















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	Completion Date	Completed
1	22/04/2025	Staff	email - Services	Guildhall - two ceiling lights which are not working in the Council Chamber - bulbs need replacing.	NO	MEDIUM	ASDM	Will be looked at when other projects have been completed	19/01/2026	19/01/2026	✓
4	21/08/2025	Staff - Twn Clerk	email - Services (ref : 1687612653)	Library Hub Ground Floor. Black & Yellow Hazard Matt Needing Trimming to Fit Under The Radiator to Avoid Tripping Hazard.	Yes	MEDIUM	ASDM	Completed. 21/08/2025	21/08/2025	21/08/2025	✓
5	24/12/2025	Lindsay Mansfield	653972060	Can the blinds in the reception office and old caretakers office be removed please? Now we have frosted windows we don't use the blinds and they get in the way.	NO	MEDIUM	SDGA	Completed. 08/01/2026	08/01/2026	08/01/2026	✓
8	10/03/2025	Lindsay Mansfield	421110510	The lights in the ladies toilet on the 1st floor are not working. The outer light is not coming on at all and the inner light is permanently on.	NO	MEDIUM	ASDM	Completed. 12/01/2026	12/01/2026	12/01/2026	✓
9	22/04/2025	Staff	email - Services	Pontoon Gate Maglocks Not Working/Locking.	YES	HIGH	ASDM	New Battery And 1amp Glass Fuse Needed After Inspection And Texting Works Completed.	19/01/2026	19/01/2026	✓
11	23/01/2026	Sam Craig	email - Services	Whilst cleaning noticed that the lock for the Belle Vue toilets had been broken.	YES	HIGH	ASDM	Lock Has Been Replaced	ASDM	03/02/2026	✓
12	23/01/2026	Sam Craig	email - Services	Also noticed that the auto lock on the Alexandra Square toilet didn't engage normally.	NO	HIGH	ADSM	Battery Has Been Replaced	ASDM	12/02/2026	✓
13	26/01/2026	Richard Bickford	email - Services	There are a couple of stickers on the Fore Street notice board that need to be cleaned off. Probably worth checking and cleaning the whole thing whilst visiting.	NO	LOW	SDGA	Allocated To SDGA DC To Clean And Tidy While Completing The Notice Board Rounds This Week.	ASDM	12/02/2026	✓
15	28/01/2026	Julie Hughes	email - Services	Please could someone come to the Guildhall to put up a picture and a notice in reception	NO	HIGH	SDGA	Allocated to SDGA for today.	23/02/2026	23/02/2026	✓
18	03/02/2026	Michael Cotton	email - Service	No power at Alexander Square toilets.	YES	HIGH	ASDM	Fuse replaced and power restored. Noted in case of future problems.	04/02/2026	04/02/2026	✓
19	04/02/2026	Emma Lowton-Smith	Email Services	The refreshment trolley needs tightening, its quite loose and rocking back and forth.	NO	LOW	SDGA	Done by SDGA	17/02/2026	19/02/2026	✓
20	09/02/2026	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	Wasn't a trolley but a bin. Collected.	18/09/2026	18/09/2026	✓
24	13/02/2026	Charlotte Courts	email - Services	Can the library have two trestle tables delivered for the Audrey Miller Exhibition. Duration two weeks starting Monday 23rd of Feb. Delivered 20th of February. Table clothes if possible.	NO	MEDIUM	SDGA	Added to the diary so it can go on the jobsheets for next week.	20/02/2026	19/02/2026	✓
26	16/02/2026	Charlotte Courts	email - Services	Staff toilet sink is leaking. It seems to be coming from the pipe underneath. Please could someone take a look at it. Thank you.	YES	HIGH	ASDM	ASDM to try and visit library today (17/02) as a priority	17/02/2026	17/02/2026	✓
29	18/02/2026	Sinead Burrows	Staff	Leak in WC needs taking apart, cleaning and resealing. Guildhall Groundfloor.	YES	HIGH	SDGA	Completed Friday 27th of February.	27/02/2026	27/02/2026	✓
