



Run Sheet

Daniel Hanson 08/06/2025

Date	08/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4175610	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/06/2025 15:22 - 08/06/2025 20:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester)
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	City Road, Cheshire
Priority	ND 1900			Cheshire
Ref 1	C5312545			Chester
Ref 2				CH1 3NS
No. of Parts	2			

Instructions 1	Instructions 2
ND 08/06/2025 20:00 SLA: ND 08/06/2025 20:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _TWMIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1	Problem: [P2PE] Miura M020 PED faulty Root Cause: Unknown Action: Engineer MUST follow the P2PE process. Device MUST be paired before leaving site.**WHOLE PED MUST BE REPLACED**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5312545 Problem Web Service qws_uk Sat 07 Jun 2025 15:17:05 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC17699734 call.problem=NLC3701 Chester 020-108736 PED - Bluetooth option not available call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=6/7/2025 4:16:20 PM ##### Call 5312545 Problem Web Service qws_uk Sat 07 Jun 2025 15:17:05 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19241768901	_TWMIUM020DE	M2P:M020 TFW MOBILE LIVE	02000303002020	117069		
19241769301	_SXASSET-LABEL	SXASSET-LABELSV2				

Engineer Closure Notes					On Site Time	Off Site Time
					Customer Print	
					Customer Signature	



Run Sheet

Daniel Hanson 08/06/2025

Date	08/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4175629	Customer	Fujitsu Services Limited - Telefonica TC		Job Address
SLA Window	07/06/2025 16:51 - 08/06/2025 17:00	Contact Name	Stephen	O2 LIVERPOOL - LIVERPOOL ONE 0419 PARADISE COMPLEX LIVERPOOL L1 8BJ
Activity	NON TECH EXCHANGE	Contact Phone	+441517079996	
Priority	ND 1900			
Ref 1	C5312553			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 08/06/2025 17:00 SLA: ND 08/06/2025 17:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCKBDUSB105KEYUKBK x 1	<p>Problem: [BDS] Keyboard Standard black USB Root Cause: UNKNOWN Action: Engineer to supply replacement black keyboard. If store require please collect faulty keyboard for disposal. Test: Engineer or User to test URL: Call history: ##### Call 5312553 Problem Web Service qws_uk Sat 07 Jun 2025 16:47:02 A+C+P</p> <p>agent.loginnname=qws_uk equipment.assettag=TELGB000000T0419TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007154289 call.problem=HW - 0419 - 01 - Keyboard black replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/BDS-KEYUSBBL call.priority=2-Medium call.datereported=6/7/2025 4:46:58 PM</p> <p>##### Call 5312553 Problem Web Service qws_uk Sat 07 Jun 2025 16:47:02 A+C+P</p> <p>SITE OPENING TIMES [Liverpool - Liverpool One] Mon-Fri: 09:30-20:00 Sat: 09:30-19:00 Sun: 11:00-17:00</p> <p>...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19241802601	GNCKBDUSB105KEYUKBK	USB 105 KEY BLACK				

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time
Customer Print		
Customer Signature		



Run Sheet

Daniel Hanson 08/06/2025

Date	08/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4175592	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/06/2025 13:42 - 08/06/2025 20:00	Contact Name	WAVERTREE TECHNOLOGY PARK NLC8589	NORTHERN STAR
Activity	TECH EXCHANGE	Contact Phone	0151 7334 720	Wavertree Technology Park Railway Station, Rathbone Road, Liverpool, Merseyside, Merseyside Liverpool L1 1QE
Priority	ND 1900			
Ref 1	C5312539			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 08/06/2025 20:00 SLA: ND 08/06/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIUM020DEVICED x 1	Problem: [P2PE] Miura M020 Desktop PED faulty Root Cause: Unknown Action: Engineer MUST follow the P2PE process. Device MUST be paired before leaving site.**WHOLE PED MUST BE REPLACED**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5312539 Problem Web Service qws_uk Sat 07 Jun 2025 12:23:06 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000N8589TA23 contract.pkey=23200 call.poms=1 call.zip=L13 1EG call.address=Wavertree Technology Park Railway Station Rathbone Road Liverpool Merseyside call.customerid=INC17699310 call.problem=NLC8589 WAVERTREE TECHNOLOGY PARK PED not working call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUD020PED call.priority=2-Medium call.datereported=6/7/2025 1:22:35 PM ##### Call 5312539 Problem Web Service qws_uk Sat 07 Jun 2025 12:23:06 ...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19241714701	_NRMIUM020DE	NRDEM020 NORTHERN DESKTOP LIVE	02000303002020	112511		

