**Monthly Report**

**For**

A close up of a sign

Description automatically generated

**March 2019**

**Helpdesk Report**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DATE** | **TIME** | **LOCATION** | **NAME** | **POSITION** | **DETAILS** | **PASSED TO** | **ACTION/ COMMENTS** | **DATE COMPLETED** |
| 11/03/2019 | 14.47 | Tower | Gareth Williams | Site Manager | As you are aware Nick is on annual leave from 12th to 20th March. Can I inform your team to the following shifts and start times I will do to cover those dates....  Tues 12th...2am start  Weds 13th...1am start  Thurs 14th...3am start  Thurs eve 14th...10pm start.  Next week...  Mon 18th...2am start  Tues 19th...2am start  Weds 20th...1am start | Petra Kopf | NA | NA |
| 15/03/2019 | 11.57 | Site 1 & 3 | Anthony Maidment | Assistant Cleaning Compliance Officer | I have requested the following site access required as below for you both, can you also send me a photocopy of Mikes ID so I can update our records.   1. MAIN 2. SIR MARTIN EVANS 3. 69 PARK PLACE 4. 68 – 65 PARK PLACE 5. 50 PARK PLACE 6. 21 PARK PLACE 7. 1-3 MUSEUM PLACE 8. MATHS AND EDUCATION 9. QUEENS / TREVETHICK | Mike White | Photocopy of pass forwarded. | 18/03/2019 |
| 15/03/2019 | 1.24 | Tower | Gareth Williams | Site Manager | Please can you chase up the department who are dealing with the lifts in Tower. They were out both out of order again overnight. | Petra Kopf | Reply from Ceri Wyn Jones - As discussed earlier, unfortunately the lifts are out of action I believe something to do with an engineering fault which the school are currently working to fix. If the lifts are up and running today, I will ask Owen to take the bags of recycling you mentioned to the bins. | NA |
| 18/03/2019 | 12.27 | Sir Martin Evans | Anthony Maidment | Assistant Cleaning Compliance Officer | Just to advise you I have updated all staff at Main and Sir Martin Evans buildings with their new ID cards and also arranged for all relevant external / internal access to be activated onto the relevant cards. The cards have all been left in an envelope behind security for Dawn and Ryan to collect when they collect their keys tonight. Dawn is aware of this can you please advise Ryan . Any issues please advise me, and I will endeavour to rectify this for you. | Mike White |  | NA |
| 18/03/2019 | 12.2 |  | Petra Kopf | Quality Control Officer | Could I please have confirmation of all the relevant contact details to share with my team for hotline reporting, janitorial requests etc. |  | Emailed a revised chart for operational structure with contact details as requested. | 28/03/2019 |

**Event Notices**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DATE** | **TIME** | **LOCATION** | **EVENT NO.** | **DETAILS** | **CONTACT** | **DUE BY** | **DATE COMPLETED** | **RESPONSE TIME** |
| 06/03/2019 | 14.52 | AB01 Bute | 469808 | Please can the following be cleaned:  2.51, all ledges, sink, toilet, back of toilet pipes and floors 2nd floor window seals 2.18 floor requires scrubbing Library- Ledges on tables, chair legs, trunking and ledges on partitioning screens. | Patricia Bone | 13/03/2019 | 07/03/2019 | 24hrs |
| 13/03/2019 | 14.28 | AR01 Law Building | 471096 | Please can thew following be cleaned: 3.43C Toilet inside and out has not be cleaned Main landing on 3rd Floor-very dusty underneath the seats 3.20A Pipework and window ledges dusty. Outside base of toilet and floor 2.28B Outside base of toilet. Toilets inside require a descaling. All pipework dusty and floors behind the toilet require a good mop. 2nd floor all skirting`s require a damp dust. 1.30 White trunking and skirting`s outside this room. 1.27E Floor behind toilets require good clean. Toilets inside and out require a clean. Under sinks and pipes require cleaning 1.27G Outside base of toilet requires cleaning. Toilet brush holder dusty. | Patricia Bone | 20/03/2019 | Passed to Gareth while Nick is away on leave. 18/03/2019 | 24hrs |
| 13/03/2019 | 8.44 | AB04 Friary House/03 Floor/3.01 Marketing Open Plan Office | 470987 | please can the carpet be hoovered; the paint chip debris is still visible on the carpet - which also means any dead bugs are still in the carpet. The situation has been like this for over two weeks. I have highlighted this with Tom Gogan and yourselves but have had no actions. The general standard of hoovering isn't great on this floor, but the area I usually sit in is obviously a blind spot. | Patricia Bone | 20/03/2019 | 14/03/2019 | 24hrs |
| 18/03/2019 | 15.17 | AB01 Bute/03 Floor/T.16: Office | 472014 | Can we please request that this office is dusted & hoovered this week please? We’ve removed some furniture and it needs to be cleaned. | Patricia Bone | 27/02/2019 | 25/03/2019 | 24hrs |
| 19/03/2019 | 12.31 | Bute | 472105 | Unhappy with the standard of cleaning in regard to the hoovering. | Patricia Bone | NA | Passed to Gareth while Nick is away on leave. 20/03/2019 | 24hrs |

**Accidents/Incidents**

0 to report.

**Training Completed**

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| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Site Safety File** | **Contract Manager** | **Carried out by** | **Training Venue** | **Month** | **Date** |
| **Andrea Gama** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni Queens | March | 20/03/2019 |
| **Andrea Jane Fuller** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni Queens | March | 29/03/2019 |
| **Andreea Ispas** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni | March | 19/03/2019 |
| **Annette Morgan** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni Queens | March | 19/03/2019 |
| **Ashley Bevan** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni Queens | March | 20/03/2019 |
| **Caroline Broad** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni Queens | March | 20/03/2019 |
| **Christopher Broad** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni | March | 20/03/2019 |
| **Daniel Cushen** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni Queens | March | 19/03/2019 |
| **Howard Old** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni | March | 19/03/2019 |
| **Leon Woodward** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni Queens | March | 20/03/2019 |
| **Marcel Y Ursescu** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni Main + Martin Evans | March | 19/03/2019 |
| **Martin Corbin** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni Queens | March | 20/03/2019 |
| **Matthew Butler** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni | March | 20/03/2019 |
| **Monika Gervenakca** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni Main Building | March | 20/03/2019 |
| **Susan Rogers** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni Queens | March | 20/03/2019 |
| **Talisha Falkingham** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni | March | 20/03/2019 |
| **Wayne Tabbener** | Site Safety File | Denna Exon | Denna Exon | Cardiff Uni Queens | March | 20/03/2019 |

No Audits completed for the month of

March.