



Completing the UCT Request for Building Maintenance form (BAS 11)

Help Document

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Yes. There is a help video, which shows how to access, complete and submit the BAS11 form, available at the following URL: 39
I have another question about the BAS11 form, who do I contact? 39

Completing the UCT Request for Building Maintenance form (BAS 11)

Introduction

The *UCT Request for Building Maintenance Form* (BAS11) provides the means to:

- report a building or equipment fault
- submit a request for building or equipment maintenance or repair within the buildings or campus areas managed by UCT.

Important

Form access:

- The BAS11 form should only be accessed via the designated URL (<http://forms.uct.ac.za/bas11.pdf>) to ensure that the latest version of the form is being used.

Field requirements:

- Certain fields, outlined in red, are mandatory fields (required field) and must be completed in order to successfully submit the completed BAS11 form. (See also: [Mandatory fields and character counts in the BAS11 form](#)).
- Certain fields are restricted to a maximum number of characters which may be entered. Spaces between characters are also counted as a character and included in the character count. (See also: [Mandatory fields and character counts in the BAS11 form](#)).

Form completion:

- If many instances of the same functionality and same equipment in same building are being reported, then these can all be logged on the same form.
- If more than one type of functionality or more than one type of equipment in the same building is being reported, then separate forms should be used for each instance.

Procedure

Completing the BAS11 form:

1. Access the [UCT Administrative Forms](http://forms.uct.ac.za/) web page. (<http://forms.uct.ac.za/>)
 - Navigate to the [Properties and Services](#) section.
 - On the *BAS11* form, *Right click – Save Target As...*
2. The *Save As* dialog box appears.
 - Navigate to the location where you wish to save the *BAS11* form.
 - Click *Save*.
 - The *BAS11* form will download to your computer.
3. Locate the saved *BAS11* form on your computer.
 - Double click the *BAS11* form to open in Adobe Reader.

- Enter a short description in the *Short Description of Fault or Request* field.
 - Enter a detailed description in the *Detailed Description of Fault or Request* field.
 - Select the functionality from the *Functionality* drop-down list field.
 - Select the equipment from the *Equipment* drop-down list field.
 - Select the category from the *Category of Fault or Request* drop-down list field.
 - Select the building or campus area from the *Building or Campus Area* drop-down list field.
 - Enter a faculty or department in the *Faculty or Department* field.
 - Enter a wing or block in the *Wing or Block* field.
 - Enter a floor or level in the *Floor or Level* field.
 - Enter a room, flat or lift number in the *Room, Flat or Lift no.* field.
 - Select the room or area description from the *Room or Area Description* drop-down list field and provide an additional description, if required, in the adjacent field.
 - Enter your name in the *Reported by* field.
 - Enter your telephone extension number in the *Reported Extension no.* field.
 - Enter the name of the contact person in the *Contact person* field.
 - Enter the contact person's telephone extension number in the *Contact person Extension no.* field.
 - Enter the contact person's email address in the *Contact person E-mail address* field.
 - Click *Submit*.
4. The *Select Email Client* dialog box appears.
- Ensure the *Desktop Email Application* radio button is selected.
 - Click *OK*.
5. A new mail message appears in a new window, prepopulated as follows:
- **To:** building-maintenance@uct.ac.za
 - **Subject:** DON'T MAKE ANY CHANGES TO E-MAIL BEFORE SENDING!
 - **Attached:** bas11.pdf
 - **Message:**
DO NOT MAKE ANY CHANGES TO THE SUBJECT OR BODY OF THIS E-MAIL!
Please send this e-mail without making any changes at all to the subject or to the body. These forms are processed electronically, thus any changes will result in your form not being processed.
- Click *Send*.

 **Note**

It is important that this email is sent without altering any of the prepopulated information in any way.

6. Your request for building maintenance is emailed and successfully submitted.

- A copy of this email, together with the completed *BAS11* attachment, is saved in your *Sent Items* mail folder as a record.
- You may access and print a copy of the completed BAS11 form, from the email saved in your *Sent Items* mail folder, if required.

Printing the BAS11 Form:

1. Access your default email application (Example: Microsoft Outlook)
2. Select the *Sent Items* mail folder.
 - Select the relevant email sent to building-maintenance@uct.ac.za
 - Double click the email attachment.
3. The *bas11.pdf* will open in the default application (Acrobat Reader).
 - Review the contents of the form, if required.
 - Select *File - Print*.
4. The print dialog box appears.
 - Click *Print*.
5. The BAS11 form is sent to your default printer.

Mandatory fields and character counts in the BAS11 form

Introduction

The BAS11 form contains a number of fields which have special requirements and restrictions:

- **Mandatory fields:**

Certain fields in the BAS11 form, outlined in red, are mandatory fields and must be completed in order to successfully submit the BAS11 form. If all the mandatory fields are not completed, the following error message will appear once the *Submit* button is clicked:

At least one required field was empty. Please fill in the required fields (highlighted) before continuing.

- **Character count:**

Certain fields in the BAS11 form are restricted to a maximum number of characters which can be entered. A space between characters is also counted as a character and included in the character count.

The list below provides an overview of the special requirements and restrictions of the fields contained within the BAS11 form.

