**Monthly Report**

**For**

A close up of a sign

Description automatically generated

**February 2019**

**Helpdesk Report**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **NO.** | **DATE** | **TIME** | **LOCATION** | **NAME** | **POSITION** | **DETAILS** | **PASSED TO** | **ACTION/ COMMENTS** | **DATE COMPLETED** |
| 1 | 07/02/2019 | 7.32 | Bute | Gareth Williams | Site Manager | Builders use of bute cleaners hoovers. | Petra Kopf | Builders informed not to use hoovers again going forwards. | NA |

**Event Notices**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DATE** | **TIME** | **LOCATION** | **EVENT NO.** | **DETAILS** | **CONTACT** | **DUE BY** | **DATE COMPLETED** | **RESPONSE TIME** |
| 07/02/2019 | 14.29 | AB04 Friary House | 464701 | Please can the following be cleaned, all floors, white trunking, 4th floor bin in the kitchen. | Patricia Bone | 13/02/2019 | 08/02/2019 | 24hrs |
| 08/02/2019 | 10.53 | AR01 Law Building/ 00 Floor/ 0.23 Female Accessible Toilets | 465004 | ASAP Coffee spillage on floor. | Anthony Maidment | 11/02/2019 | 08/02/2019 | 24hrs |
| 11/02/2019 | 11.15 | AS01 Redwood/ 00 Floor/ 0.46 Academic Office | 465495 | Please clean up broken ceiling tiles and mess after ceiling leak | Anthony Maidment | 12/02/2019 | 12/02/2019 | 24hrs |
| 20/02/2019 | 15.07 | AS01 Redwood | 467123 | Please can the following be cleaned: 2.10 Underneath the sink basin and the urinals 0.07 Underneath the sink basins | Patricia Bone | 27/02/2019 | 21/02/2019 | 24hrs |
| 14/02/2019 | 14.12 | AB02 Glamorgan | 466062 | Council chambers- back of seats require dusting and dado rails behind the seats require dusting. | Patricia Bone | 21/02/2019 | 15/02/2019 | 24hrs |

**Accidents/Incidents**

0 to report.

**Training Completed**

0 to report.

**Audit Summary – February 2019**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Site** | **Auditor** | **Date** | **Percentage** | **Additional Cleans / Comments** |
| Friary | Gareth Williams | 01/02/2019 | 100% | Recycling volume has increased. |
| Tower | Mike White | 06/02/2019 | 85% |  |
| Glamorgan | Mike White | 06/02/2019 | 91% |  |
| Friary | Mike White | 28/02/2019 | 83% | Offices scored 1 - 504-Spillage on floor,light dusting on Skirtings and debris on floor  5.10-Debris on floor  5.11- debris on floor and marks on glass  5.03-Peds require dusting  Floor 4-debris on floor  Floor 3-Skirtings dusty (check and clean throughout) Floor 3-Pedestals dusty |