Engineer Closure Notes					On Site Time	Off Site Time
					Customer Print	
					Customer Signature	



Run Sheet

Daniel Hanson 08/06/2025

Date	08/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4175581	Customer	Computacenter - Kingfisher		Job Address
SLA Window	07/06/2025 11:41 - 08/06/2025 13:00	Contact Name	CHARLOTTE ORME	B&Q B & Q PLC FRITH STREET WIGAN WN5 0XN
Activity	TECH EXCHANGE	Contact Phone	01942 821567	
Priority	ND 1700			
Ref 1	24380915			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
PLEASE SWAP UNIT	<p>Till hostname: GBBQ01207POS02P</p> <p>Till number: 02</p> <p>What element of the till is impacted?: PED</p> <p>CARD ACCEPTANCE ISSUE? N</p> <p>Card insert/Chip & Pin working? Y</p> <p>Contactless payments working? Y</p> <p>Peripheral make/model(Please copy and paste CI): PED VERIFONE P400</p> <p>PED serial number 806-587-709</p> <p>PTID (Shown on the back): 38051408</p> <p>What screen is showing on the PED: ready</p> <p>What is the till showing on the screen: it is like normal</p> <p>Description of issue: it works OK for a few transactions and it just crashes and doesn't do anything after it - it has to be restarted to get it working again</p> <p>Contact name/number: Charlotte Orme +44 1942 821567</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time
Customer Print		
Customer Signature		



Run Sheet

Daniel Hanson 08/06/2025

Date	08/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4175578	Customer	Verifone UK LTD		Job Address
SLA Window	07/06/2025 11:28 - 08/06/2025 18:00	Contact Name	DUTY MANAGER	STONEGATE - BRIDGEWATER - 3500 9-10 CHURCH STREET DARWEN LANCASHIRE LANCASHIRE BB3 2RE
Activity	TECH EXCHANGE	Contact Phone	01254 775555	
Priority	ND 1800			
Ref 1	SFR-2678880			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Stock Item = R-VX680 Charging Cradle-Generic Inbound PTID = N/A Inbound Serial No. = 902-471-749 IP Gateway = N/A Terminal IP Address = N/A Subnet Mask = N/A Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID SGPDQ WIFI Network WPA Password TH76saER99 WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 6976 Configuration / Setup Pin = 6976 Login ID = 1134 Login Pin = 1134 Primary System ID = 20024503 SITE OPENING TIMES = 10:00 - 23:00 Notes = N/A Fault Category = Faulty Cradle	MUST BE ATTENDED AT THE WEEKEND. DO NOT ATTEND MON - FRI If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2678880

Job Notes

In Items

Returned Items



Run Sheet

Daniel Hanson 08/06/2025

Date	08/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4175567	Customer	Fujitsu Services Limited - Telefonica TC		Job Address
SLA Window	07/06/2025 09:37 - 08/06/2025 16:00	Contact Name	Karen	O2 Bolton - Market Street 0070 43-47 MARKET STREET BOLTON BL1 1BQ
Activity	NON TECH EXCHANGE	Contact Phone	+441204957255	
Priority	ND 1900			
Ref 1	C5312527			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 08/06/2025 16:00 SLA: ND 08/06/2025 16:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCKDBUSB-MACSTYLE x 1	Problem: [BDS] Keyboard mac style aluminium USB Root Cause: UNKNOWN Action: Engineer to supply replacement white keyboard. If store require please collect faulty keyboard for disposal. Test: User to test URL: Call history::: ##### Call 5312527 Problem Web Service qws_uk Sat 07 Jun 2025 09:34:34 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB000000T0070TZ23 contract.pkey=23245 call.poms=1 call.customerid=INC000007153887 call.problem=HW - 0070 - 05 - Keyboard white replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/BDS-KBUSBMAC call.priority=2-Medium call.datereported=6/7/2025 9:34:30 AM ##### Call 5312527 Problem Web Service qws_uk Sat 07 Jun 2025 09:34:34 A+C+P SITE OPENING TIMES [Bolton - Market Street] Mon-Fri: 09:30-17:30 Sat: 09:00-17:30 Sun: 10:30-16:30 ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19241508401	GNCKDBUSB-M	KSDYMAC STYLE ALUMINIUM:USB				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19241508601	GNCKDBUSB-M	KBDYNAMIC STYLE ALUMINIUM:USB				

