

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
10	27/04/2026	Emma Lowton-Smith	email - Services	Please could the Electrical WEEE box be collected from the Guildhall	NO	LOW	SDGA	KC/JF/MK job sheet	30.04.26	30.04.26	
9	27/04/2026		email - Services	In Elwell Woods, another tree has fallen and is blocking the pathway. Near where the last ones went down about 6 weeks ago, near the old fitness/exercise equipment. //batelage.attendrissante.vassal	NO	LOW	SDGA	KC/JF/MK job sheet	30.04.26	30.04.26	
10	28/04/2026	Josh Floyd	email - Services	Please see attached of a tree overhanging the path at Pillmere. I think it has fallen as I don't remember seeing it like this before, although I haven't been down there on a while. I don't see why we couldn't take it down if needed without needing a professional. Lawn.legend.yummy is its location	NO	MEDIUM	SDGA	KC/JF job sheet	30.04.26	30.04.26	
4	17/04/2026	Lindsay Mansfield	Event Support - Mayor Making	Can I please ask for the annual cleaning of the meeting chairs to be undertaken between the 18 May and 5 June in preparation for Mayor Making, which is due to take place on 12 June? Jeanette normally cleans them ready for this event.	NO	MEDIUM	CLEANER	Task for Jeanette to undertake. Email sent to Jeanette and added to the diary Work no longer required	18.05.26	18.05.26	
5	17/04/2026	Lindsay Mansfield	Event Support - Mayor Making	In preparation for Mayor Making on 12 June can the blue tablecloths be checked and cleaned as required.	NO	LOW	CLEANER	Task for Jeanette to undertake. Email sent to Jeanette and added to the diary Work completed - Lindsay to order additional table cloths	28.05.26	28.05.26	
10	29/04/2026	Lindsay Mansfield	Event Support - Twinning	Request for the room to be set up by SD Department on Tuesday 13 May using Layout One. This must be completed prior to 4pm in order to be signed off by Mayor Secretary and confirmed no changes are required. Bunting to be hung high along the walls using removable hooks which will be provided by Admin for this purpose.	NO	MEDIUM	SDGA	Twinning Event Set Up 13/14th May Room setup by Jeanette on 11/12.05.26 SDGA's hang bunting 13.05.26	14.05.2026	13.05.2026 & 14.05.2026	
11	29/04/2026	Lindsay Mansfield	Event Support - Twinning	Evening event in the Long Room on Friday 15 May. Approximate time: 5:45pm – 7.15pm. Two SDGAs, one will act as the caretaker, to assist with resetting the room from Layout One to Layout Two (as attached) while guests are outside for photographs. One SDGA to greet guests from 5:50pm and direct upstairs. FYI ONLY: The Mayor will lock the building once the event has concluded	NO	MEDIUM	SDGA	Twinning Event - Steven is able to attend. Email sent to the wider team for cover	15.05.2026	15.05.2026	
10	01/05/2026	Richard Bickford	email - Services	The town clock is showing the wrong time, it needs to be adjusted to BST.	NO	LOW	SDGA	Awaiting response from Josh re email sent to manufactory	06/05/2026	07/05/2026	
3	15/04/2026	Josh Floyd	email - Services	The ceiling at Longstone ladies toilets is mouldy. May be worth painting or cleanign off the mould.	YES	MEDIUM	SDGA	DC/KC job sheet	07.05.26	07.05.26	
8	30/04/2026	Charlotte Courts	email - Services	Please could the graffiti on the rear library windows be cleaned off? The windows effected are the two windows at the back of the building by the green fencing backing onto Brunel playground. They are the last two windows as you walk along the rear wall towards the big tree at the side of the library. The windows are above head height, so may need a ladder to access them. There is also some litter and broken glass along that path and going around the tree side of the building. Please could this be cleared up at the same time.	YES	MEDIUM	SDGA	Photos in folder DC/KC job sheet	07.05.26	07.05.26	
10	06/05/2026		email - Services	<u>I live at [redacted] The fenced disused park at the rear of my house, that people now use as a dog exercising area has a fallen tree at the rear that has some pointed branches that could potentially injure someone. The protruding points are at about a height of three to four feet and could serious injury to a child. Would it be possible to investigate and rectify this please?</u>	YES	MEDIUM	SDGA	Pictures in folder. JF/MK job sheet	07.05.26	07.05.26	
