

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

Enquiry Number	Date	Cllr /Officer Name	Contact number	Method of enq'y	Brief Details	H&S Priority	PRIORITY LEVEL	Allocated To	Action Confirmed	scheduled Date	Completion Date	Completed
11	03/06/2026	Sinead Burrows		email - Services	To gain access to the noticeboard as no keys available and reinstall new lock with a set of keys for service delivery and a set for the Laura so that both parties can access as required.	NO	MEDIUM	SDGA	Photo in folder	10/06/2026	10/06/2026	
4	30/04/2026	Dawn		Tarten Down Nurseries	Bedding plants delivered 9th of June.	NO	LOW	SDGA		09/06/2026	09/06/2026	
16	08/06/2026	Dawn Joyce		email - Services	Site visit - Report of tyre waste being disposed beyond the business boundary and on town council land. Bank at the corner of Grassmere Way.	NO	MEDIUM	SDGA	JF attended and email sent to Dawn.	09/06/2026	09/06/2026	
7	01/06/2026	matthewmacmunn@hotmail.co.uk		email - Services	Dear Mrs Burrows, I wish to apply for the grass around the toddlers park in Dartmoor view PL12 6WF ,No.2 in the attachment PL12 6WF, to be added to your grass cutting schedule . The area marked no.1 in the attachment is already maintained by Saltash Town Council so the equipment required is already used nearby. Myself & a neighbour have tried our best over the last 15 years to maintain the grass but due to my neighbour moving away I no longer have use of the petrol brushcutter needed to be able to carry this out. After contacting Michael last year and explaining this Saltash Town Council kindly , as an act of goodwill, came and cut the grass at end of season 2025. As this is around a toddlers park we have tried to keep the area neat and tidy and free from litter as possible so that it is safe for children coming and going with no hidden dangers.	NO	LOW	SDGA	Email sent to Resident regarding STC taking over this parcel of land. Land Registry docs received - area owned by Persimmon Homes		10.06.26	
8	01/06/2026	Lindsay Mansfield		email - Services	Long Room: Request for the room to be set up by SD Department by Wednesday 10 June using the attached layout. This must be completed prior to 4pm in order to be signed off by Mayor Secretary and confirmed no changes are required.	NO	HIGH	SDGA	Email sent to Jeanette. Add to booking form week commencing Monday 8th. Ask Admin to print the layout with the bookign form.	08.02.26	08.02.26	
2	17/04/2026	Lindsay Mansfield		Event Support - Mayor Making	Can the long room be deep cleaned to ensure it's looking its best for the civic event? 12th of June	NO	LOW	SDGA	Task for Jeanette to undertake. Email sent to Jeanette and added to the diary	08.06.26	08.06.26	
14	10/06/2026	Josh Floyd		email - Services	Please see attached tree limb which has fallen on the grass. It's on Pillmere drive under the ash trees by the little give way section.	NO	LOW	SDGA	DC/KC/MK job sheet	11.06.26	11.06.26	
15	10/06/2027	Josh Floyd		email - Services	Just so you know I think so of the outsides of the toilets needs clearing.	NO	LOW	SDGA	DC/KC/MK job sheet	11.06.26	11.06.26	
6	01/06/2026	Lindsay Mansfield		email - Services	Isambard House: 4 long tables and 8 chairs around each table at the kitchen end of the room. Long tables in the café waiting area for food set up – this can only be set up after the café has closed on the Friday. Tabled around the window edges against the wall, people will be entering through the main space to select food and then returning to main space. Leave disabled toilet access clear for guests.	NO	HIGH	SDGA	SDGA to attend Friday the 12th. Confirmation from Dawn at Trackside pending.	12.06.26	12.06.26	
13	11/06/2026	Josh Floyd		email - Services	Just so you know the ladies toilet on the LH side is partially blocked/ backing up. You can't tell up until you flush it twice or try to put a bucket of water down and it backs up. I've tried to close the cubicle from the outside as it's clean at the moment, so probably nicer to sort whilst it's clean.	NO	MEDIUM	SDGA	DC/JF Job Sheet	15.06.26	15.06.2026	
13	11/06/2026	Dickie		email - Services	Saltash Heritage Trail and Welcome to Saltash Town Quay boards are starting to degrade.	NO	LOW	SDGA	Photos in Folder / information to be added to next service delivery report for committee consideration			
22	23/06/2026	Internal		email - Services	Health and safety notices to be collected and displayed at Isambard House and MHR.	YES	MEDIUM	SDGA	Left a voicemail with Blakey to see if he could pick one up for Isambard. Will check in again.			
