

Road Show 2018

Howard College Campus

21 August 2018 – Howard College
Theatre 12h30 to 14h00

Space
Management

NRMSM Campus

22 August 2018- Level 6 Exam Hall
12h30 to 14h00

- Meet the people
- Understand roles and responsibilities
- Customer Service
- Collaboration

Registry

Hard Services

Facilities
Management

Soft Services

- Who are we?
- Services offered
- Charged services
- Process
- How can we improve our service?
- Questions?

Projects- MBA



UNIVERSITY OF
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Campus Management Services

**Howard and Medical School Campus
Road Show 2018**



EDGEWOOD CAMPUS



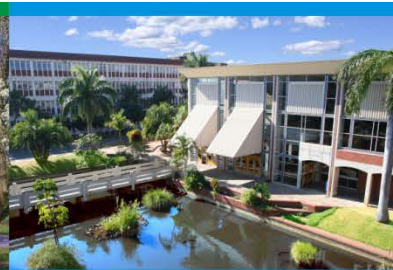
HOWARD COLLEGE CAMPUS



NELSON R MANDELA SCHOOL OF MEDICINE



PIETERMARITZBURG CAMPUS



WESTVILLE CAMPUS

UKZN INSPIRING GREATNESS

Who are we?

- We offer Facilities Management services for the Howard College Campus, NRMSM, Killie Campbell and certain off Campus residences
- Total Buildings – 149
- Total Assignable Square Meters ~174000
- ~ 207 staff

Facilities Management Services

Call Centre

- Centralized with four agents
- HC MS 2017 – Requests received ~18500
- Email and telephone contacts

cmsfm@ukzn.ac.za OR

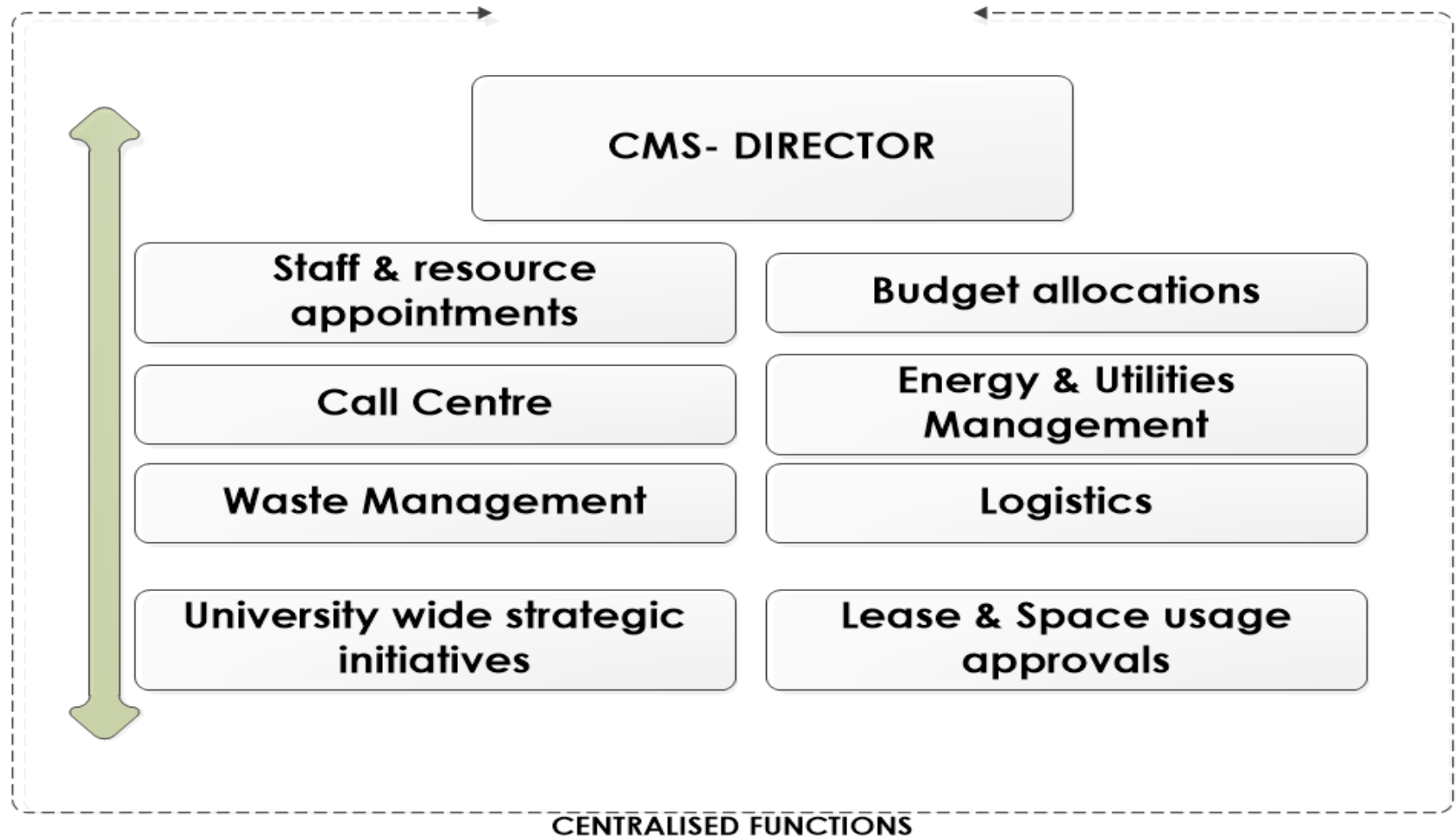
Ext 4000 – option 1

The Call Centre is dedicated to Campus Management Services for submission of requests relating to maintenance, projects, cleaning, cartage, gardens and grounds

