

FOI DISCLOSURE NBC 2736-1149

Part 4



Prepared on the 18th December 2013

Weekly Maintenance Checks - bus Station	ance Chec	KS - U	us Statio	W/C TUTE S	
Item	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		٧		2 faulty taps reported 20/8/12 Blocked sink in attendants office-	Unblocked w/c 3/9/12
		2		reported 28. August. Door lock missing on 4 th door-reported 3/9/12	Repaired w/c 3/9/12
Public toilet		-			
(Ladies)		2			
Public toilet		-			
(Disabled)		2			
Mezzanine toilets		1			
Concourse light boxes	~				
Concourse signage	2				
Concourse & bus bay doors		~			
Escalators	2				
Lift	۷.				

Lighting & clocks throughout		~			
ltem	Good	Fair	Poor	ISSUES	OUTCOME
Decoration throughout		~			
Windows/Glass throughout	2		F		
Cleanliness of concourse	~				
Cleanliness of lower mall and subways	۷.				
Cleaners storage areas and rest room	2				
Loading bay / Compactor	2				

Item	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	۷				
Escalator warning system	~				
External warning boxes		~		•	
External signage		~		"Your speed is" signs not functioning-reported 31/8/12.Still not functioning 3/9/12.Being attended to 10/9/12.One sign taken away to be repaired.	
Internal public address system	~				
Seating	۷.				

Weekly Maintenance Checks – Bus Station	Cood Fair Door	KS - B	us Statio	N W/C 1/th September 2012	OLITOOME
Public toilet (Men's)		۷		2 faulty taps reported 20/8/12	
Public toilet (Ladies)		۷		Broken w.c handle reported 20/9/12	
Public toilet (Disabled)		~			
Mezzanine toilets		~			
Concourse light boxes	2				
Concourse signage	~				
Concourse & bus bay doors		7			
Escalators	~				
Lift	V				
Lighting & clocks		7		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		2			
Windows/Glass throughout	2				
Cleanliness of concourse	۷.				
Cleanliness of lower mall and subways	V				
Cleaners storage areas and rest room	V				
Loading bay / Compactor	2				

ltem	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	2				
Escalator warning system	V				
External warning boxes		ح		•	
External signage		۷.		"Your speed is" signs not functioning-reported 31/8/12.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	2				
Seating	~				

ltem	Good	Fair	Fair Poor	Item Good Fair Poor ISSUES	OUTCOME
Public toilet (Men's)		2	;	2 faulty taps reported 20/8/12	
Public toilet (Ladies)		۷		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)		۷.			
Mezzanine toilets		۷.		Urinal leaking-mens toilets-reported 25/9/12	Repaired 26/9/12
Concourse light boxes	~				
Concourse signage	~				
Concourse & bus bay doors		۷			
Escalators	~				
Lift	~				
Lighting & clocks		~			

throughout					
Item	Good	Fair	Fair Poor	ISSUES	OUTCOME
Decoration throughout		~			
Windows/Glass throughout	~				
Cleanliness of concourse	٧				
Cleanliness of lower mall and subways	~				
Cleaners storage areas and rest room	~				
Loading bay / Compactor	~				

Item	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	۷.				
Escalator warning system	V				
External warning boxes		۷.		•	
External signage		~			
Internal public address system	V				
Seating	2				

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

Item	Good	Fair	Poor	Item Good Fair Poor ISSUES	OUTCOME
Public toilet (Men's)		ح		2 faulty taps reported 20/8/12	Repaired 1/10/12
Public toilet (Ladies)		~			
Public toilet (Disabled)		۷.			
Mezzanine toilets		~			
Concourse light boxes	2				
Concourse signage	2		i		
Concourse & bus bay doors		2		Old National Express bay door opposite bay A needs securing – reported 2/10/12	
Escalators	~				
Lift	~				
Lighting & clocks		~			

throughout					
Item	Good	Fair	Fair Poor	ISSUES	OUTCOME
Decoration throughout		~			
Windows/Glass throughout	2				
Cleanliness of concourse	2				
Cleanliness of lower mall and subways	~				
Cleaners storage areas and rest room	~				
Loading bay / Compactor	V				

	+				
Item	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	. ~				
Escalator warning system	۷.				
External warning boxes		~		·	
External signage		~			
Internal public address system	~				
Seating	~				

ltem	Good Fair Poor	Fair	Poor	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	2			Escalators malfunctioned-reported 9/10/12-needs re welding.	
Lift	2				
Lighting & clocks		~		Light out in security office-reported 11/10/12.	

_						
	throughout					
	ltem	Good	Fair	Poor	ISSUES	OUTCOME
	Decoration		,			
	throughout	·	~			
	Windows/Glass throughout	~				
	Cleanliness of concourse	~				
r	Cleanliness of lower mall and subways	2				
·	Cleaners storage areas and rest room	~				
	Loading bay / Compactor	~				

Item	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	2				
Escalator warning system	۷.				
External warning boxes		2		·	
External signage		~			
Internal public address system	V				
Seating	2				

Lighting & clocks	Lift	Escalators	Concourse & bus bay doors	Concourse signage	Concourse light boxes	Mezzanine toilets	Public toilet (Disabled)	Public toilet (Ladies)	Public toilet (Men's)	Item Go
				~	~					Good
~			2			~	~	~	۷	Fair
										Fair Poor
Light out in security office-reported 11/10/12.		Escalators malfunctioned-reported 9/10/12-needs re welding.Due to be fixed Thursday 18/10/12								Item Good Fair Poor ISSUES
Repaired 18/10/12										OUTCOME

Loading bay / Compactor	Cleaners storage areas and rest room	Cleanliness of lower mall and subways	Cleanliness of concourse	Windows/Glass throughout	Decoration throughout	Item	throughout
2	~	2	~	~		Good	
					~	Fair	
						Poor	
						ISSUES	
						OUTCOME	

	,		,		
Item	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	~				
Escalator warning system	~				
External warning boxes		۷.		•	
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		۷		Five new jumbo toilet roll holders fitted	
(Men's)		2		this week.	
Public toilet		-			
(Ladies)		2			
Public toilet					
(Disabled)		~			
Mezzanine		2			
toilets					
Concourse light boxes	~				
Concourse	٠.				
signage	4				
Concourse &		•			
bus bay doors		2			
Escalators	-			Escalators malfunctioned-reported	Repaired 18/10/12.but malfunctioned
	V			9/10/12-needs re welding.Due to be fixed Thursday 18/10/12	again 23/10/12-Jacksons informed by Norking ok this week.
Lift	2				
Lighting & clocks		~			

Item	Good	Fair Poor	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		7		·	
External signage		ح			
Internal public address system	2				
Seating	2				

Weekly Maintenance Checks - Bus Station W/C 5TH nOV 2012

Item	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Public toilet				Cannot be helped, due to vandalism.	
(Men's)		2		Repairs are done as soon as reported	
				to help desk	
Public toilet				Taps are an issue at the moment as	
(Ladies)		<u>د</u>		we cant get them replaced, they are	
		•		too old to old to replace,& Same as	
				above	
Public toilet		·		Same as above	
(Disabled)		۷			
Mezzanine toilets		<			
Concourse light					
boxes	۷				
Concourse	-				
signage	~				
Concourse &		-		All ok at present, but still being left	
bus bay doors		2		open by users, but that's the norm	
Escalators	<				
∓					
	۷.				

Lighting & clocks throughout				1001100	OLITCOME
Item	Good	Fair	Poor	ISSUES	OUTCOME
Decoration throughout		2		Needs a bit of painting done on stairwells	
Windows/Glass throughout	~				
Classliness of				23RD Oct team given instructions to	JB. cleaned all ledges and seals, also
concourse	2			clean edging of all ledges around the frame work, and also clean frame work	set about cleaning frame works Finishing what he could not do on the 24 th Oct
Cleanliness of lower mall and subways	~			Mails swept and cleaned of any rubbish,	
Cleaners storage areas and rest room		2			
Loading bay / Compactor	2			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.

ltem	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	2			Pee smell now gone, hopefully for good, but still needs a refresh mop twice a day to keep smell at hay	
Escalator warning system	۷.				
External warning boxes			ح	.Not working, recharging batteries, see if that works,	
External signage	~				
Internal public address system	~	W.	i		
Seating	~			Cleaned by cleaners once a week	

Item	Good Fair Poor	Fair	Poor	Item Good Fair Poor ISSUES	OUTCOME
Public toilet				Cannot be helped, due to vandalism.	
(Men's)		۷		Repairs are done as soon as reported	
				to help desk	
Public toilet				Taps are an issue at the moment as	
(Ladies)		-		we cant get them replaced, they are	
,		~		too old to old to replace,& Same as	
				above	
Public toilet		,		Same as above	
(Disabled)		2			
Mezzanine		-		Only issue is water left on floor from	
toilets		<		people cleaning their feet, complaints	
				made about this from some drivers	
Concourse light		1		Helpdesk aware, middle lights of boxes	
boxes		2		out	
Concourse					
signage	2				
Concourse &				Bay A cracked window, taped up and	
bus bay doors		۷		reported weds 14th Nov, helpdesk	
		4		aware	
Escalators	ح				

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

ltem	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	2			Pee smell now gone, hopefully for good, New spray machines to be put up, helpdesk aware	
Escalator warning system	۷.				
External warning Voice boxes			۷.	.Not working, recharging batteries, see if that works,	
External signage	~				
Internal public address system	~				
Seating	~			Cleaned by cleaners once a week	

