec	YES	12/12/24
10906	06/12/24	Guildhall		Internal	Guildhall - temperature dial on the radiator in the Guildhall reception nearest to the safe room door is very difficult to turn. New dial required			ASDM		Dec	YES	13/12/24
10899	31/10/24	SDD		Internal	Carpet in chamber and first floor landing needs stretching to reducing ruckking		LOW	ASDM	To be looked at soon	Dec/Jan	YES	20/12/24
10910	02/01/25	Guildhall		Internal	Guildhall - Fireguard batteries require replacing - door from the Chamber to Town Clerk office.		Medium	ASDM	this was passed over to ASDM with the work completed	01/02/25	YES	01/02/25
10911	09/01/25	Staff		Internal	Library - childrens books trolley needs repair as one of the heavy duty wheels has come of		Low	SDGA	The case has been fixed on the same day as reported	Jan 9th	YES	01/09/25
10909	20/12/24	Guildhall		Internal	Play park signs delivered. Please collect, install and take photos once installed BOTH close up and at distance.		LOW	SDGA	Sings will be fitted to the parks	01/03/25	YES	01/06/25
10904	13/11/24	Guildhall		Internal	To approve the purchase of a water heater for the public toilets (allotment holders and funerals) at Churchtown Cemetery at a maximum cost of £200 allocated to Budget Code 6000 Petrol.		MEDIUM	ASDM	Job now under way and will be completed 10th Jan	Jan	YES	01/11/25
10901	11/06/24	Guildhall		Internal	To prchase and fit double gates at St Stephens Church		LOW	ASDM	Doors deliverd, waiting to be prepared for fitting	JAN/FEB 2025	YES	01/10/25
10907	17/12/24	SD		Internal	Fit fencing and gates to Beehive area at Churchtown allotments.		Medium	ASDM	Items being orderd to complet the job in new year.	Jan/feb 2025	YES	14/1/25
10912	21/01/25	Staff		Internal	Library - To fit new people counter in library hub foyer		LOW	ASDM	Booked in diary for completion on 29.01.25	29/1/25	YES	28/01/25
10911	01/10/25	Guildhall		Internal	To improve the saftey of cables for the desks on the top floor of the Guildhall.		High	ASDM	Desk have been removed, sockets and cables will be fitted this week ready for the desks to arrive.	29/01/25	YES	29/01/25
10895	22/10/24	Guildhall		Internal	Look at shelving for the Admin cupboard in looby of Guildhall		LOW	ASDM	Will be completed by end of first week of FEB	Jan/feb 2025	YES	02/09/25