

Works Order Ref	Contractor	Description	Status Code	Raised Date	Issued Date	Practical Comp. Date	Notepad Created Date	Notepad Text
900515/1	APOLLO	[REDACTED] Mexborough Pratt St reporting no hot water in property	CLO	12/01/2010	12/01/2010	12/01/2010	12/01/2010	[REDACTED] at seaflam confirmed that engineer attending this afternoon 12/1/10 to the boiler house.
							20/01/2010	[REDACTED] - Kinetics (District) - 12/1/10-found no 1 and no 3 burners lockout reset left 1-2-3 in line,noticed padlock missing of windows again and window has been smashed informed office
900691/1	APOLLO	Tnt at [REDACTED] Billingley, Pratt Street, London, NW1 0HJ reports no hot water comm hot water	CLO	12/01/2010	12/01/2010	12/01/2010	20/01/2010	[REDACTED] - Kinetics (District) - in hand boiler house
901858/1	APOLLO	ENHANCED tenant at [REDACTED] Mexborough reports no heating to property. Tel No - [REDACTED]	CLO	13/01/2010	13/01/2010	13/01/2010	25/01/2010	[REDACTED] - Kinetics (District) - no access at flta checked boiler house reset boilers
917685/1	APOLLO	Lomax Carpark, Mexborough, NW1 0BL: Remedy corrosive water leak from boiler pipes is dripping heavily into carpark, this may affect cars & people using the carpark as water is corrosive - [REDACTED] - [REDACTED]	CLO	08/02/2010	08/02/2010	08/02/2010	09/02/2010	[REDACTED] - Kinetics (District) - 8/2/10-risers were hut down on thurs from burst in flat 9, valve letting by on riser, attached another hose to other pipe to allow to drain, will take a few days dor dripping to stop, awaiting work to be done in flat
918505/1	APOLLO	Chlorinate and disinfect boiler room of curnock st estate as per [REDACTED] Apollo	CAN	09/02/2010	09/02/2010			
919905/1	APOLLO	sea.Curnock st.AS YOU ARE AWARE THE BOILER HOUSE WAS FLOODED AND ON INSPECTION HAS DAMAGED THE INVERTERS ON ZONE B PUMPS AS MUCH AS THEY ARE NON REPAIRABLE DUE TO THE ELECTRONICSHOUSED WITHIN THE UNITS ARE DESTROYED ,WE HAVE BYPASSEDON ONE	CLO	11/02/2010	11/02/2010	05/03/2010	12/03/2010	[REDACTED] - Kinetics (District) - works carried out
926152/1	APOLLO	[REDACTED] Billingley, remedy no heating. [REDACTED]	CLO	22/02/2010	22/02/2010	22/02/2010	22/02/2010	[REDACTED] - Kinetics (District) - jake working on boilers
926156/1	APOLLO	no heating or hot water [REDACTED] Mexborough, Pratt Street - tnt reporting no heating - luke warm water since this morning - rectify boiler house & report back on further works.	CLO	22/02/2010	22/02/2010	22/02/2010	22/02/2010	tnt [REDACTED] mexborough [REDACTED] also reporting plus low pressure on hot water
							22/02/2010	[REDACTED] - Kinetics (District) - jake working on boilers
926205/1	APOLLO	[REDACTED] Mexborough - No heating- [REDACTED]	CLO	22/02/2010	22/02/2010	22/02/2010	22/02/2010	[REDACTED] - Kinetics (District) - jake working on boilers

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926279/1	APOLLO	██████ The Marr, No heating in the property. Contact number ██████	CLO	22/02/2010	22/02/2010	22/02/2010	22/02/2010	██████████ - Kinetics (District) - working in boilers
927267/1	APOLLO	no heating or hot water ██████ ██████ Mexborough, Pratt Street ██████ ██████ tnt reporting no heating - rectify boiler house & report back on further works. PLease check ██████ that hot water is on before leaving site.	CLO	23/02/2010	23/02/2010	23/02/2010	24/02/2010	██████████ - Kinetics (District) - 23/2/10-gas boosters 1 and 4 tripped out reset left working
932662/1	APOLLO	remedy no heating - ██████ billingley ██████	CLO	03/03/2010	03/03/2010	03/03/2010	03/03/2010	██████████ - Kinetics (District) - jake working on boilers
933751/1	APOLLO	Supply Air fan in plant room under Goldthorpe extremely noisy as reported by ██████ on site. councilors involved in case.	CLO	04/03/2010	04/03/2010	08/03/2010	05/03/2010	██████████ Kinetics (District) - 4/03/10. Possibly vibration from boilers.
							09/03/2010	██████████ - Kinetics (District) - in hand pump practitioners ppm repair to motor underway
960098/1	APOLLO	SEA ██████ west end lane.repair a water leak on the pipework underneath magaclean filters fitted in the boiler house. as ██████ bowman apollo	CAN	22/04/2010	22/04/2010			
968124/1	APOLLO	██████ Hickleton: Remedy no hot water to property reported	CLO	07/05/2010	07/05/2010	07/05/2010	10/05/2010	checked boiler house found electrician working on panel
969368/1	APOLLO	████████████████████ ██████, Mexborough, Pratt Street, London, NW1 0BL Comm. Boiler down.	CLO	10/05/2010	10/05/2010	10/05/2010	10/05/2010	Apollo Ref: 0053487
							11/05/2010	10/5/10 following power cut earlier, found out on gas tech, reset gas tech unit & boilers & pumps left working
990853/1	APOLLO	██████ Barnborough - No hot water - please check communal boiler - tel ██████	CLO	22/06/2010	22/06/2010	22/06/2010		
992217/1	APOLLO	██████ Barnbrough, ██████ reported strong noises from the boiler house through the chimney flue. Please inspect and rectify the issue. Ring ██████	CLO	24/06/2010	24/06/2010	24/06/2010		
							06/07/2010	██████ app booked for 9 - 11 7.07.10
							09/07/2010	Others Have Piped Up Kitchen Incorrectly

