



# Stannah

Invoice: 1085687165

**Invoice Address**

Melbourn Community Hub Management Group  
Ltd  
30 High Street  
Melbourn  
SG8 6DZ

**Branch Address**

Brackley Service Branch  
4 Boundary Road  
Buckingham Road Industrial Estate  
Brackley  
Northamptonshire  
NN13 7ES  
Tel: 01280 704600  
V.A.T No: 236 7783 28

**Site Address**

Centre Manager  
Melbourn Community Hub  
30 High Street  
Melbourn  
SG8 6DZ

**Invoice Details**

Invoice Date: 08-Jul-24  
Due Date: 07-Aug-24  
Invoice No: 1085687165  
Job Number: C4082032  
Customer No: ME2048  
Type: Callout

**Category****Value**

LABOUR

£341.27

**Description:**

Please call before attending in case you can talk through the process before attending. Problems with getting lift to move (possibly battery issue?)

Sub Total: £341.27  
VAT (20% VAT): £68.25  
Total: £409.52

Received: £0.00  
Outstanding: £409.52

**E & O E**

Registered Office: Watt Close, East Portway, Andover, Hampshire SP10 3SD, England Reg No 1189799 (England) Unique Taxpayer's Reference 4098002550

**Remittance Advice:**

To be sent with cheque to the address below

**Credit Control Department**  
Stannah Lift Services Limited  
Watt Close  
East Portway  
Andover  
Hampshire  
SP10 3SD

Invoice Date: 08-Jul-24  
Invoice No: 1085687165  
Job Number: C4082032  
Customer No: ME2048  
Type: Callout  
Amount Due: £409.52  
Service Branch: Brackley Service Branch

You can pay your invoice in the following ways:

**Debit and Credit Card**

Visit the Stannah secure payment portal at <https://stannahpayments.keyivr.co.uk/>

Or call our secure automated payment line on 03300 082 116

Accepted Cards: Visa, MasterCard, Maestro, Solo, Electron.

**Bank Transfer**

Quoting your customer number as the 'reference' using the following Stannah bank account details:

Lloyds Bank, City Office, PO Box 72, Gillingham, ME8 0LS

Account Number: 16715668

Sort Code: 30-80-12

BIC/SWIFT: LOYDGB21F09

IBAN No: GB34LOYD30801216715668

You can e-mail your remittance advice to [remittance@stannah.co.uk](mailto:remittance@stannah.co.uk)

**Cheque**

All cheques and postal orders should be made payable to "Stannah" and posted along with the tear off remittance advice to the address below:

Stannah Lift Services Ltd  
Credit Control Department  
Watt Close  
East Portway  
Andover  
Hampshire  
SP10 3SD

Expenditure Authorisation	
Approved by: <i>AW</i>	Date: <i>15/17/20</i>
Goods/service received (initials): <i>AW</i>	
Invoice checked (initials): <i>AW</i>	
Accounts Entries	
Budget Code: <i>6401</i>	Ref No: <del><i>5870</i></del> <i>6876</i>
Payment Authorisation	
Approved by:	Date:
Payment type:	Date Paid:



# Callout Report

**Stannah**

## Job Details

**Job Number:** C4082032  
**Date & Time Call Logged:** 25 April 2024 10:43  
**Reported by:** Abi  
**Service Branch:** Brackley Service Branch  
**Customer PO Number:**  
**Job Description:** Please call before attending in case you can talk through the process before attending. Problems with getting lift to move (possibly battery issue?)