27	24/06/2026	Emma Lowton-Smith		email - Services	Plaque installation at Churchtown Cemetery, top most bench, closest to the hedge, furthest bench to the right.	NO	HIGH	SDGA	Photo in Folder			
26	24/06/2026	Josh Floyd		email - Services	Cemetery Hut full of weeds - public cannot see but needing a tidy if every there is a spare afternoon.	NO	LOW	SDGA	Photos in Folder			
25	24/06/2026	Josh Floyd		email - Services	Benches on Fore Street - grey bench with damaged timber. Brown wood bench wobbly near Bubble tea café.	NO	MEDIUM	SDGA	Photos in Folder			
24	24/06/2026	Sam Craig		email - Services	Also the toilet roll holder at Alexandra Square is also broken and keeps falling off.	NO	LOW	SDGA				
23	23/06/2026	Sam Craig		email - Services	Yesterday whilst cleaning I found that the soap dispenser in the men's toilets at the waterside site was broken and kept falling open.	NO	LOW	SDGA				
18	19/06/2026	Emma Lowton-Smith		email - Services	Hi, please could SDT fix the lectern in reception for the sign in book. It looks like the base is very loose.	NO	LOW	SDGA				
16	18/06/2026	Rich - We Are With You		email - Services	Battery in MHR needs changing - apparently beeping every 20 seconds.	NO	MEDIUM	SDGA				
21	23/06/2026	Internal		email - Services	The Echium plant in Victoria Gardens has toppled over.	NO	LOW	SDGA	Photos in Folder Email James Jenkins to let them know and provide a copy of the pic. They are maintaining the plants at VG	Emailed 29/06/2026	Emailed 29/06/2026	

7	04/06/2026	Charlotte Courts		email - Services	SD to take books over to the library. SD to take furniture over to library. SD to secure shelves at rear of library to back wall.	NO	MEDIUM	SDGA	Wednesday 1st of July. 09.00 Start. Phase 1.	DC/KC/MK/JF job sheet 01.07.26	DC/KC/MK/JF job sheet 01.07.26	
8	04/06/2026	Charlotte Courts		email - Services	SD to help bring down boxes of books from mezzanine and place at the correct shelves. SD to bring down furniture from mezzanine level. SD to take away any unwanted furniture left from refurb. SD to collect seating from Heritage and deliver to library.	NO	MEDIUM	SDGA	Thursday 2nd of July. 09.00 Start. Phase 2. Jeanette for the morning - for hoovering the boxes. Not until CC is there, 08.30.	DC/KC/MK/JF job sheet 02.07.26	DC/KC/MK/JF job sheet 02.07.26	
11	04/06/2026	Charlotte Courts		email - Services	Blakey and Jeanette- could we please book them for a couple of days to assist with deep clean of library. Whatever thy can provide with their availability/working pattern etc. Ideally, Wednesday 1 st July or Thursday 2 nd July.	NO	MEDIUM	SDGA	3rd of July (Check with CC first)	Emailed JC/SB 29.06.26	Emailed JC/SB 29.06.26	
15	25/06/2026	Internal		email - Services	Farm Lane Grass length - need a cut.	NO	LOW	SDGA	Photos in Folder	Job sheets 29.06.26	Job sheets 29.06.26	
10	18/06/2026	Internal		email - Services	Slate on Churchtown Roof - Needs to be done in dry weather.	NO	MEDIUM	SDGA		DC/MK job sheet 29.06.26	DC/MK job sheet 29.06.26	
11	18/06/2026	Internal		email - Services	Pillmere Wooden Post.	NO	MEDIUM	SDGA	Photos in Folder	DC/MK/JF/KC job sheet 30.06.26	DC/MK/JF/KC job sheet 30.06.26	
12	22/06/2026	dakeyd10@googlemail.com		email - Services	I write to draw your attention to the rusty, spikey post in Victoria Park shown in the photo attached. While most people use common sense and avoid such obvious hazards, there is a risk someone (a child or an impaired person could fall against it).	YES	MEDIUM	SDGA	Photo in Folder Site not the responsibility of STC, however, will check today	DC/MK job sheet 29.06.26	DC/MK job sheet 29.06.26	
15	02/07/2026	Emma Lowton-Smith		email - Services	We have an item at reception that was removed from Churchtown Cemetery for grass cutting but unfortunately has not been collected. Please could it be collected and disposed off. Thank you.	NO	LOW	SDGA				
11	24/06/2026	Internal		email - Services	Grass Cutting at St Stephens for Summer Fete - 3rd of July.	NO	LOW	SDGA		Job sheets 02.07.26 & 03.07.26	Job sheets 02.07.26 & 03.07.26	
10	24/06/2026	andrew_j_collins@btinternet.com		email - Services	St Stephens Garden of Remembrance - On recent visit there were tall weeds growing in the centre, and the surround was covered in branches and leaves (short sweep required).	NO	LOW	SDGA	Unsure if we maintain this one.	Job sheets 02.07.26 & 03.07.26	Job sheets 02.07.26 & 03.07.26	
7	04/06/2026	Charlotte Courts		email - Services	SD to put up pictures and mosaics on walls. SD remove any rubbish. SD remove any rubbish.	NO	MEDIUM	SDGA	Monday 6th of July. Phase 3.			