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997029/1	APOLLO	██████ Trimdon - As per cbm plumber investigate/remedy hot water coming out of cold and hot taps, tnt reports this started after shut down on the 29th June, also pressure from cold taps low upstairs. Te ██████. call tnt to make appt.	CLO	05/07/2010	05/07/2010	06/07/2010	12/07/2010	TNT REPORTS THERE IS STILL NO COLD WATER TO BATHROOM, ADVISED APPARANTLY IT'S NOT A PROBLEM IN HER FLAT COMMUNAL TANK, NO NOTES SPOKE TO ██████ @ CBM WHO IS CHECKING WITH OP (995649/1), ADVISED THERE IS HOT WATER COMING OUT OF COLD TAPS TO BATHROOM, TNT CONFIRMS WATER IS HOT FROM COLD TAPS, ANT THINKS IT MAY BE A HEATING PROBLEM. FOUND ORDER 997029/1 AGAINST BOILER HOUSE FOR THIS ADDRESS AND TNT ADVISED THAT THIS IS PROBLEM SINCE APOLLO SHUT DOWN HOT WATER ON 29/06/10 THERE HAS NEVER BEEN A PROBLEM BEFORE THEN AND HER KITCHEN WAS REPLACED 3 YEARS AGO. SPOKE TO ██████ @ APOLLO WHO IS CHECKING FOR ME, CAME BACK TO ADVISE THAT HER SUPERVISOR BOWE WOULD LIKE ONE THE ENGINEERING SUPERVISORS TO INVESTIGATE, TNT WOULD LIKE AN EARLY MORNING APPT. 8-8.30 AM ██████ WILL CALL TNT ON ██████ AS SOON AS THEY ARE OUT OF A MEETING, TNT INFORMED. ██████
998305/1	APOLLO	██████ Ravenscar, Bayham Street- Remedy no hot water-██████	CLO	06/07/2010	06/07/2010	07/07/2010	07/07/2010	tnt called to get more info on why the boiler went down..unable to give hr much info on it as there is no notes as a follow up...spoke to apollo (ilana) who adv. that works being done on site by dg higgins...so boiler would have had to be taken off but does not know reason specifically as to why
1000832/1	APOLLO	██████, Mexborough, Pratt Street, London, NW1 0BL. remedy no hot water in flat 56. tnts tel- ██████	CLO	12/07/2010	12/07/2010	14/07/2010	12/07/2010	██████ also reported no hot water, spoken to ██████ at Apollo and confirmed that GD Higgins will be attending in the boiler house to check the issue. ██████ ██████, ██████
1006862/1	APOLLO	tnt ██████ Mexborough reports no hot water. ██████. Other flats affected too, pelase attend boiler.	CLO	22/07/2010	22/07/2010	23/07/2010		
							21/09/2010	21/09/2010 - This comes under the Curnock Street Estate - Not on contract. Thanks
							23/09/2010	Job Reassigned to GDHIGGINS 23/09/2010