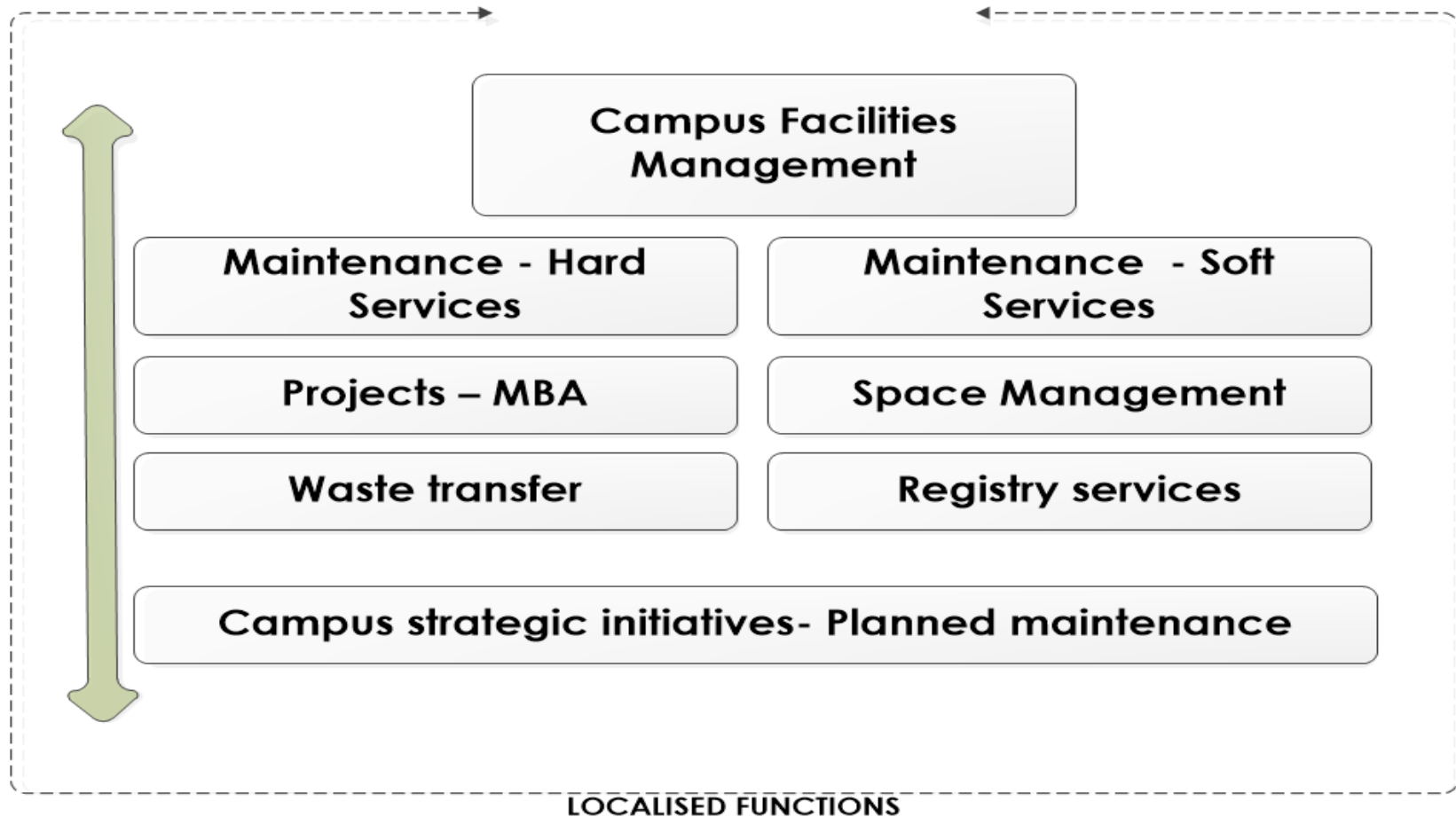
Work Request detail

Name	Staff Number	Telephone number	Mobile number	Campus	Building relating to fault	Floor level of fault	Office number/locality of fault	Detailed description of fault

