**Monthly Report**

**For**

A close up of a sign

Description automatically generated

**August 2019**

**Event Notice**

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| **NO.** | **DATE** | **TIME** | **LOCATION** | **EVENT NO.** | **DETAILS** | **CONTACT** | **DUE BY** | **DATE COMPLETED** | **RESPONSE TIME** |
| 1 | 01/08/2019 | 13.07 | AR01 Law Building/03 Floor/3.43C: Ladies Toilet | 495588 | No toilet paper in any of the cubicles | Mohamed Salih | 08/08/2019 | 01/08/2019 | 24hrs |
| 2 | 01/08/2019 | 14.39 | AR02 Tower | 495609 | There is chewing gum on the floor of the right-hand facing lift. 12.11 dust on dado rail in the seminar room Please look at dust on trunking and vents on toilets doors. | Mohamed Salih | 08/08/2019 | 06/08/2019 | 24hrs |
| 3 | 05/08/2019 | 14.31 | AR01 Law Building/03 Floor/3.43C: Ladies Toilet | 496228 | No toilet paper in any of the cubicles. This is a recall as this was raised last week on event number 493731 | Patricia Bone | 12/08/2019 | 05/08/2019 | 24hrs |
| 4 | 05/08/2019 | 14.52 | AU02 Education Building | 496257 | E 0.19 back and sides of toilets. Library area- silver edges on the desks (both floors) Underneath the staircase requires a vacuum, White trunking both floors, empty computer desk and the individual pod desks dusty | Patricia Bone | 12/08/2019 | 07/08/2019 | 2 days |
| 5 | 06/08/2019 | 10.51 | AK01 Main Building/03 Floor/3.18: Office | 496309 | Please can the carpet be hoovered | Anthony Maidment | 13/08/2019 | 07/08/2019 | 24hrs |
| 6 | 06/08/2019 | 15.26 | AO36 Deri House | 496402 | Please can the following be cleaned: 5.07 Outer sides and back of the toilets, sink plug hole, window ledges dusty 5.06 Outer sides and back of toilets. Top of the bookcase outside this room. All ledges on main staircase throughout the building including especially by the telephone on floor 5 4.07 Tops of toilets cisterns dusty and the ledge behind the toilet dusty. 4.03 window ledges and white trunking dusty. Grey runner on red desk dividers dusty. Chair legs dusty 5.03(4-5) Window ledges dusty, white trunking and grey runner on blue desk dividers dusty. 3.07 window ledges and partition ledges between the cubicles dusty. Sink plug holes require a clean. 2.10(11-14) white trunking and window ledges 2.09 sink plugholes 2.07 Ledges at the back of the toilet and outside sides and back of toilet dusty. 2.06 Underneath the sink requires cleaning, outer sides and back of toilets and tiles under the hand dryer require cleaning. 2.04 White trunking, window ledges, pedestals and chair legs dusty. 1.09 window ledges and white trunking 1.14 white trunking, window ledges, pedestals and chair legs dusty. 0.05 Underneath the sink, plughole, outer sides of toilets dusty. General damp dust required. 0.09 White trunking, chair legs and table legs dusty. | Patricia Bone | 13/08/2019 | 08/08/2019 | 2 Days |
| 7 | 08/08/2019 | 15.12 | AR07 Security Centre | 496827 | Please can the following be cleaned: E/1.03E window ledges, pedestals under the desk where possible, skirting`s and desk legs. Window ledge outside this office/1.03F Window ledge, chair legs and skirting`s. E/1.03C(D) plug sockets and skirting`s.0.08 Window ledges. 0.05 skirting`s. 0.03 white trunking. reception area- white trunking. | Patricia Bone | 15/08/2019 | 08/08/2019 | 24 hrs |
| 8 | 09/08/2019 | 14.43 | AB02 Glamorgan/02 Floor | 496973 | Offices on 2nd floor corridor have been left unsecure after cleaning | Patricia Bone | 16/08/2019 | 12/08/2019 | 3 days |
| 9 | 09/08/2019 | 15.24 | AB01 Bute | 496989 | Please can the following be cleaned: -1.01(A\_B) Underneath the sink, outside back and sides of the toilets 1.65 Outside back and side of the toilets. Overflows on sinks 1.62 Underneath the sinks 1.60 Replace toilet brushes. Outer side of toilets back and sides. 2.03(A) white trunking  Library- All silver edges on the tables and chairs, white trunking throughout including rooms 1.54, 1.53 and 1.52, skirting`s under the stairs by 1.02C, window ledges, fire extinguishers | Patricia Bone | 16/08/2019 | 13/08/2019 | 4 Days |
| 10 | 09/08/2019 | 15.29 | AQ01 5-7 Corbett Rd | 496991 | Please can the following be cleaned:#0.05 white trunking 0.10 descale the sink 0.09 Underneath the sink basin Stair rails and banisters throughout 1.10 white trunking, window ledges 2.01, 2.02 white trunking 2.12 plughole and pipes 0.01 white trunking, window ledges and back of the chairs 0.02 Chair and table legs. White trunking | Patricia Bone | 16/08/2019 | 12/08/2019 | 3 days |
| 11 | 09/08/2019 | 15.4 | AQ02 Aberdare Hall | 496993 | Please can the following be cleaned: 0.07 and 0.07A Underneath the sinks, window ledges and outer sides of the toilets Whole library area including all rooms- damp dusting. All floor edges especially down the left-hand side require a good vacuum and dust (Cobwebs etc) | Patricia Bone | 16/08/2019 | 12/08/2019 | 3 days |
| 12 | 12/08/2019 | 11.1 | AO35 1-3 Museum Place | 497439 | All the floors in our offices to be hoovered and cleaned in 1-3, they don't seem to be cleaned as much anymore | Anthony Maidment | 19/08/2019 | 14/08/2019 | 2 days |
| 13 | 12/08/2019 | 11.1 | AO33 10 Museum Place | 497440 | All the floors in our offices to be hoovered and cleaned in 10-12 they don't seem to be cleaned as much anymore | Anthony Maidment | 19/08/2019 | 12/08/2019 | 24hrs |
| 14 | 13/08/2019 | 11.44 | AN04 North Building/01 Floor/N/1.06: Academic Office | 497550 | Door found unlocked in the morning, long term issue with cleaning teams using link doors between rooms then forgetting to lock the initial room door | Anthony Maidment | 20/08/2019 | 14/08/2019 | 24hrs |
