**Monthly Report**

**For**



**May 2019**

**Event Notice**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DATE** | **TIME** | **LOCATION**  | **EVENT NO.** | **DETAILS**  | **CONTACT**  | **DUE BY**  | **DATE COMPLETED** | **RESPONSE TIME**  |
| 08/05/2019 | 14.49 | AO26 38 Park Place/01 Floor/1.08 1st floor kitchen | 480579 | We have run out of hand towels in the kitchen and we don’t have any spare in the building so please could we get a batch? | Jones, Ceri,  | 15/05/2019 | 08/05/2019 | 24hrs  |
| 09/05/2019 | 12.06 | AB01 Bute King Edward VII Avenue | 480707 | Please place a request for the cleaners to dust and hoover, the cleaners keep missing it. | Patricia Bone  | 16/05/2019 | 10/05/2019 | 24hrs  |
| 09/05/2019 | 11.51 | AB01 Bute/00 Floor | 480699 | Can we please ask the cleaners to prioritise the following spaces on their next clean? Bute/0.05; Bute/0.15; Bute/0.20. We’re looking to have the rooms hoovered and dusted please. | Patricia Bone  | 16/05/2019 | 10/05/2019 | 24hrs  |
| 09/05/2019 | 14.14 | AR01 Law Building | 480736 | Please can the following be cleaned: **0.23** Pedestals and window seals **2.28B** and **3.20** Pedestals. | Patricia Bone  | 16/05/2019 | 10/05/2019 | 24hrs  |
| 09/05/2019 | 14.5 | AN04 North Building/03 Floor/N/3.30 | 480744 | I’ve recently moved office and have been told the floor hasn’t been cleaned in at least a year, so grime has built up. Would it be possible to have the cleaners come and sort it? | Jones, Ceri, | 16/05/2018 | 13/05/2019 | 4 days |
|  |  |  |  |  |  |  |  |  |
| 10/05/2019 | 14.47 | AB02 Glamorgan/-1 Floor (Basement)/-1.56 : Seminar Room | 480880 | Whiteboard needs cleaning as it has been written on in permanent marker | Patricia Bone  | 17/05/2019 | 10/05/2019- Gareth Williams- Hi Patricia...This is an ongoing thing. If people who use this room keep using permanent markers, then how are we going to learn these educated personal. Not to use them.Who is supplying them with this form of writing material.My cleaner in this area is consistently cleaning the white boards .Please STOP supplying permanent markers.. | 24hrs  |
| 14/05/2019 | 15.26 | AK01 Main Building/01 Floor | 481600 | No soap in dispenser or dispenser broken, (south wing) male toilet school of earth and ocean sciences | Patricia Bone  | 21/05/2019 | 14/05/2019 | 24hrs  |
| 15/05/2019 | 15.42 |  AO18 51 Park Place/01 Floor/51/1.04 J B King | 481740 | Please can someone attend to hoover below the windows as a lot of dead flies are still around from pest control attending. | Mohamed Salih  | 16/05/2019 | 16/05/2019 | 24hrs  |
| 16/05/2019 | 15.11 | AN04 North Building/00 Floor/N/0.30: Office OAS/OSS | 481875 | Door left unlocked following overnight cleaning | Patricia Bone  | 23/05/2019 | 16/05/2019 | 24hrs  |
| 20/05/2019 | 11.31 | AN02 West Building/02 Floor/W/2.05: Female Toilet | 482549 | Plug has been left in sink with tap running on full, water all over the floor | Patricia Bone  | 21/05/2019 | 22/05/2019 | 24hrs  |
| 21/05/2019 | 14.57 | AU49 Fitness & Squash Centre | 482726 | Please can the following be cleaned: The whole of the 2nd floor requires a wet mop urgently please as it looks like protein drinks have been dropped on it. | Patricia Bone  | 22/05/2019 | 22/05/2019 | 24hrs  |
| 21/05/2019 | 14.3 | AO01 69 Park Place | 482722 | Please can the following issues be cleaned: Kitchen- skirting`s and white trunking behind the door.**2.01** -Pipes at the back of the toilets dusty. Sink plugholes and around the taps require cleaning. Grouting at the back of the sink.**2.02** - Pipes at the back of the toilets. Under the sinks require cleaning and cobwebs in corners above the sink.1st Floor - Ledges and skirting`s require damp dusting in corridors 0.06A - Underneath the sink requires cleaning**0.04** window ledges and white trunking.**0.01** pipes are dusty.  | Patricia Bone  | 28/05/2019 | 22/05/2019 | 24hrs  |
| 21/05/2019 | 14.36 | AO20 49 Park Place, Strength & Conditioning Centre | 482723 | Please can the following be cleaned: **2.07** Underneath the sink basin.Skirting`s dusty.Plugholes in the shower require descaling. | Patricia Bone  | 28/05/2019 | 22/05/2019 | 24hrs  |