30	18/02/2026	Sinead Burrows	Isambard House	Grounds Maintenance - Weed around the entire building and car park area. Sweep all surfaces and leave the area clean and tidy.	NO	MEDIUM	SDGA	Completed Thrsday 26th of February.	26/02/2026	25/02/2026	✓
41	18/02/2026	Richard Bickford	email - Services	Main door at Isambard House. Inside handle is very loose and needs tightening up.	NO	HIGH	SDGA	Scheduled for today.	19/02/2026	19/02/2026	✓
42	19/02/2026	Julie Hughes	email - Services	We need the bracket for the 1st aid box and a document holder mounting on the wall in reception at the Guildhall please	NO	LOW	SDGA	Allocated for today.	23/02/2026	23/02/2026	✓
44	26/02/2026	Internal SD Team	email - Services	Cleaning of memorial benches at Churchtown Cemetery.	NO	MEDIUM	SDGA	Completed.	02/03/2026	02/03/2026	✓
23	03/03/2026	Charlotte Courts	email - Services	50 Chairs to be delivered and set up for Memory Box Concert. Delivered Friday 6th of March and collected Friday 6th of March.	NO	HIGH	SDGA	Arranged for Friday	06/03/2026	06/03/2026	✓
24	04/03/2026	Emma Lowton-Smith	email - Services	Move of Firemen's poster in the STC noticeboards so the information is clearly shown.	NO	HIGH	SDGA	SDGA JF to do today.	04/03/2026	04/03/2026	✓
24	09/03/2026	Minster Cleaning	email - Services	Flusher at Alexandra Square toilets gone and toilet unable to flush.	YES	HIGH	SDGA	Priority for today. Completed first thing.	09/03/2026	09/03/2026	✓

4	22/01/2026	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	ASDM	MC to attend and complete Monday.	09/03/2026	09/03/2026	✓
5	28/01/2026	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	MC to attend and complete Monday.	09/03/2026	09/03/2026	✓
23	06/03/2026	Accounts	email - Services	Inspection of Plot 10 at Fairmead.	NO	HIGH	ASDM	MC to attend and complete Monday.	09/03/2026	09/03/2026	✓
24	09/03/2026	Charlotte Courts	email - Services	Please could the 4 folding tables be collected from the library. Tuesday 10th March would be great please if there is the capacity to do it then but no problem if not.	NO	MEDIUM	SDGA	SDGA's to do Tuesday.	10/03/2026	10/03/2026	✓
25	09/03/2026	Plot 23 Churchtown	email - Services	Inspection of Plot 23 at Churchtown. To reach a decision on allowing minitature fruit trees to be planted.	NO	LOW	ASDM	MC to attend and complete Monday.	09/03/2026	09/03/2026	✓
30	18/03/2026	Lindsay Mansfield	email - Services	New plaque for the late Doreen Ann Keating has arrived. To be collected from the Guildhall and installed in front of her rose. Photos to be sent to Lindsay.	NO	HIGH	SDGA	SDGA's to do Thursday.	26/03/2026	26/03/2026	✓
35	20/03/2026	Sam Craig	email - Services	Flush at Belle Vue toilets disabled cubicle has been detached and unable to fix.	YES	HIGH	SDGA			23/03/2026	✓
29	18/03/2026	Sam Craig	email - Services	Locks at Belle Vue disabled toilet damaged.	YES	MEDIUM	SDGA			23/03/2026	✓
24	11/03/2026	Lindsay Mansfield	email - Services	Can the history board at Ashtorre Rock be repaired? water is getting in behind the notices making it wet.	NO	LOW	SDGA	SDGA went to check and found no damage. Repair to damaged glass done a while ago.	23/03/2026	23/03/2026	✓
23	11/03/2026	Lindsay Mansfield	email - Services	Can the display boards at the Memorial Peace Garden be cleaned and tidied up?	NO	LOW	SDGA	Checked on 23/03/2026	23/03/2026	23/03/2026	✓
