



FOI DISCLOSURE

NBC 2736-1149

Part 4



Prepared on the 18th December 2013

Weekly Maintenance Checks – Bus Station W/C 10th September 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		2 faulty taps reported 20/8/12 Blocked sink in attendants office- reported 28 th August. Door lock missing on 4 th door-reported 3/9/12	Unblocked w/c 3/9/12 Repaired w/c 3/9/12
Public toilet (Ladies)		✓			
Public toilet (Disabled)		✓			
Mezzanine toilets		✓			
Concourse light boxes	✓				
Concourse signage	✓				
Concourse & bus bay doors		✓			
Escalators	✓				
Lift	✓				

Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUES	OUTCOME
Decoration throughout		✓			
Windows/Glass throughout	✓				
Cleanliness of concourse	✓				
Cleanliness of lower mall and subways	✓				
Cleaners storage areas and rest room	✓				
Loading bay / Compactor	✓				

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓				
Escalator warning system	✓				
External warning boxes		✓			
External signage		✓		"Your speed is" signs not functioning-reported 3/18/12. Still not functioning 3/9/12. Being attended to 10/9/12. One sign taken away to be repaired.	
Internal public address system	✓				
Seating	✓				

Weekly Maintenance Checks – Bus Station W/C 17th September 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		2 faulty taps reported 20/8/12	
Public toilet (Ladies)		✓		Broken w.c handle reported 20/9/12	
Public toilet (Disabled)		✓			
Mezzanine toilets		✓			
Concourse light boxes	✓				
Concourse signage	✓				
Concourse & bus bay doors		✓			
Escalators	✓				
Lift	✓				
Lighting & clocks		✓		Lights out in ladies toilets and Newlands subway-reported 14/9/12	Attended 17/9/12 Now all working

throughout					
Item	Good	Fair	Poor	ISSUES	OUTCOME
Decoration throughout		✓			
Windows/Glass throughout	✓				
Cleanliness of concourse	✓				
Cleanliness of lower mall and subways	✓				
Cleaners storage areas and rest room	✓				
Loading bay / Compactor	✓				

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓				
Escalator warning system	✓				
External warning boxes		✓			
External signage		✓		"Your speed is" signs not functioning-reported 3/18/12. Still not functioning 3/9/12. Being attended to 10/9/12. One sign taken away to be repaired.	All working now.
Internal public address system	✓				
Seating	✓				

Weekly Maintenance Checks – Bus Station W/C 24th September 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		2 faulty taps reported 20/8/12	
Public toilet (Ladies)		✓		Broken w.c handle reported 20/9/12 Cubicle lock missing-reported 25/9/12	Repaired 24/9/12 Repaired 26/9/12
Public toilet (Disabled)		✓			
Mezzanine toilets		✓		Urinal leaking-mens toilets-reported 25/9/12	Repaired 26/9/12
Concourse light boxes	✓				
Concourse signage	✓				
Concourse & bus bay doors		✓			
Escalators	✓				
Lift	✓				
Lighting & clocks		✓			

throughout					
Item	Good	Fair	Poor	ISSUES	OUTCOME
Decoration throughout		✓			
Windows/Glass throughout	✓				
Cleanliness of concourse	✓				
Cleanliness of lower mall and subways	✓				
Cleaners storage areas and rest room	✓				
Loading bay / Compactor	✓				

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓				
Escalator warning system	✓				
External warning boxes		✓			
External signage		✓			
Internal public address system	✓				
Seating	✓				

Weekly Maintenance Checks – Bus Station W/C 1st October 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		2 faulty taps reported 20/8/12	Repaired 1/10/12
Public toilet (Ladies)		✓			
Public toilet (Disabled)		✓			
Mezzanine toilets		✓			
Concourse light boxes	✓				
Concourse signage	✓				
Concourse & bus bay doors		✓		Old National Express bay door opposite bay A needs securing – reported 2/10/12	
Escalators	✓				
Lift	✓				
Lighting & clocks		✓			

throughout					
Item	Good	Fair	Poor	ISSUES	OUTCOME
Decoration throughout		✓			
Windows/Glass throughout	✓				
Cleanliness of concourse	✓				
Cleanliness of lower mall and subways	✓				
Cleaners storage areas and rest room	✓				
Loading bay / Compactor	✓				

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓				
Escalator warning system	✓				
External warning boxes		✓			
External signage		✓			
Internal public address system	✓				
Seating	✓				

Weekly Maintenance Checks – Bus Station W/C 8th October 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓			
Public toilet (Ladies)		✓			
Public toilet (Disabled)		✓			
Mezzanine toilets		✓			
Concourse light boxes	✓				
Concourse signage	✓				
Concourse & bus bay doors		✓		Old National Express bay door opposite bay A needs securing – reported 2/10/12	Secured 9/10/12
Escalators	✓			Escalators malfunctioned-reported 9/10/12-needs re welding.	
Lift	✓				
Lighting & clocks		✓		Light out in security office-reported 11/10/12.	

throughout					
Item	Good	Fair	Poor	ISSUES	OUTCOME
Decoration throughout		✓			
Windows/Glass throughout	✓				
Cleanliness of concourse	✓				
Cleanliness of lower mall and subways	✓				
Cleaners storage areas and rest room	✓				
Loading bay / Compactor	✓				

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓				
Escalator warning system	✓				
External warning boxes		✓			
External signage		✓			
Internal public address system	✓				
Seating	✓				


Weekly Maintenance Checks – Bus Station W/C 15th October 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓			
Public toilet (Ladies)		✓			
Public toilet (Disabled)		✓			
Mezzanine toilets		✓			
Concourse light boxes	✓				
Concourse signage	✓				
Concourse & bus bay doors		✓			
Escalators	✓			Escalators malfunctioned-reported 9/10/12-needs re welding.Due to be fixed Thursday 18/10/12	
Lift	✓				
Lighting & clocks		✓		Light out in security office-reported 11/10/12.	Repaired 18/10/12

throughout					
Item	Good	Fair	Poor	ISSUES	OUTCOME
Decoration throughout		✓			
Windows/Glass throughout	✓				
Cleanliness of concourse	✓				
Cleanliness of lower mall and subways	✓				
Cleaners storage areas and rest room	✓				
Loading bay / Compactor	✓				

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓				
Escalator warning system	✓				
External warning boxes		✓			
External signage		✓			
Internal public address system	✓				
Seating	✓				

Weekly Maintenance Checks – Bus Station W/C 29th October 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Five new jumbo toilet roll holders fitted this week.	
Public toilet (Ladies)		✓			
Public toilet (Disabled)		✓			
Mezzanine toilets		✓			
Concourse light boxes	✓				
Concourse signage	✓				
Concourse & bus bay doors		✓			
Escalators	✓			Escalators malfunctioned-reported 9/10/12-needs re welding.Due to be fixed Thursday 18/10/12	Repaired 18/10/12.but malfunctioned again 23/10/12-Jacksons informed by  Working ok this week.
Lift	✓				
Lighting & clocks		✓			

throughout					
Item	Good	Fair	Poor	ISSUES	OUTCOME
Decoration throughout		✓			
Windows/Glass throughout	✓				
Cleanliness of concourse	✓				
Cleanliness of lower mall and subways	✓				
Cleaners storage areas and rest room	✓				
Loading bay / Compactor	✓				

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Hole appeared in walkway from Newlands –reported 1/11/12.	Repaired 1/11/12.
Escalator warning system	✓				
External warning boxes		✓			
External signage		✓			
Internal public address system	✓				
Seating	✓				

Weekly Maintenance Checks – Bus Station W/C 5TH NOV 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Cannot be helped, due to vandalism. Repairs are done as soon as reported to help desk	
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, & Same as above	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓			
Concourse light boxes	✓				
Concourse signage	✓				
Concourse & bus bay doors		✓		All ok at present, but still being left open by users, but that's the norm	
Escalators	✓				
Lift	✓				

Lighting & clocks throughout		✓				
Item	Good	Fair	Poor	ISSUES	OUTCOME	
Decoration throughout		✓		Needs a bit of painting done on stairwells		
Windows/Glass throughout	✓					
Cleanliness of concourse	✓			23 RD Oct, team given instructions to clean edging of all ledges around the frame work, and also clean frame work	JB, cleaned all ledges and seals, also set about cleaning frame works	Finishing what he could not do on the 24 th Oct
Cleanliness of lower mall and subways	✓			Malls swept and cleaned of any rubbish,		
Cleaners storage areas and rest room		✓				
Loading bay / Compactor	✓			Food rubbish left on the loading bay, s when picked by pet charity some debris left to rot unless I/we sweep it up/	Charity has to be told, will do this when or if I see them.	