| 21/05/2019 | 15.18 | AU03 Maths Building | 482735 | Please can the following be cleaned: Fire extinguishers outside room **2.09****M1.01** underneath the sink in the disabled toilet requires cleaning. | Patricia Bone  | 28/05/2019 | 22/05/2019 | 24hrs  |
| 21/05/2019 | 15.18 | AU02 Education Building | 482733  | Please can the following be cleaned: E/1.09 Base of the toilets requires cleaning. and the pipework.**E2.15** white trunking **E2.18** Pat test out of date on the vacuum 22/1/2018 | Patricia Bone  | N/A | 22/05/2019 | 24hrs  |
| 24/05/2019 | 14.57 | A014 56 Park Place  | 483085 | We previously had some problems with the cleaners not vacuuming our offices in 56 Park Place. It seemsthat they have stopped again as our offices are not being cleaned. There is also a vacuum cleaner andsome other cleaning equipment which has been left in one of our offices which we need taken awayplease as there is not enough room for it to be used for the cleaner’s storage. | Ceri Wyn Jones  | 30/05/2019 | 24/05/2019 | 24hrs  |
| 20/05/2019 | 14.41 | AK01 Main Building  | 482600 | Please clean the following areas:Please clean all glass panels within internal doors throughout main building1.107A please machine floors1.119 please machine floors1.106 please machine floors1.106C please machine floors1.90 please machine floors1.88 A-B please machine floors1.60A dust table tops, window ledges, skirtingSweep steps near room 2.36(B-C)2.36A vacuum throughout, dust table base, table tops, ledges and skirting2.36B wipe down cupboard fronts, work surfaces, deep clean sinks, clean wall behind bin2.28 Vacuum and dust throughout2.14- clean floor and wipe desks2.03- deep clean floor, wipe down bench and chair bases0.02 dust throughout, clean floors and wipe desks0.03 dust throughout, clean floor and wipe skirtingPlease polish all brass hand rails throughout the building | Ceri Wyn Jones  | 27/05/2019 | 24/05/2019 | 4 days |
| 22/05/2019 | 14.2 | AK01 Main Building  | 482844 | Please can the following be cleaned:0.54 Underneath the sink basins, outer base of toilets and tops of ledges above mirrors all require cleaning. Disabled WC -under the sink requires cleaning and toilet requires descaling.0.55 Toilets do not look like they have been cleaned ! outer side of the toilets, toilet seat. (Photo) 1.75A Urinals require cleaning, skirting`s around the urinals. Tiles under the hand dryer. Underneath the sink basins (photo) and toilets require a thorough clean1.66 Underneath the sink basins and toilets require a thorough clean2.66 Toilets require descaling, toilet hinges, toilet lids require cleaning. Pipes by the hand dryer require cleaning and mirrors smeary.2.68A Tiles under the hand dryers and underneath the sink basins require cleaning.2.88 Floor has not been mopped, underneath the sink and pipes require cleaning.0.112 Underneath the sinks, pipes and toilet hinges require cleaning.0.93 Complete clean required., urinals, sinks, toilets and pipes. | Patricia Bone  | 23/05/2019 | 23/05/2019 | 24hrs  |
| 23/05/2019 | 8.27 | AB02 Glamorgan | 482964 | Please can the following be cleaned: stair rails between 1st and 2nd floor, **S/1.71** - Toilet lid, S/-1.58A Outer base of toilet requires cleaning. | Patricia Bone  | 30/05/2019 | 24/05/2019 | 24 hrs |
| 23/05/2019 | 11.57 | AK01 Main Building/00 Floor/0.93 : Male Toilet | 483014 | Please can someone attend to mop up the spillage on the floor from the urinals. | Patricia Bone  | 24/05/2019 | 23/05/2019 | 24 hrs |
| 23/05/2019 | 12.14 | AU49 Fitness & Squash Centre | 483015 | A.S.AP. fluff everywhere on top/underneath of units | Patricia Bone  | 24/05/2019 | 24/05/2019 | 24 hrs |
| 23/05/2019 | 14.15 | AU03 Maths Building/00 Floor/M/0.25 | 483022 | Can the carpet be vacuumed | Mohamed Salih  | 30/05/2019 | 24/05/2019 | 24 hrs |
| 24/05/2019 | 14.39 | AU49 Fitness & Squash Centre | 483180 | Please clean the following: Top floor vacuum thoroughly, mop floor tiles and polish mirrors, Ladies changing room deep clean showers, men's changing room deep clean showers, Mop ground floor tiled area  | Ceri Jones  | 31/05/2019 | 29/05/2019 | 5 days |