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1037380/1	APOLLO	██████ Ravenscar, Bayham Street - ██████ reports that there is no hot water. called over to apollo who adv to raise the order - tnt reports other flats effected possible boiler house issue	CLO	21/09/2010	21/09/2010	21/09/2010	23/09/2010	in ██████ chasing - Apollo sent job through to Kinetics who closed it down instead of GD Higging. Spoke to ██████ at Apollo who insisted United Hse are the contractors for this site despite informing her of email from ██████. Advised lh i would call back after contacting contractors. In the meantime ██████ called back to advise that GD Higgins are the correct contractors and to send job to them. raised /2 and called lh back to advise
1037380/2	APOLLO	GD HIGGINS: ██████ Ravenscar, Bayham Street - ██████ Remedy	CLO	23/09/2010	23/09/2010	01/10/2010	29/09/2010	on going whole block problem
							07/10/2010	no found found tested all ok
1071700/1	APOLLO	REMEDY NO HOT WATER TO ██████ RAVENSCAR, CALL ██████ ON ██████	CLO	16/11/2010	16/11/2010	19/11/2010	19/11/2010	19/11/10- Passed to ██████ at Apollo not on contract
							19/11/2010	Tnt called to state that he rec a call from S/F explaining that they do not carry out works to this address.. I called Apollo to confirm that it has been changed over. GD higgins will be going to boiler house and to the flat today
1072214/1	APOLLO	██████ Mexborough - No hot Water (enhanced repairs) please attend today to check main boiler house for any problems - tel ██████	CLO	17/11/2010	17/11/2010	23/11/2010	17/11/2010	██████ sent to gdhiggins to attend
							23/11/2010	tnt called for an update - spoke to ██████ @ GD Higgins who said that she will inform ██████ to look into it & report back.
							23/11/2010	tnt called to report the hot water is now luke warm all day- i spoke to @GDH will get ██████ to look into
							23/11/2010	tnt called to chase work on boiler as he says he has no hot water. spoke to ██████ at GDH, who advised that she is arranging for a manager to attend the site this afternoon. the tnt will be called if access is required. I have advised tnt of this.
							16/12/2010	Tnt reports water is still lukewarm .heating is fine .want to check if gd higgins is onsite at boiler house .rang ██████ and m+e who confirms ██████ at g.d higgins is dealing query and will liase with her and call back
							16/12/2010	tnt ██████ - tnt called for an update - ██████ @ GD Higgins says some major work in boiler house commencing in Jan 11.

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1085186/1	APOLLO	[REDACTED] Mexborough, Pratt Street, remedy very low hot water to property as rep by [REDACTED]	CLO	06/12/2010	06/12/2010	07/12/2010	08/12/2010	TNT CALLED TO CHASE ATTENDANCE- CALLED KINETICS AND WAS ADVISED IT IS NOT THEIRS DESPITE BEING DISTRICT- SPOKE TO [REDACTED] AT APOLLO WHO ADVISED THIS IS A GD HIGGINS JOB AND WILL SPEAK WITH HIGGINS AND THEN CALL TNT TO ADVISE-TNT ADVISED
							08/12/2010	Janet (DHO) called for updates as no one has called tnt. Spoke to [REDACTED] @ GD Higgins & was advised that it is an issue with the whole Estate which Apollo is aware of & have engineers on site. The problem should be sorted by Thursday.
							10/12/2010	Tenant called to chase - still low hot water - nobody has attended. Called Apollo and spoke with [REDACTED] who spoke with GD Higgins and advised Higgins had turned the boiler up by 5 degrees. [REDACTED] advised spoke with Higgins - they will get someone to investigate and give the tenant a call back today. I asked tenant to call us back if he hasn't heard anything by lunchtime and the hot water temp has not increased.
							10/12/2010	tnt called to say he got a call and a message but could not understand it - water still cold - spk to apollo, [REDACTED] - problem is on the whole estate, [REDACTED] michael to visit on 13/12/10 to try and get the water hotter - i adv tnt - not happy
							10/12/2010	Spoke to [REDACTED] & confirmed what had already been said to him.
1092435/1	APOLLO	l/h said he needs to turn off hot water and hot water valve in his flat is leaking and stuck so hot tan on kitchen is not	CLO	17/12/2010	17/12/2010	22/12/2010	20/12/2010	l/h called to ask when we can attending i advised [REDACTED] of the repair gave her his mobile she said she will call him but they are prioriting emergency orders first
							20/12/2010	[REDACTED] wanted to replace hot tap but cant shut water off.ops ray from gd higgins onsite checking rads on separate order confirms there is no valve on the hot water flow but valve on hot water return.l/h to call back.