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Daniel Hanson 08/06/2025

Date	08/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4175562	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/06/2025 09:00 - 08/06/2025 20:00	Contact Name	MANCHESTER PICCADILLY NLC9653 NT Depot	Northern Rail MT (Manchester)
Activity	TECH EXCHANGE	Contact Phone	0161 822 2406	Manchester Piccadilly Station, North Block, 2nd Floor, Northern
Priority	ND 1900			Trains Signing o
Ref 1	C5312520			Lancashire
Ref 2				Manchester
No. of Parts	2			M60 7RA

Instructions 1	Instructions 2
ND 08/06/2025 20:00 SLA: ND 08/06/2025 20:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1	Problem: [P2PE] Miura M020 PED faulty Root Cause: Unknown Action: Engineer MUST follow the P2PE process. Device MUST be paired before leaving site.**WHOLE PED MUST BE REPLACED**. Contact STAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5312520 Problem Web Service qws_uk Sat 07 Jun 2025 08:34:35 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8496TA23 contract.pkey=23200 call.poms=1 call.zip=M60 7RA call.address=Manchester Piccadilly Station North Block 2nd Floor Northern Trains Signing o call.city=Manchester call.customerid=INC17698657 call.problem=NLC9653 MANCHESTER PICCADILLY NLC9653 NT Depot 020-112696 PED - Bluetooth option not available call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=6/7/2025 9:34:02 AM ...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19241464901	_NRMIIUM020DE	VR2P:M020 NORTHERN MOBILE LIVE	02000303002020	116902		
19241465301	_SXASSET-LABEL	SXASSET-LABELSV2				

Engineer Closure Notes					On Site Time	Off Site Time
					Customer Print	
					Customer Signature	



Run Sheet

David Ranson 08/06/2025

Date	08/06/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	3
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Job # 4175374	Customer	Pret Tech Mahindra (UK) BAU			Job Address
SLA Window	06/06/2025 16:24 - 08/06/2025 17:00	Contact Name			T1 T1 MANCHESTER AIRPORT LANDSIDE MANCHESTER MANCHESTER M90 3FE
Activity	TECH EXCHANGE	Contact Phone	01614376967		
Priority	ND 1700				
Ref 1	INC1442895				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Till 3 Offline	<p>Instructions 1: Till 3 Offline</p> <p>Instructions 2: If the Engineer is facing any issues on site please call - Pret Service Desk - 0207 827 8827</p> <p>Issue: Hello guys our till 3 went offline all of sudden itself and never came back online we checked the cables and everything seems to be okay can you please fix this issue. Thanks</p> <p>Shop No: UK0433</p> <p>Please avoid the shop during Rush Hours 12 pm to 2 pm.</p> <p>Please contact the shop beforehand if you are going to attend during this time.</p> <ol style="list-style-type: none">Kindly replace Till 3If required for a device replacement please replace it and follow the SOP for the installation.After replacing the Till please test with a shop user.After completing all the above steps still have any issues then contact the Pret Helpdesk.Please share the working status of the device with Pret Helpdesk and the shop user. <p>Note: Please ensure the serial numbers IN and OUT are captured when whole units are exchanged. Photos of these serial numbers & devices must be shared in POD. ...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19240632601	N-PAMTILL625UK	Till 625X - Till (New Model)	4030BAC24087608			

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19240632801	N-PAMTILL625UK	Till 625X - Till (New Model)	4030BAC24087608			

Engineer Closure Notes	On Site Time	Off Site Time
Customer Print		
Customer Signature		



Run Sheet

David Ranson 08/06/2025

Date	08/06/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	3
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Job # 4175613	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	07/06/2025 15:52 - 08/06/2025 13:00	Contact Name	BHANUMATI PATEL	GIGI SUPERMARKET GIGI SUPERMARKET 4-6 GROSVENOR ROAD CHEADLE HULME CHEADLE SK8 5QJ
Activity	TECH EXCHANGE	Contact Phone	01614852325	
Priority	4HR			
Ref 1	02364534			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34030365//30917//T3	<p>Case Number: 02364534</p> <p>Swap type: Swap Required</p> <p>Swap reason: Printer Fault</p> <p>Device Type: PP1</p> <p>TID Number: 34030365</p> <p>Serial Number:</p> <p>Site ID: 30917</p> <p>Description: See case: 02355045</p> <p>Issue: broken printer lid</p> <p>see pictures on above case. This is now causing the retailer to be unable to supply receipts to her customers and she is losing customers</p>

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?