**Helpdesk Logs**

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| **NO.**  | **DATE** | **TIME** | **LOCATION**  | **NAME**  | **POSITION** | **DETAILS**  | **PASSED TO**  | **ACTION/ COMMENTS**  | **DATE COMPLETED** |
| 1 | 03/05/2019 | 11.28 |   | Emma Hughes | Solo Helpdesk | I've been speaking with Mike this morning regarding the janitors at Park Place and their mobile number. Unfortunately they are experiencing issues with signal where certain parts of the building is blocking signal and causing calls to go to voicemail. When looked into further it appears to be a Network issue rather than the device. As a precaution and to avoid any missed calls/possible emergency requirement in the future we have added both janitors own numbers and updated the attached. Both have given permission to circulate.  | Petra Kopf | **Petra**- Hi, EmmaThank you. Just to clarify, we are not able to leave voicemails on the works mobile phone, we get a message to say that it is switched off which seems odd for a problem with the network. I will pass the additional numbers on to the rest of my team, we will try the designated works mobile in the first instance when we need assistance. **Emma -** Thanks for letting me know, it may be because the voicemail facility has been switched off. I'll give them a call and go through the process of switching them back on. Yes I agree it is odd with the network but I continue to see if our provider can shed any light on the issue and perhaps offer a resolution.  | 03/05/2019 |
| 2 | 23/05/2019 | 10.25 | Main & Dev Centre  | Ceri Wyn Jones  | Cleaning Compliance Officer  | Due to flooding in the basement of old Cubirc (DEV/Chudds) please can you temporarily remove this basement area from the cleaning schedule and clean the rest of the building as normal. I was informed of an incident in Main which happened last night of a man covered in blood having smashed a window in Chemistry, if yourself or the cleaners have any information prior to this event such as if you saw a male(s) hanging around/ behaving oddly in Main please can you pass on the information. | Dawn Marshall  |   |   |
| 3 | 28/05/2019 | 14.14 | Squash Courts  | Ceri Wyn Jones  | Cleaning Compliance Officer  | I was disappointed to find that job number 483013 and 483180 have not been completed or started , the first job number was raised a week ago by a building user. The gym quite often have high profile sporting guests visiting and the area is open to the wider public so we must ensure it looks the part at all times as we are representing the university. If the team are experiencing issues with plug sockets on the very top floor please do let us know and we will do our best to find a solution.  | Dawn Marshall  |   |   |
| 4 | 21/05/2019 | 11.21 | Room 5.11, McKenzie House. | Rachel Hooper  | Administration Assistant | Please find attached the minutes of the meeting with Solo Service Group held on 17th April 2019. The next meeting is scheduled for Thursday 30th May 2019 @ 9.30am, room 5.11, McKenzie House. | Petra Kopf |   | 21/05/2019 |
| 5 | 22/05/2019 | 12.02 | Bute Building | Petra Kopf | Quality Control Officer | Just wanted to keep you all in the loop regarding our examinations as the rooms we’ll be using are being locked down this week and kept under examination conditions. | Gareth Williams | Thank you Petra | 22/05/2019 |
| 6 | 23/05/2019 | 11.27 | N/A | Petra Kopf | Quality Control Officer | Please note that Mark Williams has scheduled the annual audit of what used to be site 7 (Glam, Bute, Redwood and Friary House) for Wednesday, 5th of June 2019. Usual start time between 9 and 9.30 am. Due to the size of the current site 2, the rest of the site (Tower, Music, Life Sciences, Corbett Road and North Road) will be done on another date, which has been pencilled in for Wednesday, 7th of August 2019. | Gareth Williams | Hi Petra, that will be fine, thank you for the reminder.  | 23/05/2019 |
| 7 | 28/05/2019 | 15.59 | Bute Building | Petra Kopf | Quality Control Officer | We have also now locked down the rooms on the 2nd floor (3rd year exam rooms).  The rooms are still okay to be cleaned, but they must be locked straight afterwards and no students permitted inside (though I hope none are about at 6am!). Bute/2.18’s door code has changed temporarily to 52134. Bute/2.28’s door code has changed temporarily to 45213. Access to West Studio (Bute/2.22 & 2.23) can now only be through to the Tower Access door, and that code is: 25413 | Gareth Williams | N/A | 28/05/2019 |