21	10/03/2026	Charlotte Courts	email - Services	Library - have the blue display boards in upstairs mezzanine taken down? They seem to be attached with brackets using bolts. 15 in total. On a Wednesday when closed.	NO	MEDIUM	SDGA	Done by SDGA's 19/03/2026	19/03/2026	19/03/2026	✓
32	27/03/2026	Lindsay Mansfield	email - Services	The access door to the stairwell isn't closing properly. It is remaining open so anyone can get through. Can it be adjusted please?	YES	HIGH	ASDM	MC to go down and have a look at the door today.	27/03/2026	27/03/2026	✓
23	17/03/2026	Allotment Tenant	email - Services	Inspection of Plot 37 at Churchtown Allotments - Audit to release deposit to tenant as they have given up plot.	NO	MEDIUM	ASDM	ASDM to complete an on site assessment and update recommeneded outcome.	30/03/2026	30/03/2026	✓
22	12/03/2026	Allotment Tenant	email - Services	Inspection of Plot 44 at Churchtown Allotments - Audit to release deposit to tenant as they have given up plot.	NO	MEDIUM	ASDM	ASDM to complete an on site assessment and update recommeneded outcome.	30/03/2026	30/03/2026	✓
4	02/02/2026	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.	10.03.26	12.03.26	✓
6	12/02/2026	Sinead Burrows	email - Services	Ladies and Gents Flooring - Removing the lacquer as advised by Minster Cleaning	NO	HIGH	SDGA	Solution applied, feedback.			✓
11	18/02/2026	Sinead Burrows	Isambard House	Internal Deep Clean - The entire building requires a thorough deep clean, including window ledges, windows, skirting boards, all internal ledges, etc. Please ensure the correct cleaning products are used.	NO	MEDIUM	SDGA	Completed last week, ASDM to go down and inspect before signing off.	26/02/2026	26.02.26	✓
18	19/03/2026	Sinead Burrows	email - Services	Refurbishment Work On Honeysuckle Play Park Metal Bin Consumables To Full Remove Rust, Fill Holes And Repaint To A High Standard.	NO	HIGH	SDGA	Completed by JF/MS		Mar-26	✓
19	19/01/2026	Julie Hughes	email - Services	We also have 2 blinds that need fixing in the Chamber, if these could be attended to at the same time please.	NO	LOW	SDGA	Completed by JC			✓
16	10/03/2026	Charlotte Courts	email - Services	Library - Wednesday April 1st 10.00-14.00. Moving books for the refurb. Thursday April 2nd all day. Shelving, crates, boxes of books to the Wesley.	NO	HIGH	SDGA	Arrange for dates given by CC.		01/04/2026	✓
20	20/03/2026	Emma Lowton-Smith	email - Services	Fire door is not working to the Town Clerks office from the Chamber.	YES	MEDIUM	SDGA	Completed by JC			✓
21	23/03/2026	Charlotte Courts	email - Services	Please can SD collect two very large white display boards on wheels and take to storage at Isambard House. If this can be done one day next week (W/c 23rd March) on a day that we are open, the library team can confirm which boards they are.	NO	MEDIUM	SDGA	Completed by SDGAs			✓
4	14/02/2026	Charlotte Courts	email - Services	Please can the external library CCTV cameras be cleaned if they have not been done so recently. This is to maintain quality of the images and when last checked were dirty.	NO	MEDIUM	SDGA	Spoken to All Seasons Window Cleaning and the next time he does the windows he'll also do the CCTV cameras - SS			✓
16	19/01/2026	Julie Hughes	email - Services	Please could someone attend to install coat hooks by the accessible toilet downstairs at the Guildhall as they were previously before the cupboard was refurbished.	NO	LOW	SDGA	KC / DC job sheet	08.04.26	10.04.2026	✓