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		stuck, so hot tap on kitchen is not running properly, [REDACTED] Trimdon					20/12/2010	Hi All, Please be advised that boilers on CURNOCK STREET ESTATE, are being serviced today, and could cause residents to call in wondering why there is no heating/how water currently available. Information was gained via [REDACTED] Apollo. C/taker will inform residents as and when he is approached.
1093182/1	APOLLO	[REDACTED] Barnbrough remedy no hot water. [REDACTED]	CLO	20/12/2010	20/12/2010	21/12/2010	21/12/2010	L/H [REDACTED] STILL AWAITING CALL FROM CONTRACTOR WITH APPT. AS NO OINE HAS YET BEEN, SPOKE TO [REDACTED] @ APOLLO who advised that the boiler went down after service yesterday and is now working , need to allow for a few hours before full service is restored, advised tnt. [REDACTED]
1093699/1	APOLLO	[REDACTED] Hickleton, Camden Street - [REDACTED] tnt reported no hot water - this is the 6th time this has happen.	CLO	21/12/2010	21/12/2010	24/12/2010	21/12/2010	tnt called for an update - spoke to [REDACTED] @ pollo who said that eng are still working in the boiler room.
1097652/1	APOLLO	Loud noise coming from boiler house - keeping neighbours awake - reported by: [REDACTED] Goldthorpe, Camden Street, London, NW1 0HH	CAN	31/12/2010				
1098262/1	APOLLO	L/H [REDACTED] BARNBOROUGH - RESTORE HEATING OR HOT WATER - [REDACTED], [REDACTED] - PLS ATTEND TO BOILER HOUSE AS MAY BE AFFECTING ALL - ALSO AFFECTING CONISBOROUGH AND HICKLETON	CLO	04/01/2011	04/01/2011	05/01/2011		
1098281/1	APOLLO	[REDACTED] Hickleton, Camden Street: Non hot water in the entire flat tnt [REDACTED] on [REDACTED]	CLO	04/01/2011	04/01/2011	05/01/2011	04/01/2011	ADVISED [REDACTED] [REDACTED] THAT THE WATER IS NOW BACK ON AGAIN - THESE DETAILS HAVE BEEN CONFIRMED BY [REDACTED] [REDACTED] AND [REDACTED] FROM APOLLO WHO WAS ON SITE WITH [REDACTED] [REDACTED] THIS MORNING. BOILERS WILL TAKE SOME TIME TO HEAT UP BUT SHOULD BE IN WORKING ORDER FOR TONIGHT.
1098359/1	APOLLO	[REDACTED] Trimdon, Plender Stree - [REDACTED] tnt reported no hot water.	CLO	04/01/2011	04/01/2011	06/01/2011	04/01/2011	[REDACTED] [REDACTED] of no: [REDACTED] phoned to report no hot water, heating has been restored back to boiler house. Tnt Advised to call us back after 2pm if hot water is not running yet.
1109642/1	APOLLO	[REDACTED] Goldthrope - Tenants report a humming/rattling sound which is coming from the main boiler house-please investigate	CLO	20/01/2011	20/01/2011	25/02/2011		

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1109987/1	APOLLO	CURNOCK ESTATE - Replace refractory brickwork to boilers 2 + 3 due to damage and deterioration.	CLO	21/01/2011	21/01/2011	21/01/2011		
1116446/1	APOLLO	██████████ Ravenscar: enhanced tnt - Remedy very noisy rads in property since 2.45am. ██████████	CLO	02/02/2011	02/02/2011	03/02/2011	02/02/2011	██████████ ravencar reports that the heating pipes are banging and making noises - from am on 02/02/11 -poss affecting neighbours - i adv job in hand
							03/02/2011	TNT OF ██████████ CHASING REPAIR SAID THAT THE NOISE WAS HORENDOUS AGAIN EARLY HOURS OF THIS MORNING FROM 2:45 AM TO 7:AM AND IT IS FROM THE RADIATOR PIPES, NOISE IS CAUSING ALL RADS IN PROPERTY TO VIBRATE. SPOKE TO ██████████ @ APOLLO WHO SAID JOB IS WITH HIGGINS AND IS WAITING FOR A CALL BACK AND AGREED TO INFORM ██████████. ██████████
							03/02/2011	LH ██████████ ██████████ OF ██████████ CALLED TO CHASE THE APP. I SPOKE TO ██████████ AT APOLLO WHO CONFIRMED THAT THEY ARE IN THE BOILER HOUSE NOW.
1119007/1	APOLLO	██████████ Trimdon - ██████████ - the heating has been very noisy during the night all week -starts in the living room and hall then moves around the flat - heating was turned off at the time- tnt could also hear other flats	CLO	07/02/2011	07/02/2011	08/02/2011	15/02/2011	██████████ at Apollo confirmed contractors are aware of this issue in the boiler and trying to resolve as soon as possible.
1123184/1	APOLLO	██████████ Barnbrough,LH-REMEDY VERY LOUD NOISES FROM ALL THE RADS (ONGOING THROUGHOUT THE NIGHT)	CLO	14/02/2011	14/02/2011	15/02/2011	15/02/2011	As per ETS diary - Tenant ██████████ called to complain regarding the on-going issue with noise from the boiler house ██████████ from JD Higgins advised the heating engineer are going out today to carry further investigation as they were unable to locate where the noise is coming from. Called ██████████ and advised him of these and he wasn't happy. ██████████ ██████████ advised he will get the heating contractors to knock at his door ██████████ (Ravenscar) or call him to provide update information regarding the noise issue.
							24/02/2011	tnt reported no show today - spoek to ██████████ @ Apollo - Higgins attending tomm am.