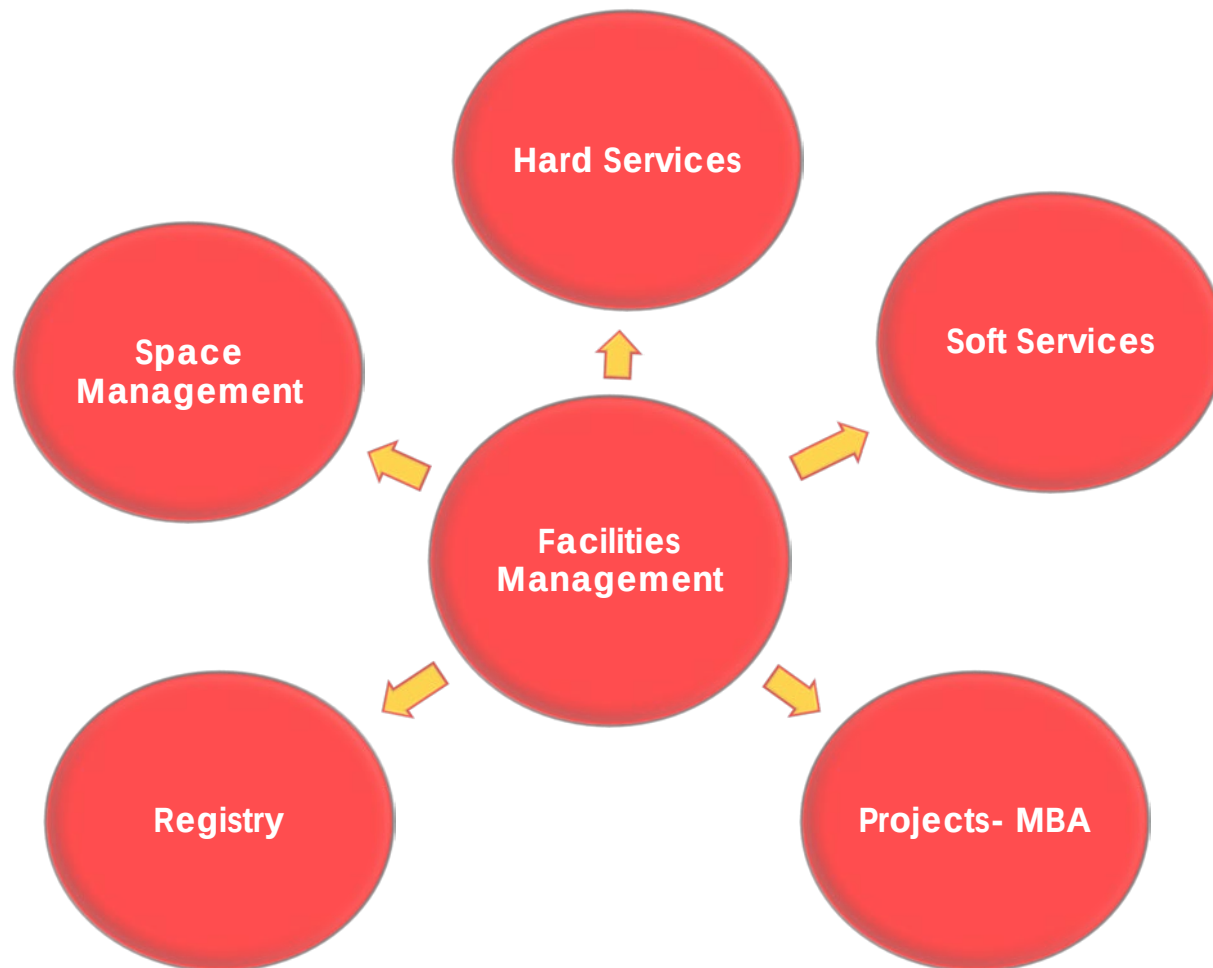
Centralized functions



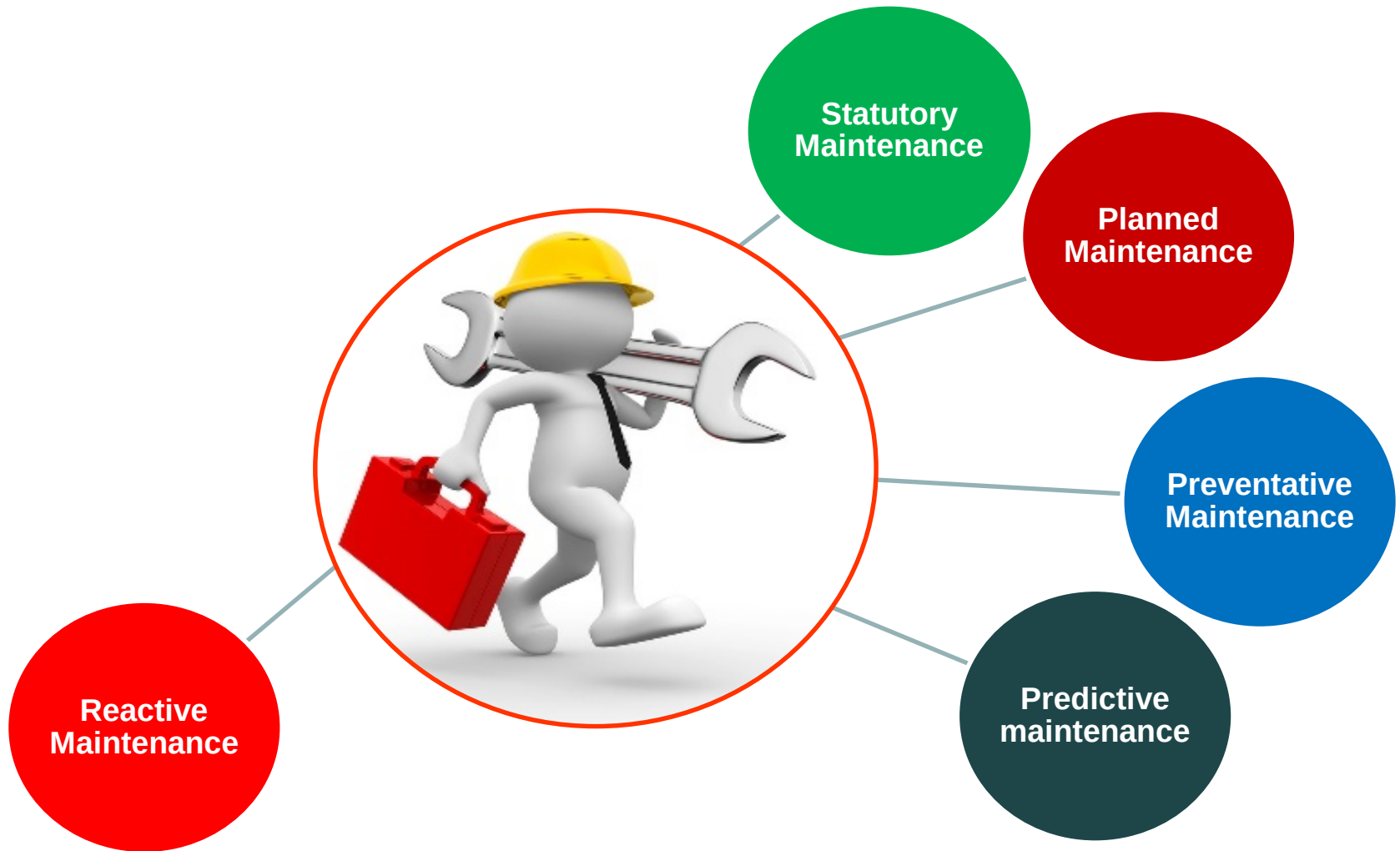
Localized Functions



CMS- Facilities Management



Services offering-Maintenance



Statutory Maintenance

- Lifts and escalators
- Ventilation and extraction
- Vessels Under Pressure
- Electrical Substations
- Water Management-
legionella/TDS
- Pest Control
- Fumigation



**Statutory
Maintenance**

***Planned Maintenance-** Projects identified via the various disciplines under the Backlog lists to mitigate future failures or to make an impact for the enhancement of UKZN (* *Funding Dependent*)

- Chemical Engineering Bridge replacement
- Denis Shepstone Social Space
- Denis Shepstone – new South side elevator – goes to the 9th floor
- Planned painting
- Ablution upgrades
- Electrical Distribution boards
- Unitary AC replacement Program
- Building Management System enhancements
- Hand rails
- Fixed seating
- DDRMI Roof replacement
- Walkways & Embankments
- External Furniture
- Eight Guard Huts
- Emergency lighting
- Building Audits and remedial actions



Preventative Maintenance

- HVAC, plant and equipment
- Lifts and escalators
- Turnstiles
- Hot water generation and storage
- Standby Electrical Generators
- Fuel management
- BMS
- Gutter cleaning
- Roof sweeping
- Full bore cleaning
- Flat roof painting



Predictive Maintenance

- Infra red Thermography
- Oil sample analysis



**Predictive
maintenance**

Reactive Maintenance

- No Utilities
- No services
- Locks and keys
- Windows and glazing
- Roof leaks
- Carpentry and Joinery
- Plumbing and Civils
- Electrical
- Mechanical
- Soft services related