List of fields requirements in the BAS11 form

<u>Field Name</u>	<u>Mandatory</u>	<u>Character count</u>
Short Description of Fault of Request	✓	40
Detailed Description of Fault of Request	–	255
Functionality	✓	–
Equipment	✓	–
Category of Fault or Request	✓	–
Building or Campus Area	✓	–
Faculty or Department	✓	30
Wing or Block	✓	30
Floor or Level	✓	30
Room, Flat or Lift no.	✓	30



Room or Area Description (Additional field)	✓	30
Reported by	✓	12
Reporter Extension no.	✓	10
Contact person	–	30
Contact person Extension no.	–	10
Contact person E-mail address	–	40

List of controlled vocabularies in the BAS11 form

Introduction

Certain fields within the BAS11 form contain controlled vocabularies. A controlled vocabulary contains a list of permissible descriptors presented as a drop-down list.

Within the BAS11, the following fields contain controlled vocabularies:

- [Functionality](#)
- [Equipment](#)
- [Category of Fault or Request](#)
- [Building or Campus Area](#)
- [Room or Area Description](#)

List of controlled vocabularies

The following lists provide an overview of the permissible descriptors contained with the various controlled vocabularies:

Functionality

The descriptors selected in the *Functionality* controlled vocabulary will determine the descriptors displayed in the subsequent *Equipment* controlled vocabulary.

<u>Field code</u>	<u>Descriptor</u>
ZM1OACCE	Access Control
ZM1OAI RC	Air Conditioning
ZM1OBUIL	Building
ZM1OCARP	Carpentry
ZM1OEQIP	Electrical Equipment
ZM1OENET	Electrical Network
ZM1OFIRE	Fire
ZM1OFURN	Furniture
ZM1OGAS	Gas
ZM1OKITC	Kitchen
ZM1OLABR	Laboratory
ZM1OLNDR	Laundry
ZM1OLIFT	Lift
ZM1OPLUM	Plumbing
ZM1OROAD	Roads



Equipment

The descriptors displayed in the *Equipment* controlled vocabulary are dependant on the descriptor selected in the preceding *Functionality* controlled vocabulary.

<u>Field code</u>	<u>Field sub-code</u>	<u>Descriptor</u>
ZM1OACCE	AC01	Access Control: General
ZM1OACCE	AC12	Access Control: Intercom
ZM1OACCE	AC13	Access Control: Maglock
ZM1OACCE	AC17	Access Control: Panel
ZM1OACCE	AC14	Access Control: Pushbutton
ZM1OACCE	AC15	Access Control: Strike Lock
ZM1OACCE	AC16	Access Control: Turnstile
ZM1OAIRC	AI02	Air Conditioning: Air vent
ZM1OAIRC	AI03	Air Conditioning: Belt
ZM1OAIRC	AI04	Air Conditioning: Ceiling Hatch
ZM1OAIRC	AI18	Air Conditioning: Chiller
ZM1OAIRC	AI05	Air Conditioning: Compressor
ZM1OAIRC	AI06	Air Conditioning: Condenser
ZM1OAIRC	AI07	Air Conditioning: Damper
ZM1OAIRC	AI08	Air Conditioning: Dehumidifiers
ZM1OAIRC	AI09	Air Conditioning: Diffusers
ZM1OAIRC	AI10	Air Conditioning: Ducting
ZM1OAIRC	AI11	Air Conditioning: Extract Fan
ZM1OAIRC	AI12	Air Conditioning: Fan
ZM1OAIRC	AI13	Air Conditioning: Filter
ZM1OAIRC	AI01	Air Conditioning: General
ZM1OAIRC	AI14	Air Conditioning: Inspection Hatch
ZM1OAIRC	AI15	Air Conditioning: Sensor
ZM1OAIRC	AI16	Air Conditioning: Shutter
ZM1OAIRC	AI17	Air Conditioning: Ventilation Louvre



ZM1OBUIL	BU01	Building: Aerial
ZM1OBUIL	BU68	Building: Area
ZM1OBUIL	BU02	Building: Awning
ZM1OBUIL	BU03	Building: Banners
ZM1OBUIL	BU04	Building: Barge Board
ZM1OBUIL	BU05	Building: Bath
ZM1OBUIL	BU06	Building: Bicycle Rack
ZM1OBUIL	BU07	Building: Bird Proofing
ZM1OBUIL	BU08	Building: Blinds
ZM1OBUIL	BU09	Building: Bollard
ZM1OBUIL	BU10	Building: Bridge
ZM1OBUIL	BU11	Building: Burglar Bar
ZM1OBUIL	BU12	Building: Cage
ZM1OBUIL	BU13	Building: Carpet
ZM1OBUIL	BU14	Building: Catch Pit
ZM1OBUIL	BU15	Building: Ceiling
ZM1OBUIL	BU16	Building: Chain
ZM1OBUIL	BU17	Building: Channel
ZM1OBUIL	BU18	Building: Curtain Rail
ZM1OBUIL	BU19	Building: Down Pipes
ZM1OBUIL	BU20	Building: Eaves
ZM1OBUIL	BU21	Building: Fascia Board
ZM1OBUIL	BU22	Building: Fence
ZM1OBUIL	BU70	Building: Floor
ZM1OBUIL	BU23	Building: Floor Tiles
ZM1OBUIL	BU73	Building: Fumigation
ZM1OBUIL	BU24	Building: Gate
ZM1OBUIL	BU25	Building: Glass Pane