W/C 26TH nov 2012

	>	1	ָּדָּי .	Weekly manuscriber Door Train Door Train T	DITCOME
Item	Good Fair Poor	Fair	Poor		COLCOMIC
Public toilet				Cannot be helped, due to vandalism.	**
(Men's)		~		Repairs are done as soon as reported to help desk	
Public toilet				Taps are an issue at the moment as	
(Ladies)		•		we cant get them replaced, they are	
		<		too old to old to replace,& Same as	
				above	
Public toilet		,		Same as above	
(Disabled)		~			
Mezzanine		2		Issue with wet floor, due to drivers,	sign put up & mop /bucket left for
toilets		•		also 2 more soap dispenser's broken	mens stagecoach drivers only area?
Concourse light		-		Helpdesk aware, middle lights of boxes	Still waiting
boxes		2		out	
Concourse	-				
signage	2				
Concourse &				Bay A cracked window, taped up and	Still waiting for repair
bus bay doors		-	·	reported weds 14th Nov, helpdesk	
	-	۷		aware	
Escalators			2	Mon 3 rd Dec work to start for 2 days & overnight to replace a chain	

Charity has to be told, will do this when or if I see them. Apparently has spoken to them	Food rubbish left on the loading bay, s when picked by pet charity some debris left to rot unless I/we sweep it up/			~	Loading bay / Compactor
			2		Cleaners storage areas and rest room
	Mails swept and cleaned of any rubbish,			2	Cleanliness of lower mall and subways
All clean, and checked daily	23 RD Oct, team given instructions to clean edging of all ledges around the frame work, and also clean frame work			~	Cleanliness of concourse
				<	Windows/Glass throughout
	Needs a bit of painting done on stairwells		<		Decoration throughout
OUTCOME	ISSUES	Poor	Fair	Good	Item
			V		Lighting & clocks throughout
				~	_ ;

ltem	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	2			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			۷.	.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	~		E	Cleaned once a week Sundays, if possible	
subway Coconut mating	2			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				Cannot be helped, due to vandalism.	
(Men's)		ح		Repairs are done as soon as reported	
				to help desk	
Public toilet				Taps are an issue at the moment as	
(Ladies)		۷_		we cant get them replaced, they are	
		-		too old to old to replace, & Same as	
				above	
Public toilet		•		Same as above	
(Disabled)		2			
Mezzanine		۷		Issue with wet floor, due to drivers,	sign put up & mop /bucket left for
tollets		•		also 2 more soap dispenser's broken	drivers, for H&s reasons. This is a
Concourse light				Helpdesk aware middle lights of hoves	Still waiting
boxes		ح		out	() () () () () () () () () ()
Concourse	-				
signage	~				
Concourse &				Bay A cracked window, taped up and	Still waiting for repair
bus bay doors		~		reported weds 14" Nov, helpdesk aware	
Escalators			<	Mon 3 rd Dec work to start for 2 days & overnight to replace a chain	

Lighting & clocks	~	۷.			
Item	Good	Fair	Poor	ISSUES	OUTCOME
Decoration throughout		2		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	~			Mails swept and cleaned of any rubbish,	
Cleaners storage areas and rest room		~			
Loading bay / Compactor	V			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 has spoken to them

Item	Good Fair Poor	Fair	Poor	ISSUES	OHTCOME
				()	
Stairwells/subways	V			Pee smell now gone, hopefully for good, New spray machines put up,	Still no pee smell, and sprays working fine
Escalator warning system	۷.				
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	ح				
Internal public address system	V				
Seating	ح			Cleaned once a week Sundays, if possible	
subway Coconut mating	2			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

eekly Maintenance Checks – Bus Station W/C 10rd Dec 2012

Public toilet (Men's) (Men's) Public toilet (Men's) Public toilet (Ladies) Public toilet (Ladies) A can't get them replaced, they are too old to old to replace, & Same as above Public toilet (Disabled) Mezzanine (Disabled) Mezzanine toilets Concourse light boxes Same as above Concourse light counts boxes Same as above Bay A cracked window, taped up and bus bay doors Mondal a so 2 more soap dispenser's so soap drivers, for H&s reasons. This out the stage coach drivers on bars are put out. Concourse & Same as above Bay A cracked window, taped up and bus bay doors Bay A cracked weds 14th Nov, helpdesk still waiting for repair aware Mon 3rd Dec work to start for 2 days & On 17th Dec 12, Jackson's howering to regarding est 1300 and said to lan (security) they will	Item	Good	Fair	Poor	ISSUES	OUTCOME
Nepairs are done as soon as reported to help desk Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, & Same as above 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. Helpdesk aware, middle lights of boxes out Tree & 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 lan (security) they will	Public toilet				Due to vandalism.	
to help desk Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, & Same as above olilet olilet sabove Same as above Same as above Same as above Issue with wet floor, due to drivers, also 2 more soap dispenser's broken Unable to get new dispenser's broken Unable to get new dispenser's so soap bars are put out. Helpdesk aware, middle lights of boxes out rese & 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 lan (security) they will	(Men's)		۷		Repairs are done as soon as reported	
Taps are an issue at the moment as we cant get them replaced, they are too old to old to replace, & Same as above silet d) Same as above Same as above 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. Helpdesk aware, middle lights of boxes out See & When 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 lan (security) they will					to help desk	
we cant get them replaced, they are too old to old to replace, & Same as above Same as above Same as above Same as above 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. Helpdesk aware, middle lights of boxes out Bay A cracked window, taped up and reported weds 14th Nov, helpdesk aware Mon 3rd Dec work to start for 2 days & overnight to replace a chain, Tues 4th Dec, contractors left building at 1230-1300 and said to lan (security) they will	Public toilet				Taps are an issue at the moment as	
too old to replace,& Same as above above Same as above Same as above 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. Helpdesk aware, middle lights of boxes out The ported weds 14th Nov, helpdesk aware Mon 3rd Dec work to start for 2 days & overnight to replace a chain, Tues 4th Dec, contractors left building at 1230-1300 and said to lan (security) they will	(Ladies)		-		we cant get them replaced, they are	
above Same as above Same as above 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. Helpdesk aware, middle lights of boxes out Bay A cracked window, taped up and reported weds 14th Nov, helpdesk aware Mon 3th Dec work to start for 2 days & overnight to replace a chain, Tues 4th Dec, contractors left building at 1230-1300 and said to lan (security) they will			~		too old to old to replace,& Same as	
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. Helpdesk aware, middle lights of boxes out Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware 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 lan (security) they will					above	
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. Helpdesk aware, middle lights of boxes out Bay A cracked window, taped up and reported weds 14th Nov, helpdesk aware Mon 3rd Dec work to start for 2 days & overnight to replace a chain, Tues 4th Dec, contractors left building at 1230-1300 and said to lan (security) they will	Public toilet				Same as above	
light Ssue 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. Helpdesk aware, middle lights of boxes out	(Disabled)		2			
also 2 more soap dispenser's broken Unable to get new dispenser's so soap bars are put out. Helpdesk aware, middle lights of boxes out Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware 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 lan (security) they will	Mezzanine				Issue with wet floor, due to drivers,	sign put up & mop /bucket left for
Durse light Durse light Durse & Helpdesk aware, middle lights of boxes out Bay A cracked window, taped up and reported weds 14th Nov, helpdesk aware Mon 3rd Dec work to start for 2 days & overnight to replace a chain, Tues 4th Dec, contractors left building at 1230-1300 and said to lan (security) they will	toilets		۷		also 2 more soap dispenser's broken	drivers, for H&s reasons. This is a
rse light Whelpdesk aware, middle lights of boxes out Helpdesk aware, middle lights of boxes out Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware 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 lan (security) they will					Unable to get new dispenser's so soap	men's stagecoach drivers only area?
rse light Helpdesk aware, middle lights of boxes out					bars are put out.	
rse & Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware Ors 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 lan (security) they will	Concourse light				Helpdesk aware, middle lights of boxes	6 th Dec Electrician came to assess
Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware 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 lan (security) they will	boxes		۷_		out	boxes
Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware Ors 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 lan (security) they will	,					still waiting
Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware 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 lan (security) they will	Concourse					
Bay A cracked window, taped up and reported weds 14 th Nov, helpdesk aware 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 lan (security) they will	signage	2				
aware 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 lan (security) they will	Concourse &				Bay A cracked window, taped up and	Still waiting for repair
aware 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 lan (security) they will	bus bay doors		2		reported weds 14th Nov, helpdesk	
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 lan (security) they will	,				aware	The state of the s
 √ overnight to replace a chain, Tues 4th Dec, contractors left building at 1230- 1300 and said to lan (security) they will 	Escalators				Mon 3 rd Dec work to start for 2 days &	On 17 th Dec 12, Jackson's have said
=					overnight to replace a chain, Tues 4 th	they will return regarding escalators,
1300 and said to Ian (security) they will				2	Dec, contractors left building at 1230-	
					1300 and said to lan (security) they will	

				not to returning	
Lift	~				
Lighting &					
clocks		ح			
throughout					
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		۷.		Needs a bit of painting done on stairwells	
Windows/Glass throughout	ح				
Cleanliness of concourse	2			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	2			Mails swept and cleaned of any rubbish,	
Cleaners storage areas and rest room		ح			

	Compactor	Loading bay /	
up/	debris left to rot unless I/we sweep it	when picked by pet charity some	Food rubbish left on the loading bay, s
		to rot	Still an issue with charity food being left

ltem	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	ح				
Escalator warning system	۷.				
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	۷				
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 17rd Dec 2012