Engineer Closure Notes					On Site Time	Off Site Time
					Customer Print	
					Customer Signature	



Run Sheet

David Ranson 08/06/2025

Date	08/06/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	3
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Job # 4175607	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	07/06/2025 14:49 - 08/06/2025 13:00	Contact Name	JENNA	ASDA SUPERSTORE ASDA SUPERSTORE KINGSWAY RETAIL PARK WALLHEAD ROAD ROCHDALE OL16 5AF
Activity	TECH EXCHANGE	Contact Phone	01706704700	
Priority	4HR			
Ref 1	02364488			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34033319//78597//T3	<p>Case Number: 02364488</p> <p>Swap type: Swap Required</p> <p>Swap reason: Quantum/ Key Issues</p> <p>Device Type: PP1</p> <p>TID Number: 34033319</p> <p>Serial Number:</p> <p>Site ID: 78597</p> <p>Description: Please swap terminal due to gas card issue see case 02360035</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time
Customer Print		
Customer Signature		



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Verifone UK LTD	(No Items)	SFR-2678880	4175578	TECH EXCHANGE	STONEGATE - BRIDGEWATER - 3500, 9-10 CHURCH STREET, DARWEN, LANCASHIRE, LANCASHIRE, BB3 2RE	Daniel Hanson	07/06/2025 11:28 08/06/2025 18:00	08/06/2025	
Fujitsu Services Limited - Telefonica TC	19241508401	C5312527	4175567	NON TECH EXCHANGE	O2 Bolton - Market Street 0070, 43-47 MARKET STREET, BOLTON, BL1 1BQ	Daniel Hanson	07/06/2025 09:37 08/06/2025 16:00	08/06/2025	
Fujitsu Services Limited - Star Trains - P2PE	19241768901	C5312545	4175610	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	07/06/2025 15:22 08/06/2025 20:00	08/06/2025	
Fujitsu Services Limited - Star Trains - P2PE	19241769301	C5312545	4175610	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	07/06/2025 15:22 08/06/2025 20:00	08/06/2025	
Fujitsu Services Limited - Star Trains - P2PE	19241714701	C5312539	4175592	TECH EXCHANGE	Northern Rail - STAR, Wavertree Technology Park Railway Station, Rathbone Road, Liverpool, Merseyside, Merseyside, Liverpool, L1 1QE	Daniel Hanson	07/06/2025 13:42 08/06/2025 20:00	08/06/2025	
Fujitsu Services Limited - Telefonica TC	19241802601	C5312553	4175629	NON TECH EXCHANGE	O2 LIVERPOOL - LIVERPOOL ONE 0419, PARADISE COMPLEX, LIVERPOOL, L1 8BJ	Daniel Hanson	07/06/2025 16:51 08/06/2025 17:00	08/06/2025	
Fujitsu Services Limited - Star Trains - P2PE	19241464901	C5312520	4175562	TECH EXCHANGE	Northern Rail MT (Manchester), Manchester Piccadilly Station, North Block, 2nd Floor, Northern Trains Signing o, Lancashire, Manchester, M60 7RA	Daniel Hanson	07/06/2025 09:00 08/06/2025 20:00	08/06/2025	
Fujitsu Services Limited - Star Trains - P2PE	19241465301	C5312520	4175562	TECH EXCHANGE	Northern Rail MT (Manchester), Manchester Piccadilly Station, North Block, 2nd Floor, Northern Trains Signing o, Lancashire, Manchester, M60 7RA	Daniel Hanson	07/06/2025 09:00 08/06/2025 20:00	08/06/2025	
Computacenter - Kingfisher	(No Items)	24380915	4175581	TECH EXCHANGE	B&Q, B & Q PLC, FRITH STREET, WIGAN, WN5 0XN	Daniel Hanson	07/06/2025 11:41 08/06/2025 13:00	08/06/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Pret Tech Mahindra (UK) BAU	19240632601	INC1442895	4175374	TECH EXCHANGE	T1, T1, MANCHESTER AIRPORT LANDSIDE, MANCHESTER, MANCHESTER, M90 3FE	David Ranson	06/06/2025 16:24 08/06/2025 17:00	08/06/2025	
Paypoint Network Limited - UK	(No Items)	02364488	4175607	TECH EXCHANGE	ASDA SUPERSTORE, ASDA SUPERSTORE, KINGSWAY RETAIL PARK, WALLHEAD ROAD, ROCHDALE, OL16 5AF	David Ranson	07/06/2025 14:49 08/06/2025 13:00	08/06/2025	
Paypoint Network Limited - UK	(No Items)	02364534	4175613	TECH EXCHANGE	GIGI SUPERMARKET, GIGI SUPERMARKET, 4-6 GROSVENOR ROAD, CHEADLE HULME, CHEADLE, SK8 5QJ	David Ranson	07/06/2025 15:52 08/06/2025 13:00	08/06/2025	