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	Completed
2	30/04/25	Staff	email - Services	Library - holes to fill and painting required to vestibule entrance to smarten the area	**NO**	**LOW**	**SDGA**	On hold till other work carried out				
3	14/05/25	Staff	email - Services	Library - The library door counter installed by SD is not accurate. The exisiting counter (cornwall council) works however the display of footfall is faint, is it possible to fix the display on the existing counter please?	**NO**	**LOW**	**ASDM**	Will take a look when doing the next property visit.	Aug			
6	08/01/26	Lindsay Mansfield	958898747	Could Michael please visit and meet with Dawn to discuss how we can hide the wires in reception? Requested by Lindsay also on 21/01/2026	**NO**	**LOW**	**ASDM**	Busy at the moment not high priority.	TBC			
10	22/01/26	Lindsay Mansfield	email - Services	The light in the photocopier room is not working. It's an automatic light so might be the sensor?	**No**	**Low**	**ADSM**					
14	28/01/26	Wendy Peters	email - Services	The light in the Guildhall ladies toilet (1st floor) is going off after only a few minutes and we're left in the dark (the main light not the entrance one). Please could the timer be increased. Thank you.	**No**	**Medium**	**SDGA**					
15	28/01/26	Julie Hughes	email - Services	Please could someone come to the Guildhall to put up a picture and a notice in reception	**No**	**High**	**SDGA**					
16	02/02/26	Richard Bickford	email - Services	Isambard House. Some walls need a good wash off as they are showing green mould in places on the northern facing side.	**No**	**Medium**	**SDGA**	Aware, scheduled for summer.				
19	04/02/26	Emma Lowton-Smith	Email Services	The refreshment trolley needs tightening, its quite loose and rocking back and forth.	**No**	**Low**	**SDGA**					
20	09/02/26	Emma Lowton-Smith	Email Services	A resident has called as someone has dumped a shopping trolley in Ashton Way play park, and they have asked for it to be removed. They said it is opposite the swings.	**No**	**Medium**	**SDGA**					
21	09/02/26	Sam Emberson	samemberson@yahoo.co.uk	Collecting Tree Cuttings from 7 Chestnut Close, Pillmere.	**Yes**	**Medium**	**SDGA**	Scheduled for 11/02/2026 - Weather Dependent				
22	11/02/26	Sinead Burrows	email - Services	Painting in reception following the move and water leak	**No**	**High**	**SDGA**					
23	12/02/26	Sinead Burrows	email - Services	Ladies and Gents Flooring - Removing the lacquer as advised by Minster Cleaning	**No**	**High**	**SDGA**					