Item	Good Fair	Fair	Poor	ISSUES	COLCOME
Public toilet				Due to vandalism.	
(Men's)		۷		Repairs are done as soon as reported	
				to help desk	
Public toilet				Taps are an issue at the moment as	
(Ladies)				we cant get them replaced, they are	
		~		too old to old to replace,& Same as	
				above	
Public toilet				Same as above	
(Disabled)		2			
Mezzanine				Issue with wet floor, due to drivers,	sign put up & mop /bucket left for
toilets		۷		also 2 more soap dispenser's broken	drivers, for H&s reasons. This is a
				Unable to get new dispenser's so soap	men's stagecoach drivers only area?
				bars are put out.	
Concourse light		-		Helpdesk aware, middle lights of boxes	6 th Dec Electrician came to assess
boxes		2		out	boxes still waiting
Concourse	-				
signage	2				
Concourse &				Bay A cracked window, taped up and	Still waiting for repair
bus bay doors		۷		reported weds 14 th Nov, helpdesk aware	
Escalators			3.	Mon 17 rd Dec work to start again for 2	On 19 th Dec 12, fixed & All up and
			~	days & to replace a chain	running now

Lift	~				
Lighting & clocks throughout		ح			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		~		Needs a bit of painting done on stairwells	
Windows/Glass throughout	~				
Cleanliness of concourse	2			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	۷.			Mails swept and cleaned of any rubbish,	
Cleaners storage areas and rest room		2			
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

					The state of the s
Item	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	۷				
Escalator warning system	2				
External warning Voice boxes			٧	.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	۷				
Seating	۷			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 24rd Dec 2012

Item	Good	Item Good Fair Poor	Poor	ISSUES	OUTCOME
Public toilet				Due to vandalism.	
(Men's)		ح		Repairs are done as soon as reported	
				to help desk	
Public toilet				Taps are an issue at the moment as	
(Ladies)		٠		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		-		Same as above	
(Disabled)		<			
Mezzanine		3		Still an Issue with wet floor, due to	This is a men's stagecoach drivers only
toilets		~		drivers,	area? sign up & mop /bucket left for
0					Chipers, for rigo reasons
Concourse light		۷		Helpdesk aware, middle lights of boxes	6" Dec Electrician came to assess
boxes		~		out	boxes still waiting
Concourse	-			The state of the s	
signage	2				
Concourse &				Bay A cracked window, taped up and	Still waiting for repair
bus bay doors		۷		reported weds 14th Nov, helpdesk	
				aware	
Escalators	۷			All up and running	
	ح				

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	۷			Mails 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

ltem	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	~			Some subway floor tiles come up with wet, so highlighted with orange spray	
Escalator warning system	~	5 5 5			
External warning Voice boxes			2	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	۷.				
Internal public address system	٧				
Seating	٧			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

Public toilet			
		Due to vandalism.	
(Men's)		Repairs are done as soon as reported	
		to help desk	
Public toilet		Taps are an issue at the moment as	
(Ladies)		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		Same as above	
(Disabled) √			
Mezzanine		Still an Issue with wet floor, due to	
		soap& toilet roll holders, and now a	
		toilet seat, both bus companies been	
		informed of the damage being made.	
Concourse light		Helpdesk aware, middle lights of boxes	6 th Dec Electrician came to assess
boxes		out	boxes , still waiting repair
Concourse			
signage V			
Concourse &		Bay A cracked window, taped up and	Still waiting for repair or replace
bus bay doors		reported weds 14 th Nov, helpdesk aware	
Escalators	/ 	Working fine	

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

 ltem	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	۷			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	G000	Fair	Poor	ISSUES	OUTCOME
Public toilet				Due to vandalism.	
(Men's)		ح		Repairs are done as soon as reported	
				to help desk	
Public toilet				Taps are an issue at the moment as	
(Ladies)		<u>د</u>		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				Same as above	
(Disabled)		۷	***		
Mezzanine				Still an Issue with wet floor, due to	
toilets				drivers, now an issue with broken	
		۷		soap& toilet roll holders, and now a	
				toilet seat, both bus companies been	
				informed of the damage being made.	
Concourse light		-		Helpdesk aware, middle lights of boxes	6th Dec Electrician came to assess
boxes		~		out	boxes, still waiting repair
Concourse				1000000	
signage	~				
Concourse &				Bay A cracked window, taped up and	Still waiting for repair or replace
bus bay doors		~		reported weds 14 th Nov, helpdesk	
Escalators			-	Working fine	
			2		

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

Item	Good	Fair	Fair Poor	ISSUES	OUTCOME
Stairwells/subways	2			Some subway floor tiles come up with wet, so highlighted with orange spray	
Escalator warning system	2				
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	٧				
Internal public address system	٧				
Seating	2			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	Good Fair		Poor	r Poor ISSUES	OUTCOME
Public toilet				Due to vandalism.	
(Men's)		۷		Repairs are done as soon as reported	
				to help desk	
Public toilet				Taps are an issue at the moment as	
(Ladies)		٠		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				Same as above	
(Disabled)		۷			
Mezzanine toilets				Still an Issue with wet floor, due to drivers, now an issue with broken	
		2		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		-		Helpdesk aware, middle lights of boxes	6 th Dec Electrician came to assess
boxes		2		out	boxes , still waiting repair
Concourse					
signage	2				
Concourse &		-		Bay A cracked window, taped up and	Still waiting for repair or replace
bus bay doors		ح		reported weds 14" Nov, helpdesk aware	

1						
	Escalators	۷			Working fine	
	Lift	۷				
1	Lighting &					
	clocks throughout		2			
	ltem	Good	Fair	Poor	ISSUE S	OUTCOME
	Decoration throughout		ح		Needs a bit of painting done on stairwells	
	Windows/Glass throughout	٧				
	Cleanliness of concourse	۷.			Basic clean due to staff shortage	All clean, and checked daily
(A ==== ===	Cleanliness of lower mall and subways	۷.			Basic clean due to staff shortage	
0 0 =	Cleaners storage areas and rest room		ح		Rest room is private area, cleaners only.	

Loading bay / Compactor
~
Snowy weather so gritted area

ltem	Good	Fair	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			۷.	.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, to take them to for this.
External signage	~				
Internal public address system	٨				
Seating	1			Cleaned once a fortnight, Sundays, if possible	Basic clean due to staff shortage

	Coconut mating	subway
	ح	
highlighted spray around edge	And floor tiles have crange.	Hazard tape, put around the edging
		Tape put on, 14 th Nov 12 still monitored

Weekly Maintenance Checks - Bus Station W/C 21st Jan 2013

Item	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Public toilet				Due to vandalism.	
(Men's)		۷		Repairs are done as soon as reported	
				to help desk	
Public toilet				Taps are an issue at the moment as	
(Ladies)		٠		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				Same as above	
(Disabled)		2			
Mezzanine				Still an Issue with wet floor, due to	
		<u>.</u>		soap& toilet roll holders, and now a	
		~		toilet seat, both bus companies been	
				informed of the damage being made.	
				21° Jan no water due to burst water pine	
Concourse light				Helpdesk aware, middle lights of boxes	6 th Dec Electrician came to assess
boxes		۷		out	boxes , still waiting repair
Concourse	-			the state of the s	
signage	۷				
Concourse &				Bay A cracked window, taped up and	Still waiting for repair or replace
bus bay doors		2		reported weds 14 th Nov, helpdesk	
				and the second s	

	Rest room is private area, cleaners only.		~		Cleaners storage areas and rest room
	Due to snow, salt from gritting is an issue, mopped up regular			~	Cleanliness of lower mall and subways
All clean, and checked daily	Due to snow, salt from gritting is an issue, mopped up regular			~	Cleanliness of concourse
				۷	Windows/Glass throughout
	Needs a bit of painting done on stairwells		٧		Decoration throughout
OUTCOME	ISSUE S	Poor	Fair	Good	Item
			~		Lighting & clocks throughout
				~	Lift
	Working fine			~	Escalators

Loading bay / Compactor
V
Snowy weather so gritted area

Item	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	~	3		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, take them to for this.
External signage	~				
Internal public address system	4				
Seating	~			Cleaned once a fortnight, Sundays, if possible	Basic clean due to staff shortage

		Coconut mating	subway
highlighted spray around edge	And floor tiles have orange	to highlight any trip hazards.	Hazard tape, put around the edging
			Tape put on,14" Nov 12 still monitored

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Weekly Maintenance Checks - Bus Station W/C 25th Jan 2013

Item	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Public toilet				Due to vandalism.	
(Men's)		2		Repairs are done as soon as reported	
				to help desk	
Public toilet				Taps are an issue at the moment as	
(Ladies)		1		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				Same as above	
(Disabled)		۷			
Mezzanine				Still an Issue with wet floor, due to	
lollets		-		grivers, now an issue with proken soap& toilet roll holders, and now a	
		2		toilet seat, both bus companies been	
				informed of the damage being made.	
				21° Jan no water due to burst water pipe.	
Concourse light		-		Helpdesk aware, middle lights of boxes	6 th Dec Electrician came to assess
boxes		ح		out	boxes , still waiting repair
Concourse	-				The state of the s
signage	۷				
Concourse &				Bay A cracked window, taped up and	Still waiting for repair or replace
bus bay doors		~		reported weds 14 th Nov, helpdesk aware Ray 14 broken window	

Escalators	~				
Lift	~				
Lighting & clocks		۷			
throughout					
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		2			
Windows/Glass throughout	ح				
Cleanliness of concourse	۷.			Due to snow, salt from gritting is an issue, mopped up regular	
Cleanliness of lower mall and subways	۷.			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.	