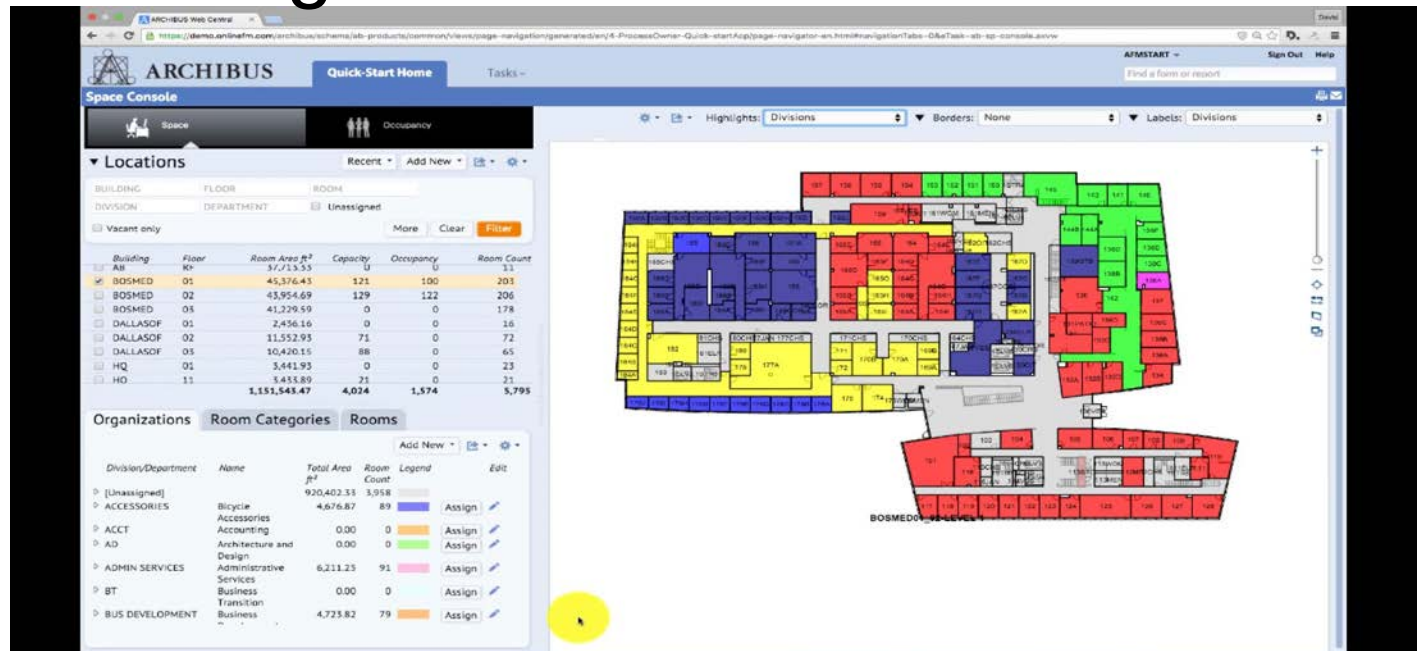
Projects- Minor Building Alterations

- Space change and reconfiguration
- Maintenance upgrades



Space Management

- Space Change request
- ITS update
- Lease management



Soft Services – Cleaning & Cartage

- Hygiene
- Cleaning of all areas as per minimum requirements list
- Consumables
- Waste removal
- Furniture movement
- Events set up
- Exam and lecture venues setup



Soft Services – Grounds & Gardens

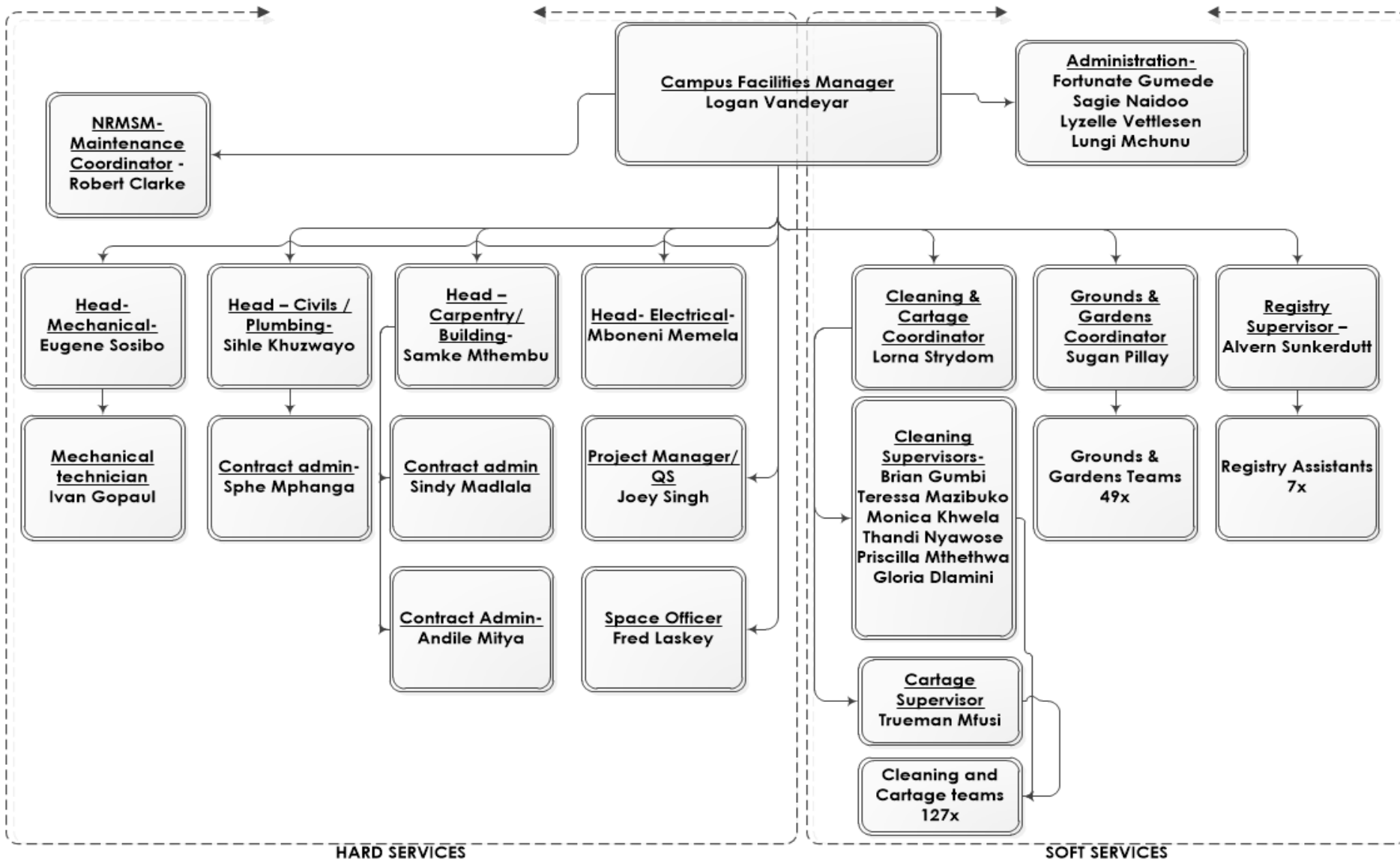
- Maintenance
- Plant propagation
- Nursery
- Tree felling
- Pool maintenance
- Fence line management
- Alien Evasive plant management