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Pee smell now gone, hopefully for good, but still needs a refresh mop twice a day to keep smell at bay	
Escalator warning system	✓				
External warning boxes			✓	.Not working, recharging batteries, see if that works,	
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned by cleaners once a week	

Weekly Maintenance Checks – Bus Station W/C 12TH nov 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Cannot be helped, due to vandalism. Repairs are done as soon as reported to help desk	
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, & Same as above	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Only issue is water left on floor from people cleaning their feet, complaints made about this from some drivers	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware	
Escalators	✓				

Lift	✓				
Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUES	OUTCOME
Decoration throughout		✓		Needs a bit of painting done on stairwells	
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			23 RD Oct, team given instructions to clean edging of all ledges around the frame work, and also clean frame work	JB, cleaned all ledges and seals, also set about cleaning frame works Finishing what he could not do on the 24 th Oct
Cleanliness of lower mall and subways	✓			Malls swept and cleaned of any rubbish,	
Cleaners storage areas and rest room		✓			
Loading bay / Compactor	✓			Food rubbish left on the loading bay, s when picked by pet charity some debris left to rot unless I/we sweep it up/	Charity has to be told, will do this when or if I see them.

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Pee smell now gone, hopefully for good, New spray machines to be put up, helpdesk aware	
Escalator warning system	✓				
External warning Voice boxes			✓	.Not working, recharging batteries, see if that works,	
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned by cleaners once a week	

Weekly Maintenance Checks – Bus Station W/C 26TH nov 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Cannot be helped, due to vandalism. Repairs are done as soon as reported to help desk	
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, & Same as above	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Issue with wet floor, due to drivers, also 2 more soap dispenser's broken	sign put up & mop /bucket left for drivers, for h&s reasons. This is a mens stagecoach drivers only area?
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	Still waiting
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware	Still waiting for repair
Escalators			✓	Mon 3 rd Dec work to start for 2 days & overnight to replace a chain	

Lift	✓					
Lighting & clocks throughout		✓				
Item	Good	Fair	Poor	ISSUES	OUTCOME	
Decoration throughout		✓		Needs a bit of painting done on stairwells		
Windows/Glass throughout	✓					
Cleanliness of concourse	✓			23 RD Oct, team given instructions to clean edging of all ledges around the frame work, and also clean frame work	All clean, and checked daily	
Cleanliness of lower mall and subways	✓			Malls swept and cleaned of any rubbish,		
Cleaners storage areas and rest room		✓				
Loading bay / Compactor	✓			Food rubbish left on the loading bay, s when picked by pet charity some debris left to rot unless l/we sweep it up/	Charity has to be told, will do this when or if I see them. Apparently [REDACTED] has spoken to them	

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Pee smell now gone, hopefully for good, New spray machines put up,	Still no pee smell, and sprays working fine
Escalator warning system	✓				
External warning Voice boxes			✓	.Not working, taken to Bens security. 8 th Nov 12	Have spoken to them, they are Still waiting for outcome Will ring again Monday 3 rd dec
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned once a week Sundays, if possible	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12

Weekly Maintenance Checks – Bus Station W/C 26TH nov 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Cannot be helped, due to vandalism. Repairs are done as soon as reported to help desk	
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, & Same as above	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Issue with wet floor, due to drivers, also 2 more soap dispenser's broken	sign put up & mop /bucket left for drivers, for H&s reasons. This is a men's stagecoach drivers only area?
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	Still waiting
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware	Still waiting for repair
Escalators			✓	Mon 3 rd Dec work to start for 2 days & overnight to replace a chain	

Lift	✓				
Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUES	OUTCOME
Decoration throughout		✓		Needs a bit of painting done on stairwells	
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			23 RD Oct, team given instructions to clean edging of all ledges around the frame work, and also clean frame work	All clean, and checked daily
Cleanliness of lower mall and subways	✓			Malls swept and cleaned of any rubbish,	
Cleaners storage areas and rest room		✓			
Loading bay / Compactor	✓			Food rubbish left on the loading bay, s when picked by pet charity some debris left to rot unless I/we sweep it up/	Charity has to be told, will do this when or if I see them. Apparently [REDACTED] has spoken to them

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Pee smell now gone, hopefully for good, New spray machines put up,	Still no pee smell, and sprays working fine
Escalator warning system	✓				
External warning Voice boxes			✓	.Not working, taken to Bens security. 8 th Nov 12	Have spoken to them, they are Still waiting for outcome Will ring again Monday 3 rd dec
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned once a week Sundays, if possible	
subway Coconut matting	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12

Weekly Maintenance Checks – Bus Station W/C 10th Dec 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, & Same as above	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Issue with wet floor, due to drivers, also 2 more soap dispenser's broken Unable to get new dispenser's so soap bars are put out.	sign put up & mop /bucket left for drivers, for H&s reasons. This is a men's stagecoach drivers only area?
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	6 th Dec Electrician came to assess boxes still waiting
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware	Still waiting for repair
Escalators			✓	Mon 3 rd Dec work to start for 2 days & overnight to replace a chain, Tues 4 th Dec, contractors left building at 1230-1300 and said to Ian (security) they will	On 17 th Dec 12, Jackson's have said they will return regarding escalators,

				not to returning	
Lift	✓				
Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Needs a bit of painting done on stairwells	
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			team given instructions to clean edging of all ledges around the frame work, and also clean frame work	All clean, and checked daily
Cleanliness of lower mall and subways	✓			Malls swept and cleaned of any rubbish,	
Cleaners storage areas and rest room		✓			

Loading bay / Compactor	✓				Food rubbish left on the loading bay, s when picked by pet charity some debris left to rot unless I/we sweep it up/	Still an issue with charity food being left to rot
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Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓				
Escalator warning system	✓				
External warning Voice boxes			✓	.Not working, taken to Bens security. 14 th Dec 12 awaint call back	Have spoken to them, they are Still waiting for outcome Monday 3 rd dec range, have to ring again fri 18th
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned once a week Sundays, if possible	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored

Weekly Maintenance Checks – Bus Station W/C 17th Dec 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, & Same as above	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Issue with wet floor, due to drivers, also 2 more soap dispenser's broken Unable to get new dispenser's so soap bars are put out.	sign put up & mop /bucket left for drivers, for H&s reasons. This is a men's stagecoach drivers only area?
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	6 th Dec Electrician came to assess boxes still waiting
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware	Still waiting for repair
Escalators			✓	Mon 17 th Dec work to start again for 2 days & to replace a chain	On 19 th Dec 12, fixed & All up and running now

Lift	✓				
Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Needs a bit of painting done on stairwells	
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			team given instructions to clean edging of all ledges around the frame work, and also clean frame work	All clean, and checked daily
Cleanliness of lower mall and subways	✓			Malls swept and cleaned of any rubbish,	
Cleaners storage areas and rest room		✓			
Loading bay / Compactor	✓			Food rubbish left on the loading bay, s when picked by pet charity some debris left to rot unless I/we sweep it up/	Still an issue with charity food being left to rot

