**Monthly Report**

**For**

A close up of a sign

Description automatically generated

**January 2019**

**Helpdesk Report**

|  |  |  |  |  |  |  |  |  |
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| **DATE** | **TIME** | **LOCATION** | **NAME** | **POSITION** | **DETAILS** | **PASSED TO** | **ACTION/ COMMENTS** | **DATE COMPLETED** |
| 03/01/2019 | 6.33 |  | Anthony Maidment | Assistant Cleaning Compliance Officer | I have sent over these ID renewal requests for Ionut Ursescu and Sheree Walker can you please arrange to collect these and update me with photocopy’s so I can update our records . | Nick Thomas |  | NA |
| 04/01/2019 | 12.01 |  | Anthony Maidment | Assistant Cleaning Compliance Officer | Just to advise you I am on annual leave and will return to work on 14th January . | Gareth Williams/ Nick Thomas |  | NA |
| 09/01/2019 | 14.3 |  | Ceri Wyn Jones | Cleaning Compliance Officer | For your reference please find attached a copy of the approved stickers which are not to be removed from toilet cubicles across your buildings, I currently do not have copies of the approved posters but as soon as I do I will send you a copy. | Nick Thomas |  | NA |
| 09/01/2019 | 14.28 |  | Ceri Wyn Jones | Cleaning Compliance Officer | For your reference please find attached a copy of the approved stickers which are not to be removed from toilet cubicles across your buildings, I currently do not have copies of the approved posters but as soon as I do I will send you a copy. | Gareth Williams |  | NA |
| 09/01/2019 | 14.04 |  | Ceri Wyn Jones | Cleaning Compliance Officer | The University is applying for revalidation of the Corporate Health Standard Gold award. In order to fulfil the criteria for one part of the award the University needs to put health and wellbeing information in staff toilets. In order to comply with this the University has obtained some stickers advertising the Welsh Government domestic abuse helpline which have been placed on the back of toilet cubicle doors and along with some posters advertising the symptoms of ovarian cancer and the University Employee Assistance Programme Care First. Please can you relay to your team to please not remove these if they spot them in your buildings , myself and my colleagues would be very grateful. | Gareth Williams |  | NA |
| 09/01/2019 | 14.16 |  | Ceri Wyn Jones | Cleaning Compliance Officer | The University is applying for revalidation of the Corporate Health Standard Gold award. In order to fulfil the criteria for one part of the award the University needs to put health and wellbeing information in staff toilets. In order to comply with this the University has obtained some stickers advertising the Welsh Government domestic abuse helpline which have been placed on the back of toilet cubicle doors and along with some posters advertising the symptoms of ovarian cancer and the University Employee Assistance Programme Care First. Please can you relay to your team to please not remove these if they spot them in your buildings , myself and my colleagues would be very grateful. | Nick Thomas |  | NA |
| 10/01/2019 | 13.04 | Redwood | Gareth Williams | Site Manager | Following our phone call on Friday 4/1/19 ..I can inform you that all relevant information is now in the hands of Solo,s Health and Safety officer ms Denna Exon Smith. I am sure she will be in touch with yourself in the near future.. | Petra Kopf |  | NA |
| 10/01/2019 | 13 | Bute 24hr Entrance | Gareth Williams | Site Manager | Can I inform yourself of an on going problem as regards to gaining access into the above.  We have been unable to enter through this door or any other entrance owing to a defect which has been going on all week. My cleaners arrive for work about 4.20am and have to wait for a student to leave the building which allows us then to get in.This can be pot luck most of the times and this time of year it's rather cold waiting. Can you please make enquiries as to when this door will be fixed. Security are aware of this and have no key to allow us access. | Petra Kopf | I have chased this with my colleagues in the maintenance section. | NA |
| 11/01/2019 | 15.42 | Bute 24hr Entrance | Gareth Williams | Site Manager | Can I inform yourself of an on going problem as regards to gaining access into the above.  We have been unable to enter through this door or any other entrance owing to a defect which has been going on all week. My cleaners arrive for work about 4.20am and have to wait for a student to leave the building which allows us then to get in.This can be pot luck most of the times and this time of year it's rather cold waiting. Can you please make enquiries as to when this door will be fixed. Security are aware of this and have no key to allow us access. | Petra Kopf | I have chased this with my colleagues in the maintenance section. | NA |
| 14/01/2019 | 12.59 | Bute Lift | Gareth Williams | Site Manager | Please can you find out when the above will be working again as been out of order for a week. Have spoken to security with no joy and hotline says not they're responsibility. Makes movement of heavy bags time consuming. Hope you can help. | Petra Kopf | I have spoken to the person looking after our lift contracts and it might be another couple of weeks I am afraid as the repair work required is not straightforward. I stressed the impact this has on the cleaning team but there are some parts needed which are not quick to come by so I am afraid you will have to bear with us. | NA |
| 14/01/2019 | 12.59 | Bute Lift | Gareth Williams | Site Manager | Please can you find out when the above will be working again as been out of order for a week. Have spoken to security with no joy and hotline says not they're responsibility. Makes movement of heavy bags time consuming. Hope you can help. | Petra Kopf | I have spoken to the person looking after our lift contracts and it might be another couple of weeks I am afraid as the repair work required is not straightforward. I stressed the impact this has on the cleaning team but there are some parts needed which are not quick to come by so I am afraid you will have to bear with us. | NA |
| 29/01/2019 | 7.22 | Bute | Gareth Williams | Site Manager | Can we have an update on the lifts please. | Petra Kopf | Unfortunately the lift is likely to be out of action for a few more weeks. Apologies given. | NA |