| 15 | 13/08/2019 | 11.44 | AQ04 33-37 Corbett Rd/01 Floor/1.18 | 497547 | Please hoover and clean, room hasn't been cleaned for a month | Anthony Maidment | 20/08/2019 | 13/08/2019 | 24hrs |
| 16 | 12/08/2019 | 12.32 | AO01 69 Park Place | 497475 | Please can the following be cleaned: 2.01 Outside back and side of the toilets 2.02 Outside back and side of the toilets Fire extinguisher on the 2nd floor. and skirting`s on the stairs form ground floor up. | Patricia Bone | 19/08/2019 | 14/08/2019 | 2 days |
| 17 | 12/08/2019 | 12.58 | AO12 58 Park Place | 497487 | Please can the following be cleaned: Rooms 0.02, 1.02, 1.05, white trunking dusty 1.03 white trunking and window ledges 1.04 Underneath the sink 2.05 white trunking and table legs 2.01 white trunking and pedestals Fire extinguishers throughout | Patricia Bone | 19/08/2019 | 14/08/2019 | 2 days |
| 18 | 12/08/2019 | 12.58 | AO13 57 Park Place | 497488 | Details: Please can the following be cleaned: 1.01 white trunking 1.03 white trunking and window ledges 0.01 white trunking and table legs 2.02 white trunking. Fire extinguishers throughout. | Patricia Bone | 19/08/2019 | 14/08/2019 | 2 days |
| 19 | 15/08/2019 | 12.56 | AO26 38 Park Place/02 Floor/2.04 Toilet & shower | 497870 | Please could we have our toilet roll refilled in the Shower room | Patricia Bone | 22/08/2019 | 15/08/2019 | 24hrs |
| 20 | 15/08/2019 | 14.38 | AO39 32 Park Place | 497899 | Please can the following be cleaned: Descale kitchen sink. 0.12 Desk duty and chair legs 1.02 2 new toilet brushes required Glass panels on the doors require cleaning. and fire extinguishers | Patricia Bone | 22/08/2019 | 20/08/2019 | 5 days |
| 21 | 15/08/2019 | 14.53 | AO38 33-34 Park Place | 497907 | Please can the following be cleaned: Ledges behind the door and door panels in the main from door in 34 Park Place duty. All ledges on the stairs 0.07 underneath the sink basin, descale the toilet, pipes at the back of the toilet and ledges dusty. Kitchen- skirting Skirting`s and fire extinguishers throughout the building window ledges on the stairs 2.13 Outer back and sides of the toilet 2.14 urinals, underneath the sink basin, skirting`s and pipes. 2.11 window ledges and skirting`s dusty and carpet by the window requires a vacuum. 33 Park place 1.02 skirting`s -1.04 underneath the sink basin, outsides of the toilets -1.08 kitchen sink requires cleaning. -1.05 white trunking, window ledges and table legs dusty. All door panels require a dust | Patricia Bone | 22/08/2019 | 20/08/2019 | 5 days |
| 22 | 15/08/2019 | 15.04 | AO33 10 Museum Place | 497909 | Please can the following be cleaned: 10/0.03 window ledge 10/2.01 silver bar on desks dusty 10/2.02 chair legs, silver bars on desk, top of low bookcase and skirting`s 10/2.04 kitchen sink requires cleaning. 10/2.06 Outer back and sides of the toilet require cleaning. 10/2.07 white trunking 10/1.01 coffee stains on the tables Dado rails throughout | Patricia Bone | 22/08/2019 | 20/08/2019 | 5 days |
| 23 | 15/08/2019 | 15.25 | AO34 12 Museum Place | 497917 | Please can the following be cleaned: 12/0.03 window ledge 12/1.05 Underneath the sink requires cleaning. 12/1.06 underneath the sink requires cleaning. outer back and sides of the sink Skirting`s on the stairs require cleaning. 12/2.04 window ledge and white trunking duty 12/2.05 window ledge dusty 12/2.03 chairs and window ledge dusty 12/2.02 window ledge, bar on tables dust | Patricia Bone | 22/08/2019 | 20/08/2019 | 5 days |
| 24 | 15/08/2019 | 15.3 | AO35 1-3 Museum Place | 497919 | Please can the following be cleaned: 0.02 skirting`s, chair legs and table legs dusty. Glass coffee table in reception area under notice board dusty 0.05 waste bin requires cleaning 0.10 sink requires cleaning 0.12 chair legs, window ledge, table legs and plug sockets dusty white ledges outside room 0.11 Window ledges on the stairs dusty. 1.14 Brown bars under the tables dusty window ledges in main office area, white runners at the top of the desk dividers dusty., chair legs and desk tops dusty 2.08 small table with plants on dusty 2.06 | Patricia Bone | 22/08/2019 | 20/08/2019 | 5 days |
| 25 | 20/08/2019 | 8.3 | AN05 South Building/03 Floor/S/3.12 | 498592 | Can you please check the floor in Queens Building, S/3.12 (male toilet) as the floor seems to be wet.20/08/2019, 08:17 BST sagajm1: room is being used for feet washing due to the refurbishment and also there appears to  a leak from the base of the toilet I will raise a job to rectify this .20/08/2019, 08:24 BST sagajm1: new job raise event no 498658 | Anthony Maidment | 20/08/2019 | 20/08/2019 | 24 hrs |
| 26 | 20/08/2019 | 12.11 | AR01 Law Building/03 Floor/3.02: Seminar Room | 498679 | 3.02A. Please can the room be hoovered and wiped over after a lot of dust has been uncovered since an office sort out. | Anthony Maidment | 27/08/2019 | 21/08/2019 | 24 hrs |
| 27 | 21/08/2019 | 15.14 | AN01 Trevithick/00 Floor/0.31: Seminar Room | 498849 | My team is based in a relatively new office which has been converted from an old lecture room.  We’re concerned with the level of cleaning, vacuuming and waste bins being emptied.  There are cobwebs around the room and dirt on the carpets which don’t seem to be removed regularly/at all.  Sometime the bins are full of the day before so just wanted to check what is expected. We’re all sneezing much more so concerned about the level of dust.21/08/2019, 15:07 BST sagajm1: Please clean window ledges, trunking, desks to remove dust and fully vacuum carpet to remove debris. | Anthony Maidment | 28/08/2019 | 21/08/2019 | 24hrs |
| 28 | 28/08/2019 | 8.1 | AO37 GP Surgery 37 Park Place/00 Floor/0.12 GP Accessible Toilet | 499700 | Clean the stains off the wall by the toilet in the room | Anthony Maidment | 03/09/2019 | 28/08/2018 | 24hrs |

