

**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
10710	23/02/23	Lindsay Mansfield	Teams/Phone	GH Chamber - Blind broken.	NO	M	RA	MC to look at 23.02.2023	10/03/23		
10713	27/02/23	Dickie Cochrane	Vehicle Inspection	EA14 ZCZ - Door lock not working correctly - horn keeps sounding when locking	NO	L	RA	Quote required, to be booked in from 01/04/2023	30/04/23		
10714	27/02/23	Dickie Cochrane	Vehicle Inspection	BX15 HWJ - Beacon on roof - cover missing.	YES	H	RA	Quote required from DB Autos 09/03/23 - requested 08/03/23	17/03/23		
#REF!	09/03/23	Shaun Webber	Email	Internal Heritage Station Sign to be put up, internally within Isambard House.	NO	M	MC	SDM to confirm fixing location with Station Committee. 27/04/2023 Still Awaiting Materials.	17/03/23		
#REF!	29/03/23	Sinead Burrows	1667817787	Guildhall - Pictures to be installed in the Town Clerk office. There is no urgency for this work to be carried out. Please ask the appointed member of staff to refer to the Town Clerk for instructions prior to carrying out the							
#REF!	30/03/23	Fiona Morris	616155336	Heritage Building - A piece of guttering is missing on the Heritage Building - water splashing out at the back of the building where the roof slopes down to meet a flat roof.				To contact Lizzy Asprey or another member of the Heritage Team.			
10724	06/04/23	Dickie Cochrane	email	Churchtown Allotments - Plot 10 - to be cleared of rubbish and possibly shed				Completed By SDGA Kevin Cotton.			10/04/23
10728	24/04/23	Dave Orton	764318640	Library - would it be able to have a wooden mock up Morrison Shelter made for children to be able to crawl into? Shaun was given the picture a couple of weeks ago. Ideally for May 2nd which is the beginning of our 'Saltash at War' month for Local History.				MC Made And Delivered To Site.			12/04/23
10734	05/05/23	Ricky Lumley	495231762	Guildhall - Light above lift in upper office not working				MC- Already Aware Of This - New Fitting Required. New Fitting Installed Today (MC)			06/05/23
10735	17/05/23	Lindsay Mansfield	email to service	St Stephens church - could grass be cut just prior to (ideally 1 week before) their annual fete being held on 1st July 2023 (to allow for outdoor stalls etc)				To be scheduled for 26/06/23			
10736	17/05/23	Andrew Tritton (leader of Saltash Chronicles)/Sinead Burrows	email dated 17.05.2023	Guildhall - Embroidery needs to be taken down for repair with consultation & date to be agreed with Andrew Tritton <b>who needs to be present when taken down. Dates Andrew have requested are 23/24 Nov or 29/30 Nov 2023.</b>				Embroidery removal booked for 30.11.2023			
10738	18/05/23	Rachel Ackland	Telephone call Member Of The Public.	Broken Proximity/Kedpad Reader - Needs Replacing. Broken Top Maglock -Needs Replacing.				M.Cotton Has Investigate & Ordering Parts Required To Fix - Awaiting Purchase Order To Complete 18/05/2023	ASAP		19/05/23
10740	24/05/2023 &	Sinead Burrows	Email	Memorial Peace Garden - Hawthorn Tree to be planted as a priority duty for the Late Brad Hine. <b>Works to be carried out and completed ready for 1st Week September 2023 (for 11th September approx)</b>				Sinead Burrows to manage project - ground requires working before tree planted.	(Pending)		
10744	26/05/23	Fiona Morris	50541240	Alexandra Square Toilet - Feedback from member of public - Soap is often on the floor and that perhaps a device could be fitted to catch any soap which would inadvertently fall onto the floor causing a hazard. It is very difficult to turn off the hot tap and it is often necessary to pull the tap fitting upwards to stop the flow.				Small Hole In Dispenser Unit. Replaced With New 16/08/2023 (MC)			16/08/23
10746	30/05/23	Rachel Ackland	Verbal	Pontoon - Check all signage for correct info - contact details and prices					(Pending)		
10750	11/06/23	Kevin Cotton	Weekend duty worksheet	Pontoon - Decking come loose on walkway				Awaiting Three Quote: Corserve Facilities [] Dick Clarke []	(Pending)		
10751	12/06/23	Michael Cotton	Pontoon Insp Sheet	Pontoon - Gantry decking & railings - loose board & signage requires urgent attention - out of date info					(Pending)		
