**Monthly Report**

**For**

A close up of a sign

Description automatically generated

**November 2018**

**Helpdesk Report**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **NO.** | **DATE** | **TIME** | **LOCATION** | **NAME** | **POSITION** | **DETAILS** | **PASSED TO** | **DATE COMPLETED** | **RESPONSE TIME** |
| 1 | 06/11/2018 | 14.47 |  | Petra Kopf | Quality Control Officer | The Open Day organisers have asked me to pass on their thanks in respect of our recent Open Day which was very well attended. I am also very grateful to you and your team members for all your hard work and assistance in ensuring that this prestigious event went smoothly. Many thanks! | Gareth Williams | NA | NA |
| 2 | 08/11/2018 | 12.25 |  | Anthony Maidment | Assistant Cleaning Compliance Officer | Just to advise you I am on annual leave and will return to work on 14th November . | Gareth Williams | NA | NA |
| 3 | 09/11/2018 | 10.01 |  | Alison Chappel | Contract Manager | As per conversation this morning, I am just confirming that Neal Thomas will be on Annual leave as from 13.11.18 for 1 week. I have arranged for Gareth to cover him but my only concern is that Gareth 's pass won't give him access to his buildings. Please can we arrange for his pass to be activated so he is able to see the staff. | Petra Kopf | NA | NA |
| 4 | 13/11/2018 | 15.34 | Bute Room 0.53 | Petra Kopf | Quality Control Officer | A hotline has come through for BUTE room 0.53. Can the whiteboard be cleaned as the lecturer has tried to clean it without any luck | Gareth Williams | 14/11/2018 | NA |
| 5 | 13/11/2018 | 10.13 | Redwood Lab Floors | Petra Kopf | Quality Control Officer | As you know I met up with Denise, my new contact in Pharmacy, yesterday. Please note that as a former lab manager she is taking a keen interest in these particular areas and she emphasized the importance of the weekly cleaning jobs getting done, so I thought I’d let you know. | Gareth Williams | NA | NA |

**Event Notices**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **NO.** | **DATE** | **TIME** | **LOCATION** | **EVENT NO.** | **DETAILS** | **CONTACT** | **DUE BY** | **DATE COMPLETED** | **RESPONSE TIME** |
| 9 | 01/11/2018 | 14.38 | AS01 Redwood | 441702 | Please can the following be cleaned: 2.14 floor unswepted and bottom of the toilet requires descaling. | Patricia Bone | 08/11/2018 | 02/11/2018 | 24hrs |
| 10 | 02/11/2018 | 15.46 | AR02 Tower | 441873 | Please can the following be cleaned: 10.16 Around the base of the toilet and the vents in the bottom of the doors requires cleaning 8.07 Around the base of the toilets and the pipes require cleaning. 7.09A Underneath the sink basins, over flow area requires cleaning. Toilets require descaling and the bottom of the door vent is dusty. 5.09 Around the base of the toilet requires cleaning 3.06 Underneath the sinks and pipes require cleaning. Tiles underneath the hand dryer requires cleaning. 2.04 Underneath the sink basin requires cleaning. Toilets require descaling and pipes and sides of toilets dirty. | Patricia Bone | 09/11/2018 | 04/11/2018 | 2 days |
| 11 | 07/11/2018 | 15.58 | AQ02 Music Library/ 00 Floor/ 0.07 Toilet | 446261 | No soap in dispenser | Patricia Bone | 14/11/2018 | 07/11/2018 | 24hrs |
| 12 | 07/11/2018 | 14.26 | AB02 Glamorgan | 446216 | Please can the following be cleaned: South side S/1.56 urinals and tiles under the hand dryer S.060 Pipes at the back of the toilets S/064 Shower tiles and pipe work North side 2.02 trunking requires cleaning 0.07 Descale the toilet and pipes under the cabinet | Patricia Bone | 14/11/2018 | 08/11/2018 | 24hrs |
| 13 | 07/11/2018 | 14.26 | AB02 Glamorgan | 446216 | Please can the following be cleaned: South side S/1.56 urinals and tiles under the hand dryer S.060 Pipes at the back of the toilets S/064 Shower tiles and pipe work North side 2.02 trunking requires cleaning 0.07 Descale the toilet and pipes under the cabinet | Patricia Bone | 14/11/2018 | 08/11/2018 | 24hrs |
| 14 | 13/11/2018 | 12.4 | AR02 Tower/ 09 Floor/9.16 Male Toilet | 447184 | ASAP. Massive pool of water on floor. Please can this be mopped up. | Ceri Wyn Jones | 14/11/2018 | 13/11/2018 | 24 hrs |
| 15 | 14/11/2018 | 12.22 | AS01 Redwood/ 00 Floor | 447389 | Please can the following be cleaned: 2.34 Outside toilet requires cleaning 1.52 Floor requires sweeping 1.88 Complete clean of floor, and sink 1.04 Underneath the the sinks | Patricia Bone | 21/11/2018 | 16/11/2018 | 2 days |
| 16 | 21/11/2018 | 14.22 | AR02 Tower | 448722 | 11th floor skirting please damp dust 9.16- underneath sinks, pipes and pedestals 7th floor stairwell wet cloth wipe on ledges 6.09- wipe pipes beneath urinals (traps) and beneath sinks 6.09- to the side of 6.09 please wipe alcove (tea spills on paint) 5.12- damp cloth wipe on outer kitchen cupboards 3.07- beneath sinks and pipes 1.03- pedestals | Ceri Wyn Jones | 28/11/2018 | 23/11/2018 | 2 days |
| 17 | 21/11/2018 | 14.17 | AR08 Life Sciences | 448718 | 0.03- please clean under sink  0.01- please clean under sink and pipes (traps) 0.11- please machine clean lab floor (when possible)  1.10/1.12- please machine clean lab floor (when possible)  2.10- please machine clean lab floor (when possible)  3.16- please machine clean lab floor (when possible)  3.10- underneath sink, wipe skirting, floor and replace toilet brush 3.09- underneath sink, wipe skirting, floor and replace toilet brush 4.11- please machine clean lab floor (when possible)  4.08- please wipe door frame and replace toilet brush 4.07- please wipe beneath sink | Ceri Wyn Jones | 28/11/2018 | 24/11/2018 | 3 days |