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓				
Escalator warning system	✓				
External warning Voice boxes			✓	.Not working, taken to Bens security. 14 th Dec 12 awaint call back	Have spoken to them, they are Still waiting for outcome Monday 3 rd dec range, have to ring again fri 18th
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned once a week Sundays, if possible	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored

Weekly Maintenance Checks – Bus Station W/C 24th Dec 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Still an Issue with wet floor, due to drivers,	This is a men's stagecoach drivers only area? sign up & mop /bucket left for drivers, for H&s reasons
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	6 th Dec Electrician came to assess boxes still waiting
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware	Still waiting for repair
Escalators	✓			All up and running	
Lift	✓				

Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Needs a bit of painting done on stairwells	
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			team given instructions to clean edging of all ledges around the frame work, and also clean frame work	All clean, and checked daily
Cleanliness of lower mall and subways	✓			Malls swept and cleaned of any rubbish,	
Cleaners storage areas and rest room		✓			
Loading bay / Compactor	✓			Food rubbish left on the loading bay, s when picked by pet charity some debris left to rot unless l/we sweep it up/	Still an issue with charity food being left to rot

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray	
Escalator warning system	✓				
External warning Voice boxes			✓	.Not working, taken to Bens security. 14 th Dec 12 await call back	Have spoken to them, they are Still waiting for outcome Still waiting
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned once a week Sundays, if possible	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored

Weekly Maintenance Checks – Bus Station W/C 31st Dec 2012

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Still an Issue with wet floor, due to drivers, now an issue with broken soap& toilet roll holders, and now a toilet seat, both bus companies been informed of the damage being made.	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	6 th Dec Electrician came to assess boxes , still waiting repair
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware	Still waiting for repair or replace
Escalators			✓	Working fine	

Lift	✓				
Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Needs a bit of painting done on stairwells	
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			Basic clean due to staff shortage	All clean, and checked daily
Cleanliness of lower mall and subways	✓				
Cleaners storage areas and rest room		✓			
Loading bay / Compactor	✓				

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray	
Escalator warning system	✓				
External warning Voice boxes			✓	.Not working, taken to Bens security. 14 th Dec 12 await call back	Pick up on Tues, when paid for
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned once a fortnight, Sundays, if possible	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored

Weekly Maintenance Checks – Bus Station W/C 7th Jan 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Still an Issue with wet floor, due to drivers, now an issue with broken soap& toilet roll holders, and now a toilet seat, both bus companies been informed of the damage being made.	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	6 th Dec Electrician came to assess boxes , still waiting repair
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware	Still waiting for repair or replace
Escalators			✓	Working fine	

Lift	✓				
Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Needs a bit of painting done on stairwells	
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			Basic clean due to staff shortage	All clean, and checked daily
Cleanliness of lower mall and subways	✓			Basic clean due to staff shortage	
Cleaners storage areas and rest room		✓			
Loading bay / Compactor	✓				

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray	
Escalator warning system	✓				
External warning Voice boxes			✓	.Not working, taken to Bens security. 14 th Dec 12 await call back	Due to be put up, Mon 14 th Jan
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned once a fortnight, Sundays, if possible	Basic clean due to staff shortage
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored

Weekly Maintenance Checks – Bus Station W/C 14th Jan 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Still an Issue with wet floor, due to drivers, now an issue with broken soap& toilet roll holders, and now a toilet seat, both bus companies been informed of the damage being made. 21 st Jan no water due to burst water pipe.	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	6 th Dec Electrician came to assess boxes , still waiting repair
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware	Still waiting for repair or replace

Escalators	✓			Working fine	
Lift	✓				
Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Needs a bit of painting done on stairwells	
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			Basic clean due to staff shortage	All clean, and checked daily
Cleanliness of lower mall and subways	✓			Basic clean due to staff shortage	
Cleaners storage areas and rest room		✓		Rest room is private area, cleaners only.	

Loading bay / Compactor	✓				Snowy weather so gritted area	
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Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray	
Escalator warning system	✓				
External warning Voice boxes			✓	.Not working, taken to Bens security. 14 th Dec 12 await call back	Due to be put up, Mon 14 th Jan, not put up yet due to water issues being a priority. Need recording, [REDACTED] to take them to [REDACTED] for this.
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned once a fortnight, Sundays, if possible	Basic clean due to staff shortage

subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored
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Weekly Maintenance Checks – Bus Station W/C 21st Jan 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Still an Issue with wet floor, due to drivers, now an issue with broken soap& toilet roll holders, and now a toilet seat, both bus companies been informed of the damage being made. 21 st Jan no water due to burst water pipe.	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	6 th Dec Electrician came to assess boxes , still waiting repair
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware	Still waiting for repair or replace

Escalators	✓			Working fine	
Lift	✓				
Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Needs a bit of painting done on stairwells	
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			Due to snow, salt from gritting is an issue, mopped up regular	All clean, and checked daily
Cleanliness of lower mall and subways	✓			Due to snow, salt from gritting is an issue, mopped up regular	
Cleaners storage areas and rest room		✓		Rest room is private area, cleaners only.	

Loading bay / Compactor	✓				Snowy weather so gritted area	
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Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray	
Escalator warning system	✓				
External warning Voice boxes			✓	.Not working, taken to Bens security. 14 th Dec 12 await call back	Due to be put up, Mon 14 th Jan, not put up yet due to water issues being a priority. Need recording, [REDACTED] to take them to [REDACTED] for this.
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned once a fortnight, Sundays, if possible	Basic clean due to staff shortage

subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored
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Weekly Maintenance Checks – Bus Station W/C 25th Jan 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Still an Issue with wet floor, due to drivers, now an issue with broken soap& toilet roll holders, and now a toilet seat, both bus companies been informed of the damage being made. 21 st Jan no water due to burst water pipe.	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	6 th Dec Electrician came to assess boxes , still waiting repair
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware, Bay 14 broken window	Still waiting for repair or replace

Escalators	✓				
Lift	✓				
Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓			
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			Due to snow, salt from gritting is an issue, mopped up regular	
Cleanliness of lower mall and subways	✓			Due to snow, salt from gritting is an issue, mopped up regular	
Cleaners storage areas and rest room		✓		Rest room is private area, cleaners only.	

Loading bay / Compactor	✓				
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Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray	
Escalator warning system	✓				
External warning Voice boxes			✓	.Returned to st Johns, awaiting recording	Need recording ██████ to take them to ██████ for this. Still awaiting outcome,
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned once a fortnight,	Not cleaned. due to staff shortage

subway Coconut mating	✓				Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored
Mezz mens Toilet repairs	✓				This is an on-going issue with men's driver toilet	Repaired by staff unless, we have to call helpdesk

Weekly Maintenance Checks – Bus Station W/C 4th Feb 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Still an Issue with wet floor, due to drivers, now an issue with broken soap& toilet roll holders, and now a toilet seat, both bus companies been informed of the damage being made. 21 st Jan no water due to burst water pipe.	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	6 th Dec Electrician came to assess boxes , still waiting repair
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware, Bay 14 broken window	Still waiting for repair or replace

Escalators	✓			Work to be done starting on the 12 th Feb	
Lift	✓				
Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓			
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			Due to snow, salt from gritting is an issue, mopped up regular	
Cleanliness of lower mall and subways	✓			Due to snow, salt from gritting is an issue, mopped up regular	
Cleaners storage areas and rest room		✓		Rest room is private area, cleaners only.	