10758	23/06/23	Ricky Lumley	483232055	Guildhall - Locks required on the ATC desk drawers please				Completed On The 19/08/2023 (MC)	When MC Free		19/08/23
10761	28/06/23	Michael Cotton	Email	Pontoon Gate - 1. Vandalism to keypad/reader. 2. Automatic gate closer shutting to fast and could potentially damage door and mag locks.				21/07/2023 New Keypads Installed. Get Closer Pending Early Next Week. (MC)	25/07/23		19/08/23
10762	04/07/23	Kayne Appleby	Teams/Phone	Fairmead Allotments - Plot 6 - inspection required due to termination of tenancy				ASDM to inspect plot on 13.07.2023. Plot inspected and deposit being refunded. RA to allocate plot 6 for new tenancy			12/07/23
10763	07/07/23	Dave Orton	1633087668	Library - a flashing/strobing strip light above our public computers which needs to be replaced. We have currently turned those lights off							

10765	07/07/23	Sinead Burrows	email	St Stephens Cemetery - Section LCA - possibility of Japanese Knotweed growing				TC reported to authority. Awaiting response from them and action accordingly. Confirmed Not To Be Japanses Knott Weed (MC)			12/07/23
10766	09/07/23	Sinead Burrows	Email	Library - Awaiting parts for the outer doors from Entry before installation can take place							
10769	10/07/23	Sinead Burrows	Verbally	Pillmere - Primrose Walk towards Grassmere Way (near to Honeysuckle Play Park) - concern regarding trees. Resident issue with satellite dish				TC to establish ownersip of hedge with Will Glassup and action accordingly.	10.07.2023		12/07/23
10770	10/07/23	Sinead Burrows	Verbally	Killigrew Avenue - trees - complaint regarding overhang of trees into her garden				RA emailed lady 10.07.2023 to arrange date/time to meet up with ASDM to discuss. Action accordingly thereafter. Meeting arranged for 17.07.23 at 0900 hrs at 62 Killigrew Avenue. Further metting arranged with ASDM/Adrian White to discuss actioning. 21/07/2023 STC & SEA To Cut Down Hazel Tree To Suitable Size			28/07/23
10771	10/07/23	Dave Orton	1448484413	Library - weeds growing on the front and side perimeter of the library building				Emailed reply that weeding is not to be carries out unless a health & safety or highways issue 10.07.2023 (????? We Do Weed STC Buildings - Michael			10/07/23
10772	10/07/23	Dave Orton	104725	The Library CCTV has totally stopped working and needs a service engineer asap please				Email sent to Dave to advise he needs to call out A&M Security and arrange date and time of callout 10.07.2023. DVR unit being fitted by A&M Security			
10773	10/07/23	Sinead Burrows	email	Churchtown Toilet Door - Has notice been installed and when will lock be fixed?				ASDM requested to action via email 10.07.2023. All Works Completed On 19/07/2023 (MC)			19/07/23
10774	10/07/23	Sinead Burrows	email	Pillmere - 55 Grassmere Way - to identify is trees are STC or CC responsibility via site visit				ASDM requested to action via email 10.07.2023			
10775	10/07/23	Sinead Burrows	email	Frith Road - ASDM to confirm to Sinead if pathway from Frith Road to New Road is STC responsibility or CC				ASDM requested to action via email 10.07.2023			
10776	10/07/23	Sinead Burrows	email	Call back - to contact Colin Massey regarding trees at Pillmere 07961 594654				RA followed up enquiry but no answer - left a message for him to call back regarding his concerns. 11.07.2023			
10778	12/07/23	Sinead Burrows	verbally	All STC buildings - Check Service plans that are in place for all buildings				RA to carry out and complete			
10779	13/07/23	Sinead Burrows	Email	Pontoon - Signage requires updating and renewing. Also, lock to notice board needs to be replaced as no key for existing lock.				SB to work up signage information and run through with MC & RA before being made up.			
10781	18/07/23	Sinead Burrows	Email	Tree watering on behalf of SEA - Please liaise with Adrain White from SEA to discuss watering the trees as carried out for the summer of 2023 with the addition of a few more trees in the same area				To contact Adrian White of SEA in <b>Spring 2024</b> to discuss the matter			
10782	18/07/23	Sinead Burrows	email	Waterside Notice Board - requires cleaning and to source correct locks.				ASDM to allocate cleaning of notice board and to source correct locks.			