ZM1OBUIL	BU26	Building: Grid
ZM1OBUIL	BU71	Building: Grounds
ZM1OBUIL	BU27	Building: Gutter
ZM1OBUIL	BU28	Building: Handrail
ZM1OBUIL	BU29	Building: Hood
ZM1OBUIL	BU30	Building: Irrigation
ZM1OBUIL	BU31	Building: Joists
ZM1OBUIL	BU32	Building: Manhole
ZM1OBUIL	BU33	Building: Manifold
ZM1OBUIL	BU72	Building: Mirror
ZM1OBUIL	BU34	Building: Pallets
ZM1OBUIL	BU35	Building: Partitions
ZM1OBUIL	BU36	Building: Paving
ZM1OBUIL	BU37	Building: Pedestal
ZM1OBUIL	BU74	Building: Pest Control
ZM1OBUIL	BU38	Building: Pillar
ZM1OBUIL	BU39	Building: Pipe
ZM1OBUIL	BU40	Building: Pole
ZM1OBUIL	BU41	Building: Pool
ZM1OBUIL	BU42	Building: Rack
ZM1OBUIL	BU43	Building: Rafters
ZM1OBUIL	BU44	Building: Rail
ZM1OBUIL	BU45	Building: Reservoir
ZM1OBUIL	BU46	Building: Riser
ZM1OBUIL	BU47	Building: Roof
ZM1OBUIL	BU48	Building: Roof Tiles
ZM1OBUIL	BU49	Building: Safety Net
ZM1OBUIL	BU50	Building: Security Gate



ZM1OBUIL	BU51	Building: Shades
ZM1OBUIL	BU52	Building: Skirting
ZM1OBUIL	BU53	Building: Skylight
ZM1OBUIL	BU54	Building: Sleeve
ZM1OBUIL	BU55	Building: Speed Hump
ZM1OBUIL	BU56	Building: Sprinkler
ZM1OBUIL	BU57	Building: Stair
ZM1OBUIL	BU58	Building: Storm Water
ZM1OBUIL	BU59	Building: Trench
ZM1OBUIL	BU60	Building: Turnstile
ZM1OBUIL	BU61	Building: Wall Exterior
ZM1OBUIL	BU62	Building: Wall Interior
ZM1OBUIL	BU63	Building: Wall Retaining
ZM1OBUIL	BU64	Building: Wall Tiles
ZM1OBUIL	BU65	Building: Waste Pipe
ZM1OBUIL	BU69	Building: Water
ZM1OBUIL	BU66	Building: Water Pipe
ZM1OBUIL	BU67	Building: Window
ZM1OCARP	CA01	Carpentry: Artwork
ZM1OCARP	CA02	Carpentry: Barrel
ZM1OCARP	CA03	Carpentry: Barrel Bolt
ZM1OCARP	CA04	Carpentry: Bench
ZM1OCARP	CA05	Carpentry: Benchtop
ZM1OCARP	CA06	Carpentry: Board
ZM1OCARP	CA07	Carpentry: Bookshelf
ZM1OCARP	CA08	Carpentry: Cabinet
ZM1OCARP	CA38	Carpentry: Cupboard
ZM1OCARP	CA09	Carpentry: Door



ZM1OCARP	CA11	Carpentry: Door Closer
ZM1OCARP	CA12	Carpentry: Door Frames
ZM1OCARP	CA13	Carpentry: Door Handle
ZM1OCARP	CA14	Carpentry: Door Hinge
ZM1OCARP	CA10	Carpentry: Door Hook
ZM1OCARP	CA15	Carpentry: Door Knob
ZM1OCARP	CA16	Carpentry: Door Latch
ZM1OCARP	CA17	Carpentry: Door Lock
ZM1OCARP	CA18	Carpentry: Door Pane
ZM1OCARP	CA19	Carpentry: Door Plate
ZM1OCARP	CA20	Carpentry: Door Stop
ZM1OCARP	CA21	Carpentry: Drawer
ZM1OCARP	CA22	Carpentry: Flush Bolt
ZM1OCARP	CA23	Carpentry: Frame
ZM1OCARP	CA24	Carpentry: Key
ZM1OCARP	CA25	Carpentry: Keypad
ZM1OCARP	CA26	Carpentry: Lock
ZM1OCARP	CA27	Carpentry: Locker
ZM1OCARP	CA28	Carpentry: Louvre
ZM1OCARP	CA29	Carpentry: Mechanical Door Closer
ZM1OCARP	CA30	Carpentry: Padlock
ZM1OCARP	CA31	Carpentry: Pin Board
ZM1OCARP	CA32	Carpentry: Post Box
ZM1OCARP	CA40	Carpentry: Screen
ZM1OCARP	CA33	Carpentry: Shelf
ZM1OCARP	CA34	Carpentry: Signage
ZM1OCARP	CA39	Carpentry: Skirting Board
ZM1OCARP	CA35	Carpentry: Wardrobe