					7 ·		Ī
Seating	Internal public address system	External signage	External warning Voice boxes	Escalator warning system	Stairwells/subways	Item	Loading bay / Compactor
7	~	V		2	٧	Good	~
						Fair	
			V			Poor	
Cleaned once a fortnight,			.Returned to st johns, awaiting recording		Some subway floor tiles come up with wet, so highlighted with orange spray	ISSUES	
Not cleaned. due to staff shortage			Need recording to take them to for this. Still awaiting outcome,			OUTCOME	

Mezz mens Toilet repairs	subway Coconut mating
2	2
This is an on-going issue with men's driver toilet	Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge
Repaired by staff unless, we have to call helpdesk	ging Tape put on,14 th Nov 12 still monitored

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

Item	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Public toilet				Due to vandalism.	
(Men's)		۷		Repairs are done as soon as reported	
				to help desk	
Public toilet				Taps are an issue at the moment as	
(Ladies)		<u>.</u>		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				Same as above	
(Disabled)		۷			
Mezzanine				Still an Issue with wet floor, due to	
		<u>.</u>		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		۷		Helpdesk aware, middle lights of boxes out	6" Dec Electrician came to assess boxes , still waiting repair
Concourse	-				
signage	2				
Concourse &		-		Bay A cracked window, taped up and	Still waiting for repair or replace
bus bay doors		2		reported weds 14" Nov, helpdesk aware. Bay 14 broken window	
					And the state of t

Escalators	~			Work to be done starting on the 12 th Feb	
Lift	~				
Lighting & clocks	TO THE PROPERTY OF	ح			
throughout		7			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		~			
Windows/Glass throughout	2				
Cleanliness of concourse	2			Due to snow, salt from gritting is an issue, mopped up regular	
Cleanliness of lower mall and subways	2			Due to snow, salt from gritting is an issue, mopped up regular	
Cleaners storage areas and rest room		2		Rest room is private area, cleaners only.	

Loading bay / Compactor	_
۷.	
. Ma.	

Item	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	~		-	Some subway floor tiles come up with wet, so highlighted with orange spray	
Escalator warning system	۷.				
External warning Voice boxes			ح	.Returned to st johns, awaiting recording	for this. Still awaiting outcome,
External signage	۷.				
Internal public address system	2				
Seating	~			Cleaned once a fortnight,	Not cleaned. due to staff shortage

Mezz mens Toilet repairs	subway Coconut mating
	۷.
This is an on-going issue with men's Republic driver toilet	Hazard tape, put around the edging to highlight any trip hazards. And floor tiles have orange highlighted spray around edge
Repaired by staff unless, we have to call helpdesk	Tape put on,14 th Nov 12 still monitored

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

Item	Good	Fair	Fair Poor	ISSUES	OUTCOME
Public toilet				Due to vandalism.	New toilet roll holders put up, no more
(Men's)		ح		Repairs are done as soon as reported	toilet rolls stolen, Yet
				to help desk	
Public toilet				Taps are an issue at the moment as	New toilet roll holders put up, no more
(Ladies)		<u>د</u>		we cant get them replaced, they are	toilet rolls stolen, Yet
		4		too old to old to replace, some are left	3 Jumbo toilet rolls taken a day last
				running people unable to turn to stop	week
Public toilet				Same as above	
(Disabled)		2			
Mezzanine toilets		~		Still an Issue with wet floor, due to drivers	Mop and bucket left in the room
Concourse light				Holodok awara middle lighte of house	
boxes		~		out	boxes , still waiting repair
Concourse	-				
signage	2				
Concourse &		,		Bay A cracked window, bay 9/10 /14	Still waiting for repair or replace
bus bay doors		2		windows boarded up	
Escalators	د ا			Work to be done started on the 12 th	
	~			Feb steps taken away	
Lift	۷.	·			
				The state of the s	

Lighting & clocks throughout		2			
ltem	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		~			
Windows/Glass throughout	~				
Cleanliness of concourse	2			Kept as clean as possible, with staff shortage	
Cleanliness of lower mall and subways	۷			Kept as clean as possible, with staff shortage	
Cleaners storage areas and rest room		~		Rest room is private area, cleaners only.	
Loading bay / Compactor	~	:			

	•				
ıtem	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	2			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	۷				
Internal public address system	~				
Seating	2			Cleaned once a fortnight,	Not cleaned. due to staff shortage
subway Coconut mating	۷.			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

Richardsons called in Bay 22 Unblocked ag	nd towels again.	bay 22 Toilet driver toilet. call helpdesk	Mezz men's& This is an on-going issue with men's Repaired by start unle
y 22 Unblocked again		l he i pdesk	epaired by staff unless, we have to

Weekly Maintenance Checks - Bus Station W/C 18th Feb 2013

Public toilet (Men's) Wew toilet roll holders put up, no more Repairs are done as soon as reported (Disabled) Public toilet (Ladies) Value as the moment as toilet rolls stolen, Yet to help desk 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) Value as above Still an Issue with wet floor, due to boxes ignage Concourse light concurse & windows boarded up Bay A cracked window, bay 9/10 /14 Escalators Value to vandalism. New toilet rolls stolen, Yet too left rolls stolen, Yet too old to replace, some are left running people unable to turn to stop Still an Issue with wet floor, due to boxes of Dec Electrician came to assess boxes ignage Windows boarded up Work to let rolls stolen, Yet too old to replace with wet floor, due to boxes ignage out of repair or replace boxes ignage Windows boarded up Work to let rolls stolen, Yet too let rolls stolen, Yet too old to replace with wet floor, due to boxes ignage out on the 12 th Still waiting for repair or replace Work to let rolls stolen, Yet too old to replace with wet floor, due to boxes ignage out on the 12 th Escalators Value to stolet rolls stolen, Yet too old to replace with wet floor, due to boxes ignage out of the repair of replace boxes ignage out of the floor, due to boxes ignage out of the repair of replace boxes ignage out of the floor, due to boxes ignage of the repair of replace boxes ignage out of the floor, due to boxes ignage out of the repair of replace boxes ignage out of the floor, due to boxes ignage out of the repair of replace boxes ignage out of the floor in the room of the rolls stolen, Yet too old to replace too old to replace in the room of the rolls stolen, Yet too old to replace too old to old to replac	Item	Good	Fair	Poor	ISSUES	OUTCOME
Repairs are done as soon as reported to help desk 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 Same as above Still an Issue with wet floor, due to drivers Helpdesk aware, middle lights of boxes out Bay A cracked window, bay 9/10/14 windows boarded up Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	Public toilet				Due to vandalism.	New toilet roll holders put up no more
to help desk 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 Same as above Still an Issue with wet floor, due to drivers Helpdesk aware, middle lights of boxes out Bay A cracked window, bay 9/10/14 windows boarded up Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	(Men's)		۷		Repairs are done as soon as reported	toilet rolls stolen, Yet
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 Same as above Still an Issue with wet floor, due to drivers Helpdesk aware, middle lights of boxes out Bay A cracked window, bay 9/10 /14 windows boarded up Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks					to help desk	
we cant get them replaced, they are too old to old to replace, some are left running people unable to turn to stop Same as above Still an Issue with wet floor, due to drivers Helpdesk aware, middle lights of boxes out Bay A cracked window, bay 9/10 /14 windows boarded up Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	Public toilet				Taps are an issue at the moment as	New toilet roll holders put up, no more
too old to replace, some are left running people unable to turn to stop Same as above Still an Issue with wet floor, due to drivers Helpdesk aware, middle lights of boxes 6th Dec out Bay A cracked window, bay 9/10 /14 windows boarded up Work to be done started on the 12th Feb steps taken away. Escalators off for 4-6wks	(Ladies)		۷		we cant get them replaced, they are	toilet rolls stolen, Yet
running people unable to turn to stop Same as above Still an Issue with wet floor, due to drivers Helpdesk aware, middle lights of boxes 6th Decout Bay A cracked window, bay 9/10 /14 windows boarded up Work to be done started on the 12th Feb steps taken away. Escalators off for 4-6wks					too old to old to replace, some are left	
Same as above Still an Issue with wet floor, due to drivers Helpdesk aware, middle lights of boxes 6th Decout Bay A cracked window, bay 9/10 /14 windows boarded up Work to be done started on the 12th Feb steps taken away. Escalators off for 4-6wks					running people unable to turn to stop	
Still an Issue with wet floor, due to drivers Helpdesk aware, middle lights of boxes boxes, sours Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	Public toilet		•		Same as above	
Still an Issue with wet floor, due to drivers Helpdesk aware, middle lights of boxes 6 th Dec out Bay A cracked window, bay 9/10 /14 Still wait windows boarded up Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	(Disabled)		۷			
e light Helpdesk aware, middle lights of boxes 6th Dec out Bay A cracked window, bay 9/10 /14 windows boarded up Work to be done started on the 12th Feb steps taken away. Escalators off for 4-6wks	Mezzanine		ح		Still an Issue with wet floor, due to	Mop and bucket left in the room
Helpdesk aware, middle lights of boxes 6th Dec out Helpdesk aware, middle lights of boxes 6th Dec boxes, some started on the 12th Escalators off for 4-6wks Helpdesk aware, middle lights of boxes 6th Dec boxes, some started on the 12th Escalators off for 4-6wks	toilets	w.i.,	•		drivers	
Bay A cracked window, bay 9/10 /14 windows boarded up Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	Concourse light boxes		۷		Helpdesk aware, middle lights of boxes	. 1
Bay A cracked window, bay 9/10 /14 windows boarded up Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	Concourse					9 0
Bay A cracked window, bay 9/10 /14 windows boarded up Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	signage	۷.				
windows boarded up Work to be done started on the 12 th Feb steps taken away. Escalators off for 4-6wks	Concourse &				Bay A cracked window hay 9/10 /14	Still waiting for repair or replace
2	bus bay doors		~		windows boarded up	Cui waiting to repair of replace
2	Escalators		<u>.</u>		Work to be done started on the 12 th	
2					Escalators off for 4-6wks	
	Lift					
		~				

Lighting & clocks throughout		~			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		~			
Windows/Glass throughout	2				
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	ح			Broke down on 20 ^{t Feb} , reported by myself to Geesink, due to be repaired on Fri 23 rd Feb	