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1128939/1	APOLLO	[REDACTED] Mexborough, Pratt Street, London, NW1 0BL - [REDACTED] - tnt report no heating & hot water is luck warm.	CLO	23/02/2011	23/02/2011	23/02/2011	25/02/2011	HAVE SPOKEN TO G D HIGGINS RE: APPT WHICH HAS BEEN ARRANGED FOR THIS MORNING - THE TENANT HAS TO LEAVE AT 12.30 PM FOR TREATMENT. [REDACTED] AT G D WILL ARRANGE OP TO GO OUT BEFORE THEN
							28/02/2011	TNT CALLED TO CHASE WORKS, [REDACTED] FROM APOLLO ADVISES THAT ENGINEERS WERE ON SITE YESTERDAY AND THIS MORNING RESETTNG BOILERS AND IT SHOULD ALL BE UP AND RUNNING IN A FEW HOURS. TNT HAS BEEN INFORMED.
							28/02/2011	Tenant called advising she still has no heating and hot water and neighbours are with. Spoke to GD Higgins who will call tenant.
							01/03/2011	tnt called to chase repair. Spoke with Apollo and the called G>D Higgins who took tnts details and will be in touch with her for an appt shortly.
							01/03/2011	TNT CALLED AGAIN SAID SHE NEEDS TO GO OUT STILL HAS NO HEAT / HOT WATER FOR 1 WEEK ADVISED THAT THEY ARE WORKING ON BOILER AT PRESENT AND ALL SHOULD HOPEFULLY BE UP AND RUNNING BY END OF DAY AS PER CONVERSATION WITH [REDACTED] @ APOLLO ON A DIFFERENT JOB FOR THIS BOILER HOUSE. THEN FOUND NOTE FROM [REDACTED] THAT GD HIGGINS WILL CALL TNT, RANG HER STRAIGHT BACK BUT NO ANSWER TEHRE IS A VOICEMAIL SERVICE SO GD HIGGINS CAN LEAVE A MESSAGE. [REDACTED]
							02/03/2011	tenant called to chase as job still not done by G D Higgins called them up spoke to Sharron she will get the person who deals with this to call tenant as soon as they come in today and will call tenant to arrange to attend as everyone else has heating except her.
							04/03/2011	enant called to chase job. I called G D Higgins and spoke with [REDACTED] who will be sending an engineer back.

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							07/03/2011	tenant called to chase as she has not had heating hot water for 3 weeks spoke to GD Higgins and they say they need to check some of the other flats top locate the problem and will get someone out to the tenant today for her leaking rads tenant has been informed,
1131546/1	APOLLO	█████ Conisborough, reporting no heating or hot water still since GD Higgins restored boilers earlier in the day	CLO	28/02/2011	28/02/2011	01/03/2011		
1131568/1	APOLLO	The Marr,Camden Street,London,NW1 0HE. Tnts report very loud banging noise from the heating system and that the heating can not be adjusted. Call tnt at █████ █████	CLO	01/03/2011	01/03/2011	01/03/2011	01/03/2011	L/H OF █████ █████, █████ THE MARR ALSO REPORTING SAME PROBLEM, SPOKE TO █████ @ APOLLO WHO IS SPEAKING WITH GD HIGGINS, ADVISED THAT NOISE IS THERE DUE TO WORKS BEING CARRIED OUT TO REPAIR BOILER, WILL FINISH TODAY. █████
1133387/1	APOLLO	GD HIGGINS - Curnock plant room - Alter gas pipework to gas boosters for boilers	CAN	03/03/2011	03/03/2011			
1134824/1	APOLLO	GD HIGGINS - Curnock Plant Room - Alter gas pipework to gas boosters for boilers.	CLO	07/03/2011	14/03/2011	14/03/2011		
1135561/1	APOLLO	█████ Hickleton - No heating (please check the boiler house) - enhanced repairs - tel █████	CLO	08/03/2011	08/03/2011	08/03/2011		
1143371/1	APOLLO	█████, Mexborough - reports low temprature/no hot water	CLO	21/03/2011	21/03/2011	22/03/2011	22/03/2011	customer calle din for update, spoek with █████ @ apollo, who states she will call job over to g.d.higgins and they will be on iste, advised █████ of this █████
							23/03/2011	█████ phoned to report that hot water going even coldersince this morning. spoke to █████ at apollo report to waite untill lunch time. temp repairs was carried out on boiler and there is some parts on order. advised tnt.
1143976/1	APOLLO	█████ Goldthorpe, reports heavy steam/smoke coming from the boiler unit - never done that before - passed to JD higgins - they wll get someone to go out	CLO	23/03/2011	23/03/2011	23/03/2011		