ZM1OCARP	CA36	Carpentry: Whiteboard
ZM1OCARP	CA37	Carpentry: Writing Board
ZM1OEQIP	EQ01	Electrical Equipment: Blower
ZM1OEQIP	EQ02	Electrical Equipment: Buffing Machine
ZM1OEQIP	EQ03	Electrical Equipment: Clock
ZM1OEQIP	EQ04	Electrical Equipment: Dish Washer
ZM1OEQIP	EQ05	Electrical Equipment: DSTV Decoder
ZM1OEQIP	EQ06	Electrical Equipment: E-Boilers
ZM1OEQIP	EQ07	Electrical Equipment: Food Mixer
ZM1OEQIP	EQ08	Electrical Equipment: Freezer
ZM1OEQIP	EQ09	Electrical Equipment: Fridge
ZM1OEQIP	EQ10	Electrical Equipment: Fryer
ZM1OEQIP	EQ11	Electrical Equipment: Geyser
ZM1OEQIP	EQ12	Electrical Equipment: Griller
ZM1OEQIP	EQ13	Electrical Equipment: Hand Dryer
ZM1OEQIP	EQ14	Electrical Equipment: Heater
ZM1OEQIP	EQ15	Electrical Equipment: Heat Pumps
ZM1OEQIP	EQ16	Electrical Equipment: Hot Water Cylinder
ZM1OEQIP	EQ17	Electrical Equipment: Hydrant
ZM1OEQIP	EQ18	Electrical Equipment: Hydroboil
ZM1OEQIP	EQ19	Electrical Equipment: Ice Maker
ZM1OEQIP	EQ20	Electrical Equipment: Incubator
ZM1OEQIP	EQ21	Electrical Equipment: Intercom
ZM1OEQIP	EQ22	Electrical Equipment: Iron
ZM1OEQIP	EQ23	Electrical Equipment: Kettle
ZM1OEQIP	EQ24	Electrical Equipment: Microwave
ZM1OEQIP	EQ25	Electrical Equipment: Mixer
ZM1OEQIP	EQ26	Electrical Equipment: Monitor



ZM1OEQIP	EQ27	Electrical Equipment: Motor
ZM1OEQIP	EQ28	Electrical Equipment: Oven
ZM1OEQIP	EQ29	Electrical Equipment: Polisher
ZM1OEQIP	EQ30	Electrical Equipment: Pump
ZM1OEQIP	EQ31	Electrical Equipment: Refrigerator
ZM1OEQIP	EQ32	Electrical Equipment: Screen
ZM1OEQIP	EQ33	Electrical Equipment: Slicer
ZM1OEQIP	EQ34	Electrical Equipment: Snackwicher
ZM1OEQIP	EQ35	Electrical Equipment: Speaker
ZM1OEQIP	EQ36	Electrical Equipment: Steamer
ZM1OEQIP	EQ37	Electrical Equipment: Stove
ZM1OEQIP	EQ38	Electrical Equipment: Toaster
ZM1OEQIP	EQ39	Electrical Equipment: Tumble Dryer
ZM1OEQIP	EQ40	Electrical Equipment: Two Way Radio
ZM1OEQIP	EQ41	Electrical Equipment: Urn
ZM1OEQIP	EQ42	Electrical Equipment: Vacuum Cleaner
ZM1OEQIP	EQ43	Electrical Equipment: Washer
ZM1OEQIP	EQ44	Electrical Equipment: Washing Machine
ZM1OEQIP	EQ45	Electrical Equipment: Water Bath
ZM1OENET	EN30	Electrical Network: Ballast
ZM1OENET	EN01	Electrical Network: Battery
ZM1OENET	EN02	Electrical Network: Blank Cover Plate
ZM1OENET	EN03	Electrical Network: Cable Rack
ZM1OENET	EN04	Electrical Network: Cable Trunk
ZM1OENET	EN05	Electrical Network: Chandelier
ZM1OENET	EN06	Electrical Network: Circuit Breaker
ZM1OENET	EN07	Electrical Network: Day-Night Switch
ZM1OENET	EN08	Electrical Network: Dimmer Switch



ZM1OENET	EN14	Electrical Network: Distribution Board
ZM1OENET	EN09	Electrical Network: Down Light
ZM1OENET	EN10	Electrical Network: Draw Box
ZM1OENET	EN11	Electrical Network: DSTV Decoder
ZM1OENET	EN12	Electrical Network: Earth Cable
ZM1OENET	EN13	Electrical Network: Earth Leakage
ZM1OENET	EN15	Electrical Network: Emergency Lights
ZM1OENET	EN16	Electrical Network: Fan Lights
ZM1OENET	EN17	Electrical Network: Flood Light
ZM1OENET	EN18	Electrical Network: Generator
ZM1OENET	EN19	Electrical Network: Lamp
ZM1OENET	EN20	Electrical Network: Light
ZM1OENET	EN21	Electrical Network: Light Bulb
ZM1OENET	EN22	Electrical Network: Light Fitting
ZM1OENET	EN23	Electrical Network: Light Switch
ZM1OENET	EN24	Electrical Network: Security Light
ZM1OENET	EN25	Electrical Network: Sensor
ZM1OENET	EN26	Electrical Network: Socket Outlet / Plug
ZM1OENET	EN27	Electrical Network: Spotlight
ZM1OENET	EN28	Electrical Network: Trunking
ZM1OENET	EN31	Electrical Network: Ups
ZM1OENET	EN29	Electrical Network: Wiring
ZM1OFIRE	FI01	Fire: Detector
ZM1OFIRE	FI02	Fire: Fire Alarm Panel
ZM1OFIRE	FI03	Fire: Fire Belt
ZM1OFIRE	FI04	Fire: Fire Blanket
ZM1OFIRE	FI05	Fire: Fire Curtain
ZM1OFIRE	FI06	Fire: Fire Detector