	_				
Item	Good	Fair	Poor		OUTCOME
Stairwells/subways	V			Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily when fully staffed	
Escalator warning system	V		_		
External warning Voice boxes			۷.	Still Waiting to be put up,	
External signage	۷				
Internal public address system	٧				
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 Unblocked again 14 th feb	Richardsons called in		
	Toilet blocked with hand towels again.		repairs
call helpdesk	driver toilet.	** -	bay 22 Toile
Repaired by staff unless, we have to	This is an on-going issue with men's		Mezz men's&

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ce Checks - Bus Station W/C 4th Mar 2013
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Item	Good	Fair	Poor	ISSUES	ISSUES OUTCOME
Public toilet				Due to vandalism.	Tans are an issue at the moment
(Men's)		ح		Repairs are done as soon as reported	being left to run as they are hard to
				to help desk	turn off, due to being old
Public toilet				Taps are an issue at the moment as	New toilet roll holders put up, no more
(Ladies)		۷_		we cant get them replaced, they are	toilet rolls stolen, Yet
		4		too old to old to replace, some are left	
				running people unable to turn to stop	
Public toilet (Disabled)		۷		Same as above	
Mezzanine				Still an Issue with wet floor, due to	Mop and bucket left, toilet seats
וכוופוט		ح		drivers.	broken, but repaired by my staff.
				Toilet seats & soap holder broken,	Fixed by staff
		-		l oilet roll holders being replaced	Being replaced by myself on Monday
Concourse light		-		Helpdesk aware, middle lights of boxes	still waiting repair
boxes		~		out	
Concourse					
signage	۷				
Concourse &		-		Bay A cracked window, bay 9/10 /14	Still waiting for repair or replace
bus bay doors		_		windows boarded up	
Escalators		-		Work to be done started on the 12 th	8 th feb steps returned and been put in,
		~		Feb steps taken away.	Sunday 10th down steps being taken

17: 1				Ctill working ok	
	~			Cili Working Ox	
Lighting &					
clocks		۷			
throughout					
item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration			-	Stairwell need a repaint,	
throughout			2		
Windows/Glass throughout	۷			Apart from bays 9/10/14 being boarded all ok	
Closslings				Kent as clean as possible with staff	
concourse	ح			shortage	
Classinosoof				Kent as clean as possible with staff	
lower mall and				shortage	
subways	<				
Cleaners				Rest room is private area, cleaners only.	
storage areas and rest room		۷		Storage area clean	
Loading bay /	~	:		Broke down on 20 ^{t Feb} , reported by myself to Geesink, due to be repaired on Fri 23 rd Feb	23 rd Feb repaired

	,]				
Item	Good	Fair Poor	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	2				
External warning Voice boxes			2	Still Waiting to be put up,	
External signage	~				
Internal public address system	7				
Seating	V		320 400 4	Cleaned when possible	Not cleaned. due to staff shortage
subway Coconut mating	ح			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,

		repairs \vee	bay 22 Toilet	Mezz men's&
member cleared it	towels being flushed in toilet, staff	Again unblocked due to blue hand	driver toilet.	This is an on-going issue with men's

Weekly Maintenance Checks - Bus Station W/C 11th Mar 2013

Item	Good	Fair	Fair Poor	ISSUES	OUTCOME
Public toilet				Due to vandalism.	Taps are an issue at the moment
(Men's)		۷_		Repairs are done as soon as reported	being left to run as they are hard to
				to help desk	turn off, due to being old
Public toilet				Taps are an issue at the moment as	New toilet roll holders put up, no more
(Ladies)		٤		we cant get them replaced, they are	toilet rolls stolen, Yet
		~		too old to old to replace, some are left	
				running people unable to turn to stop	
Public toilet				Same as above	
(Disabled)		۷			
Mezzanine				Still an Issue with wet floor, due to	Mop and bucket left , toilet seats
toilets		۷		drivers.	broken, but repaired by my staff.
				Toilet seats & soap holder broken,	Fixed by staff again?
				Toilet roll holders being replaced	
Concourse light		-		Helpdesk aware, middle lights of boxes	still waiting repair
boxes		2	***	out	
Concourse					
signage	2				
Concourse &		-		Bay A cracked window, bay 9/10 /14	Still waiting for repair or replace
bus bay doors		2		windows boarded up	-
Escalators		-		Work to be done started on the 12th	Sunday 10 th down steps being taken
		2		Feb steps taken away.	away up to now down steps still

Lift	~			Still working ok	
Lighting & clocks throughout		2			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout			~	Stairwell need a repaint,	
Windows/Glass throughout	V			Apart from bays 9/10/14 being boarded all ok	
Cleanliness of concourse	2			Concorse flooring leading to Gros centre crumbling away, lady tripped helpdesk called	Saturday 10 th Floor repaired
Cleanliness of lower mall and subways	۷.				
Cleaners storage areas and rest room		~		Rest room is private area, cleaners only. Storage area clean	
Loading bay / Compactor	۷.				

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	Item	Good	Fair Poor	Poor	ISSUES	OUTCOME
	Stairwells/subways	2			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			2	Still Waiting to be recorded on & put up,	
	External signage	۷				
	Internal public address system	~				
ř	Seating	2	ap.,		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

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Weekly Maintenance Checks - Bus Station W/C 18th Mar 2013

Public toilet (Men's) \(\frac{1}{\psi}\) Public toilet (Ladies) \(\frac{1}{\psi}\) Public toilet (Disabled) \(\frac{1}{\psi}\) Mezzanine toilets \(\frac{1}{\psi}\) Concourse light boxes \(\frac{1}{\psi}\) Concourse & \(\frac{1}{\psi}\) Concourse & \(\frac{1}{\psi}\)	Fair Poor	Item Good Fair Poor ISSUES	OUTCOME
s) toilet sis) toilet oled) urse light urse &		Due to vandalism.	Taps are an issue at the moment,
toilet ss) toilet toilet bled) anine ourse light ourse &		Repairs are done as soon as reported	being left to run as they are hard to
stoilet ss) toilet bled) anine ourse light ourse &		to help desk	turn off, due to being old
ss) toilet bled) anine burse light burse &		Taps are an issue at the moment as	New toilet roll holders put up, no more
stoilet bled) anine ourse light ourse ye		we cant get them replaced, they are	toilet rolls stolen, Yet
toilet bled) anine ourse light ourse ge		too old to old to replace, some are left	
stoilet oled) anine ourse light ourse ye		running people unable to turn to stop	
anine Jurse light Jurse Jurse &		Same as above	
anine ourse light ourse ge			
ourse light ourse ye		Still an Issue with wet floor, due to	Mop and bucket left, toilet seats
Concourse light boxes Concourse signage	-	drivers.	broken, but repaired by my staff.
Concourse light doxes Concourse signage Concourse &		Toilet seats & soap holder broken,	Fixed by staff again?
Concourse light doxes Concourse signage		Toilet roll holders being replaced	
boxes $\sqrt{}$ Concourse $\sqrt{}$ Concourse &		Helpdesk aware, middle lights of boxes	still waiting repair, helpdesk aware, but
Concourse &		out	not repaired yet
signage V Concourse &			
Concourse &			
		Bay A cracked window, bay 9/10 /14	Still waiting for repair or replace
bus bay doors		windows boarded up	
Escalators		Work to be done started on the 12 th	Sunday 10 th down steps being taken
~		Feb steps taken away.	away up to now down steps still

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	۷.			OUI WOLVER OF	
liabilian o					
clocks		ح			
מוספונים .		4			
throughout					
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration				Stairwell need a repaint,	
throughout			2		
Windows/Glass	3			Apart from bays 9/10/14 being boarded	
throughout	<			all ok	
Cleanliness of	-			Concorse flooring leading to Gros	Saturday 10 th Floor repaired
concourse	~			centre crumbling away, lady tripped helpdesk called	
Cleanliness of					
lower mall and	<u>د</u>				
subways	4				
Cleaners				Rest room is private area, cleaners only.	
storage areas and rest room		۷		Storage area clean	
Loading bay /	~		•		

-					
Item	Good	Fair Poor	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	2	Nation .			
External warning Voice boxes			2	Still Waiting to be recorded on & put up,	
External signage	۷				
Internal public address system	~				
Seating	V		3	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,

repairs	OO H
~	
driver toilet.	This is on an included month

Weekly Maintenance Checks - Bus Station W/C 8th April 2013

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet				Due to vandalism.	Taps are still an issue at the moment.
(Men's)		ح		Repairs are done as soon as reported	being left to run as they are hard to
				to help desk	turn off, due to being old
Public toilet				Taps are an issue at the moment as	New toilet roll holders put up, no more
(Ladies)		۷		we cant get them replaced, they are	toilet rolls stolen, Yet
		~		too old to old to replace, some are left	
				running people unable to turn to stop	
Public toilet				Same as above	
(Disabled)		~			
Mezzanine toilets				We don't clean this area any more	
Concourse light boxes		٧		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	۷				
Concourse & bus bay doors		ح		Bay A cracked window, bay 9/10 /14 windows boarded up	Still waiting for repair or replace
Escalators			i	Work to be done started on the 12 th Feb steps taken away.	Sunday 10 th March down steps been taken away.
		~		ESCALATORS OF FOR 4-OWKS	but up escalator off, due to cone plate breaking (due to a screw stuck on
					steps)

Lift	۷.			Still working ok	
Lighting & clocks throughout		~			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		۷.		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	۷.			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	۷.			Emptied weekly sometimes lately its been twice.	