7	04/06/2026	Charlotte Courts		email - Services	Please can we have 90 chairs delivered to the library (amount for now but may change following risk assessment to be conducted at library) for the opening day. Also SD to deweed the external of the building. Hang donated painting. Put together table take on mezzaine	NO	MEDIUM	SDGA	Wednesday 8th July. Phase 4.			
4	20/05/2026	Internal		Sinead Burrows	Collect grit bin from St Stephens shed and install at Isambard House	NO	LOW	SDGA		Weekend Duty DC job sheet 04.07.26	07.07.2026	
12	06/07/2026	Sam Craig		email - Services	While I was cleaning the men's waterside toilets today I found that once again the soap dispenser had been pulled off the wall and was in pieces.	NO	MEDIUM	SDGA			07.07.2026	
9	01/07/2026	Internal		email - Services	Dumpy bags of topsoil and bark are ready to collect and utilise from Travis Perkins.	NO	LOW	SDGA				
5	21/05/2026	Internal		Vehicles	STC 3 BX15 - Take to AG Burnard. Front middle seatbelt recoil spring not working. Vehicle to be left and assessed with them so another van will have to follow behind to pick up.	YES	MEDIUM	SDGA	Team does not have to sit in middle seat.		Booked in for Monday 13th July	
11	07/07/2026	Wendy Peters		email - Services	Please can I request the setup of a new office chair. I was about to have a go but there's about 10 parts so I thought I could get the experts in. Could we also remove my old chair and place in the skip.	NO	LOW	SDGA	Weekend Duty			
7	01/07/2026	Bowling Club		email - Services	Anti-Climb paint to Longstone toilet block to stop access to the Bowling Club/toilet roof.	NO	MEDIUM	SDGA		job sheet 16.07.26	16.07.2026	
11	14/07/2026	Internal		email - Services	Belle Vue toilets vandalised - pipes kicked off in both accessible and non-accessible side.	NO	MEDIUM	SDGA		job sheet 16.07.26	16.07.2026	
11	20/07/2026	Emma Lowton-Smith		email - Services	We have received the 'Row A' Plaque to be displayed at the front of Row A at Churchtown Cemetery. Please could SDT collect the plaque to be placed at Churchtown?	NO	MEDIUM	SDGA		Job sheet 21.07.26	21.07.2026	
12	20/07/2026	Wendy		email - Services	Outside gas shed in the Guildhall - cardboard from accounts.	NO	LOW	SDGA		Job sheet 21.07.26	21.07.2026	
8	13/07/2026	Josh Floyd		email - Services	Signs at Pontoon are damaged and need straightening.	NO	LOW	SDGA	Photos in folder	job sheet 16.07.26		
7	13/07/2026	Internal		email - Services	Grenfell Plot 1 has given up tenancy and does not wish to clear the plot. Plot needs clearing.	NO	LOW	SDGA	Requires a visit to determine how the plot will be tidied	job sheet 21.07.26 & 22.07.26		
12	21/07/2026	Jeanette		email - Services	Cistern in the ladies toilets at the Guildhall, in the stall nearest the window, is wobbly. Screws may be corroding.	NO	LOW	SDGA		Job sheet 23.07.26		

4	03/06/2026	Charlotte Courts		email - Services	Please could service delivery take the following to the waterfront on the morning of July 25th before 9:30: Library gazebo, Three foldable tables, Three chairs, 1x large clear plastic box with library equipment- please could this be collected from the library beforehand if possible. Jessie will ensure it is ready for collection a few days before.	NO	MEDIUM	SDGA	Timings pending confirmation from Diverse Events.	Job Sheet 24.07.26		
14	23/07/2026	Adrian White		email - Services	Ideally, could you mow the meadow towards the end of week beginning 3rd August, then we can rake up the following week. However, I realise it's tinder dry and could be considered a fire risk. Therefore you might want to do it earlier - at least, you might want to cut the long grass beside the low fence by the road, to protect that in case of fire. To some extent, the central grass is less risk as the path forms a kind of 'fire break' around it.					Job sheet 23.07.26		