ZM1OFIRE	FI07	Fire: Fire Extinguisher
ZM1OFIRE	FI08	Fire: Fire Extinguisher Bracket
ZM1OFIRE	FI09	Fire: Fire Hose
ZM1OFIRE	FI10	Fire: Fire Hose Reel
ZM1OFIRE	FI11	Fire: Fire Hydrant
ZM1OFIRE	FI12	Fire: Intercom
ZM1OFIRE	FI13	Fire: Sensor
ZM1OFIRE	FI14	Fire: Sprinkler
ZM1OFURN	FU01	Furniture: Bed
ZM1OFURN	FU02	Furniture: Bell
ZM1OFURN	FU03	Furniture: Chair
ZM1OFURN	FU04	Furniture: Couch
ZM1OFURN	FU05	Furniture: Counter
ZM1OFURN	FU06	Furniture: Cupboard
ZM1OFURN	FU07	Furniture: Desk
ZM1OFURN	FU08	Furniture: Foot Rest
ZM1OFURN	FU09	Furniture: Furniture
ZM1OFURN	FU10	Furniture: Mattress
ZM1OFURN	FU11	Furniture: Mirror
ZM1OFURN	FU12	Furniture: Notice Board
ZM1OFURN	FU13	Furniture: Podium
ZM1OFURN	FU14	Furniture: Seat
ZM1OFURN	FU15	Furniture: Table
ZM1OGAS	GA02	Gas: Cage
ZM1OGAS	GA03	Gas: Gas Cylinder
ZM1OGAS	GA01	Gas: General
ZM1OGAS	GA04	Gas: Manifold
ZM1OKITC	KI01	Kitchen: Bain Marie



ZM1OKITC	KI02	Kitchen: Basin
ZM1OKITC	KI03	Kitchen: Bin
ZM1OKITC	KI04	Kitchen: Blade
ZM1OKITC	KI05	Kitchen: Blender
ZM1OKITC	KI06	Kitchen: Boiler
ZM1OKITC	KI07	Kitchen: Breadbin
ZM1OKITC	KI08	Kitchen: Canister
ZM1OKITC	KI09	Kitchen: Canopy
ZM1OKITC	KI10	Kitchen: Carousels
ZM1OKITC	KI11	Kitchen: Castor Wheel
ZM1OKITC	KI12	Kitchen: Container
ZM1OKITC	KI13	Kitchen: Conveyor Belt
ZM1OKITC	KI14	Kitchen: Dish Washer
ZM1OKITC	KI15	Kitchen: Dispenser
ZM1OKITC	KI16	Kitchen: Fly Catchers
ZM1OKITC	KI17	Kitchen: Food Mixer
ZM1OKITC	KI18	Kitchen: Freezer
ZM1OKITC	KI19	Kitchen: Fridge
ZM1OKITC	KI20	Kitchen: Fryer
ZM1OKITC	KI21	Kitchen: Griller
ZM1OKITC	KI22	Kitchen: Heater
ZM1OKITC	KI23	Kitchen: Hob
ZM1OKITC	KI24	Kitchen: Hook
ZM1OKITC	KI25	Kitchen: Hot Water Cylinder
ZM1OKITC	KI26	Kitchen: Hydrant
ZM1OKITC	KI27	Kitchen: Hydroboil
ZM1OKITC	KI28	Kitchen: Ice Maker
ZM1OKITC	KI29	Kitchen: Incubator

ZM1OKITC	KI30	Kitchen: Kitchen Smalls
ZM1OKITC	KI31	Kitchen: Microwave
ZM1OKITC	KI32	Kitchen: Milk Cans
ZM1OKITC	KI33	Kitchen: Mixer
ZM1OKITC	KI34	Kitchen: Opener
ZM1OKITC	KI35	Kitchen: Oven
ZM1OKITC	KI36	Kitchen: Refrigerator
ZM1OKITC	KI37	Kitchen: Sensor
ZM1OKITC	KI38	Kitchen: Slicer
ZM1OKITC	KI39	Kitchen: Snackwicher
ZM1OKITC	KI40	Kitchen: Stove
ZM1OKITC	KI41	Kitchen: Tilt Pan
ZM1OKITC	KI42	Kitchen: Toaster
ZM1OKITC	KI43	Kitchen: Tray
ZM1OKITC	KI44	Kitchen: Trolley
ZM1OKITC	KI45	Kitchen: Urn
ZM1OKITC	KI46	Kitchen: Washer
ZM1OKITC	KI47	Kitchen: Whisk
ZM1OLABR	LA01	Laboratory: Autoclave
ZM1OLABR	LA10	Laboratory: Freezer
ZM1OLABR	LA12	Laboratory: Freezer Accessories
ZM1OLABR	LA11	Laboratory: Fridge
ZM1OLABR	LA13	Laboratory: Fridge Accessories
ZM1OLABR	LA02	Laboratory: Fume Hood
ZM1OLABR	LA03	Laboratory: Hood
ZM1OLABR	LA04	Laboratory: Lab Basin
ZM1OLABR	LA05	Laboratory: Luminaire Flow
ZM1OLABR	LA06	Laboratory: Sedimentation Trap