SRQ Ref	Description	SRQ Status	Reported Date	SRQ linked to WO?	SRQ linked to Inspection?	SRQ Notepad Created Date	SRQ Notepad Text
390734	TNT REPORTS NOISY BOILER AND NO HEAT IN BEDROOM	Raised	08/09/2008	Y	N		
415901	APO District Heating NonTerm - Work as Described No hot water. Hws in boiler house 50 degrees c Please repair.	Raised	27/10/2008	Y	N		
440854	tnt from [REDACTED] reported loud noise from boiler room: [REDACTED]	Raised	11/12/2008	Y	N		
476366	reignite boilers to goldthorpe as [REDACTED] reports power cut last night no heating hot water	Raised	18/02/2009	Y	N		
476393	tnt [REDACTED] mexborough mr pratt reports that following power cut last night, heating hotwater has not been restored, sea said power cables for boiler has melted, edf or sea will restore but may take a while.	Complete	18/02/2009	N	N		
476447	Boilers: down due to no power to boilers in estate	Complete	18/02/2009	N	N		
476984	[REDACTED] GOLDTHORPE CHASING WHEN BOILER SERVICE WILL RETURN ADVISED HER AS PER EMAIL FROM [REDACTED] THAT EDF AND [REDACTED] ARE ON SITE IF THEY CANNOT REPAIR PROB TODAY THEY WILL LET US KNOW AND [REDACTED] WILL ARRANGE TEMP HEATING. [REDACTED]	Complete	18/02/2009	N	N		
477079	[REDACTED] Trimdon. LH [REDACTED] called for update. Spoke to [REDACTED] at Seaflame who advised they are awaiting for EDF to repair cable and restore power before boilers can be fired up. Advised LH.	Complete	19/02/2009	N	N	19/02/2009	I/h from [REDACTED] called to chase still on the line with edf and he hung up.
477698	I/h [REDACTED] reporting no heating /no hot water...adv I/h of ongoing issue at boiler house..no timeframe can be given at this moment but issue is being dealt with as quickly as possible	Complete	19/02/2009	N	N		
478024	[REDACTED] RAVENSCAR [REDACTED] REPORTING STILL NO HEAT / HOT WATER, ADVISED HER THAT POWER HAS BEEN RESTORED AND SEA WILL BE RE-IGNITING THE BOILERS AT 12:PM TODAY AS PER EMAIL CIRCULATION FROM [REDACTED]	Complete	20/02/2009	N	N		

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478232	█████ Billingley called to report hot water back but heating still not working, Debbie seaflame advised to give it some time as boiler was turned on not too long ago.	Complete	20/02/2009	N	N	20/02/2009	Tnt called back to say heating still not working advised her we are aware but accroding to seaflame because est is huge heating and hot water will take a while to go round but will eventually come through and if it has not come through by 5:30pm we will raise job to seaflame to come out tonight.
478260	█████,Barnbrough called regarding heating and hot water advised her to be patient as boiler has been turned back on not too long ago and will need time to heat up.	Complete	20/02/2009	N	N		
478341	█████ Mexborough called to find out if the heating will be on, advised it will take some time for the heating and hot water to warm up, boiler working. Thanks █████	Complete	20/02/2009	N	N		
478348	█████ Barnbrough reported still no heating and no hot water, advised that an engineer will be attending soon just to check all ok, but it will take a while for the boiler to heat up. thanks █████	Complete	20/02/2009	N	N		
503313	█████ TIMDON REPORTS LOUD NOISE COMING FROM THE BOILER UNIT	Complete	10/04/2009	Y	N		
503334	█████, tnt a █████ trimdon called in to report of huge noise coming from boiler	Complete	11/04/2009	Y	N		
532772	█████ Goldthorpe,Camden Street, reports is a problem with the boiler hosue says block is effected but no other reports job raised - █████	Complete	09/06/2009	Y	N		
543796	█████ reports no water at all from hot taps to the whole block this is pumped from boiler house as they do not have tanks to this property	Complete	30/06/2009	N	N		
544604	█████ Mexborough called to report no hot water for the past 4 days, called apollo and █████ informed supervisor dealing with boiler is off, seaflame attending this morning to reset boiler as it keeps cutting out.	Complete	02/07/2009	N	N	02/07/2009	Tnt █████ called to report still no hot water; have avd seaflame attending this morning, sequel to report lodged by █████
544858	█████ hickleton █████ reports that there is low hotwater pressure to all hot taps in her flat. i advised after speaking to █████ that seaflame and camden are on site trying to rectify problem with the boiler house	Complete	02/07/2009	N	N		