8	21/07/2026	Internal		email - Services	Vans need cleaning	NO	LOW	SDGA		Job sheet 23.07.26		
9	24/07/2026	Sam Craig		email - Services	Door to the site has warped slightly in the heat and struggling to manual lock - autolock still functions as normal. Alexandra Square Toilets.	NO	HIGH	SDGA		Job sheet 29.07.26		
10	24/07/2026	Sam Craig		email - Services	Section of paint stripped off Waterside toilet wall inside.	NO	LOW	SDGA		Job sheet 29.07.26		
7	17/07/2026	Lindsay Mansfield		email - Services	Attend the Memorial Peace Garden on Monday 27th to undertake maintenance, ensuring it is tidy and presentable for the Pebble War Memorial Unveiling on Tuesday 28th of July.	NO	HIGH	SDGA	28th of July. Lindsay will have the carpet from 27th of July. Enquiry sent to Dawn 21.07.26 regarding the requirements for the unveiling	Job sheet 27.07.26		
5	30/06/2026	Internal		email - Services	Waterside toilets, some paint chipped off exterior wall.	NO	LOW	SDGA	Photo in Folder	Job sheet 29.07.26		
8	23/07/2026	Internal		Library	CCTV Signs to go up around the library.	NO	LOW	SDGA		Job sheet 29.07.26		
11	27/07/2026	Julie Gwyther		juliegwyther@icloud.com	Please can it be arranged to have the hedge trimmed outside , obviously I can be here to let anyone in when you can secure a date , Collingwood Cottage ,1 Station Rd ,Saltash	NO	LOW	SDGA	Please contact Rob McNeil to ask if this type of work is something he could undertake and at what cost. We are unable to complete in-house due to not having the righ equipment.	Email sent to Rob on 31/07/2026		
6	30/07/2027	Wayne Wilkinson		email - Services	Check the Pontoon Gate - Berth Holder reported the gate remaining open and not locking automatically.	NO	HIGH	SDGA		job sheet 31.07.26	31.07.2026	
5	30/07/2027	Josh Floyd		email - Services	St Stephens - The bottom ashes need to be strimmed, a litter pick is really needed and there is a small section of path to edge back a little. I would estimated a mornings work for two people.	NO	MEDIUM	SDGA		Job sheet 03.08.26		
6	31/07/2026	Internal		email - Services	Check the fuse on the ride-on mower as indicators and lights are not working. RTV has the same problem and could possibly be the fuses in both.	NO	MEDIUM	SDGA		Job sheet 03.08.26		
8	04/08/2026	Julie Hughes		email - Services	To fit the 2 CCTV signs at the following locations following installation of an additional CCTV camera in Gilston Road (near Macdonalds)- Gilston Road, Street light posts LO51 & T30. the relevant permissions have been obtained from Cornwall Council Streetlighting dept. Please ensure that they are fitted high enough so as not to cause an obstruction to pedestrians.	NO	MEDIUM	SDGA	CCTV signs in Longstone Office		04.08.2026	
8	04/08/2026	Lindsay Mansfield		email - Services	The fire alarm at the top of the stairs in the Guildhall has a crack in it where you push to activate. The push sign has also been removed. I'm unsure if this will now work given the crack	NO	MEDIUM	SDGA		job sheet 05.08.26		
9	04/082026	Charlotte Courts		email - Services	Please could service delivery put up the new clock in the library. Please could this be done on a Wednesday when the library is closed.	NO	MEDIUM	SDGA	For a Wednesday when library is closed.	job sheet 05.08.26		
7	04/08/2026	Adrian White		email - Services	Ask that we cut the wild meadow at Pillmere and he will organise the raking of the cut grass.	NO	MEDIUM	SDGA		job sheet 06.08.26		