Registry Services

- Internal and Intercampus mail
- Mail management
- Courier management
- Customs clearing

CMS- HCMS Structure



Building & Carpentry

Head- Ms. Samke Mthembu

Mthembus1@ukzn.ac.za X 3348

Contract Administrators:

- Ms. Sindi Madlala

contractadmin4@ukzn.ac.za X3354

- Ms. Andile Mitya

contractadmin1@ukzn.ac.za X1803



Plumbing & Civils

Head- Mr. Sihle Khuzwayo
khuzwayos7@ukzn.ac.za X3340

Contract Administrator:

- Ms. Sphe Mphanga
contractadmin2@ukzn.ac.za X3363



Mechanical

Head- Mr. Eugene Sosibo
sosiboe@ukzn.ac.za X3343

Technician:

- Mr. Ivan Gopaul
gopauli@ukzn.ac.za X1804



Electrical

Head- Mr. Mboneni Memela

memelam1@ukzn.ac.za X3361



Projects

Project Manager/QS-

Mr. Joey Singh

singhj2@ukzn.ac.za X1808



Space Management

Space Officer - Mr. Fred Laskey

laskeyf@ukzn.ac.za X1652



Maintenance Coordinator - NRMSM

Mr. Robert Clarke

Clarke@ukzn.ac.za X2356



Soft Services- Grounds & Gardens

Coordinator - Mr. Sugan Pillay
pillaysi3@ukzn.ac.za X3369



Soft Services- Cleaning & Cartage

Coordinator- Ms. Lorna Strydom
strydoml@ukzn.ac.za X 1272



Soft Services- Cleaning & Cartage

Supervisors - Cleaning

Mr. Brian Gumbi

Ms. Pricilla Mthethwa

Ms. Theresa Mazibuko



Soft Services- Cleaning & Cartage

Supervisors - Cleaning

Ms. Monica Khwela

Ms. Gloria Dhlamini

Ms. Thandiwe Nyawose



Soft Services- Cleaning & Cartage

Supervisor- Cartage

Mr. Nduduzo Mfusi



Registry

Supervisor

Mr. Alvern Sunkerdutt

Sunkardutt@ukzn.ac.za X2088



Administration

Ms. Fortunate Gumede

gumedef2@ukzn.ac.za X3344

Mr. Sagie Naidoo

naidood2@ukzn.ac.za X7772



Administration

Ms. Lyzelle Vettlesen

Vettlesen@ukzn.ac.za X8009

Ms. Lungi Mchunu

mchunul@ukzn.ac.za X1651



Facilities Manager

Mr. Logan Vandeyar

vandeyarl@ukzn.ac.za X1833



Cleaning and Cartage Duty and allocations



Cleaning and
Cartage Duty and allocations

Charged Services

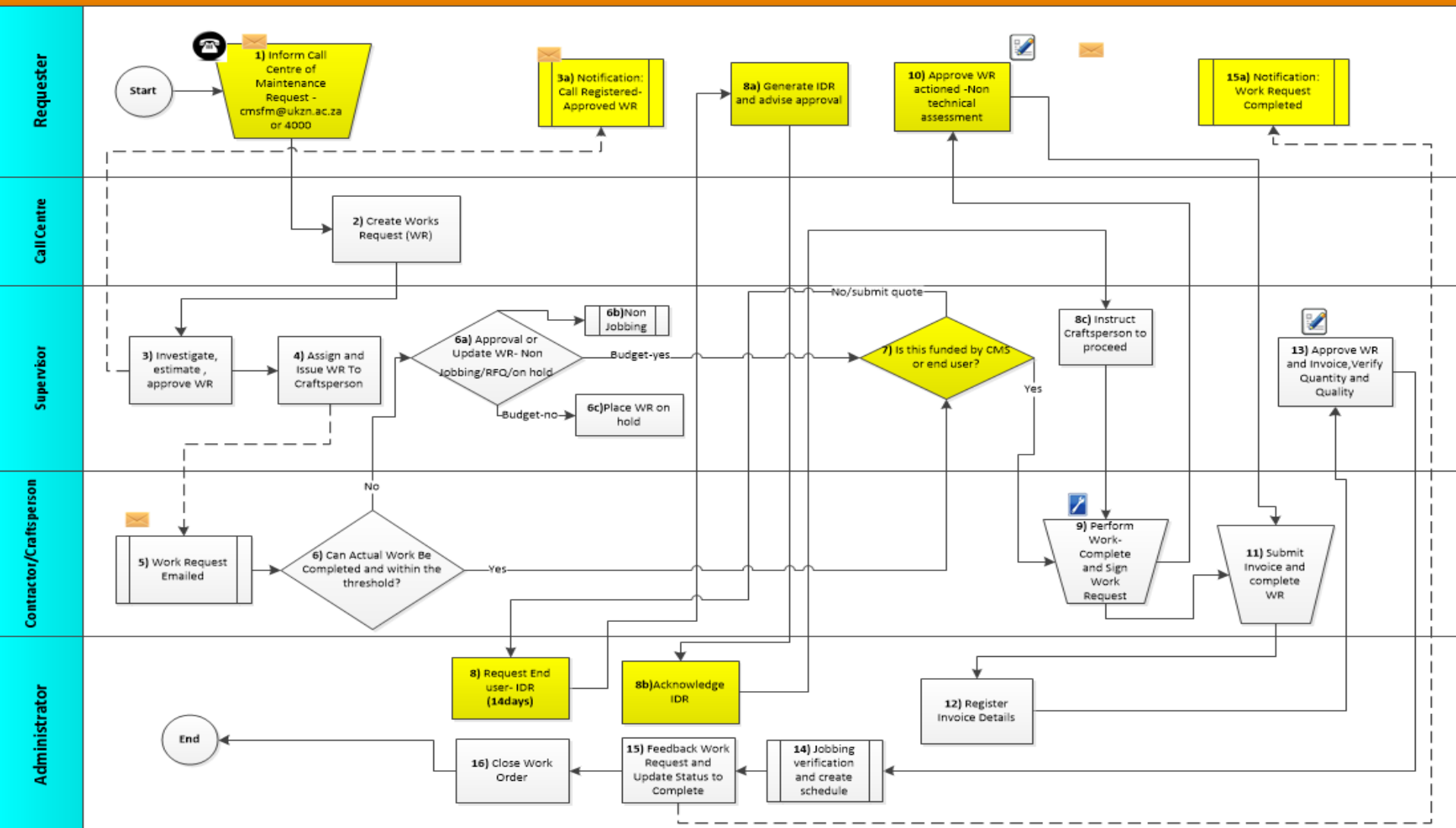
- Replacement of keys and changing of locks related to loss,
- Additional Electrical Socket outlets,
- Additional lighting that is not related to safety or legislative lux levels,
- Floor coverings other than safety related or warranted evident wear,
- Window coverings - Blinds, curtains and tinting,
- Painting where its deemed not required by CMS,
- New or redesigning of air conditioning,
- Any space change or alteration,
- Furniture maintenance and replacement,
- Furniture dismantling and assembly,
- Laminar flow, fume cupboards and bio-safety cabinets servicing and validation,
- New universal access and openings,
- Any apparatus that is directly used for individual departments operational requirements- e.g. Laboratory equipment
- Furniture hire
- Plant décor