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545170	Thurnscoe - Reports no hot water to flat - check main boiler house - tel	Complete	03/07/2009	Y	N		
545209	Conisborough, called to report hot water pressure is low, advised tnt as per email from	Complete	03/07/2009	N	N	03/07/2009	email from regarding boiler house, hot water: dealing with it, work was carried out yesterday but the hot water system went down again. Seaflame will return back this morning to rectify the issue. Info provided by at PMG.
545256	Block shut down on 9th July 9am - 5pm to boiler house affecting est. see note pad for blocks. shut down letters sent	Complete	03/07/2009	N	N	03/07/2009	Darfield also called to report. advised in hand,
						03/07/2009	boiler house 2 will be reset to allow for hot water to fluctuate between blocks which may help get some tnt's hot water on...however boiler house 1 will have problems until the blk shutdown repair has been done...after the 9th. July
						08/07/2009	tnt from the marr called to report an error on shutdown letter. letter indicated there will be no water on the 8.6.09. advised her appt is for the 9.07.09 all day
573097	ENTERPRISE: Sewage backed up into Boiler House, please supply gully sucker to carry out required works and then disinfect area after dry.	Complete	26/08/2009	Y	N		
573311	*NO HOTWATER* Seaflame attended last night, shutdown boiler house, may not be back on yet is chasing with seaflame and asked me to call back later, Trimdon reported no hot water)	Complete	27/08/2009	N	N	27/08/2009	Ravenscar, called to chase, she is head of ta. advised i will email her back on - to inform her of what's happen once i have an update.
833024	Zone 2 heating pump inverter unit has been damaged due to the recent flood of sewage in the boiler house the other unit we managed to save but this unit is beyond repair due to water ingress. To remove said unit and replace with new inverter	Complete	21/09/2009	Y	N		
851534	Customer in called for update on water, I called seaflames who advised there is no water coming out of the taps, the boiler is not getting water, customer was advised to call back tomorrow	Complete	21/10/2009	N	N		
862709	Humming noise from boiler room. Please investigate. Rep by Goldthorpe	Complete	09/11/2009	N	N		

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862781	Investigate humming noise from boiler house reported by [REDACTED]	Complete	10/11/2009	Y	N		
864804	Housing officer [REDACTED] (4258) communal boiler making very loud noise	Complete	12/11/2009	Y	N		
865580	Trace and remedy fault with boiler, Apollo reported boiler is not getting water, following repair no 865490/1 [REDACTED] confirm a plumber is required	Complete	13/11/2009	N	N		
868043	tnt adv constant noise from boiler house keeping tnt's awake. all neighbours complaining of noise - [REDACTED]	Complete	18/11/2009	Y	N		
874344	F/O FROM 864207/1 - [REDACTED] GOLDTHORPE - NOISE FROM BOILER HOUSE CIRCULATION PUMPS BELOW - [REDACTED]	Complete	30/11/2009	Y	N		
886104	[REDACTED] Goldthorpe (Curnock Street) - Trace and remedy fault with hot water -leaseholder has advised that water isn't very hot. May need to check temperature on main communal boiler- no phone number	Complete	17/12/2009	Y	Y		
887009	[REDACTED] Warmsworth: TNT [REDACTED] REPORTED VERY SCORCHING HOT WATER TO PROPERTY BUT LUKE WARM HEATING ADVISED OPERATIVES ARE WORKING IN BOILER HOUSE	Complete	18/12/2009	N	N		
890581	[REDACTED] The Marr, Camden Street: LH reports no heating / hot water since engineer went into boiler room. [REDACTED]	Complete	23/12/2009	Y	N		
917685	[REDACTED] from Lomax carpark, Mexborough, NW1 0BL ([REDACTED]) reporting corrosive water from a leak within the boiler pipes is dripping heavily into the carpark, [REDACTED] is worried this may affect cars & people using the carpark.	Complete	08/02/2010	Y	N		
918285	[REDACTED] reported no heating in hand with Kinetics boiler house.	Complete	09/02/2010	N	N		
918306	Kinetics reports block drain and sewage coming up in Curnock st boiler house.	Cancelled	09/02/2010	Y	N		
918505	Chlorinate and disinfect boiler room of curnock st estate as per [REDACTED] Apollo	Cancelled	09/02/2010	Y	N		

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918691	■■■■■ Billingley reporting no heating. advised awaiting disinfecting of boiler house before boilers are reinstated.	Complete	09/02/2010	N	N		
919905	sea.Curnock st.AS YOU ARE AWARE THE BOILER HOUSE WAS FLOODED AND ON INSPECTION HAS DAMAGED THE INVERTERS ON ZONE B PUMPS AS MUCH AS THEY ARE NON REPAIRABLE DUE TO THE ELECTRONICSHOUSED WITHIN THE UNITS ARE DESTROYED ,WE HAVE BYPASSEDON ONE	Complete	11/02/2010	Y	N		
926156	no heating or hot water ■■■■■, Mexborough, Pratt Street - tnt reporting no heating - luke warm water since this morning - rectify boiler house & report back on further works.	Complete	22/02/2010	Y	N		
927267	no heating or hot water: ■■■■■ Mexborough, Pratt Street - tnt reporting no heating - rectify boiler house & report back on further works. PLease check ■■■■■ that hot water is on before leaving site.	Complete	23/02/2010	Y	Y		
960098	SEA ■■■■■ west end lane.repair a water leak on the pipework underneath magaclean filters fitted in the boiler house. as perphil bowman apollo	Cancelled	22/04/2010	Y	N		
969368	■■■■■, Mexborough, Pratt Street, London, NW1 0BL Comm. Boiler down.	Raised	10/05/2010	Y	N		
990853	■■■■■ - No hot water -please check communal boiler - ■■■■■	Raised	22/06/2010	Y	Y		
992217	■■■■■, Barnbrough, ■■■■■ reported strong noises from the boiler house through the chimney flue. Please inspect and rectify the issue.	Complete	24/06/2010	Y	N		
1037380	■■■■■ Ravenscar, Bayham Street - ■■■■■ reports that there is no hot water. called over to apollo who adv to raise the order - tnt reports other flats effected possible boiler house issue	Complete	21/09/2010	Y	N		
1072214	■■■■■ Mexborough - No hot Water (enhanced repairs) please attend today to check main boiler house for any problems - tel ■■■■■	Complete	17/11/2010	Y	N		