Loading bay / Compactor	✓				
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Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray	
Escalator warning system	✓				
External warning Voice boxes			✓	.Returned to st johns, awaiting recording	for this. Still awaiting outcome,
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned once a fortnight,	Not cleaned. due to staff shortage

subway Coconut mating	✓				Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored
Mezz mens Toilet repairs	✓				This is an on-going issue with men's driver toilet	Repaired by staff unless, we have to call helpdesk

Weekly Maintenance Checks – Bus Station W/C 11th Feb 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	New toilet roll holders put up, no more toilet rolls stolen, Yet
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	New toilet roll holders put up, no more toilet rolls stolen, Yet 3 Jumbo toilet rolls taken a day last week
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Still an Issue with wet floor, due to drivers	Mop and bucket left in the room
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	6 th Dec Electrician came to assess boxes , still waiting repair
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, bay 9/10 /14 windows boarded up	Still waiting for repair or replace
Escalators	✓			Work to be done started on the 12 th Feb steps taken away	
Lift	✓				

Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓			
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			Kept as clean as possible, with staff shortage	
Cleanliness of lower mall and subways	✓			Kept as clean as possible, with staff shortage	
Cleaners storage areas and rest room		✓		Rest room is private area, cleaners only.	
Loading bay / Compactor	✓				

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	
Escalator warning system	✓				
External warning Voice boxes			✓	Waiting to be put up	Helpdesk aware.
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned once a fortnight,	Not cleaned. due to staff shortage
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored

Mezz men's & bay 22 Toilet repairs	✓			This is an on-going issue with men's driver toilet. Toilet blocked with hand towels again. Richardsons called in	Repaired by staff unless, we have to call helpdesk Bay 22 Unblocked again
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Weekly Maintenance Checks – Bus Station W/C 18th Feb 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	New toilet roll holders put up, no more toilet rolls stolen, Yet
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	New toilet roll holders put up, no more toilet rolls stolen, Yet
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Still an Issue with wet floor, due to drivers	Mop and bucket left in the room
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	6 th Dec Electrician came to assess boxes , still waiting repair
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, bay 9/10 /14 windows boarded up	Still waiting for repair or replace
Escalators		✓		Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	
Lift	✓				

Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓			
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			Kept as clean as possible, with staff shortage	
Cleanliness of lower mall and subways	✓			Kept as clean as possible, with staff shortage	
Cleaners storage areas and rest room		✓		Rest room is private area, cleaners only.	
Loading bay / Compactor	✓			Broke down on 20 th Feb, reported by myself to Geesink, due to be repaired on Fri 23 rd Feb	

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be put up,	
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned when possible	Not cleaned. due to staff shortage
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored,

Mezz men's& bay 22 Toilet repairs	✓			This is an on-going issue with men's driver toilet. Toilet blocked with hand towels again. Richardsons called in	Repaired by staff unless, we have to call helpdesk Bay 22 Unblocked again 14 th feb
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Weekly Maintenance Checks – Bus Station W/C 4thth Mar 2013 (wk com: 25th Feb on leave)

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	Taps are an issue at the moment, being left to run as they are hard to turn off, due to being old
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	New toilet roll holders put up, no more toilet rolls stolen, Yet
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Still an Issue with wet floor, due to drivers. Toilet seats & soap holder broken, Toilet roll holders being replaced	Mop and bucket left , toilet seats broken, but repaired by my staff. Fixed by staff Being replaced by myself on Monday 11 th
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, bay 9/10 /14 windows boarded up	Still waiting for repair or replace
Escalators		✓		Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	8 th feb steps returned and been put in, Sunday 10 th down steps being taken away

Lift	✓			Still working ok	
Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout			✓	Stairwell need a repaint,	
Windows/Glass throughout	✓			Apart from bays 9/10/14 being boarded all ok	
Cleanliness of concourse	✓			Kept as clean as possible, with staff shortage	
Cleanliness of lower mall and subways	✓			Kept as clean as possible, with staff shortage	
Cleaners storage areas and rest room		✓		Rest room is private area, cleaners only. Storage area clean	
Loading bay / Compactor	✓			Broke down on 20 th Feb, reported by myself to Geesink, due to be repaired on Fri 23 rd Feb	23 rd Feb repaired

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be put up,	
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned when possible	Not cleaned. due to staff shortage
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored,

Mezz men's & bay 22 Toilet repairs	✓			This is an on-going issue with men's driver toilet. Again unblocked due to blue hand towels being flushed in toilet, staff member cleared it	
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Weekly Maintenance Checks – Bus Station W/C 11th Mar 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	Taps are an issue at the moment, being left to run as they are hard to turn off, due to being old
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	New toilet roll holders put up, no more toilet rolls stolen, Yet
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Still an Issue with wet floor, due to drivers. Toilet seats & soap holder broken, Toilet roll holders being replaced	Mop and bucket left , toilet seats broken, but repaired by my staff. Fixed by staff again?
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, bay 9/10 /14 windows boarded up	Still waiting for repair or replace
Escalators		✓		Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	Sunday 10 th down steps being taken away up to now down steps still awaiting replacement

Lift	✓			Still working ok	
Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout			✓	Stairwell need a repaint,	
Windows/Glass throughout	✓			Apart from bays 9/10/14 being boarded all ok	
Cleanliness of concourse	✓			Concourse flooring leading to Gros centre crumbling away, lady tripped helpdesk called	Saturday 10 th Floor repaired
Cleanliness of lower mall and subways	✓				
Cleaners storage areas and rest room		✓		Rest room is private area, cleaners only. Storage area clean	
Loading bay / Compactor	✓				

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be recorded on & put up,	
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned when possible	Not cleaned. due to staff shortage
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored,

bay 22 Toilet repairs	✓			This is an on-going issue with men's driver toilet.	Again unblocked due to blue hand towels being flushed in toilet, staff member cleared it,
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Weekly Maintenance Checks – Bus Station W/C 18th Mar 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	Taps are an issue at the moment, being left to run as they are hard to turn off, due to being old
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	New toilet roll holders put up, no more toilet rolls stolen, Yet
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets		✓		Still an Issue with wet floor, due to drivers. Toilet seats & soap holder broken, Toilet roll holders being replaced	Mop and bucket left , toilet seats broken, but repaired by my staff. Fixed by staff again?
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, bay 9/10 /14 windows boarded up	Still waiting for repair or replace
Escalators		✓		Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	Sunday 10 th down steps being taken away up to now down steps still awaiting replacement still waiting

Lift	✓			Still working ok	
Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout			✓	Stairwell need a repaint,	
Windows/Glass throughout	✓			Apart from bays 9/10/14 being boarded all ok	
Cleanliness of concourse	✓			Concourse flooring leading to Gros centre crumbling away, lady tripped helpdesk called	Saturday 10 th Floor repaired
Cleanliness of lower mall and subways	✓				
Cleaners storage areas and rest room		✓		Rest room is private area, cleaners only. Storage area clean	
Loading bay / Compactor	✓				

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be recorded on & put up,	
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned when possible	
subway Coconut matting	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored,

bay 22 Toilet repairs	✓			This is an on-going issue with men's driver toilet.	
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Weekly Maintenance Checks – Bus Station W/C 8th April 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	Taps are still an issue at the moment, being left to run as they are hard to turn off, due to being old
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	New toilet roll holders put up, no more toilet rolls stolen, Yet
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets				We don't clean this area any more	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, bay 9/10 /14 windows boarded up	Still waiting for repair or replace
Escalators		✓		Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	Sunday 10 th March down steps been taken away. Update: Down escalator now repaired, but up escalator off, due to cone plate breaking (due to a screw stuck on steps)

Lift	✓			Still working ok	
Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout	✓			Apart from bays 9/10/14 being boarded all ok	
Cleanliness of concourse	✓			Concourse flooring leading to Gros centre crumbling away, lady tripped helpdesk called	Saturday 10 th March Floor repaired
Cleanliness of lower mall and subways	✓			Cleaned once a week with machine, and swept daily	
Cleaners storage areas and rest room		✓		Rest room is private area, cleaners only. Storage area clean	
Loading bay / Compactor	✓			Emptied weekly sometimes lately its been twice.	