**Helpdesk Log**

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| **NO.** | **DATE** | **TIME** | **LOCATION** | **NAME** | **POSITION** | **DETAILS** | **PASSED TO** | **ACTION/ COMMENTS** | **DATE COMPLETED** |
| 1 | 12/08/2019 | 14.55 | 0.30A/B in Main building | Ceri Wyn Jones | Cleaning Contract Compliance Officer | Please can we ensure 0.30A/B in Main building is cleaned on Monday evening/Tuesday morning, the room users have reported high dust levels on the floors. | Dawn Marshall | n/a | 12/08/2019 |
| 2 | 15/08/2019 | 14.16 | Main Building/South Wing | Ceri Wyn Jones | Cleaning Contract Compliance Officer | Please can you ensure the following locations are being cleaned once a week: Main Building/South Wing: 0.10, 0.10A (within 0.10), 0.11A, 0.07, 0.08, 0.09 and 0.21(0.22). A building user has raised a complaint that the floors are beginning to look untidy. | Dawn Marshall | n/a | 15/08/2019 |

**Accidents/Incidents**

No accidents or incidents

**Training Completed**

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| --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Site Safety File** | **Contract Manager** | **Carried out by** | **Training Venue** | **Month** | **Date** |
| Suleiman Ali | Site Safety File | Gareth Williams | Gareth Williams | Cardiff Uni | August | 15/08/2019 |

**Audit Summary – August 2019**

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| **Site** | **Auditor** | **Date** | **Total Score** | **Possible Score** | **Percentage** |
| West Site 1 Queen | Annette Morgan | 21/08/2019 | 96 | 99 | 97% |
| Friary House | Gareth Williams | 16/08/2019 | 9 | 9 | 100% |
| Cardiff Uni Law | Gareth Williams | 08/08/2019 | 33 | 33 | 100% |
| Queens South West Building | Annette Morgan | 07/08/2019 | 96 | 99 | 97% |