

Case number	Date	Call note	Work order notes
7564250	02/06/2025	<p>INBOUND CONTACT NOTES TEMPLATE VERSION 2</p> <p>Name: [REDACTED] Tel: [REDACTED] Email: [REDACTED]</p> <p>Business name (If contacting on behalf of a business): N/A Job Title (If contacting on behalf of a business): N/A Home/Business Address: [REDACTED] Contacting on behalf of: themselves Problem Location: [REDACTED] Customers association to problem location: other IC Number: IC-02048983</p> <p>Notes: (Include all info customer gives/advice you have given/action you are taking/SLA/related job and case numbers/systems checked etc)</p> <p>Customer called on behalf of [REDACTED] to advise there is a blocked manhole behind the property, checked AQUA VISTA, drainage mapped on system. Customer stated this is not affecting any internal drains, when [REDACTED] lifted the manhole, [REDACTED] noticed it is full of sewerage wastewater. Went through GH, advised customer I can arrange for a technician to attend and investigate, booked customer appointment for Monday 2nd June 2025 08:00-12:00. Please call customer when on the way to the property.</p> <p>Is customer registered for PS: no Customer Sentiment: happy</p>	<p>Weather Whilst on site: Sunny Flooding history: 0</p> <p>Phoned customer en-route with eta, Checked INS / WIRS for any recent history at this address, no incidents found at this prop. Arrived on site to investigate complaint of Imminent flooding</p> <ol style="list-style-type: none"> 1. Arrived on site and spoke to a [REDACTED] who states the m/h's around the property are surcharged. Property is a [REDACTED] and the main sewer runs down the side of the building with only walking access to the SOP. 2. d/s m/h mapped rear of number [REDACTED] but these seem to be buried as we have accessed the ROP and unable to locate with metal detector. 3. Witnessed no flooding around customer's property. 4. Parked cityflex on road set up and reeled hose out to the m/h approx. 80m. Hose guide used to jet d/s from surcharged m/h but only jetting down 15m. further hose collected from Carlisle yard but after numerous attempts we are unable to clear the blockage but have jetted back wipes. 5. FW raised for type 6 to attend on a 8 hour SLA [REDACTED] and [REDACTED] of Sapphire aware. 6. Updated customer with works carried out and findings and informed customer that a bigger unit is required to clear the blockage. Customer thanked us for works carried out. <p>Repeat Incident: No Further Work Required: Type 6 clear blockage raised on a 8 hour SLA Planned Team Informed: NA FEA Complete: NA Wet: Dry Materially affected: NA Materially affected props issued External Claim form: NA Hot Handover: NA</p>

7564250	03/06/2025	Please clear blockage d/s from 6003. M/H is the grounds of the [REDACTED] and is 80m from the road. Customer is happy for us to access and pull hose down the side of nursing home. d/s m/h 7003 is buried.	<p>Arrived onsite W523317 set up on surcharged mh 80m from road, gang pulled off 80m of hose mh 6003 surcharged and gang struggled to lift.</p> <p>Once lifted gang placed jet in line, gang attempted to find outlet however this proved difficult, gang attempted to find outlet with a rod, gang unable to find outlet, telephone call made to [REDACTED] advised about the situation that we are unable to draw down the system.</p> <p>Gang managed to find the outlet and are coming to a hard stop at estimated 70m gang unable to pass, gang requires to draw down mh , manager contacted and arranged further suction.</p> <p>2nd team onsite requested to stay while gang further jet as now it is dark there is no line of sight. Second team arrived and suction laid out once gang had relieved the system gang then commenced jetting blockage popped and surcharged.</p> <p>Mh began to drop gang worked the area, when attempting to return jet this became stuck and was extremely difficult to retrieve.</p> <p>Line is flowing Further works required Full clean up around mh 6003 Access required to ds mh so full clean of line can be completed and cctv survey Job complete.</p>
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