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	Tiles removed and sprayed orange, for safety reason's
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be recorded on & put up,	
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned when possible	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored,

bay 22 Toilet repairs	✓			This is an on-going issue with men's driver toilet.	
Bay Doors	✓			Some bay doors are not closing as they should due to balance issues	Help desk informed, repairs in hand

Weekly Maintenance Checks – Bus Station W/C 15th April 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	Taps are still an issue at the moment, being left to run as they are hard to turn off, due to being old
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	New toilet roll holders put up, no more toilet rolls stolen, Yet
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets				We don't clean this area any more	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, bay 9/10 /14 windows boarded up	Repaired
Escalators		✓		Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	Now both repaired
Lift	✓			Still working ok	

Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout	✓			Apart from bays 9/10/14 being boarded all ok	
Cleanliness of concourse	✓				
Cleanliness of lower mall and subways	✓			Cleaned once a week with machine, and swept daily	
Cleaners storage areas and rest room		✓		Rest room is private area, cleaners only. Storage area clean	
Loading bay / Compactor	✓			Emptied weekly sometimes lately its been twice.	

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	Tiles removed and sprayed orange, for safety reason's
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be recorded on & put up,	
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned when possible	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored,

bay 22 Toilet repairs	✓			This is an on-going issue with men's driver toilet.	
Bay Doors	✓			Some bay doors are not closing as they should due to balance issues	Help desk informed, repairs in hand, door springs have attended

Weekly Maintenance Checks – Bus Station W/C 22nd April 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	Taps are still an issue at the moment, being left to run as they are hard to turn off, due to being old
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	New toilet roll holders put up, no more toilet rolls stolen, Yet
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets				We don't clean this area any more	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors		✓		Bay A cracked window, bay 9/10 /14 windows boarded up	Repaired
Escalators		✓		Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	Now both repaired
Lift	✓			Still working ok	

Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout	✓			Apart from bays 9/10/14 being boarded all ok	
Cleanliness of concourse	✓				
Cleanliness of lower mall and subways	✓			Cleaned once a week with machine, and swept daily	
Cleaners storage areas and rest room		✓		Rest room is private area, cleaners only. Storage area clean	
Loading bay / Compactor	✓			Emptied weekly sometimes, lately it's been twice.	

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	Tiles removed and sprayed orange, for safety reason's
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be recorded on & put up,	
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned when possible	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored,

bay 22 Toilet repairs	✓			Water heater not working	New water heater put in ladies toilet
Bay Doors	✓			Some bay doors are not closing as they should due to balance issues	Door springs have attended

Weekly Maintenance Checks – Bus Station W/C 29nd April 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	Door pulled off, and lock broken
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets				We don't clean this area any more	Kitchen on mezz, flooded and Richardsons called
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓			Bays have boards up, due to vandalism	Most bays now have glass in them
Escalators	✓				
Lift	✓			Still working ok	

Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout	✓			Apart from bays 9/10/14 being boarded all ok	Glass in bays now replaced.
Cleanliness of concourse	✓			Good, but floor condition worn, but kept clean	
Cleanliness of lower mall and subways	✓			Cleaned once a week with machine, and swept daily	
Cleaners storage areas and rest room		✓		Rest room is private area, cleaners only. Storage area clean	
Loading bay / Compactor	✓			Compactor issue? So not in use, Potters to repair Thurs morning	Potters welded an extention to bolts, hopefully no more damage

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	Tiles removed and sprayed orange, for safety reason's
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be recorded on & put up,	
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned when possible	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored,

bay 22 Toilet repairs	✓			Water heater not working	New water heater put in ladies toilet
Bay Doors	✓			Some bay doors are not closing as they should due to balance issues	Door springs have attended

Weekly Maintenance Checks – Bus Station W/C 6th May 2013 (annual leave) update

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	Door pulled off, and lock broken
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets				We don't clean this area any more	Kitchen on mezz, flooded and Richardsons called
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓			Bays have boards up, due to vandalism	Most bays now have glass in them
Escalators	✓				
Lift	✓			Still working ok	

Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout	✓			Apart from bays 9/10/14 being boarded all ok	Glass in bays now replaced.
Cleanliness of concourse	✓			Good, but floor condition worn, but kept clean	
Cleanliness of lower mall and subways	✓			Cleaned once a week with machine, and swept daily	
Cleaners storage areas and rest room		✓		Rest room is private area, cleaners only. Storage area clean	
Loading bay / Compactor	✓			Compactor issue? So not in use, Potters to repair Thurs morning	Potters welded an extention to bolts, hopefully no more damage

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	Tiles removed and sprayed orange, for safety reason's
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be recorded on & put up,	
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned when possible	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored,

bay 22 Toilet repairs	✓			Water heater not working	New water heater put in ladies toilet
Bay Doors	✓			Some bay doors are not closing as they should due to balance issues	Door springs have attended

Weekly Maintenance Checks – Bus Station W/C 13th May 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Due to vandalism. Repairs are done as soon as reported to help desk	
Public toilet (Ladies)		✓		Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop	Taps do not turn off properly, causing the water to keep running.
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets				We don't clean this area any more	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓				
Escalators	✓				
Lift	✓			Still working ok	

Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			Good, but floor condition worn, but kept clean	
Cleanliness of lower mall and subways	✓			Cleaned once a week with machine, and swept daily	
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean	
Loading bay / Compactor	✓			Compactor issue? So not in use, Potters to repair Thurs morning	Potters welded an extention to bolts, hopefully no more damage

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	Tiles removed and sprayed orange, for safety reason's
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be recorded on & put up, due to the position of the boxes, a Risk assessment to be done, for the voice box batteries changing	
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned when possible	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced

bay 22 Toilet repairs	✓				
Bay Doors	✓			Some bay doors are not closing as they should due to balance issues	Door springs have attended
<u>Miscellaneous</u>					
Taxi rank bay H		✓		Bollard and plinth have been damaged, causing the plinth to crumble and break and the bollard out in road way	18 th May property helpdesk aware

Weekly Maintenance Checks – Bus Station W/C 20th May 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Flooding in men's close to urinals, helpdesk informed. Nbc & Richardson's	Nbc unable to solve problem Richardson put a camera down and found the problem, solved now
Public toilet (Ladies)		✓		Flooding in ladies toilet, helpdesk informed. Nbc & Richardson's	Nbc unable to solve problem Richardson put a camera down and found the problem, solved now
Public toilet (Disabled)		✓		Same as above	
Mezzanine toilets				We don't clean this area any more	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓			Reported a bay 17 door on Friday before I left, reports of it being stiff	Helpdesk aware. May not be done due to bank holiday
Escalators	✓			Still working ok	
Lift	✓			Still working ok	

Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout	✓			Not cleaned for a while? Now have a list of dates to be done	
Cleanliness of concourse	✓			Good, but floor condition worn, but kept clean	
Cleanliness of lower mall and subways	✓			Cleaned once a week with machine, and swept daily	
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored,	safe I know put rotted veg in the compactor if not picked up in 2 days.

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	Tiles removed and sprayed orange, for safety reason's Monitored
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be recorded on & put up, due to the position of the boxes, a Risk assessment to be done, for the voice box batteries changing	Trouble with trying to record message
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned as & when possible	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced

bay 22 Toilet repairs	✓			Toilet roll holders need to change due to tissue unable to get	16 th May Replaced toilet roll holders with our old jumbo holders.
Bay Doors	✓			Reported a bay 17 door on Friday before I left, reports of it being stiff	
<u>Miscellaneous</u>				Bollard and plinth have been damaged, causing the plinth to crumble and break and the bollard out in road way	Repaired by the 21 st May
Taxi rank bay H		✓			

Weekly Maintenance Checks – Bus Station W/C 3rd June 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		✓		Flooding in men's close to urinals, helpdesk informed. Nbc & Richardson's	Solved now
Public toilet (Ladies)				Flooding in ladies toilet, helpdesk informed. Nbc & Richardson's	Solved now
Public toilet (Disabled)	✓			Same as above	
Mezzanine toilets				We don't clean this area any more	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓			Reported a bay 17 door on Friday before I left, reports of it being stiff	All doors working fine now
Escalators	✓			Still working ok	
Lift	✓			Still working ok	

Lighting & clocks throughout		✓			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout	✓			Not cleaned for a while? Now have a list of dates to be done	
Cleanliness of concourse	✓			Good, but floor condition worn, but kept clean	
Cleanliness of lower mall and subways	✓			Cleaned once a week with machine, and swept daily	
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored,	safe I know put rotted veg in the compactor if not picked up in 2 days.