5	03/08/2026	Internal		email - Services	Drop STC 1 (EV WG23 VDL) off to Moorlands Garage Saltash on Wednesday 5th of August, in time for MOT on Thursday 6th.	YES	HIGH	SDGA		job sheet 05.08.26		
7	07/08/2026	Charlotte Courts		email - Services	The board that the whiteboard was attached to on the wall in my office has come off the wall. It seems that previously it was just glued on. Please could Service Delivery attach the whiteboard to the wall and dispose of the old board that was glued onto the wall.	NO	MEDIUM	SDGA	Job Sheet 12.08.2026			
8	10/08/2026	Dawn Joyce		email - Services	Request to move desks and monitor stands in the reception and chamber.	NO	MEDIUM	SDGA	Job Sheet 12.08.2026			

9	17/08/2026	Julie Hughes		email - Services	The ground floor disabled toilet at the Guildhall is not flushing.	YES	LOW	SDGA	asked Josh to look at 18/08/26	19/08/2026		
4	11/06/2026	robchrisjenkins@yahoo.co.uk		email - Services	I am concerned about the large trees coming out of the Cornish Hedge surrounding 1, Leat Walk. This home is owned by people living in Hong Kong and is usually rented out. It has been unoccupied for a couple of month's. The trees are now substantial and much to large to be supported by a Cornish Hedge. They are coming over the road and the situation is getting worse by the day. Could you please arrange for the trees to be surveyed and the appropriate work to be carried out by yourselves if you have responsibility. If not your responsibility could you please issue enforcement action on the owners of the property.	NO	MEDIUM	SDGA	Land does not belong to STC. Passed back to resident and reported to Cornwall Council.	19/08/2026		
11	18/08/2026	Dickie Cochrane		email - Services	Ashton Way Play Park - wooden balance beam broken.	YES	MEDIUM	SDGA	on schedule 20/08/26 for removal		20/08/2026	
6	07/08/2026	Charlotte Courts		email - Services	Painting Charlotte Court's office - in need of a refresh and moving the old board has left a big patch of a different colour behind. Colour required is Polished Pebble, which may be stored at the depot.	NO	LOW	SDGA	On Schedule 21/08/26			
8	18/08/2026	Josh Floyd		email - Services	Also the fire doors at the bottom of the stairs where very difficult to push open and also difficult to close. Maybe they need a little bit of adjusting. Possibly starting with lubricating the hinges and maybe the doors have swollen and could do with possibly planning/sanding.	NO	MEDIUM	SDGA	JF attended and applied oil/WD40 to hinges. Opening better but could use further work. Forwarded on to Town Clerk.			
7	17/08/2026	Josh Floyd		email - Services	Waterside toilets could do with a deweed.	NO	LOW	SDGA	on work schedule 23/08/26		23/08/2026	
10	24/08/2026	Josh Floyd		email - Services	Hole in middle of apple meadow to be filled.	YES	MEDIUM	SDGA	Photo in folder.	On schedule 25/08/26	25/08/2026	
11	24/08/2026	Josh Floyd		email - Services	Graffiti on SD green lockup.	NO	LOW	SDGA	Photo in Folder	On schedule 25/08/26	25/08/2026	
11	24/08/2026	Josh Floyd		email - Services	Deweed St Nicks	NO	LOW	SDGA		on schedule 26/08/26	26/08/2026	
12	24/08/2026	Josh Floyd		email - Services	General tidy of the banking hub - shrubs, bark added, brambles removed, dead leaves from palm plants removed.	NO	LOW	SDGA		on schedule 26/08/26	26/08/2026	
8	19/08/2026	Lindsay Mansfield		email - Services	I have two small boxes of electrical items to take to the electrical Scrapstore. They have confirmed they will have them but they are a little too heavy for me to carry. The shop is open Tuesday-Friday 10am-4pm.	NO	LOW	SDGA		On schedule 28/08/26	28/08/2026	