WR Workflows - Requestor and IDR

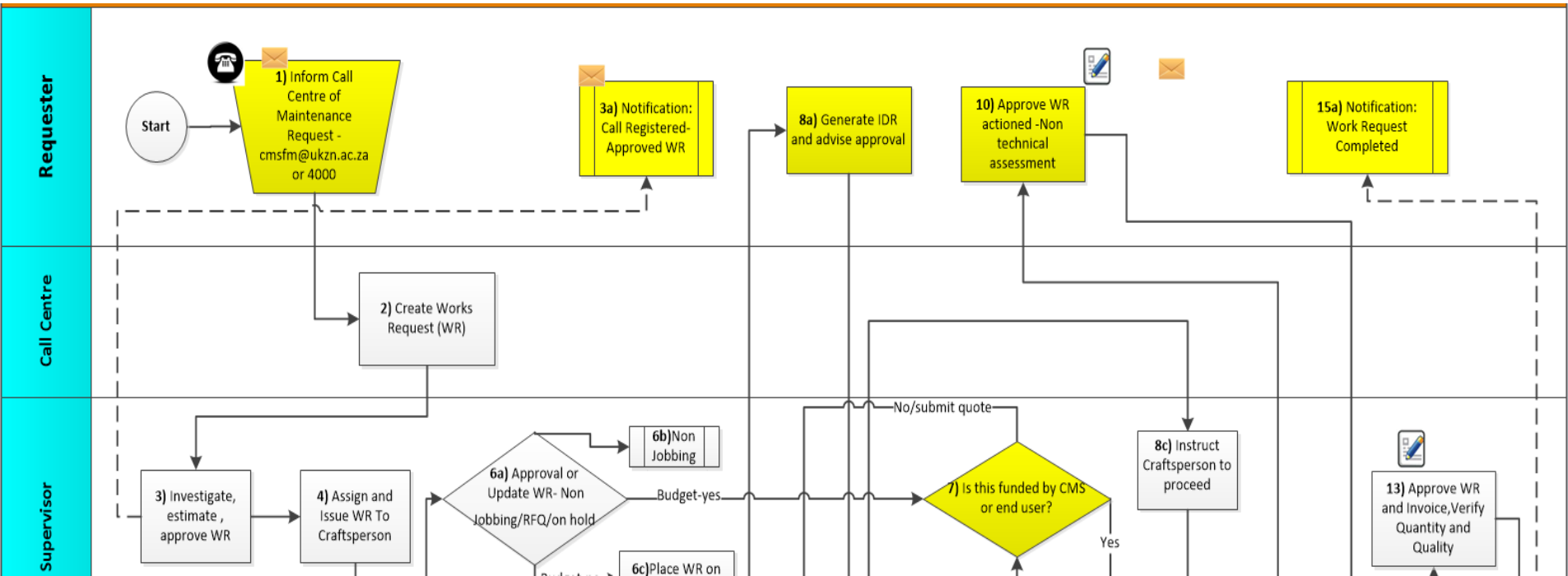
University of KwaZulu-Natal Campus Management Services & Facilities Management Process Flow

LV 2017

Jobbing



WR Workflows - Requestor and IDR



WR Detail

Client	Craftsperson	Supervisor
Name:	Name:	Name:
Date:	Date:	Date:
Signature: My signature warrants that the contractor was on site that the work is complete to the extent that a superficial inspection can determine. It does not have any bearing on the technical completeness of the work or any financial aspects.	Signature: My signature warrants that the dates and times above are correct that the work has been done to the best of my ability in accordance with the SLA, drawings, specifications and instructions issued to me, including making good of the site.	Signature: My signature warrants that I have endeavoured to inspect the work done in terms of my KPA , the order and certify. a) that it has been duly and properly executed. b) that the amount invoiced is due and payable.