Item	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	2			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	ح				
External warning Voice boxes			۷	Still Waiting to be recorded on & put up,	
External signage	V				
Internal public address system	~				
Seating	~			Cleaned when possible	
subway Coconut mating	ح			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,

Help desk informed, repairs in hand	Some bay doors are not closing as they should due to balance issues	۷.	Bay Doors
	ariver tollet.	۷.	repairs
	This is an on-going issue with men's		bay 22 Toilet

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

		_		
Public toilet			Due to vandalism.	Taps are still an issue at the moment
(Men's)			Repairs are done as soon as reported	being left to run as they are hard to
			to help desk	turn off, due to being old
Public toilet			Taps are an issue at the moment as	New toilet roll holders put up, no more
(Ladies)	٠		we cant get them replaced, they are	toilet rolls stolen, Yet
	~		too old to old to replace, some are left	
			running people unable to turn to stop	
Public toilet			Same as above	
(Disabled)				
Mezzanine			We don't clean this area any more	
toilets			,	
Concourse light	-		Helpdesk aware, middle lights of boxes	still waiting repair, helpdesk aware, but
boxes			out	not repaired yet
Concourse				
signage \vee				
Concourse &			Bay A cracked window, bay 9/10 /14	Repaired
bus bay doors	ح		windows boarded up	
Escalators			Work to be done started on the 12 th	Now both repaired
			Feb steps taken away.	
			ESCAIATORS OF FOR 4-6WKS	
Litt			Still working ok	

Lighting & clocks throughout		~			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		۷.		Stairwell need a repaint,	
Windows/Glass throughout	2			Apart from bays 9/10/14 being boarded all ok	
Cleanliness of concourse	~	į			
Cleanliness of lower mall and subways	۷.			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	Poor	ISSUES	OUTCOME
Stairwells/subways	2			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	2				
External warning Voice boxes			~	Still Waiting to be recorded on & put up,	
External signage	~				
Internal public address system	2				
Seating	2			Cleaned when possible	
subway Coconut mating	ح			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,

repairs $\sqrt{}$	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				Due to vandalism.	Taps are still an issue at the moment,
(Men's)		ح		Repairs are done as soon as reported	being left to run as they are hard to
				to help desk	turn off, due to being old
Public toilet				Taps are an issue at the moment as	New toilet roll holders put up, no more
(Ladies)		<u>د</u>		we cant get them replaced, they are	toilet rolls stolen, Yet
				too old to old to replace, some are left	
				running people unable to turn to stop	
Public toilet		•		Same as above	
(Disabled)		۷			
Mezzanine toilets				We don't clean this area any more	
Concourse light boxes		۷		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse					
signage	~				
Concourse &		۸/		Bay A cracked window, bay 9/10 /14	Repaired
pus pay doors		•		willdows boarded up	
Escalators	·	~		Work to be done started on the 12 th Feb steps taken away.	Now both repaired
#				Otill working ok	
ā	~			Still working ok	

Lighting & clocks throughout		۷			
ltem	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		~		Stairwell need a repaint,	
Windows/Glass throughout	2			Apart from bays 9/10/14 being boarded all ok	
Cleanliness of concourse	2				
Cleanliness of lower mall and subways	2			Cleaned once a week with machine, and swept daily	
Cleaners storage areas and rest room		۷		Rest room is private area, cleaners only. Storage area clean	
Loading bay / Compactor	~			Emptied weekly sometimes, lately it's been twice.	

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

repairs	~	vvaler neater not working	New Mater Heater but III ladies toller
Bay Doors	2	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	Item Good	Fair	Poor	ISSUES	OUTCOME
Public toilet				Due to vandalism.	Door pulled off, and lock broken
(Men's)		۷		Repairs are done as soon as reported	
				to help desk	
Public toilet			···	Taps are an issue at the moment as	
(Ladies)		<u>د</u>		we cant get them replaced, they are	
		4		too old to old to replace, some are left	
				running people unable to turn to stop	
Public toilet		•		Same as above	
(Disabled)		2			
Mezzanine toilets				We don't clean this area any more	Kitchen on mezz, flooded and Richardsons called
Concourse light boxes		V		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	<	,			
Concourse & bus bay doors	٧			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		-		Stairwell need a repaint,	
throughout		2			
Windows/Glass throughout	<		1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	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				Cleaned once a week with machine,	
lower mall and subways	۷.			and swept daily	
Cleaners storage areas and rest room		2	; ; ;	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

Some bay doors are not closing as they should due to balance issues Door springs have attended
New water heater put in ladies toilet

Bus Station W/C 6th May 2013 (annul leave) undate

Item Good Fair Poor ISSUES	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet				Due to vandalism.	Door pulled off, and lock broken
(Men's)		ح		Repairs are done as soon as reported	
				to help desk	
Public toilet				Taps are an issue at the moment as	
(Ladies)		۷_		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		•		Same as above	
(Disabled)		۷			
Mezzanine toilets		:		We don't clean this area any more	Kitchen on mezz, flooded and Richardsons called
Concourse light		~		Helpdesk aware, middle lights of boxes	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	~				
Concourse & bus bay doors	2			Bays have boards up, due to vandalism	Most bays now have glass in them
Escalators	~				
Lift	~			Still working ok	

Lighting &					
clocks		۷_			
throughout					
ltem	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration		-		Stairwell need a repaint,	
throughout		2			
Windows/Glass	<u>د</u>			Apart from bays 9/10/14 being boarded	Glass in bays now replaced.
throughout	4			all ok	
Cleanliness of				Good, but floor condition worn, but kept	
concourse	V			clean	
Cleanliness of		,		Cleaned once a week with machine,	
lower mall and subways	~			and swept daily	
Cleaners				Rest room is private area, cleaners only.	
storage areas and rest room		ح		Storage area clean	
				Compactor issue? So not in use,	Potters welded an extention to bolts.
Loading bay / Compactor	ح			Potters to repair Thurs morning	hopefully no more damage

Item	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	2			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	2				
External warning Voice boxes			V	Still Waiting to be recorded on & put up,	
External signage	۷				
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,

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

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

Item	Good	Fair	Poor	Item Good Fair Poor ISSUES	OUTCOME
Public toilet				Due to vandalism.	
(Men's)		۷		Repairs are done as soon as reported	
				to help desk	
Public toilet				Taps are an issue at the moment as	Taps do not turn off properly, causing
(Ladies)		د_		we cant get them replaced, they are	the water to keep running.
		~		too old to old to replace, some are left	
				running people unable to turn to stop	
Public toilet		•		Same as above	
(Disabled)		۷			
Mezzanine				We don't clean this area any more	
toilets					
Concourse light		,		Helpdesk aware, middle lights of boxes	still waiting repair, helpdesk aware, but
boxes		2		out	not repaired yet
Concourse	-				
signage	2				
Concourse &	۷				
Escalators	۷				
Lift	-			Still working ok	
	~				

Lighting & clocks throughout		٧			
Item	Good	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		~		Stairwell need a repaint,	
Windows/Glass throughout	2	:			
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	2			Compactor issue? So not in use, Potters to repair Thurs morning	Potters welded an extention to bolts, hopefully no more damage

	way			エ
	and break and the bollard out in road	~		Taxi rank bay
18th May property helpdesk aware	Bollard and plinth have been			Miscellaneous
Door springs have attended	they should due to balance issues		۷.	Bay Doors
				7
			۷	repairs
				bay 22 Toilet

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

Diship toilet		
זטווכ נטווכנ	Flooding in men's close to urinals,	Nbc unable to solve problem
(Men's) ✓	helpdesk informed.	Richardson put a camera down and
	Nbc & Richardson's	found the problem, solved now
Public toilet	Flooding in ladies toilet, helpdesk	Nbc unable to solve problem
(Ladies)	informed.	Richardson put a camera down and
	Nbc & Richardson's	found the problem, solved now
Public toilet	Same as above	
(Disabled) √		
Mezzanine	We don't clean this area any more	
toilets		
Concourse light	Helpdesk aware, middle lights of boxes	still waiting repair, helpdesk aware, but
boxes	out	not repaired yet
Concourse		
signage		
Concourse &	Reported a bay 17 door on Friday	Helpdesk aware. May not be done due
bus bay doors	before I left, reports of it being stiff	to bank holiday
Escalators	Still working ok	
		1.44
Lift V	Still working ok	

Lighting & clocks throughout		2			
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	2			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	Poor	ISSUES	OUTCOME
Stairwells/subways	2			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			~	Still Waiting to be recorded on & put up, due to the position of the boxes,	Trouble with trying to record message
Voice boxes				a Risk assessment to be done, for the voice box batteries changing	
External signage	2				
Internal public address system	۷				
Seating	2			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

	way			I
repaired by the zinviay	and break and the bollard out in road	۷		Taxi rank bay
Repaired by the 21st May	Bollard and plinth have been			Miscellaneous
	soloto i torri reporto en reporto en la sonita en la soni		ح	
	Reported a bay 17 door on Friday		-	Bay Doors
with our old jumbo holders.	to tissue unable to get		۷	repairs
16 th May Replaced toilet roll holders	Toilet roll holders need to change due			bay 22 Toilet

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

Item	Good Fair	Fair	Poor	Item Good Fair Poor ISSUES	OUTCOME
Public toilet (Men's)		2		Flooding in men's close to urinals, helpdesk informed. Nbc & Richardson's	Solved now
Public toilet				Flooding in ladies toilet, helpdesk	Solved now
(Ladies)				informed. Nbc & Richardson's	
Public toilet (Disabled)	V			Same as above	
				A STATE OF THE STA	
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	2				
Concourse & bus bay doors	2			Reported a bay 17 door on Friday before I left, reports of it being stiff	All doors working fine now
Escalators	2			Still working ok	
Lift	2			Still working ok	