ZM1OLABR	LA07	Laboratory: Sensor
ZM1OLABR	LA08	Laboratory: Steam
ZM1OLABR	LA09	Laboratory: Steamer
ZM1OLNDR	LN01	Laundry: Extractor Fan
ZM1OLNDR	LN02	Laundry: Tumble Dryer
ZM1OLNDR	LN03	Laundry: Washer
ZM1OLNDR	LN04	Laundry: Washing Machine
ZM1OLIFT	LI02	Lift: Ceiling
ZM1OLIFT	LI03	Lift: Detector
ZM1OLIFT	LI04	Lift: Door
ZM1OLIFT	LI05	Lift: Floor
ZM1OLIFT	LI01	Lift: General
ZM1OLIFT	LI06	Lift: Handrail
ZM1OLIFT	LI07	Lift: Intercom
ZM1OLIFT	LI08	Lift: Lights
ZM1OLIFT	LI09	Lift: Sensor
ZM1OLIFT	LI10	Lift: Shaft
ZM1OLIFT	LI11	Lift: Side Panel
ZM1OPLUM	PL01	Plumbing: Bath
ZM1OPLUM	PL02	Plumbing: Cistern
ZM1OPLUM	PL03	Plumbing: Drain
ZM1OPLUM	PL04	Plumbing: Hand Basin
ZM1OPLUM	PL05	Plumbing: Pillar Tap
ZM1OPLUM	PL16	Plumbing: Pipes
ZM1OPLUM	PL06	Plumbing: Shower
ZM1OPLUM	PL07	Plumbing: Sink
ZM1OPLUM	PL08	Plumbing: Soap Dish
ZM1OPLUM	PL09	Plumbing: Swing Arm Tap



ZM1OPLUM	PL10	Plumbing: Tank
ZM1OPLUM	PL11	Plumbing: Tap
ZM1OPLUM	PL12	Plumbing: Toilet
ZM1OPLUM	PL13	Plumbing: Urinal
ZM1OPLUM	PL14	Plumbing: Waste Pipe
ZM1OPLUM	PL15	Plumbing: Water Pipe
ZM1OROAD	RO03	Roads: Paving
ZM1OROAD	RO02	Roads: Potholes
ZM1OROAD	RO01	Roads: Surface

Category of Fault or Request

<u>Field code</u>	<u>Descriptor</u>
DA93	Activation
DA01	Additional
DA02	Adjust
DA91	Apply
DA03	Assemble
DA04	Beeping
DA05	Blew
DA06	Blockage
DA07	Broken
DA08	Burn
DA92	Burst
DA09	Buzzing
DA10	Check
DA11	Clean
DA12	Close
DA13	Cold
DA14	Collapse
DA15	Collect
DA16	Crack



DA17	Crumbling
DA18	Damp
DA19	Dangerous
DA20	Dark
DA21	Dead
DA22	Defrosting
DA23	Deliver
DA24	Demolish
DA25	Disconnect
DA26	Disinfect
DA27	Dripping
DA28	Duplicate
DA29	Falling
DA30	Faulty
DA31	Fit
DA32	Flickering
DA33	Flood
DA34	Flushing
DA35	Freezing
DA36	Hot
DA37	Inadequate
DA38	Increase
DA39	Install
DA40	Intermittent
DA41	Investigate
DA42	Isolate
DA43	Jammed
DA44	Label
DA45	Leakage
DA46	Locked
DA47	Loose
DA48	Missing
DA49	Modify



DA50	Mount
DA51	Move
DA52	Noisy
DA53	Odour
DA54	Open
DA55	Overflow
DA56	Paint
DA57	Patch
DA58	Peeling
DA59	Pest Control
DA60	Pothole
DA61	Reconnect
DA62	Re-Do
DA63	Refill
DA64	Refurbish
DA65	Relocate
DA66	Remove
DA67	Renovate
DA68	Repair
DA70	Repair
DA71	Replace
DA72	Re-Route
DA73	Reset
DA74	Reset
DA75	Respray
DA76	Restore
DA77	Rust
DA78	Slippery
DA79	Smell
DA80	Smoke
DA81	Stiff
DA82	Stuck
DA83	Subsided



DA84	Torn
DA85	Trip
DA69	Uneven
DA86	Unlocked
DA87	Unresponsive
DA88	Unsafe
DA89	Vandalised
DA90	Worn

Building or Campus Area

<u>Field code</u>	<u>Descriptor</u>
UCT-OFF-5780	28 LOVERS' WALK
UCT-OFF-5340	28 MAIN ROAD RONDEBOSCH
UCT-OFF-5860	5 WITTEKLIP ST VREDENBURG
UCT-MID-8130	ALL AFRICA HOUSE
UCT-OFF-5430	ALLAN CORMACK HOUSE (OFFICE BLOCK)
UCT-OFF-5440	ALLAN CORMACK HOUSE (OLD HOTEL)
UCT-OFF-5420	ALLAN CORMACK HOUSE (STUDIO)
UCT-OFF-5390	AMALINDA - 25 CECIL ROAD
UCT-MED-3010	ANATOMY BUILDING
UCT-MED-3120	ANIMAL HOUSE
UCT-UPP-1190	ARTS BLOCK (A.C.JORDAN BUILDING)
UCT-OFF-5610	AVENUE HOUSE - 5 AVENUE RD.
UCT-OFF-5250	AVENUE ROAD 6
UCT-OFF-5650	AVENUE ROAD 8
UCT-FLD-0670	BAINSKLOOF FIELD STATION
UCT-LOW-2060	BALLET CLASSROOM
UCT-MED-3070	BARNARD FULLER AMENITIES BUILDING
UCT-LOW-2500	BAXTER HALL
UCT-LOW-2500-KIT01	BAXTER HALL KITCHEN (RM K.2)
UCT-LOW-2350	BAXTER STUDENTS LEARNING CENTRE
UCT-LOW-2660	BAXTER THEATRE