13	18/02/2026	Sinead Burrows	Isambard House	Extension Storage and Odour Investigation - Items stored in the extension area must be moved away from the walls to allow the building fabric to breathe and to help prevent potential future damp issues. Conduct a thorough inspection of the extension to identify the source of the unpleasant smell and take appropriate remedial action. Clean the flooring area that is accessible	NO	MEDIUM	SDGA	DC/KC job sheet	10.04.26	10.04.2028	
14	26/02/2026	Brian Stoyel	email - Services	Chair of Saltash Heritage, Brian Stoyel, has asked if STC could install two of the black metal flag holders on either side of their building on Fore Street and then include the building when flags are changed/flown.	NO	MEDIUM	SDGA	Completed	08.04.26	08.04.27	
25	08/04/2026	Jack Langdon	email - Services	Cleaner reported some more mess at Longstone depot male toilets. Reported cleaning up water on the floor but may need an inspection to check all okay tomorrow.	YES	HIGH	SDGA	JF/MK job sheet	10.04.26	10.04.27	
24	07/04/2026	Jane Marshall	email - Services	Inspection of Plot 13 Churchtown - Jane Marshall reports no activity for about two years.	NO	MEDIUM	ASDM	JF / MK job sheet	08.04.26	08.04.27	
23	02/04/2026	Plot 5 Fairmead	Letter to Accounts	Inspection of Plot 5 at Fairmead. Gentlemen says there is tress at the top of his plot overgrowing and making a big section unworking. Visit to determine if this is his or our responsibility to cut back. Contacted last July to report it, nothing done as of yet.	NO	MEDIUM	ASDM	JF/MK job sheet	08.04.26	08.04.27	
22	30/03/2026	Vaness Keogh	email - Services	Inspection of Fairmead Plot 8, given up plot.	NO	MEDIUM	ASDM	JF/MK job sheet	08.04.26	08.04.28	
19	24/03/2026	Freya Pretty	email - Services	On one of the throne chairs at the Guildhall there are some loose connections that may need re-gluing. Happy to point it out if needed.	NO	LOW	SDGA	KC / DC job sheet	08.04.26	08.04.27	
21	31/03/2026	Wendy Peters	email - Services	There are 3 throne-like chairs in the 2nd floor office of the Guildhall, please can they be put back into the Longroom (originally moved because of room booked for civic awards). Also there is a desk at the end of the Finance desks which was resituated there for a previous Longroom booking. Can this also be replaced into the Longroom	NO	LOW	SDGA	MK / DC job sheet	07.04.26	07.04.27	
20	30/03/2026	Vaness Keogh	email - Services	Inspection of Churchtown Plot 32, given up plot.	NO	MEDIUM	ASDM	JF / MK job sheet	08.04.26	08.04.27	
1	08/01/2026	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	MK/JF job sheet JF to undertake whilst undertaking caretaking duties	13.04.26	13.04.27	
18	13/04/2026	Sam Craig	email - Services	While I was cleaning this evening I found the men's side of the waterside toilets site had been messed up and the toilet has had its water pipe kicked in which causes a flood when flushed. I have cleaned up the site and I'll leave it locked until it's repaired to prevent further damage. I've attached an image of the damaged pipe.	NO	MEDIUM	SDGA	JF/MK job sheet	13.04.26	13.04.27	
7	18/02/2026	Sinead Burrows	Isambard House	Kitchen Door Frame - Repair and repaint the section of missing wood from the kitchen door frame.	NO	MEDIUM	SDGA	Unable to complete 10.04.2026.	14.04.26	14.04.27	
8	18/02/2026	Sinead Burrows	Isambard House	Extension Door Fire Guard - The fire guard on the extension door requires attention and repair currently not holding the door.	NO	MEDIUM	SDGA	Unable to complete 10.04.2026.	14.04.26	14.04.27	