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

Item Stairwells/subways
Escalator warning system
External warning Voice boxes
External signage
Internal public address system
Seating
subway Coconut mating

repairs	<u>ح</u>	to tissue unable to get	with our old jumbo holders.
	~		No more Rolls stolen
Bay Doors		Reported a bay 17 door on Friday	All doors ok now
	2	before I left, reports of it being stiff	
Miscellaneous		Bollard and plinth have been	
	<u>د</u>	damaged, causing the plinth to crumble	This bollard & plinth has been
Taxi rank bay	~	and break and the bollard out in road	Repaired , a job well done

2

ltem	Good Fair Poor	Fair	Poor	Item Good Fair Poor ISSUES	OUTCOME
Public toilet (Men's)	~				
Public toilet (Ladies)	<				
Public toilet (Disabled)	2			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	۷				
Concourse & bus bay doors	۷				All doors working fine now
Escalators	۷			Still working ok	
Lift	2	Î		Still working ok	
Lighting & clocks		ح			

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	2			Good, but floor condition worn, but kept clean Concourse scrubbed on Sundays, by	
Cleanliness of lower mall and subways	۷.			Cleaned once a week with machine, and swept daily	
Cleaners storage areas and rest room	2			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	۷.			Salt and Market team stuff stored, I now put rotted veg in the compactor if	safe Monitored Daily, by
Compactor	4			I now put rotted veg in the compactor if not picked up in 2 days.	Monitored Daily, by

Item	Good	Fair Poor	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			~	Still Waiting to be recorded on & put up, due to the position of the boxes,	Trouble with trying to record message
Voice boxes				a Risk assessment to be done, for the voice box batteries changing	Risk assessment to be done for battery changes
External signage	~				
Internal public address system	2				
Seating	ح			Cleaned sundays	
subway Coconut mating	۷.			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			No more Rolls stolen	
repairs	2	-		
Bay Doors			All doors working ok	
	۷			
Miscellaneous				
T	~		This bollard & plinth has been	; been
Haxi rank bay			Repaired , a job well done	ne

ltem	Good Fair Poor	Fair	Poor	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	2				
Concourse & bus bay doors	2			Bay 9 glass broken, don't know when?	Boarded up
Escalators	2			Still working ok	
Lift	2			Lift broke down on Sat 22 nd , engineers on site	Got to wait until Monday for repair
Lighting & clocks throughout		~			

ltem	Good Fair Poor	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	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	2			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

ltem	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	2			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	2				
External warning			٧	Still Waiting to be recorded on & put up, due to the position of the boxes.	Trouble with trying to record message
Voice boxes			•	a Risk assessment to be done, for the voice box batteries changing	Risk assessment to be done for battery changes
External signage	~				
Internal public address system	2				
Seating	2			Cleaned sundays	
subway Coconut mating	۷.			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	۷				No more Rolls stolen

a job well done		۷	Taxi rank bay H
This hollard & plinth has been Depoined		-	Miscellaneous
All doors working ok		ح	Bay Doors

Item Good Fair Poor	Good Fair Poor	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	2			Still working ok	
Lift	2			Lift broke down on Sat 22 nd , engineers on site. Cant do it till Sunday?	Fixed it on the Sunday?
Lighting & clocks throughout		~			

•		,		
Good		Fair Poor	ISSUE S	OUTCOME
I	2		Stairwell need a repaint,	
		~	Not cleaned for a while? Still not done	
~			floor condition worn, but kept clean Concourse scrubbed on Sundays, by	
< ✓			Cleaned once a week with machine, and swept daily	
V			Rest room is private area, cleaners only. Storage area clean & service deck ok	
,			Salt and Market team stuff stored,	safe
۷			I now put rotted veg in the compactor if not picked up in 2 days.	Monitored Daily, by

Cleanliness of lower mall and

Cleanliness of concourse

subways

Cleaners

Loading bay / Compactor

storage areas and rest room

Windows/Glass throughout

Decoration throughout

Item

ltem	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	2		1	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	2				
External warning			ح	Still Waiting to be recorded on & put up, due to the position of the boxes,	Trouble with trying to record message
VOICE DOXES				the voice box batteries changing	changes
External signage	2				
Internal public address system	2				
Seating	2			Cleaned sundays	
subway Coconut mating	ح			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	2				No more Rolls stolen

Bay Doors

Miscellaneous

Taxi rank bay H

Weekly Maintena	ince Chec	ks – B	us Statio	Weekly Maintenance Checks – Bus Station W/C 01 st July 2013	The state of the s
Item	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	۷.				
Public toilet (Ladies)	۷.				
Public toilet (Disabled)	۷.			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	V			Still working ok	
Lift	~				
Lighting & clocks throughout		2			

Item	Good Fair Poor	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				floor condition worn, but kept clean	
concourse	~			Concourse scrubbed on Sundays, by	
Cleanliness of lower mall and	3			Cleaned once a week with machine, and swept daily	
subways	<				
Cleaners storage areas and rest room	~			Rest room is private area, cleaners only. Storage area clean & service deck ok	
l pading hav /				Salt and Market team stuff stored,	safe
Compactor	ح			I now put rotted veg in the compactor if not picked up in 2 days.	Monitored Daily, by

Item	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	2			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	2				
External warning			ح	Still Waiting to be recorded on & put up, due to the position of the boxes,	Trouble with trying to record message
Voice boxes				a Risk assessment to be done, for the voice box batteries changing	Risk assessment to be done for battery changes
External signage	~				
Internal public address system	~		i.		
Seating	2			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

Miscellaneous	Bay Doors	bay 22 Toilet repairs
2	۷	ح
	Bay 9 still not had glass replaced	Urinal, no water
		Water had been turned off for some reason, Back on now

Weekly Maintena	ance Chec	ks – B	us Statio	Weekly Maintenance Checks – Bus Station W/C 08TH July 2013	
Item	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	۷				
Public toilet (Ladies)	2				
Public toilet (Disabled)	2			Same as above	
Concourse light boxes		۷.		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	2				
Concourse & bus bay doors	2			Bay 9 glass broken, don't know when?	Boarded up
Escalators	~			Still working ok	
Lift	~				
Lighting & clocks throughout		~			

Item	Good Fair Poor	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				floor condition worn, but kept clean	
concourse	۷.			Concourse scrubbed on Sundays, by	
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 /			;	Salt and Market team stuff stored,	safe
Compactor	<			I now put rotted veg in the compactor if not picked up in 2 days.	Monitored Daily, by

ltem	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	2			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	2				
External warning Voice boxes	~			Position on the walls around the bus station, at each corner	
External signage	2			Weekly Cleaned and checked	
Internal public address system	۷				
Seating	~			Cleaned sundays	
subway Coconut mating	۷.			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

Day Door	~	bay 9 still not nad glass replaced	
Safety Tannoy announcement made through the day	2	Taped message given out in intervals	

weekly maintena	ince unec	KS I	us Statio	weekly maintenance checks - bus station w/c isin July 2013	OHOOMI
Item	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)	۷				
Public toilet (Ladies)	۷.				
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	۷.				
Concourse & bus bay doors	~				replaced
Escalators	~			Still working ok	
Lift	~				
Lighting & clocks throughout		٨			

Item	Good Fair Poor	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	2			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay /	2			Salt and Market team stuff stored,	safe Monitored Daily, by
Compactor	~			I now put rotted veg in the compactor if not picked up in 2 days.	Monitored Daily, by

Item	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	۷.	:		Some subway floor tiles come up with wet, so highlighted with orange	Tiles removed and sprayed orange, for safety reason's
	-			spray, stairwells mopped daily	Monitored & resprayed
Escalator warning system	۷.				
External warning Voice boxes	2			Position on the walls around the bus station, at each corner	
External signage	ح			Weekly Cleaned and checked	
Internal public address system	۷		1	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	۷		
Safety Tannoy announcement made through the day	2	Taped message given out in intervals	

Item	Good Fair Poor	Fair	Poor	Item Good Fair Poor ISSUES	OUTCOME
Public toilet (Men's)	~				
Public toilet (Ladies)	~				
Public toilet (Disabled)	2			Same as above	
Concourse light boxes		~		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	2				
Concourse & bus bay doors	2				replaced
Escalators	~			Still working ok	
Lift	2			Light off	Replacement in, until new bulbs in stick
Lighting & clocks throughout		~			

Item	Good Fair Poor	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	۷.				
Cleaners storage areas and rest room	~			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	۷			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

ltem	Good	Fair	Fair Poor	ISSUES	OUTCOME
Stairwells/subways	2			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	2				
External warning Voice boxes	~			Position on the walls around the bus station, at each corner	
External signage	۷			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	2			No Issues	

Bay Doors	2		
Safety Tannoy announcement made through the day	2	Taped message given out in intervals	Security and myself use this

ltem	Good Fair Poor	Fair	Poor	Item Good Fair Poor ISSUES	OUTCOME
Public toilet (Men's)	2			Problem with men looking over the cubicles,	Security going in and out patrolling
Public toilet (Ladies)	۷				
Public toilet (Disabled)	~				
Concourse light boxes		~		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	۷				
Concourse & bus bay doors	۷				replaced
Escalators	~			Still working ok	
Lift	۷.			Light off	Temp Replacement , until new bulbs in stock
Lighting & clocks throughout		~			

Item	Good Fair Poor	Fair	Poor	ISSUE S	OUTCOME
Decoration throughout		~		Stairwell need a repaint,	
Windows/Glass throughout	~			Cleaned on the 16/7/13	
Cleanliness of concourse	2			New scrubber machine is really doing good	Being used in the Gros/Mhold car park too
Cleanliness of lower mall and subways	۷				
Cleaners storage areas and rest room	ح			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay /				Salt and Market team stuff stored,	safe
Compactor	2	1		I now put rotted veg in the compactor if not picked up in 2 days.	Monitored Daily, by

ltem	Good	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways	۷.			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	2			Position on the walls around the bus station, at each corner	
External signage	ح			Weekly Cleaned and checked	
Internal public address system	~			Recorded warning announcement made every hour if possible	
Seating	~			Cleaned Sundays, when possible	
subway Coconut mating	۷			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	2			No Issues	