UCT-UPP-1180	BEATTIE BUILDING
UCT-HID-4140	BERTRAM PLACE
UCT-UPP-1520	BOTANY GLASSHOUSE
UCT-MED-3160	BRAEMAR (PROJ. COORDINATOR)
UCT-MID-8010	BREMNER BUILDING
UCT-MID-8010-DATA	BREMNER DATA CENTRE
UCT-OFF-5360	BURGHEN (15 AVENUE RD)
UCT-LOW-2540	BURNAGE (CAMPUS CONTROL)
UCT-OFF-5820	CADBOL (11 AVENUE ROAD)
UCT-OFF-5630	CAMBRIA HOUSE
UCT-OFF-5620	CARINUS
UCT-UPP-1170	CENTLIVRES BUILDING
UCT-FLD-0770	CERES MOUNTAIN CLUB HOUSE
UCT-MED-3100	CHRIS BARNARD BUILDING
UCT-FLD-0840	CLANWILLIAM FIELD STATION
UCT-OFF-5880	CLARENDON
UCT-OFF-5880-KIT01	CLARENDON KITCHEN (ROOM K2)
UCT-OFF-5020	COLLEGE HOUSE
UCT-OFF-5021	COLLEGE HOUSE WARDEN'S COTTAGE
UCT-LOW-2240	COLLEGE OF MUSIC & LIBRARY
UCT-HID-4050	COMMERCE BUILDING
UCT-UPP-1130	COMPUTER SCIENCE BUILDING
UCT-OFF-5471	CONSOLATA COTTAGE
UCT-OFF-5470	CONSOLATA HOUSE (10 GLENDARRACH RD)
UCT-OFF-5470-KIT01	CONSOLATA HOUSE KITCHEN (RM 004)
UCT-OFF-8030	CRICKET PAVILION
UCT-LOW-2220	C SHARP COTTAGE (OLD PRAC. BLOCK)
UCT-OFF-5370	CYDONIA (6 LINKOPING RD)
UCT-OFF-5870	DULLAH OMAR HALL (YORK GARDENS)
UCT-UPP-1421	EARTH DAM PUMPHOUSE
UCT-UPP-1500	EDUCARE CENTRE
UCT-OFF-5330	EDWIN HART ANNEXE
UCT-HID-4090	EGYPTIAN BUILDING



UCT-UPP-1080	ELECTRICAL & MECHANICAL ENG. BLG.
UCT-UPP-1030	ENVIRONMENTAL & GEOG. SCIENCES BUILD.
UCT-OFF-5280	EXAIR
UCT-MED-3090	FALMOUTH BUILDING (PATH & MED)
UCT-FLD	FIELD STATIONS
UCT-OFF-5910	FOREST HILL FLATS BLOCK A
UCT-OFF-5920	FOREST HILL FLATS BLOCK B
UCT-OFF-5930	FOREST HILL FLATS BLOCK C
UCT-OFF-5940	FOREST HILL FLATS BLOCK D
UCT-OFF-5950	FOREST HILL FLATS BLOCK E
UCT-OFF-5960	FOREST HILL FLATS BLOCK F
UCT-OFF-5970	FOREST HILL FLATS BLOCK G
UCT-OFF-5900	FOREST HILL FLATS MEULENHOF (MILL COURT)
UCT-OFF-5980	FOREST HILL FLATS VARIETAS
UCT-UPP-1230	FULLER HALL
UCT-UPP-1230-PR001	FULLER HALL (D FLAT)
UCT-UPP-1230-PR002	FULLER HALL (E FLAT)
UCT-UPP-1230-KIT01	FULLER HALL KITCHEN (RM 005)
UCT-UPP-1230-PR005	FULLER HALL (LAUNDRY BOILER RM)
UCT-UPP-1230-PR003	FULLER HALL (M FLAT)
UCT-UPP-1230-PR004	FULLER HALL (N FLAT)
UCT-UPP-1250	GEOLOGICAL SCIENCE EXTENSION BLDG
UCT-UPP-1070	GEOLOGICAL SCIENCES BUILDING
UCT-UPP-1440	G H MENZIES BUILDING
UCT-LOW-2030	GLENARA
UCT-OFF-5260	GLENRES (GLENDOWER)
UCT-LOW-2740	GRACA MACHEL HALL
UCT-LOW-2740-KIT01	GRACA MACHEL HALL KITCHEN
UCT-HID-4020	GRAPHIC DESIGN BUILDING
UCT-UPP-1310	GREENHOUSE
UCT-FLD-0820	GROEN RIVIER RESEARCH STATION
UCT-OFF-5460	GROOTE SCHUUR HOTEL