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Questions

Capital Projects – IPP 2017-2019

Item No.	Project Name	Allocated Budget
1.	Upgrades and Recommissioning of Lifts at 2x EGM, 1x RTSU, 1x Denis Shepstone, 1 x George Campbell, 1 x MTB (6no.)	R5,000,000,00
2.	Repairs and Renovations to MTB- Phase 1	R6,600,000.00
3.	Shepstone Buildings Escalators replacement	R5,000,000,00
4.	New Dining Area	R3,500,000.00
5.	Un-interrupted power System at Chemical Eng.	R1,200,000.00
6.	Internal & External Restoration MTB – Phase 2	R4,000,000.00
7.	Replacement of Passenger Lifts Phase II- 1x Elect Eng., 3 x MTB, 2X George Campbell (6no.)	R5,000,000,00
8.	Upgrade & Resurfacing of Roads works	R3,000,000.00
9.	Courtyard students & Staff space Refurbishment at Durban Centenary	R5,000,000,00
10.	Repairs & Renovations to Francis Stock Music Art	R3,000,000.00
11.	Repairs & Renovations to Creative Art Building Roof	R1,050,000.00
12.	Renovations & Renovations to Drama dept.	R1,050,000.00

Capital Projects – IPP 2017-2019

Item No.	Project Name	Allocated Budget
13.	Refurbishment of Lecture Venues	R7,000,000.00
14.	Constructions of 260 Beds Residence	R70,000,000.00
15.	Bulk Wet Works	R28,000,000.00
16.	Replacement of Fume Cupboards at Thermos Lab: Chemical Eng.	R1,550,000.00
17.	Refurbishment & Expansion –Armfield	R5,000,000,00
18.	New Staff Lounge- RTSU	R5,000,000,00
19.	Repairs & Renovations to Ablutions Pius Langa	R6,000,000.00
20.	Structural Rehabilitation of Denis Shepstone Building	R17,000,000.00
21.	Rehabilitation of Rick Turner & Façade upgrade	R12,500,000.00
22.	New DSU LAN in the Main Library	R662,920,95
23.	New Art Gallery	TBA
24.	Conversion of Charles Smith Building	TBA

Capital Projects – IPP 2017-2019

Item No.	Project Name	Allocated Budget
25.	NRMSM HVAC Phase 1	R8 500 000.00
26.	NRMSM HVAC Phase 2	R5 500 000.00

Thank you

27 August 2018

Cleaning and Cartage – Duty list and Supervisors Allocations

The appended lists are as follows:

1. Cleaning Supervisors Building allocations – This is an indication of buildings that is aligned to Cleaning Supervisors
2. Cleaning duty list - This is the minimum requirements that is to be expected for these services
3. Cleaning Staff operational hours are as follows:

Start Time	Tea break	Lunch Break	Finish
6h30	9h30 - 10h00	12h30 -13h00	15h00

Thank you



Logan Vandeyar

Campus Facilities Manager – HC and NRMSM

Campus Management Services- Howard College

Postal Address: Hut 8 , Room 803, Princess Alice Street

Telephone: +27 (0) 31 260 1833 Facsimile: +27 (0) 31 260 2131 Email: vandeyarl@ukzn.ac.za Website: www.ukzn.ac.za



Founding Campuses: ■ Edgewood ■ Howard College ■ Medical School ■ Pietermaritzburg ■ Westville

Howard College & NRMSM - Cleaning Supervisor Allocation - August 2018				Supervisor		
Item	Building	Campus	Name	Ext	Mobile	Email
1	232 KING GEORGE V AVE OUTBUILD 116	Howard College	TERRESA MAZIBUKO	2328	0603531460	MazibukoB@ukzn.ac.za
2	232 KING GEORGE V AVENUE 106	Howard College	TERRESA MAZIBUKO	2328	0603531460	MazibukoB@ukzn.ac.za
3	238 KING GEORGE V AVENUE 121	Howard College	TERRESA MAZIBUKO	2328	0603531460	MazibukoB@ukzn.ac.za
4	ACCESS CONTROL POINTS G1 HC HC ACP G1	Howard College	TERRESA MAZIBUKO	2328	0603531460	MazibukoB@ukzn.ac.za
5	ACCESS CONTROL POINTS G10 HC HC ACP G10	Howard College	BRIAN GUMBI	3246	0716407302	Gumbi@ukzn.ac.za
6	ACCESS CONTROL POINTS G11 HC HC ACP G11	Howard College	BRIAN GUMBI	3246	0716407302	Gumbi@ukzn.ac.za
7	ACCESS CONTROL POINTS G2 HC HC ACP G2	Howard College	BRIAN GUMBI	3246	0716407302	Gumbi@ukzn.ac.za
8	ACCESS CONTROL POINTS G3 HC HC ACP G3	Howard College	PRISCILLA MTHETHWA	3379	063 174 0028	MthethwaZ1@ukzn.ac.za
9	ACCESS CONTROL POINTS G4 HC HC ACP G4	Howard College	PRISCILLA MTHETHWA	3379	063 174 0028	MthethwaZ1@ukzn.ac.za
10	ACCESS CONTROL POINTS G5 HC HC ACP G5	Howard College	BRIAN GUMBI	3246	0716407302	Gumbi@ukzn.ac.za
11	ACCESS CONTROL POINTS G6 HC HC ACP G6	Howard College	TERRESA MAZIBUKO	2328	0603531460	MazibukoB@ukzn.ac.za
12	ACCESS CONTROL POINTS G7 HC HC ACP G7	Howard College	THANDIWE NYAWOSE	1618	073 952 2838	Nyawoset1@ukzn.ac.za
13	ACCESS CONTROL POINTS G8 HC HC ACP G8	Howard College	BRIAN GUMBI	3246	0716407302	Gumbi@ukzn.ac.za
14	ACCESS CONTROL POINTS G9 HC HC ACP G9	Howard College	THANDIWE NYAWOSE	1618	073 952 2838	Nyawoset1@ukzn.ac.za
15	ADMINISTRATION ANNEXE 056	Howard College	TERRESA MAZIBUKO	2328	0603531460	MazibukoB@ukzn.ac.za
16	APPLIED CHEMISTRY 139	Howard College	PRISCILLA MTHETHWA	3379	063 174 0028	MthethwaZ1@ukzn.ac.za
17	HUT 7 069	Howard College	MONICA KHWELA	2282	078 054 6752	Khwelam@ukzn.ac.za
18	HUT 8 070	Howard College	MONICA KHWELA	2282	078 054 6752	Khwelam@ukzn.ac.za
19	CHEMICAL ENGINEERING 086	Howard College	BRIAN GUMBI	3246	0716407302	Gumbi@ukzn.ac.za
20	CHEMISTRY-HC 059	Howard College	MONICA KHWELA	2282	078 054 6752	Khwelam@ukzn.ac.za
21	CLINIC - STUDENT- Denis Shepstone Carpark 396	Howard College	MONICA KHWELA	2282	078 054 6752	Khwelam@ukzn.ac.za
22	CRICKET CLUBHOUSE WESTERN CA 009	Howard College	BRIAN GUMBI	3246	0716407302	Gumbi@ukzn.ac.za
23	DENIS SHEPSTONE 010	Howard College	BRIAN GUMBI	3246	0716407302	Gumbi@ukzn.ac.za
24	DEPARTMENT OF MUSIC - BLOCK A 015	Howard College	TERRESA MAZIBUKO	2328	0603531460	MazibukoB@ukzn.ac.za
25	DEPARTMENT OF MUSIC - BLOCK B 016	Howard College	TERRESA MAZIBUKO	2328	0603531460	MazibukoB@ukzn.ac.za
26	DEPARTMENT OF MUSIC - BLOCK C 017	Howard College	TERRESA MAZIBUKO	2328	0603531460	MazibukoB@ukzn.ac.za
27	DEPARTMENT OF MUSIC - HUT 3 081	Howard College	TERRESA MAZIBUKO	2328	0603531460	MazibukoB@ukzn.ac.za
28	DESMOND CLARENCE 061	Howard College	PRISCILLA MTHETHWA	3379	063 174 0028	MthethwaZ1@ukzn.ac.za
29	DURBAN CENTENARY BUILDING 051	Howard College	TERRESA MAZIBUKO	2328	0603531460	MazibukoB@ukzn.ac.za
30	DURBAN CENTENARY BUILDING EXT 051A	Howard College	TERRESA MAZIBUKO	2328	0603531460	MazibukoB@ukzn.ac.za
31	E G MALHERBE LIBRARY 391	Howard College	MONICA KHWELA	2282	078 054 6752	Khwelam@ukzn.ac.za
32	ELECTRICAL ENGINEERING 001	Howard College	MONICA KHWELA	2282	078 054 6752	Khwelam@ukzn.ac.za
33	ELIZABETH SNEDDON THEATRE 082	Howard College	TERRESA MAZIBUKO	2328	0603531460	MazibukoB@ukzn.ac.za
34	FRANCIS STOCK 054	Howard College	TERRESA MAZIBUKO	2328	084 360 7642	MazibukoB@ukzn.ac.za
35	G.C. SCULLY HALL 028	Howard College	PRISCILLA MTHETHWA	3379	063 174 0028	MthethwaZ1@ukzn.ac.za
36	GEORGE CAMPBELL 062	Howard College	PRISCILLA MTHETHWA	3379	063 174 0028	MthethwaZ1@ukzn.ac.za
37	GREENHOUSE - 126	Howard College	PRISCILLA MTHETHWA	3379	063 174 0028	MthethwaZ1@ukzn.ac.za
38	HAMMONDFIELD CRICKET PAVILION 153	Howard College	BRIAN GUMBI	3246	0716407302	Gumbi@ukzn.ac.za
39	HOWARD COLLEGE 018	Howard College	MONICA KHWELA	2282	078 054 6752	