SRQ Ref	Description	SRQ Status	Reported Date	SRQ linked to WO?	SRQ linked to Inspection?	SRQ Notepad Created Date	SRQ Notepad Text
1092862	████ TRIMDON-NO HOT WATER SINCE 17/12/10,CONTRACTORS ATTENDED YESTERDAY EVENING, BUT STILL NOTHING, SPOKE TO █████ @ APOLLO, GD HIGGINS ON SITE NOW @ BOILER HSE, SHOULD ALLOW TILL 12:00 FOR FULL SERVICE - █████ ████████████████████	Complete	20/12/2010	N	N		
1097652	Loud noise coming from boiler house - keeping neighbours awake - reported by: █████ ████ Goldthorpe, Camden Street, London, NW1 0HH	Cancelled	31/12/2010	Y	N		
1098289	**NO HEATING / HOT WATER, GD HIGGINS GOING TO BOILER HSE** SEE 1098262/1 - █████ CONISBOROUGH - NO HEATING / HOT WATER - █████ . ADVISED ORDER ALREADY PLACED TO ATTEND BOILER HOUSE, INFORMED █████ @ APOLLO . █████	Complete	04/01/2011	N	N		
1109642	████ Goldthrope - Tenants report a humming/rattling sound which is coming from the main boiler house-please investigate	Complete	20/01/2011	Y	N		
1109987	CURNOCK ESTATE - Replace refractory brickwork to boilers 2 + 3 due to damage and deterioration.	Complete	21/01/2011	Y	Y		
1130890	BOILER HOUSE UPDATE - (1130606/1) █████ ████ TRIMDON CALLED AGAIN AS NO GD HIGGINS VAN ON SITE, SPOKE TO █████ @ APOLLO WHO ADVISED PROBLEM FIXED GIVE TIL 12:30IF NOTHING TNT TO CALL BACK AND RASIE ORDER FOR THIS FLAT, TNT INFORMED. █████	Complete	28/02/2011	N	N	28/02/2011	████ Ravenscar: tnt called to also report no hot water - advised in hand.
1131546	████ Conisborough, reporting no heating or hot water still since GD Higgins restored boilers earlier in the day	Complete	28/02/2011	Y	N		
1134824	GD HIGGINS - Curnock Plant Room - Alter gas pipework to gas boosters for boilers.	Complete	07/03/2011	Y	N		
1135561	████ Hickleton - No heating (please check the boiler house) - enhanced repairs - tel █████ ████	Complete	08/03/2011	Y	N		

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1143976	█████ Goldthorpe, reports heavy steam/smoke coming from the boiler unit - never done that before - passed to JD higgins - they will get someone to go out	Complete	23/03/2011	Y	N		
1144538	No heating no hot water - █████ Barnborough (boiler needs to be reset after power failure)	Complete	23/03/2011	N	N		

Inspection Ref	Inspection Type	Inspection Description	Status	Raised Date	Completed Date	Ins Notepad Created Date	Ins Notepad Text
1098262/I1	POST	L/H [REDACTED] BARNBOROUGH - RESTORE HEATING OR HOT WATER - MR SHAH, [REDACTED] - PLS ATTEND TO BOILER HOUSE AS MAY BE AFFECTING ALL - ALSO AFFECTING CONISBOROUGH AND HICKLETON	COMPLETE	23/02/2011	31/03/2011		
1109987/I1	POST	CURNOCK ESTATE - Replace refractory brickwork to boilers 2 + 3 due to damage and deterioration.	COMPLETE	24/03/2011	30/03/2011		
886104/I1	POST	4 Goldthorpe (Curnock Street) - Trace and remedy fault with hot water -leaseholder has advised that water isn't very hot. May need to check temperature on main communal boiler- no phone number	COMPLETE	17/12/2009	22/01/2010		
927267/I1	POST	no heating or hot water:Mr Wright Flat 42, Mexborough, Pratt Street 0207 387 5995- tnt reporting no heating - rectify boiler house & report back on further works. PLease check flats 42 and 34 that hot water is on before leaving site.	COMPLETE	24/02/2010	01/04/2010		
990853/I1	POST	Flat 14 Barnborough - No hot water -please check communal boiler - tel 0207 20*9 3981	COMPLETE	06/07/2010	11/08/2010		