## Site Address

Centre Manager  
Melbourn Community Hub  
30 High Street  
Melbourn  
SG8 6DZ  
Phone: 01763263303

## Contract Details

**Contract Number:** 6578841  
**Customer Number:** 478575  
**Contract Type:** Standard  
**Visit Profile:** 2 Per Year

## Product Details

**Product Code:** AS335031  
**Asset Code:** A/0053286  
**Location:**

**Product Type:** Platform  
**Installer:** \_NA\_  
**Model:** Stairiser SX  
**Installation Date:** 11-12-2013

## Site Visit Details

Arrival	Departure	Engineer	Product Status	Payment	Autodialler
26/04/2024 14:01	26/04/2024 15:34	John Miller	Out of Service	£0.00	N/A
25/06/2024 08:40	25/06/2024 08:50	Robert Lee	Out of Service	£0.00	N/A
04/07/2024 08:26	04/07/2024 09:47	Robert Lee	In service	£0.00	N/A

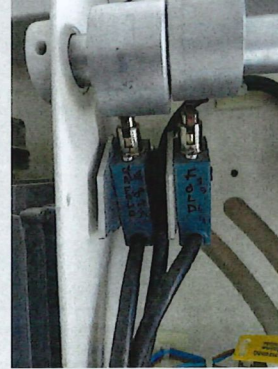
## Activities

**Activity Date:** 09 February 2024 12:33

**Details:** Lift stuck at bottom.

### Actions:

- 12:32 09/02/2024: Attended site. Found left hand arm actuator not coming down. Tested actuator and in working order. Traced fault to left hand unfold roller switch and needs replacing. 1 x roller switch stannah SX stair riser
- 09:44 04/07/2024: rts. made adjustments to fold and unfold switches. lift now running. explained to customer how to operate lift when folding away at bottom, make sure both arms down before folding procedure. fully tested. customer watched full demonstration.



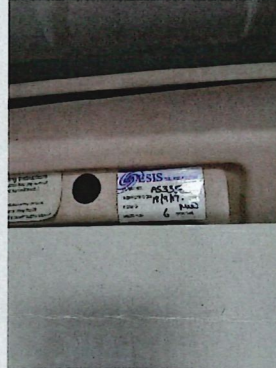
**Activity Date:** 26 April 2024 15:29

**Details:** lift reported out of service jm 26/4/24



**Actions:**

- 15:28 26/04/2024: attended site found lift at bottom level arms not folding correctly and platform not folding flat at bottom level suspect issue with left arm actuator but not able to prove, disconnected left actuator to make passage way clear to fire exit also stop on platform pressed all bolts and fixings on platform lip. lift off jm domestic technical support required
- 09:46 04/07/2024: rts. made adjustments to fold and unfold switches. lift now running. explained to customer how to operate lift when folding away at bottom, make sure both arms down before folding procedure. fully tested. customer watched full demonstration.



**Activity Date:** 25 June 2024 08:49

**Details:** need to gain access before the public as no way to work on lift with constant foot traffic

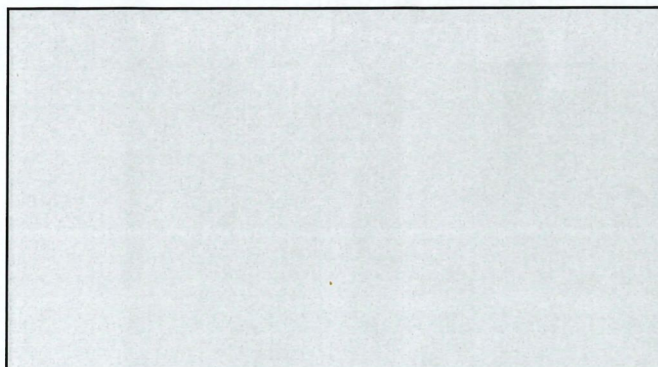
**Actions:**

- 08:48 25/06/2024: as



**Parts Fitted**

**Risk Assessment**



**Persons at Risk**  
Stannah employees  
The elderly/disabled/infirm  
Other contractors

**Emergency**  
Safe Access and Egress  
Engineers issued with First Aid Kit  
Engineers trained in first aid  
First aider on site  
Safe exit in case of fire  
Stocked first aid kit

### Customer Signature(s)

Signed On	Signed On	Signed On
26/04 15:34	25/06 08:50	04/07 09:47
No one of Appropriate Authority	Customer Unable to Sign	Customer Unable to Sign

### Advisories

**Details:** require return to investigate arm actuator position issue  
**Reported Date:** 26 April 2024  
**Quotation Pending Customer Acceptance:** N/A