CLEANING TASK LIST	
DESCRIPTION	FREQUENCY
LECTURE VENUES, LANS & LABS	
Sweep floors	daily
Vacuum carpets / Mopping	weekly
Clean green/black boards	daily
Dust /damp wipe furniture	daily
Place chalk and dusters	when required
Stripping & Sealing/steam clean carpets	bi- annually
Set up desk and chairs	daily
Clean windows (Where Accessible)	quarterly
OFFICES	
Empty waste bins	daily
Dust furniture	daily
Polish furniture	twice a month
Damp wipe doors/window sill/walls	daily
Vinyl floors - strip & seal	bi-annual
Vinyl floors buff	weekly
Sweep floors	daily
Vacuum carpets	weekly
ABLUTIONS	
Clean toilet seats & urinals & disinfect	daily
Wash and clean wash basins and taps	daily
Sweep & mop floors	daily
Strip & seal	bi-annual
Toilet paper replenishment	3 x daily
Damp wipe mirrors/window sills/doors	daily
Hygiene consumables replenish	daily
Clean wall tiles (Where Accessible)	daily

CLEANING TASK LIST	
DESCRIPTION	FREQUENCY
CORRIDORS	
Sweep	daily
damp wipe walls/window sills	weekly
damp wipe notice boards	weekly
Buff floors	monthly
Steam clean carpets	bi- annual
Strip & sea floors	bi- annual
ENTRANCES	
Sweep including stairways	daily
Damp wipe glass doors/walls	daily
Mop floors daily	daily

CLEANING TASK LIST	
DESCRIPTION	FREQUENCY
KITCHENS	
Sweep floors	daily
Damp wipe fridges,microwave & kettles	daily
Clean inside fridges & cupboards	monthly
Mop floors	daily
Damp wipe window sills	daily
Stripping & Sealing vinyl floors	bi- annually
Clean windows (Accessible)	quarterly

CLEANING TASK LIST	
DESCRIPTION	FREQUENCY
EXTERNAL WALLS & PASSAGES	
Remove posters on walls	weekly
Remove Graffiti	weekly
LIFTS	
Sweep floors	daily
Damp wipe mirrors	daily
Remove Graffiti	daily
Remove bubble gum on floors	daily
Mop floors	daily
Clean walls/stainless steel	daily
CLEANING TASK LIST	
DESCRIPTION	FREQUENCY
WASTE	
Empty office bins & disinfect	daily
Remove waste within buildings & carryto designated collection areas	daily

CLEANING & CARTAGE TASK LIST	
DESCRIPTION	FREQUENCY
UNDERCOVER PARKINGS	
Sweep/blow floors	weekly
Sweep/blow floors Med. Schl.	twice a week
Spot wash floors	when required
Wash/Remove oil marks	when required
FURNITURE	
Collect & deliver according to requests	when required
Collect redundant furniture in/around the buildings take to the dump	weekly & when required
Collect & deliver student desks & chairs & set up for exams, tests, etc.	bi-annual &
Deliver trestle tables & plastic chairs for events	when required

All maintenance related issues in common areas are escalated to Supervisors on a regular basis to log requests

* All these frequencies and duties are subject to change dependant on resources

** These may not apply in areas where departments had resources aligned within there organogram for specialised cleaning