**Accidents/Incidents**

0 to report.

**Training Completed**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Site Safety File** | **Contract Manager** | **Carried out by** | **Training Venue** | **Month** | **Date** |
| Abu Sambu | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni | October | 02/10/2018 |
| Ali Abdiqaadir | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Ali Asua Soleimali | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Ammina Gelle | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 02/10/2018 |
| Ammina Mirrah | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Aswaan Ismail | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Ayan Ali | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 02/10/2018 |
| David Proctor | Site Safety File | Neil Thomas | Neil Thomas | Cardiff Uni | October | 16/10/2018 |
| Fadumo Naar | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Farhan Aimen | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Firdas Ali | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Gareth Williams | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 02/10/2018 |
| Halimo Mohammed | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 02/10/2018 |
| Hayad Ahmed | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 02/10/2018 |
| Hirs Farah | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 03/10/2018 |
| Hodan Ahmed | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| I Ibrahim | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Kamal Kamryddin | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Kimsi Shiraf | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Ludvik Conka | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 02/10/2018 |
| Mariam Asab | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Martin Jones | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 02/10/2018 |
| Mirza Shahbaz Baig | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 02/10/2018 |
| Mirza Shahbaz Baig | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni | October | 02/10/2018 |
| Muna Ahmed | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 02/10/2018 |
| Owain Williams | Site Safety File | Neal Thomas | Neal Thomas | Cardiff Uni | October | 03/10/2018 |
| Qatar Nuur | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Rahma Hayd | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 02/10/2018 |
| Samira Mohamed | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 03/10/2018 |
| Sarah Muse | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Sheree Walker | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni | October | 02/10/2018 |
| Shukri Farah | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 03/10/2018 |
| Sirau Yousef | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Sunur Rabi | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Syafio Zoucopcy | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 04/10/2018 |
| Weris Shire | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 02/10/2018 |
| Zaynab Jama | Site Safety File | Alison Chappel | Denna Exon | Cardiff Uni | October | 03/10/2018 |

**Auditing – 7 Audit Forms**

* Tower
* Law
* Music and library
* Houses Corbett Road
* Life Science
* Glamorgan
* Bute Town
* Redwood
* Friary

**Example Monthly Report**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Site** | **Auditor** | **Client Rep** | **Date** | Total Score | Possible Score | Percentage |
|   Tower | NAME HERE | NAME HERE | 01/11/2018 | 90 | 100 | 90% |
|   Law | NAME HERE | NAME HERE | 02/11/2018 | 89 | 100 | 89% |
|   Music and library | NAME HERE | NAME HERE | 03/11/2018 | 92 | 100 | 92% |
|   Houses Corbett Road | NAME HERE | NAME HERE | 04/11/2018 | 91 | 100 | 91% |
|   Life Science | NAME HERE | NAME HERE | 05/11/2018 | 90 | 100 | 90% |
|   Glamorgan | NAME HERE | NAME HERE | 06/11/2018 | 91 | 100 | 91% |
|   Bute Town | NAME HERE | NAME HERE | 07/11/2018 | 92 | 100 | 92% |
|   Redwood | NAME HERE | NAME HERE | 08/11/2018 | 89 | 100 | 89% |
|   Friary | NAME HERE | NAME HERE | 09/11/2018 | 95 | 100 | 95% |