4	23/04/2026	Emma Lowton-Smith	email - Services	Plot holders have been given until May 1st to remove items from graves that are overflowing. After this, can the following graves be checked and any remaining non-permitted items over flowing from the plot be taken to reception. As follows; CC/Ashes: 6, 18, 34, 42, 45, 49, 50, 54, 55, 56, 59, 61, 68, 70. Graves: CC/A/6, CC/B/10, CC/F/6, CC/F/6, CC/F/8, CC/9/1, CC/9/2, CC/G/8, CC/G/9, CC/G/12, CC/G/13.	NO	MEDIUM	SDGA	DC/KC job sheet	07.05.26	07.05.26	
9	06/05/2026	Kevin Cottion	email - Services	The murder plot needs cutting	NO	LOW	SDGA	Pictures in folder.	11.05.2026	11.05.2027	

9	11/05/2026	Internal	email - Services	De-weed around the Guildhall and neighbouring areas ready for the Twinning event	NO	HIGH	SDGA	JF/MK job sheet	14.05.26	14.05.2026	✓
10	11/05/2026	Internal	email - Services	Review of St Stephens Cemetery - flower pots left in ground not on headstone, causing issues with machinery when maintaining site	YES	MEDIUM	SDGA	SB to speak with Rev Laura Bushell-Hawke	02.06.26	2.062026	✓
12	13/05/2026	Accounts	email - Services	Accounts have requested a new water meter reading for Longstone Park Toilets.	NO	HIGH	SDGA	DC job sheet	15.05.26	15.05.2026	✓
13	14/05/2026		email - Services	Belle Vue disabled side, toilet roll holder has been broken for a little while, can we replace.	NO	MEDIUM	SDGA	DC/KC job sheet	15.05.26	15.05.2026	✓
14	14/05/2026	Internal	email - Services	The Peace Garden Paving Joints have perished and are now presenting a trip hazard. The joints need to be repointed.	YES	MEDIUM	SDGA	Pictures in folder JF/MK job sheet	15.05.26	15.05.2026	✓
2	23/03/2026	Charlotte Courts	email - Services	Anti-Climb paint to be applied to library roof to stop people climbing on it throughout the summer.	NO	LOW	SDGA	On hold until refurb complete / there are warning signs in place Possibly not required due to railings to be installed			✓
7	05/05/2026	Internal	Allotments	Fairmead Plot 8 to be cleared - tenant has not replied regarding clearing it themselves.	NO	MEDIUM	SDGA	DC/KC job sheet SB to visit site to better understand work required JF/MK job sheet	08.05.26 18.05.26	08.05.26 18.05.26	✓
8	12/05/2026	Internal	email - Services	Step in Ellwell woods	YES	MEDIUM	SDGA	Pictures in folder. JF/MK job sheet DC/KC job sheet	14.05.26 18.05.26	14.05.26 18.05.26	✓
9	20/05/2026	Internal	Sinead Burrows	Light maintenance - Campion Close and Harebell Close	NO	LOW	SDGA	DC/KC/MK job sheet to review site in first instance DC/KC/MK job sheet to undertake work	22.05.2026	22.05.2026	✓
4	30/04/2026	Dawn	Tarten Down Nurseries	Hanging Baskets delivered on 26th of May	NO	LOW	SDGA	DC/MK/KC	26/05/2026	26/05/2026	✓
16	01/06/2026	Lindsay Mansfield	email - Services	Event Support Required: 7PM-8.15PM. Two SDGAs to close the road outside the Guildhall during the penny throwing which will be approx. 7.20pm. Two SDGAs to close Station Road on the end of the Guildhall whilst photos are being taken under the archway which will be approx. 7.30pm	NO	HIGH	SDGA	JF and MK agreed to cover.	12.06.26	12.06.26	✓
10	26/05/2026		email - Services	Could somebody please trim bushes as they are causing problems with my guttering .im a pensioner and shouldn't have to pay someone to do this for me.Appreciate your help	NO	MEDIUM	SDGA	Carried out by Tree Surgeon.	26.05.2026	26.05.2026	✓
9	26/05/2026		Minster Cleaning	No damages to report thankfully but I thought I should let you know that it appears the autolock at Alexandra Square toilet has stopped engaging. It causes no problems as we are still manually locking the site but I noticed it last week that the autolock wasn't engaging anymore.	NO	LOW	SDGA	MK/JF job sheet	02.06.26	02.06.2026	✓
6	20/05/2026	Lindsay Mansfield	email - Services	We have removed the majority of the French bunting from the Long Room, but the section hanging over the entrance way is too high for me to reach. Could this be removed? Will need a ladder to reach it. The Cornish bunting is staying so please don't remove it.	NO	LOW	SDGA	MK/JF job sheet	02.06.26	02.06.26	✓
11	31/05/2026	Internal	Dickie	Honeysuckle Play Park - Could do with a trim.	NO	LOW	SDGA	DC/KC work sheet	02.06.26	02.06.26	✓
12	01/06/2026	Internal	Dickie	Ashton Play Park - Could do with a trim.	NO	LOW	SDGA	DC/KC work sheet	02.06.26	02.06.26	✓