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	Tiles removed and sprayed orange, for safety reason's Monitored
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be recorded on & put up, due to the position of the boxes, a Risk assessment to be done, for the voice box batteries changing	Trouble with trying to record message Risk assessment to be done for battery changes
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned sundays	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced

bay 22 Toilet repairs	✓			Toilet roll holders need to change due to tissue unable to get	16 th May Replaced toilet roll holders with our old jumbo holders.
Bay Doors	✓			Reported a bay 17 door on Friday before I left, reports of it being stiff	No more Rolls stolen All doors ok now
<u>Miscellaneous</u>					
Taxi rank bay H	✓			Bollard and plinth have been damaged, causing the plinth to crumble and break and the bollard out in road way	This bollard & plinth has been Repaired , a job well done

Weekly Maintenance Checks – Bus Station W/C 10th June 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	✓				
Public toilet (Ladies)	✓				
Public toilet (Disabled)	✓			Same as above	
Mezzanine toilets				We don't clean this area any more	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓				All doors working fine now
Escalators	✓			Still working ok	
Lift	✓			Still working ok	
Lighting & clocks		✓			

throughout					
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout	✓			Not cleaned for a while? Now have a list of dates to be done	
Cleanliness of concourse	✓			Good, but floor condition worn, but kept clean Concourse scrubbed on Sundays, by [REDACTED]	
Cleanliness of lower mall and subways	✓			Cleaned once a week with machine, and swept daily	
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored, I now put rotted veg in the compactor if not picked up in 2 days.	safe Monitored Daily, by [REDACTED]

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	Tiles removed and sprayed orange, for safety reason's Monitored
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be recorded on & put up, due to the position of the boxes, a Risk assessment to be done, for the voice box batteries changing	Trouble with trying to record message Risk assessment to be done for battery changes
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned sundays	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced

bay 22 Toilet repairs	✓				No more Rolls stolen
Bay Doors	✓				All doors working ok
<u>Miscellaneous</u>					
Taxi rank bay H	✓				This bollard & plinth has been Repaired , a job well done

Weekly Maintenance Checks – Bus Station W/C 17th June 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	✓				
Public toilet (Ladies)	✓				
Public toilet (Disabled)	✓			Same as above	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓			Bay 9 glass broken, don't know when?	Boarded up
Escalators	✓			Still working ok	
Lift	✓			Lift broke down on Sat 22 nd , engineers on site	Got to wait until Monday for repair
Lighting & clocks throughout		✓			

Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout	✓			Not cleaned for a while? Still not done	
Cleanliness of concourse	✓			floor condition worn, but kept clean Concourse scrubbed on Sundays, by [REDACTED]	Being scrubbed on sunday
Cleanliness of lower mall and subways	✓			Cleaned once a week with machine, and swept daily	
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored, I now put rotted veg in the compactor if not picked up in 2 days.	safe Monitored Daily, by [REDACTED]

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	Tiles removed and sprayed orange, for safety reason's Monitored
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be recorded on & put up, due to the position of the boxes, a Risk assessment to be done, for the voice box batteries changing	Trouble with trying to record message Risk assessment to be done for battery changes
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned sundays	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced
bay 22 Toilet repairs	✓				No more Rolls stolen

Bay Doors	✓				All doors working ok
<u>Miscellaneous</u>					
Taxi rank bay H	✓				This bollard & plinth has been Repaired , a job well done

Weekly Maintenance Checks – Bus Station W/C 29th June 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	✓				
Public toilet (Ladies)	✓				
Public toilet (Disabled)	✓			Same as above	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓			Bay 9 glass broken, don't know when?	Boarded up
Escalators	✓			Still working ok	
Lift	✓			Lift broke down on Sat 22 nd , engineers on site. Cant do it till Sunday?	Fixed it on the Sunday?
Lighting & clocks throughout		✓			

Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout			✓	Not cleaned for a while? Still not done	
Cleanliness of concourse	✓			floor condition worn, but kept clean Concourse scrubbed on Sundays, by [REDACTED]	
Cleanliness of lower mall and subways	✓			Cleaned once a week with machine, and swept daily	
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored, I now put rotted veg in the compactor if not picked up in 2 days.	safe Monitored Daily, by [REDACTED]

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	Tiles removed and sprayed orange, for safety reason's Monitored
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be recorded on & put up, due to the position of the boxes, a Risk assessment to be done, for the voice box batteries changing	Trouble with trying to record message Risk assessment to be done for battery changes
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned sundays	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced
bay 22 Toilet repairs	✓				No more Rolls stolen

Bay Doors	✓				All doors working ok
<u>Miscellaneous</u>					
Taxi rank bay H	✓				This bollard & plinth has been Repaired , a job well done

Weekly Maintenance Checks – Bus Station W/C 01st July 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	✓				
Public toilet (Ladies)	✓				
Public toilet (Disabled)	✓			Same as above	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓			Bay 9 glass broken, don't know when?	Boarded up
Escalators	✓			Still working ok	
Lift	✓				
Lighting & clocks throughout		✓			

Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout			✓	Still not cleaned for a while? Still not done	
Cleanliness of concourse	✓			floor condition worn, but kept clean Concourse scrubbed on Sundays, by [REDACTED]	
Cleanliness of lower mall and subways	✓			Cleaned once a week with machine, and swept daily	
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored, I now put rotted veg in the compactor if not picked up in 2 days.	safe Monitored Daily, by [REDACTED]

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	Tiles removed and sprayed orange, for safety reason's Monitored
Escalator warning system	✓				
External warning Voice boxes			✓	Still Waiting to be recorded on & put up, due to the position of the boxes, a Risk assessment to be done, for the voice box batteries changing	Trouble with trying to record message Risk assessment to be done for battery changes
External signage	✓				
Internal public address system	✓				
Seating	✓			Cleaned sundays	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced

bay 22 Toilet repairs	✓			Urinal, no water	Water had been turned off for some reason, Back on now
Bay Doors	✓			Bay 9 still not had glass replaced	
<u>Miscellaneous</u>	✓				

Weekly Maintenance Checks – Bus Station W/C 08TH July 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	✓				
Public toilet (Ladies)	✓				
Public toilet (Disabled)	✓			Same as above	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓			Bay 9 glass broken, don't know when?	Boarded up
Escalators	✓			Still working ok	
Lift	✓				
Lighting & clocks throughout		✓			

Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout		✓		Still not cleaned for a while? Wiped over by staff if badly soiled Starting this Sunday?	
Cleanliness of concourse	✓			floor condition worn, but kept clean Concourse scrubbed on Sundays, by [REDACTED]	
Cleanliness of lower mall and subways	✓			Cleaned once a week with machine, and swept daily and spot mopped through the day	
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored, I now put rotted veg in the compactor if not picked up in 2 days.	safe Monitored Daily, by [REDACTED]

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily	Tiles removed and sprayed orange, for safety reason's Monitored & resprayed
Escalator warning system	✓				
External warning Voice boxes	✓			Position on the walls around the bus station, at each corner	
External signage	✓			Weekly Cleaned and checked	
Internal public address system	✓				
Seating	✓			Cleaned sundays	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced
bay 22 Toilet repairs	✓			Urinal, no water	Water had been turned off for some reason, Back on now