**Event Notices**

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| **DATE** | **TIME** | **LOCATION** | **EVENT NO.** | **DETAILS** | **CONTACT** | **DUE BY** | **DATE COMPLETED** | **RESPONSE TIME** |
| 04/01/2019 | 11.47 | AQ03 Music Building/ 02 Floor | 458438 | Leak from pipework has created a substantial pool of water can this be cleaned up if possible? | Anthony Maidment | 07/01/2019 | 04/01/2019 | 24hrs |
| 09/01/2019 | 14.16 | AB02 Glamorgan | 459487 | S/-1.57 Pipes at the back of the toilets. U bend in toilets require a descale S/-1.58 Underneath the sink is dirty. High dust of pipes. S/-1.64 Edge of floors under the seats and seat legs require cleaning. | Patricia Bone | 16/01/2019 | 10/01/2019 | 24hrs |
| 11/01/2019 | 14.37 | AR01 Law Building | 459769 | 1.25A (B)- Damp wipe Santon heater unit, damp wipe windowsill, clean orange trans fat around base of tray Please damp dust skirting boards, window ledges and window surrounds (Park Place side of building 2nd floor) | Ceri Wyn Jones | 18/01/2019 | 14/01/2019 | 24hrs |
| 14/01/2019 | 12.38 | AB01 Bute/00 Floor/0.62 | 460230 | Please can you pass this onto the staff and put this room on your cleaning schedule. Also can you let me know when this is done. | Mohamed Salih | 15/01/2019 | 15/01/2019 - The above hotline stated room 0.62.There are 2 rooms 0.62A and 0.62B.As a precaution we did both so please complete the above event. | 24hrs |
| 16/01/2019 | 14.54 | AS01 Redwood | 460649 | Please can the following be cleaned : 2.14 Pipes under the sink, top of the toilet system dusty . 2.12 New toilet brush required, top of the toilet system and the u-bend. 2.06 Ledges outside this room | Patricia Bone | 23/01/2019 | 17/01/2019 | 24hrs |
| 16/01/2019 | 14.35 | AR02 Tower | 460607 | Please clean the following: 12.01 Wipe table down  12.10 Vacuum and wipe table  9.17 C/D/E/A wipe desks and vacuum  7.09A wipe down tiles behind the sink  4.10A underneath sink | Ceri Wyn Jones | 23/01/2019 | 17/01/2019 | 24hrs |
| 16/01/2019 | 11.37 | AQ04 33-37 Corbett Road | 460560 | Please clean the following: 12.01 Wipe table down  12.10 Vacuum and wipe table  9.17 C/D/E/A wipe desks and vacuum  7.09A wipe down tiles behind the sink  4.10A underneath sink | Mohamed Salih | 23/01/2019 | 17/01/2019 | 24hrs |
| 17/01/2019 | 14.52 | AR08 Life Sciences | 460833 | 6.05 Basin under the sink  6.02 glass panel on the door All stairwells - ledges dusty and round lights 5.01 Table legs dusty 5.09 Sink requires cleaning 4.11 Sink and pipes beneath the sink  3.02 Table legs and skirting`s 3.04 window seals dusty 2.07 Trunking around the room dusty | Patricia Bone | 24/01/2019 | 18/01/2019 | 24hrs |
| 17/01/2019 | 15.02 | AQ03 Music Building | 460836 | Please can the below be cleaned following a joint audit with the contractor: 0.27 Tiles under the hand dryers,Outer base of toilets and pipework at the back of them 0.28 Hand rails dusty and sink plug hole 0.25 Underneath the urinals, tiles under the hand dryer, underneath the sink basin and pipes. Mirrors smeary 0.24 Table legs and trunking 1.27 Urinals and pipes below,mirror and sink plugholes 1.26 Back of the sinks and plugholes 1.25 Toilets on the outside, cubicle ledges, sinks | Patricia Bone | 24/01/2019 | 18/01/2019 | 24rs |
| 23/01/2019 | 15.01 | AB01 Bute | 461888 | 2.51 Underneath the sink basin. 1.67 Replace the toilet brush , panel ledges dusty. Library- All ledges high and low throughout plus the top of the filing cabinet | Patricia Bone | 30/01/2019 | 24/01/2019 | 24hrs |
| 24/01/2019 | 14.05 | AR01 Law Building/ 01 Floor | 462027 | Room 1.33 was left unsecured by cleaners. | Patricia Bone | 31/01/2019 | 24/01/2019 | 24hrs |

**Accidents/Incidents**

0 to report.

**Training Completed**

0 to report.

**Audit Summary – January 2019**

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| **Site** | **Auditor** | **Date** | Total Score | Possible Score | Percentage |
| Tower | Alison Chappel | 17/01/2019 | 50 | 51 | 98% |
| Music & Library | Mike White | 17/01/2019 | 30 | 33 | 91% |
| Life Science | Mike White | 17/01/2019 | 23 | 30 | 77% |
| Redwood | Alison Chappel | 18/01/2019 | 38 | 39 | 97% |