Safety Tannoy announcement made through the

2

Bay Doors

2

Item	Good Fair Poor	Fair	Poor	Item Good Fair Poor ISSUES	OUTCOME
Public toilet (Men's)	۷			Problem with men looking over the cubicles,	Security going in and out patrolling
Public toilet (Ladies)	2				
Public toilet (Disabled)	~				
Concourse light boxes		<		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	۷				
Concourse & bus bay doors	۷				replaced
Escalators	۷.			Still working ok	
Lift	۷			Light off	Temp Replacement , until new bulbs in stock
Lighting & clocks throughout		ح			

Item	Good	Fair	Fair Poor	ISSUE S	OUTCOME
Decoration throughout	2			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 /	<u> </u>			Salt and Market team stuff stored,	safe
Compactor	<			I now put rotted veg in the compactor if not picked up in 2 days.	Monitored Daily, by

Item Stairwells/subways	Good	Fair Poor	Poor	ISSUES Some subway floor tiles come up with wet, so highlighted with orange spray, stairwells mopped daily	OUTCOME Tiles removed and sprayed orange, for safety reason's Monitored & sprayed
Escalator warning system	2				
External warning Voice boxes	2			Position on the walls around the bus station, at each corner	
External signage	ح			Weekly Cleaned and checked	
Internal public address system	~			Recorded warning announcement made every hour if possible	
Seating	2			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		No Issues	
repairs	ح		
Bay Doors			
	۷		
Safety Tannoy		Taped message given out in	t in Most Security that I have shown & myself
announcement	۷.	intervals	
made through the	~		
day			

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

ltem	Good	Fair	Poor	Item Good Fair Poor ISSUES	OUTCOME
Public toilet				Problem with men looking over the	Security going in and out patrolling
(Men's)	۷.			cubicles,	Watching also from concourse area
Public toilet (Ladies)	~				
Public toilet (Disabled)	ح				
Concourse light boxes		2		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	۷				
Concourse & bus bay doors	~			All signs put on, no smoking/no exit across bus lanes	Replaced when damaged
Escalators	~			Still working ok	
Lift	2			Light off	Temp Replacement , until new bulbs in stock
Lighting & clocks throughout		~			

Item	Good	Fair	Fair Poor	ISSUE S	OUTCOME
Decoration throughout	۷.			Stairwell need a repaint,	Bottom ledges of stairwells painted, getting rid of the black stains
Windows/Glass throughout	~				
Cleanliness of concourse	2			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	۷.			All subways have no smoking signs replaced and new put up	
Cleaners storage areas and rest room	2			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay /	2			Salt and Market team stuff stored,	safe
Compactor	~			I now put rotted veg in the compactor if not picked up in 2 days.	stopped leaving veg for charity now due to them not collecting it.

ltem	Good	Fair	Fair Poor	ISSUES	OUTCOME
Stairwells/subways	2	2		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	2				
External warning Voice boxes	۷.			Position on the walls around the bus station, at each corner	
External signage	2			Weekly Cleaned and checked	
Internal public address system	۷	:	į	Recorded warning announcement made every hour if possible	
Seating	۷			Cleaned Sundays, when possible	
subway Coconut mating	۷			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

Played regular occasions unless emergency occurs.		2	made through the day
use this.	intervals	-	announcement
Most Security that I have shown & myself	Taped message given out in		Safety Tannoy
	helpdesk informed 15 th Aug	~	
	Bay B has an issue with sliding,		Bay Doors
		2	repairs
			bay 20 Toilet

Weekly Maintena	The Cried	7		weekly Maintenance checks - bus station w/c is Aug 2013	OHTOOME
Item	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Public toilet (Men's)		×			
Public toilet (Ladies)		×			
Public toilet (Disabled)		×			
Concourse light boxes	×				
Concourse signage	×				
Concourse & bus bay doors		×		Bay door B repaired 19/8/13.	
Escalators	×				
Lift	×				
Lighting & clocks throughout		×			

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

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

Bay Doors	×					
Safety Tannoy announcement made through the day	×					

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

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

ltem	Good Fair Poor	Fair	Poor	ISSUES	OUTCOME
Stairwells/subways		×			
Escalator warning system	×				
External warning Voice boxes					
External signage	×				
Internal public address system	Х				
Seating		×			
subway Coconut mating		×			
bay 20 Toilet repairs	۷.				

×
Safety Tannoy announcement made through the day

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

Item	Good	Fair	Poor	ISSUES	OUTCOME
Public toilet				Problem with men looking over the	Still being monitored
(Men's)	۷			cubicles,	Security going in and out patrolling
					Watching also from concourse area
Public toilet (Ladies)	~				
Public toilet (Disabled)	~				
Concourse light boxes		2		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	۷				
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	۷.			Still working ok	
Lift	۷.				
Lighting & clocks throughout		۷.			

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	V			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	2			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	۷.				
External warning Voice boxes	۷.			Position on the walls around the bus station, at each corner	
External signage	2			Cleaned and checked	One sign repaired due to vandalism
Internal public address system	~			Recorded warning announcement made every hour if possible	
Seating	V				
subway Coconut mating	۷			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	2			No Issues	

emergency occurs.		-	day
Use this.	intervals	<u>د</u>	made through the
Most Security that I have shown & myself	Taped message given out in		Safety Tannoy
Helpdesk aware	Bay B Door damaged	2	
Replaced on the 10 th sept	Bay A, SMASHED ON 7 TH Sept,		Bay Doors

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

ltem	Good	Fair	Poor	Item Good Fair Poor ISSUES	OUTCOME
Public toilet				Problem with men looking over the	Still being monitored
(Men's)	<u>.</u>			cubicles,	Security going in and out patrolling
	~			On-going issue so very other cubicle	
				closed.	Watching also from concourse area
Public toilet (Ladies)	۷				
Public toilet (Disabled)	~				
Concourse light boxes		۷ ا		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	۷.				
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	V			Still working ok	
Lighting & clocks throughout		~			

Item	Good	Fair Poor	Poor	ISSUE S	OUTCOME
Decoration throughout	2			Stairwell need a repaint,	Bottom ledges of stairwells painted, getting rid of the black stains
Windows/Glass throughout			۷.	No window cleaners	Staff clean bad substances off, if the need arises
Cleanliness of concourse	2		1		
Cleanliness of lower mall and subways	۷.			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	۷.			Salt and Market team stuff stored, Market equipment stored there now,	safe

Item
Stairwells/subways
Escalator warning system
External warning Voice boxes
External signage
Internal public address system
Seating
subway Coconut mating
bay 20 Toilet repairs

ו			
Bay Doors		Bay 1,cracked sometime at night 1H Sept.	Replaced on the 17 th sept
	~	Bay 11 (as above)	Boarded up temp
Safety Tannoy announcement made through the day	V	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 23rd Sept 2013

ltem	Good	Fair	Item Good Fair Poor	ISSUES	OUTCOME
Public toilet (Men's)	۷.			Problem with men looking over the cubicles,	Still being monitored Security going in and out patrolling
	~			On-going issue so very other cubicle closed.	Watching also from concourse area
Public toilet (Ladies)	~				
Public toilet (Disabled)	2				
Concourse light boxes		۷		Helpdesk aware, middle lights of boxes out	still waiting repair, helpdesk aware, but not repaired yet
Concourse signage	۷				
Concourse & bus bay doors	۷			All signs put on, no smoking/no exit across bus lanes	Replaced when damaged, soon to be stencilled on, time permitting
Escalators	۷.			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	۷.			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			2	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	2			Rest room is private area, cleaners only. Storage area clean & service deck ok	
Loading bay / Compactor	2			Salt and Market team stuff stored, Market equipment stored there now,	safe
				Loading bay check done by myself	clean and safe

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Item	Good	Fair	Fair Poor	ISSUES	OUTCOME
Stairwells/subways	2			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	۷.				
External warning Voice boxes	2			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 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

emergency occurs.			day
Played regular occasions unless an	illelvals	۷	made through the
Most Security that I have shown & I use	Taped message given out in		announcement
			255
		2	
			Bay Doors
			repairs
	Still no Issues	3	bay 20 Toilet

- Bus Station W/C 30th Sept 2013

Item	Good	Fair Poor	Poor	ISSUES	OUTCOME
Public toilet	-			Problem with men looking over the	Still being monitored Security going in and out patrolling
	~			On-going issue so very other cubicle closed.	Watching also from concourse area
Public toilet (Ladies)	۷.				
Public toilet (Disabled)	~				
Concourse light boxes		۷		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

ltem	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			1,	No window cleaners	Staff clean bad substances off, if the
throughout			2		need arises
Cleanliness of					
concourse	2				
Cleanliness of lower mall and subways	۷.			All subways have no smoking signs replaced and new put up	
Cleaners storage areas				Rest room is private area, cleaners only.	
and rest room	~			Storage area clean & service deck ok	
Loading bay / Compactor	~			Salt and Market team stuff stored, Market equipment stored there now,	safe
			,	Loading bay check done by myself	clean and safe

ltem	Good	Fair Poor	Poor	ISSUES	OUTCOME
Stairwells/subways	2			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	۷				
External warning Voice boxes	2			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	۷.		Andrew Very	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

repairs	~	Still no Issues	
Bay Doors			
	~		
Safety Tannoy		Taped message given out in	Most Security that I have shown & I use
made through the	2	intervals	this.
day			emergency occurs.
,			