Bay Doors	✓			Bay 9 still not had glass replaced	
Safety Tannoy announcement made through the day	✓			Taped message given out in intervals	

Weekly Maintenance Checks – Bus Station W/C 15TH July 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	✓				
Public toilet (Ladies)	✓				
Public toilet (Disabled)	✓			Same as above	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓				replaced
Escalators	✓			Still working ok	
Lift	✓				
Lighting & clocks throughout		✓			

Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout	✓			cleaned	
Cleanliness of concourse	✓			New scrubber machine is really doing good	
Cleanliness of lower mall and subways	✓				
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored, I now put rotted veg in the compactor if not picked up in 2 days.	safe Monitored Daily, by [REDACTED]

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily	Tiles removed and sprayed orange, for safety reason's Monitored & resprayed
Escalator warning system	✓				
External warning Voice boxes	✓			Position on the walls around the bus station, at each corner	
External signage	✓			Weekly Cleaned and checked	
Internal public address system	✓			Recorded warning announcement made every hour if possible	
Seating	✓			Cleaned sundays	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced
bay 22 Toilet repairs	✓				Water had been turned off for some reason, Back on now

Bay Doors	✓				
Safety Tannoy announcement made through the day	✓			Taped message given out in intervals	

Weekly Maintenance Checks – Bus Station W/C 22nd July 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	✓				
Public toilet (Ladies)	✓				
Public toilet (Disabled)	✓			Same as above	
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓				replaced
Escalators	✓			Still working ok	
Lift	✓			Light off	Replacement in, until new bulbs in stick
Lighting & clocks throughout		✓			


Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout	✓			cleaned	
Cleanliness of concourse	✓			New scrubber machine is really doing good Charger broken	Charger repaired now.
Cleanliness of lower mall and subways	✓				
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored, I now put rotted veg in the compactor if not picked up in 2 days.	safe Monitored Daily, by [REDACTED]

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily	Tiles removed and sprayed orange, for safety reason's Monitored & resprayed
Escalator warning system	✓				
External warning Voice boxes	✓			Position on the walls around the bus station, at each corner	
External signage	✓			Weekly Cleaned and checked	
Internal public address system	✓			Recorded warning announcement made every hour if possible	
Seating	✓			Cleaned sundays	
subway Coconut matting	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced
bay 22 Toilet repairs	✓			No Issues	

Bay Doors	✓				
Safety Tannoy announcement made through the day	✓			Taped message given out in intervals	Security and myself use this

Weekly Maintenance Checks – Bus Station W/C 29th July 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	✓			Problem with men looking over the cubicles,	Security going in and out patrolling
Public toilet (Ladies)	✓				
Public toilet (Disabled)	✓				
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓				replaced
Escalators	✓			Still working ok	
Lift	✓			Light off	Temp Replacement , until new bulbs in stock
Lighting & clocks throughout		✓			


Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		✓		Stairwell need a repaint,	
Windows/Glass throughout	✓			Cleaned on the 16/7/13	
Cleanliness of concourse	✓			New scrubber machine is really doing good	Being used in the Gros/Whold car park too
Cleanliness of lower mall and subways	✓				
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored, I now put rotted veg in the compactor if not picked up in 2 days.	safe Monitored Daily, by 

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily	Tiles removed and sprayed orange, for safety reason's Monitored & sprayed
Escalator warning system	✓				;
External warning Voice boxes	✓			Position on the walls around the bus station, at each corner	
External signage	✓			Weekly Cleaned and checked	
Internal public address system	✓			Recorded warning announcement made every hour if possible	
Seating	✓			Cleaned Sundays, when possible	
subway Coconut matting	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced
bay 20 Toilet repairs	✓			No Issues	

Bay Doors	✓				
Safety Tannoy announcement made through the day	✓			Taped message given out in intervals	Most Security that I have shown & myself use this.

Weekly Maintenance Checks – Bus Station W/C 5th Aug 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	✓			Problem with men looking over the cubicles,	Security going in and out patrolling
Public toilet (Ladies)	✓				
Public toilet (Disabled)	✓				
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓				replaced
Escalators	✓			Still working ok	
Lift	✓			Light off	Temp Replacement , until new bulbs in stock
Lighting & clocks throughout		✓			

Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout	✓			Stairwell need a repaint,	Bottom ledges of stairwells painted, getting rid of the black stains
Windows/Glass throughout	✓			Cleaned on the 16/7/13	
Cleanliness of concourse	✓			New scrubber machine is really doing good	Being used in the Gros/Mhold car park too
Cleanliness of lower mall and subways	✓				
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored, I now put rotted veg in the compactor if not picked up in 2 days.	safe Monitored Daily, by 

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	√			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily	Tiles removed and sprayed orange, for safety reason's Monitored & sprayed
Escalator warning system	√				
External warning Voice boxes	√			Position on the walls around the bus station, at each corner	
External signage	√			Weekly Cleaned and checked	
Internal public address system	√			Recorded warning announcement made every hour if possible	
Seating	√			Cleaned Sundays, when possible	
subway Coconut mating	√			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced

bay 20 Toilet repairs	✓			No Issues	
Bay Doors	✓				
Safety Tannoy announcement made through the day	✓			Taped message given out in intervals	Most Security that I have shown & myself use this.

Weekly Maintenance Checks – Bus Station W/C 12th Aug 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	✓			Problem with men looking over the cubicles,	Security going in and out patrolling
Public toilet (Ladies)	✓				Watching also from concourse area
Public toilet (Disabled)	✓				
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓			All signs put on, no smoking/no exit across bus lanes	Replaced when damaged
Escalators	✓			Still working ok	
Lift	✓			Light off	Temp Replacement , until new bulbs in stock
Lighting & clocks throughout		✓			

Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout	✓			Stairwell need a repaint,	Bottom ledges of stairwells painted, getting rid of the black stains
Windows/Glass throughout	✓				
Cleanliness of concourse	✓			New scrubber machine is really doing good	Being used in the Gros/Mhold car park too, very good machine
Cleanliness of lower mall and subways	✓			All subways have no smoking signs replaced and new put up	
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored, I now put rotted veg in the compactor if not picked up in 2 days.	safe stopped leaving veg for charity now due to them not collecting it.

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily	Tiles removed and sprayed orange, for safety reason's Monitored & sprayed
Escalator warning system	✓				
External warning Voice boxes	✓			Position on the walls around the bus station, at each corner	
External signage	✓			Weekly Cleaned and checked	
Internal public address system	✓			Recorded warning announcement made every hour if possible	
Seating	✓			Cleaned Sundays, when possible	
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced

bay 20 Toilet repairs	✓				
Bay Doors	✓			Bay B has an issue with sliding, helpdesk informed 15 th Aug	
Safety Tannoy announcement made through the day	✓			Taped message given out in intervals	Most Security that I have shown & myself use this. Played regular occasions unless emergency occurs.

