

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
14	02/09/2026	Emma Langdon		email - Services	Four banners to be put up for Comms; Outside library hub. Bottom of fore street. Outside Isambard House. Below the 'Saltash Town Centre' PL12 sign near Carkeel roundabout (next to Costa). To be collected from Guildhall.	NO	MEDIUM	SDGA		09/03/2026	09/03/2026	
12	25/08/2026	Kayne Appleby		email - Services	Leak in men's toilets at the Guildhall. Pictures and videos provided.	YES	HIGH	SDGA	SS phoned Cor Heat on 24/08/2026, attending Tuesday around 9am.		10/09/2026	
11	24/08/2026	Mark Kennedy		email - Services	Dispose of paint in cleaning storeroom	NO	LOW	SDGA		05/09/2026	05/09/2026	
10	24/08/2026	Josh Floyd		email - Services	Brambles/Nettles in Elwell Woods pathways	NO	MEDIUM	SDGA		04/09/2026	04/09/2026	
13	04/09/2026	Sam Craig		email - Services	Toilet Roll holder at Alexandra Square. Broken open and hook for locking snapped.	NO	MEDIUM	SDGA		10/09/2026	10/09/2026	
20	14/09/2026	Josh		email - Services	Badgers Walk needs doing.	NO	LOW	SDGA	Photo in folder		14/09/2026	
14	10/09/2026	Resident		Phoned	Handles at Belle Vue public toilets are very loose.	YES	HIGH	SDGA	Added to jobsheet 13/09/2026			
15	10/09/2026	Charlotte Courts		email - Services	Please can 1x blue folding notice board (on wheels) be brought up from the Guildhall to the library for 18th September if possible. To stay at the library until the public consultation has concluded.	NO	LOW	SDGA	Added to jobsheet 18/09/2026			
18	14/09/2026	Charlotte Courts		email - Services	Boiler Room at the Library - lock doesn't function properly. Requires maintenance to fix the jamming or a new lock fitted.	NO	MEDIUM	SDGA	Added to jobsheet 18/09/2026			
16	10/09/2026	Josh Floyd		email - Services	Churchtown Cemetery: Hedge by the ashes. Laurel hedge needs shaping and cutting. Both sides of the front entrance need attention (heavy trim). Strim the wall across the length of the cemetery. Wooden benches look faded (easy winter job?) Sage green benches thorough wash. Bolts on the gate posts are coming out.	NO	LOW	SDGA	Mentioned in case we are looking for jobs to do.			
10	08/09/2026	Charlotte Courts		email - Services	Library Charlottes Office - Would it please be possible for Service Delivery to move my monitors to the standing desk, closer to the radiators.	NO	LOW	SDGA	No rush, Wednesday, inside job.	23/09/26	23/09/26	
14	14/09/2026	Wendy Peters		email - Services	There's a drip in the cistern in the ladies toilet upstairs in the Guildhall. It's the second toilet on the right. When you lift the cistern you can see a blue pipe where water is constantly running. This is causing a small drip in the pan of the toilet.	NO	MEDIUM	SDGA	Photo in folder			
16	22/09/2026	Emma		email - Services	The access door in reception leading to upstairs doesn't remain open. Janette has tried new batteries twice, but it still keeps failing to hold, and thinks there is a fault. Please could someone come to look at the door. Thank you.	NO	MEDIUM	SDGA	SDGA to check the doors and report back to services @	25/09/26	25/09/2026	
17	23/09/2026	Kayne		email - Services	Requesting a new gas meter reading for Isambard House please.	NO	HIGH	SDGA		24/09/26	24/09/2026	
13	14/09/2026	Lindsay		email - Services	Requesting Service Delivery ensure boundary stones are maintained and accessible for the event and report any health and safety concerns directly to the Town Clerk.	NO	HIGH	SDGA	Beating the Bounds SATURDAY OCTOBER THIRD	24/09/26		
10	09/09/2026	Wendy		email - Services	There is a broken toilet seat in the Guildhall 1st floor ladies toilet, it's the one as you turn left. The seat is broken from the hinge and will require replacing. I've put an out of order sign on the door.	NO	HIGH	SDGA	Bracket fixed but might not hold. Toilet seat ordered.	30/09/26	30/09/26	
22	30/09/2026	Service Delivery		email - Services	Install swing seats at Grassmere Way play park.	NO	MEDIUM	SDGA		10/05/2026		
9	27/04/2026	Michael Cotton		Jubilee Green Pontoon	Since the system was recently rewired, the access control equipment is currently operating correctly and reliably. The automatic self closing mechanism which is separate from the access control system now requires replacement. It appears that the internal gas pressure within the unit has reduced, resulting in inconsistent reliability and preventing the gate from closing smoothly and securely onto the maglocks at times which may be a security and safety risk. We are scheduling the replacement of this component over the next month to ensure full functionality and continued safety.	NO	MEDIUM					
15	30/09/2026	Emma Langdon		email - Services	Library Event, 7th October, supplies to be delivered to the Library from the Long Room: Trestle table x1, blue boards, blue table cloth, pull up banner, saltash A 1 map Foamex Board, Plastic Box with materials.	NO	MEDIUM	SDGA	To be collected on November 2nd	10/07/2026	10/07/2026	
13	29/09/2026	Sinead Burrows		email - Services	Blinds at the library in the big window in front of the fire exit need to be removed. Bracket and blinds to be disposed of. Blinds are blocking a fire exit. Will need big ladders and at least two people.	NO	MEDIUM	SDGA	Wednesday job when library is closed.	10/07/2026	10/07/2026	
27	05/10/2026	Josh		email - Services	Churchtown needs cutting - might be worth seeding patches or treating the weeds to make it look better. Box hedges look brown and dead.	NO	HIGH	SDGA	Photos in folder.	10/07/2026	10/07/2026	

18	30/09/2026	Emma Langdon		email - Services	Banners to go up on 8th October , outside library, bottom of Fore Street, Isambard House, Carkeel Roundabout. Take down 31st of October. Collection from Guildhall.	NO	MEDIUM	SDGA		10/08/2026	10/08/2026	
25	05/10/2026	Kayne		email - Services	Meter Readings	NO	HIGH	SDGA		08/10/2026	08/10/2026	