**Accidents/Incidents**

No accidents/ incidents

**Training Completed**

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| **Name** | **Site Safety File** | **Contract Manager** | **Carried out by** | **Training Venue** | **Month** | **Date** |
| Abdelkarim Ibrahim | Bodily Spillage | Dawn Marshall | Dawn Marshall  | 6 Park Place (Cardiff Uni) | May | 15/05/2019 |
| Adam Davies | Bodily Spillage | Dawn Marshall | Dawn Marshall | 3 Martin Evans | May | 15/05/2019 |
| Ahmed Ibrahim | Bodily Spillage | Dawn Marshall | Dawn Marshall | 6 Park Place (Cardiff Uni) | May | 15/05/2019 |
| Christopher Collins | Bodily Spillage | Dawn Marshall | Dawn Marshall | 3 Main (Cardiff Uni)  | May | 15/05/2019 |
| Dawn Marshall | Bodily Spillage | Mike White | Dawn Marshall | 3 Main Building (Cardiff Uni)  | May | 15/05/2019 |
| Helen Bolt | Bodily Spillage | Dawn Marshall | Dawn Marshall | 3 Main (Cardiff Uni)  | May | 15/05/2019 |
| Leigh Evans | Bodily Spillage | Dawn Marshall | Dawn Marshall | 4 Sir Martin Evans | May | 15/05/2019 |
| Valerie Evans | Bodily Spillage | Dawn Marshall | Dawn Marshall | 3 Sir Martin Evans | May | 15/05/2019 |

**Audit Summary – May 2019**

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|  | **Auditor**  | **Date** | Total Score | Possible Score | Percentage |
| Friary House | Gareth Williams | 04/05/2019 | 9 | 9 | 100% |
| Bute House | Gareth Williams  | 17/05/2019 | 39 | 39 | 100% |
| Life Science  | Gareth Williams  | 24/05/2019 | 39 | 39 | 100% |