10783	19/07/23	Sinead Burrows	email	Pillmere - Oak Apple Close - SB/ASDM visit site required re: tree overgrowth and report back accordingly				ASDM/TC carrying out site visit at 1500 hrs 20.07.2023 Site Visit Carried Out Information Sent To Town Clerk For Actioning (MC) Town Clerk Has Replied To			02/08/23
10784	17/07/23	SDD staff	Staff meeting	EA14 ZCZ - Still driving in limp mode. Recommended by SDGA's to take to Andersons Garage for second opinion.				(1) RA to book vehicle in with Andersons Garage (2) Garage Busy Please Re-Schedule (MC)			
10785	17/07/23	SDD staff	Staff meeting	YA11 SVY - rear door on van broken (See line 64). Ra to get quotation from Andersons Garage for repair as well as heater broken - on permanent heat.							
10786	17/07/23	SDD staff	Staff meeting	Log sheet for equipment and stock - RA to create and roll out when confirmed by TC				RA to action - to include a comments column.			
10787	17/07/23	SDD staff	Staff meeting	Pontoon - Berth numbers to be installed on decking in front of each berth along with new signage.							
10788	17/07/23	SDD staff	Staff meeting	Flag storage - MC/RA to find suitable storage lcation and email SDGA's when decided.							
10789	17/07/23	SDD staff	Staff meeting	Grounds Maintenance - Merkur slots - to order bark for ground coverage (possibly 5 tonnes - 1 tonne dumpy bags) delivered to site.				Materials Order/PO Done And Green On Zahara For Travis Perkins Saltash Awaiting To Place Order With Supplier Near Time Of Job (MC)	(Job On Hold)		
10790	17/07/23	SDD staff	Staff meeting	Ladders - 2 x McAllister MCLT3 (C175309) - both require new top and caps.	Yes			RA/MC to source and order.			
10791	27/07/23	SDD staff	Email from SDGA Dickie Cochrane	Trip Hazard On Main Pontoon Between Public Section And Bert 1. Made safe by SDGA Richard Cochrane, by sticking hazard tape to warn public of hazard (MC)	Yes			ASDM - To Inspect And Carry Out Repair ASAP 31/07/2023 And Updated Logged Enquiry Accordingly []	31/07/23		

10792	07/08/23	Josh Floyd	Vehicle Inspection	BX15 HWJ - Driver front wing damage				MC to investigate (requested by Sinead Burrows) Investigated and 100% new damage need to speak to SDGA Who Used The Vehicle On The 19th July 2023.			
10796	09/08/23	Sinead Burrows	verbally	Churchtown Cemetery - Area of hedgerow around the bee hives requires cutting back.				Sinead Burrows to liaise with bee keepers to arrange suitable date works can be carried out.			
10800	21/08/23	Josh Floyd	Vehicle Inspection	WK59 DNE - O/s Mirror needs correct one fitted (cable tied on at present). Beacon on top also broken off - currently resting on water tank				Faults reported on vehicle inspection dated 24.07.2023. RA emailed Dave @ Vincent Tractors for quote on mirror - awaiting reply. Beacon fault to be addressed.			
10801	21/08/23	Josh Floyd	Vehicle Inspection	YA11 SVY - Scratch on sliding door and damage on drivers wing. Scratch on rear passenger quarter and front seat ripped.				Defects reported via vehicle inspection sheet on 24.07.2023. To action			
10802	21/08/23	Sinead Burrows	email	Ashton Way Park - vandalised and repairs required as follows: Grafitti needs removing and fence made safe/repared ASAP.				Damage reported to Police 21.08.2023. SDGA Kevin Cotton Attened Site And Removed As Much As Possible. Chemical From Supplier Needs To Be	(Pending)		
10803	21/08/23	Lindsay Mansfield	Teams	Belle Vue Disabled Toilets - Light not working (Reported via phone to Lindsay from resident)				Left message for Michael to check it out ASAP 21.08.2023.			
10804	21/08/23	Grahame O'Donoghue	Phone call	Longstone Toilets - Mens toilets - door lock not working				Is Working With Force Needs Light Adjusting When I Have Free Time In Future 21/08/2023 (MC)	(Pending)		
10805	20/07/23	Sinead Burrows	verbally	ASDM To Install New Locks And Hinges As Required To Secure Site Accordingly.				All Materials Ordered 20/07/2023.. Job Completed 09/08/2023			09/08/23
10806	08/08/23	Sinead Burrows	verbally/email	SDGA(s) To Correct Black Sign Post - (Tourist Info/Direction Post) Near Guild Hall And Secure In Correct Position And Make Safe.				SDGA Kevin / Michael Fixed And New Metal Screws Installed.			09/08/23
10807	20/07/23	Sinead Burrows	verbally	ASDM To Install New Locks As Required To Belle Vue Disabled Side Toilet Accordingly To Replace Recent Vandalised Radar Mortise				All Work Completed (MC)			10/08/23