Weekly Maintenance Checks – Bus Station W/C 19th Aug 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		X			
Public toilet (Ladies)		X			
Public toilet (Disabled)		X			
Concourse light boxes	X				
Concourse signage	X				
Concourse & bus bay doors		X		Bay door B repaired 19/8/13.	
Escalators	X				
Lift	X				
Lighting & clocks throughout		X			

Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		X			
Windows/Glass throughout		X			
Cleanliness of concourse		X			
Cleanliness of lower mall and subways		X			
Cleaners storage areas and rest room		X			
Loading bay / Compactor		X			

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways		X			
Escalator warning system	X				
External warning Voice boxes					
External signage	X				
Internal public address system	X				
Seating		X			
subway Coconut mating		X			
bay 20 Toilet repairs	✓				

Bay Doors		X			
Safety Tannoy announcement made through the day		X			

Weekly Maintenance Checks – Bus Station W/C 2nd September 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		X			
Public toilet (Ladies)		X		Lock broken on cubicle door-reported 5 th September.	
Public toilet (Disabled)		X			
Concourse light boxes	X				
Concourse signage	X				
Concourse & bus bay doors		X			
Escalators	X				
Lift	X				
Lighting & clocks throughout		X			

Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		X			
Windows/Glass throughout		X			
Cleanliness of concourse		X			
Cleanliness of lower mall and subways		X			
Cleaners storage areas and rest room		X			
Loading bay / Compactor		X			

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways		X			
Escalator warning system	X				
External warning Voice boxes					
External signage	X				
Internal public address system	X				
Seating		X			
subway Coconut mating		X			
bay 20 Toilet repairs	✓				

Bay Doors		X			
Safety Tannoy announcement made through the day		X			

Weekly Maintenance Checks – Bus Station W/C 9th Sept 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	✓			Problem with men looking over the cubicles,	Still being monitored Security going in and out patrolling
Public toilet (Ladies)	✓				Watching also from concourse area
Public toilet (Disabled)	✓				
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓			All signs put on, no smoking/no exit across bus lanes	Replaced when damaged, soon to be stencilled on, time permitting
Escalators	✓			Still working ok	
Lift	✓				
Lighting & clocks throughout		✓			

Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout	✓			Stairwell need a repaint,	Bottom ledges of stairwells painted, getting rid of the black stains
Windows/Glass throughout			✓		
Cleanliness of concourse	✓				
Cleanliness of lower mall and subways	✓			All subways have no smoking signs replaced and new put up	
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored,	safe

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily	Tiles removed and sprayed orange, for safety reason's Monitored & sprayed
Escalator warning system	✓				
External warning Voice boxes	✓			Position on the walls around the bus station, at each corner	
External signage	✓			Cleaned and checked	One sign repaired due to vandalism
Internal public address system	✓			Recorded warning announcement made every hour if possible	
Seating	✓				
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced
bay 20 Toilet repairs	✓			No Issues	

Bay Doors	✓			Bay A, SMASHED ON 7 TH Sept, Bay B Door damaged	Replaced on the 10 th sept Helpdesk aware
Safety Tannoy announcement made through the day	✓			Taped message given out in intervals	Most Security that I have shown & myself use this. Played regular occasions unless an emergency occurs.

Weekly Maintenance Checks – Bus Station W/C 16th Sept 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	✓			Problem with men looking over the cubicles, On-going issue so very other cubicle closed.	Still being monitored Security going in and out patrolling Watching also from concourse area
Public toilet (Ladies)	✓				
Public toilet (Disabled)	✓				
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓			All signs put on, no smoking/no exit across bus lanes	Replaced when damaged, soon to be stencilled on, time permitting
Escalators	✓			Still working ok	
Lift	✓			Still working ok	
Lighting & clocks throughout		✓			

Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout	✓			Stairwell need a repaint,	Bottom ledges of stairwells painted, getting rid of the black stains
Windows/Glass throughout			✓	No window cleaners	Staff clean bad substances off, if the need arises
Cleanliness of concourse	✓				
Cleanliness of lower mall and subways	✓			All subways have no smoking signs replaced and new put up	
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored, Market equipment stored there now,	safe

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily	Tiles removed and sprayed orange, for safety reason's Monitored & sprayed
Escalator warning system	✓				
External warning Voice boxes	✓			Position on the walls around the bus station, at each corner	1 was tampered with, but seen to
External signage	✓			Cleaned and checked	One sign repaired due to vandalism
Internal public address system	✓			Recorded warning announcement made every hour if possible	
Seating	✓				
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, 14 th Nov 12 still monitored, And replaced
bay 20 Toilet repairs	✓			No Issues	

Bay Doors	✓			Bay 1, cracked sometime at night TH Sept,	Replaced on the 17 th sept
Safety Tannoy announcement made through the day	✓			Bay 11 (as above) Taped message given out in intervals	Boarded up temp Most Security that I have shown & myself use this. Played regular occasions unless an emergency occurs.

Weekly Maintenance Checks – Bus Station W/C 23rd Sept 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	✓			Problem with men looking over the cubicles, On-going issue so very other cubicle closed.	Still being monitored Security going in and out patrolling Watching also from concourse area
Public toilet (Ladies)	✓				
Public toilet (Disabled)	✓				
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓			All signs put on, no smoking/no exit across bus lanes	Replaced when damaged, soon to be stencilled on, time permitting
Escalators	✓			Serviced on Monday 23 rd sept 24 th went off twice by it self	24th Sept, Jacksons called, footplate issue, due to people jumping off escalator
Lift	✓			Still working ok	
Lighting & clocks throughout		✓		Cock above lift on bus level fallen down	Put back up.

Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout	✓			Stairwell need a repaint,	Bottom ledges of stairwells painted, getting rid of the black stains
Windows/Glass throughout			✓	No window cleaners	Staff clean bad substances off, if the need arises
Cleanliness of concourse	✓				
Cleanliness of lower mall and subways	✓			All subways have no smoking signs replaced and new put up	
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored, Market equipment stored there now, Loading bay check done by myself	safe clean and safe

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily	Tiles removed and sprayed orange, for safety reason's Monitored & sprayed
Escalator warning system	✓				
External warning Voice boxes	✓			Position on the walls around the bus station, at each corner	1 was tampered with, but seen to. Still people ignore them. Issues with the boxes working intermittent. Even after batteries changed
External signage	✓			checked not able to clean unless signs covered due to staff shortage	One sign repaired due to vandalism
Internal public address system	✓			Recorded warning announcement made every hour if possible	
Seating	✓				
subway Coconut matting	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, still monitored, And replaced

bay 20 Toilet repairs	✓			Still no Issues	
Bay Doors	✓				
Safety Tannoy announcement made through the day	✓			Taped message given out in intervals	Most Security that I have shown & I use this. Played regular occasions unless an emergency occurs.

Weekly Maintenance Checks – Bus Station W/C 30th Sept 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	✓			Problem with men looking over the cubicles, On-going issue so very other cubicle closed.	Still being monitored Security going in and out patrolling Watching also from concourse area
Public toilet (Ladies)	✓				
Public toilet (Disabled)	✓				
Concourse light boxes		✓		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	✓				
Concourse & bus bay doors	✓			All signs put on, no smoking/no exit across bus lanes	Replaced when damaged, soon to be stencilled on, time permitting
Escalators	✓			Serviced on Monday 23 rd sept 24 th went off twice by it self	24th Sept, Jacksons called, footplate issue, due to people jumping off escalator
Lift	✓			Still working ok	
Lighting & clocks throughout		✓		Clock above lift on bus level fallen down	To be replaced

Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout	✓			Stairwell need a repaint,	Bottom ledges of stairwells painted, getting rid of the black stains
Windows/Glass throughout			✓	No window cleaners	Staff clean bad substances off, if the need arises
Cleanliness of concourse	✓				
Cleanliness of lower mall and subways	✓			All subways have no smoking signs replaced and new put up	
Cleaners storage areas and rest room	✓			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	✓			Salt and Market team stuff stored, Market equipment stored there now, Loading bay check done by myself	safe clean and safe

Item	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	✓			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily	Tiles removed and sprayed orange, for safety reason's Monitored & sprayed
Escalator warning system	✓				
External warning Voice boxes	✓			Position on the walls around the bus station, at each corner	1 has been tampered with, but seen to. Still people ignore them. Issues with the boxes working intermittent. Even after batteries changed
External signage	✓			checked not able to clean unless signs covered due to staff shortage	One sign repaired due to vandalism
Internal public address system	✓			Recorded warning announcement made every hour if possible	
Seating	✓				
subway Coconut mating	✓			Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge	Tape put on, still monitored, And replaced

bay 20 Toilet repairs	✓			Still no Issues	
Bay Doors	✓				
Safety Tannoy announcement made through the day	✓			Taped message given out in intervals	Most Security that I have shown & I use this. Played regular occasions unless an emergency occurs.