17	13/04/2026	Josh Floyd	email - Services	The waterside toilets outside paint has a large missing patch. We have the paint already.	NO	LOW	ASDM	DC/MS job sheet	15.04.26	15.04.2026	
19	14/04/2026	Lindsay Mansfield	email - Services	Clr Stoyel has reported that the padlock for the parking bollard at Isambard House is stiff and hard to use. He struggled to put it in place this weekend. Can it be checked and oiled?	NO	MEDIUM	SDGA	DC/MS job sheet	15.04.26	15.04.2027	
28	17/04/2026	Richard Bickford	email - Services	Alexandra Square toilets timer change for summer opening hours.	NO	HIGH	SDGA	JF/MK job sheet	20.04.26	20.04.27	
29	17/04/2026	Richard Bickford	email - Services	weed from the pontoon area along Old Ferry Road and around the Waterside Green area. There are some areas that are far worse than others and need more urgent attention but most will require some clearing in the next month as growing goes crazy. Some of the worst is around he pontoon entrance which I am surprised the team haven't sorted already as they visit the are so often.	NO	MEDIUM	SDGA	JF/MK job sheet	20.04.26	20.04.27	
9	18/02/2026	Sinead Burrows	Isambard House	Extension Sink Tap - The tap in the extension sink is very loose and needs adjusting.	NO	MEDIUM	SDGA	Unable to complete on 15.04.2026 - Needs a different part. PO Raised. DC/MS job sheet	20.04.26	20.04.27	
12	11/03/2026	Services	Internal	Plot 34 Churchtown - Tenant has no plans to clear plot. SD team to clear plot.	NO	MEDIUM	SDGA	JF / MK job sheet	31.03.26 & 08.04.26	31.03.26 & 08.04.27	
30	18/04/2026	Richard Bickford	email - Services	The Heritage sign just down from Huntley Gardens needs a good clean, see photo.	NO	LOW	SDGA	JF/MK job sheet KC/DC job sheet	20.04.26 21.04.26	20.04.26 21.04.27	
1	12/09/2025	Sam Wood	Email samwood954@gmail.com 07783924630	Overgrown Trees next to house. 213 Grassmere Way, Pillmere, Saltash. PL12 6XW	NO	LOW	ASDM	Unable to complete on 15.04.2026 DC/KC job sheet	21.04.26	21.04.26	

14	14/04/2026	Neil Stanlake	email - Services	Fireman Grave's Event - grass path leading up to site to be cut and tidied. Event on 22nd of April	NO	HIGH	SDGA	Event added to SD diary also. JF/MK job sheet	21.04.26	21.04.27	
18	16/04/2026	Emma Lowton-Smith	email - Services	Before the next Churchtown Cemetery scheduled cut, could the team do an inspection of the cemetery and mark which plots have decorative items/flowers overflowing from the plot and onto the grass. Admin team need to issue notices to families.	NO	HIGH	SDGA	DC/MS job sheet KC/DC job sheet	20.04.26 21.04.26	20.04.26 21.04.27	
26	21/04/2026	Sam Craig	email - Services	Disabled assistance alarm casing looks to have fallen off inside the metal cage at Belle Vue toilets.	YES	MEDIUM	SDGA	KC/DC job sheet	22.04.26	22.04.2026	
13	14/04/2026	Josh Floyd	email - Services	The Churchtown cemetery toilets door and wooden fascia of the toilet is peeling. Sanding this back and re-coating in my opinion is a job that could be done. Attached link for sadolin:	NO	LOW	SDGA	KC job sheet DC/MC job sheet DC/KC job sheet	19.04.26 20.04.26 21.04.26	19.04.26 20.04.26 21.04.27	
16	15/04/2026	Sinead Burrows	email - Services	Picnic bench in Elwell Woods vandalised. Repair work needed.	NO	LOW	SDGA	JF/MK job sheet	21.04.26 22.04.26	21.04.26 22.04.27	
22	22/04/2026	Resident	brionhames@icloud.com	Leat walk, Pillmere, PL12 6YX. We have trees overhanging along the path of leat walk, with prickles and we have children who keep getting caught by them when we walk to school etc. The whole of Pillmere gets cut, apart from this walkway- it's becoming dangerous. Please could they be regularly checked/cut?	NO	LOW	SDGA	DC/KC job sheet	23.04.26	23.04.27	
