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CVS/JH/22645
Thursday 7 December 2023

Debbie Frost
Felixstowe Town Council
Town Hall
Felixstowe
Suffolk
IP11 2AG

Dear Debbie

Re: CCTV Maintenance Report

Please find enclosed our summary report detailing the service visits and call outs undertaken since February 2023.

There is an on-going issue with the Pavillion Camera being spray painted after we replaced it at our cost. We are not sure what to do about this as we know that you have no spare funds but as you can appreciate we can't keep replacing it free of charge.

When we carried out the service visit on the 5th, we discovered 2 additional cameras that may need replacing. Also required is 2 x 4TB drives. Then we also have a wireless link to replace from the Beijing to Fire station. Our plan is to sort out all these items for you next week, with new drives, new wireless link and 2 loan cameras.

Please call me if you have any questions.

Best regards,

Clark Skates

Encs



Date	Service Report	Detail
13/03/23	79387	<i>1 Hour on site</i> Investigated CCTV faults reported by volunteer Camera 8 vandalised and smashed – needs replacing
09/06/23	78243	<i>3 hours on site</i> <u>CCTV Service Visit on All Equipment</u> Reset system, still problems with Undercliff Road roundabout New camera on Town Hall Pavillion vandalised again – needs replacing System requires 2 x new 2Tb hard drives
29/08/23	79744	<i>1 hour 20 minutes on site</i> Town Council front – replace camera
19/09/23	79269	<i>2 hours and 45 minutes on site</i> Rebooted system Further investigation required on 2, 11 and 15 System requires 2 x 3-4Tb hard drives
21/09/23	79749	<i>3 hours on site</i> Resolved problems with Cameras 2 and 15 Replaced Camera 8 (had been smashed) Camera 11 encoder/decoder may need replacing – unable to test
28/09/23 & 29/09/23	79946	<i>Full day on site</i> Resolved Camera 11 encoder problem from above Fitted 1 x 8-port POE switch Fitted 1 x 4-port POE switch New camera required on Spa Pavillion – bad picture
05/12/23	79914	<i>5 hours on site</i> <u>CCTV Service Visit on All Cameras</u> Following areas require new cameras: Spa Chalets / Spa Pavilion / Town Hall Pavilion 2 x 4Tb Hard drives required Link from Beijing to Fire Station

Quotation Valid: for 30 Days from Date of Quotation. Payment terms: 30 Days from Date of Invoice.