17	20/04/2026	Josh Floyd	email - Services	Alexandra Square - I think the toilets could do with a deweed, may be worth checking all as they usually get done at the same time so I presume if ones bad, all may be.	NO	LOW	SDGA	DC/KC job sheet	23.04.26	23.04.27	
23	23/04/2026	Shanelle	Internal	Fire Extinguisher engineer has dropped off the strap/bracket for the Fire Extinguisher to go into the Kubota. Extinguisher needs to be fixed in the vehicle safely.	YES	HIGH	SDGA	KC/JF/MK job sheet	24.04.26	24.04.27	
10	14/04/2026	Josh Floyd	email - Services	sanding the block paving outside the station which was recently pressure washed. We have some kiln dried sand (3 bags I think) but I don't know if we have enough to do the whole area.	NO	LOW	SDGA	KC/MK job sheet	24.04.2026	24.04.28	
9	08/04/2026	Resident	email - Services	I would like to bring to your attention some fly tipping by a local resident in Briars Rowe Pillmere, for some time since before Christmas this resident has strewn all sorts of rubbish out of the back of his garden and recently he has now moved it all closer to the steps leading down to the main public right of way . yesterday he has has also chopped down lots of branches which are also now strewn all over the place, this is unsightly and uncalled for. If you were to make a visit you will clearly see it all. *Another resident also emailed to report the fly tipping in the same area, and also that sapplings have been cut down and dumped along the public path.	NO	MEDIUM	SDGA	SB written letter to resident and SS reported to Cornwall Council	10.04.26	10.04.27	
14	20/04/2026	Cleaner - Jack	email - Services	Longstone female toilet flush not working.	YES	MEDIUM	SDGA	KC Job sheet	24.04.2026	24.04.2027	
15	18/04/2026	Cleaner - Jack	email - Services	Longstone male toilets. Looks like pipe has been kicked off the back of the cistern.	YES	MEDIUM	SDGA	KC Job sheet	27.04.2026	27.04.2027	
17	22/04/2026	Dawn Joyce	email - Services	Saltash Chronicles Open Day for May Fair - Guildhall open, close, provide a caretaker role for 2nd of May.	NO	MEDIUM	SDGA	For Mayfair Weekend	02.04.2026		
18	22/04/2026	Lindsay Mansfield / Freya Pretty	email - Services	STC Set Up for May Fair Stall - Set up 07.30-09.30. Space 85 for STC. Freya also needs the blue boards (six panels) taken along with the gazebo/tables etc.	NO	MEDIUM	SDGA	For Mayfair Weekend. Link from Diverse Events with timings added to the email box.	02.04.2026		
19	22/04/2026	Charlotte Courts	email - Services	Library Set up for May Fair Stall - 1 x gazebo (with sides if possible in case of bad weather) 2 x large trestle tables 3 x chairs. Space 87 for Library. Take down at 16.00.	NO	MEDIUM	SDGA	For Mayfair Weekend	02.04.2026		
20	23/04/2026	Resident	jasersimpson@gmail.com	Wooden fence behind childrens park in Honeysuckle Close is broken and is flapping against steel barrier. It could potentially break apart and injure children playing in the park, pedestrians using the public path or nearby cars. The resulting banging noise from its flapping is also disturbing my sleep. I have know idea who is responsible for it but I presume it is the council now they have adopted the area and as they have refurbished the play park.	YES	MEDIUM	SDGA	KC/JF/MK job sheet	24.04.26	24.04.27	