UCT-OFF-5460-KIT01	GROOTE SCHUUR HOTEL KITCHEN (RM K.1)
UCT-OFF-5300	GROTTO MEWS
UCT-OFF-5710	HARES HOCKEY FIELD
UCT-OFF-5530	HARE'S HOCKEYFIELD CLUBHOUSE
UCT-OFF-9060	Harold Cressy Hall (Palm Court Res)
UCT-HID	HIDDINGH CAMPUS
UCT-HID-4100	HIDDINGH HALL
UCT-UPP-1040	HOERIKWAGGO BUILDING
UCT-HOS	HOSPITALS
UCT-UPP-1060	HUM GRADUATE SCHOOL (NEVILLE ALEXANDER)
UCT-UPP-1210	H W PEARSON BUILDING
UCT-OFF-5380	ICTS ON MAIN ROAD, MOWBRAY
UCT-UPP-1370	IMMELMAN BUILDING
UCT-OFF-5040	INGLEWOOD (5 MATAPO RD)
UCT-OFF-5090	IRMA STERN MUSEUM (21 CECIL RD)
UCT-LOW-2550	ISAAC ALBOW BUILDING (CHILD GUID.)
UCT-OFF-5320	IVAN TOMS BUILDING
UCT-UPP-1100	JAGGER LIBRARY
UCT-UPP-1110	JAMESON HALL
UCT-OTH-2730	JAMMIE SHUTTLE TERMINUS
UCT-UPP-1290	JOHN DAY ZOOLOGY BUILDING
UCT-OFF-5590	J P DUMINY COURT (SANDRINGHAM COURT)
UCT-UPP-1480	KAPLAN CENTRE
UCT-OFF-9070	KHAYELITSHA DISTRICT DAY HOSPITAL
UCT-OFF-5270	KILINDINI
UCT-MID-8040	KOPANO RESIDENCE (EX DRIEKOPPEN)
UCT-MID-8040-KIT01	KOPANO RESIDENCE KITCHEN (RM SERV)
UCT-MID-8041	KOPANO WARDEN'S HOUSE
UCT-MID-8070	KRAMER LAW SCHOOL
UCT-OFF-5070	LA GROTTA
UCT-FLD-0690	LAINGSBURG
UCT-FLD-0810	LANGEBAAN ZOOLOGY STATION
UCT-LOW-2680	LEO MARQUARD HALL

UCT-LOW-2680-KIT01	LEO MARQUARD HALL KITCHEN (RM K.1)
UCT-UPP-1450	LESLIE COMMERCE BUILDING
UCT-UPP-1400	LESLIE SOCIAL SCIENCE BUILDING
UCT-OFF-5850	LIESBEECK GARDENS
UCT-OFF-5060	LINKOPING (27 BURG RD)
UCT-OFF-5061	LINKOPING STUDENTS (27 BURG RD)
UCT-HID-4080	LITTLE THEATRE
UCT-HID-4070	LITTLE THEATRE WORKSHOP
UCT-LOW	LOWER CAMPUS
UCT-MED-3190	LUNG INSTITUTE
UCT-UPP-1411	MAIN PUMPHOUSE
UCT-UPP-1410	MAINTENANCE BUILDING
UCT-MED-3030	MAINTENANCE WORKSHOPS
UCT-FLD-0750	MAMRE : COMMUNITY HEALTH PROJECT
UCT-MID-8150	MASINGENE (SAB)
UCT-UPP-1200	MATHS BUILDING
UCT-OFF-5720	MATOPO RD 1
UCT-OFF-5730	MATOPO RD 3
UCT-OFF-5731	MATOPO RD 5
UCT-MED-3130	MEDICAL LIBRARY
UCT-MED-3150	MEDICAL RESIDENCE
UCT-MED-3150-KIT01	MEDICAL RESIDENCE KITCHEN
UCT-MED	MEDICAL SCHOOL CAMPUS
UCT-OFF-5350	MEULENHOF - SHELL COURT
UCT-HID-4010	MICHAELIS BUILDING
UCT-MID	MIDDLE CAMPUS
UCT-OFF-5900-ARCHI	MILL COURT ARCHIVES
UCT-UPP-1390	MOLECULAR BIOLOGY BUILDING
UCT-MED-3140	MORTUARY BUILDING
UCT-UPP-1540	NEW CHEMICAL ENGINEERING BUILDING
UCT-UPP-1550	NEW ENGINEERING BUILDING - NEB
UCT-LOW-2750	NEW GYM
UCT-OFF-9020	NEW LEARNING CENTRE - GUGULETHU

UCT-OFF-9010	NEW LEARNING CENTRE - HANOVER PARK
UCT-UPP-1580	NEW LECTURE THEATRE
UCT-UPP-1160	NEW SCIENCE LECTURE THEATRE
UCT-OFF-5990	NORTH GRANGE
UCT-UPP-1320	NURSERY
UCT-OFF-3200	OBZ SQUARE RESIDENCE
UCT-OFF	OFF CAMPUS
UCT-LOW-2230	OLD ADMIN BUILDING
UCT-HOS-7770	OLD GROOTE SCHUUR HOSPITAL
UCT-HID-4130	OLD MEDICAL SCHOOL
UCT-UPP-1490	OPPENHEIMER BUILDING:CENTRE FOR AF.ST.
UCT-OFF-5030	OSBORNE ROAD 15
UCT-OFF-5851	OSBORN ROAD 15
UCT-UPP-1120	OTTO BEIT (STUDENTS UNION)
UCT-UPP-1050	P D HAHN BUILDING
UCT-OFF-5840	PINELANDS GROVE RESIDENCE
UCT-FLD-0780	PRINCE ALBERT FIELD STATION
UCT-MED-3180	PROVINCIAL LAB (TISSUE IMMUNOLOGY)
UCT-HID-4110	QUAD BUILDING
UCT-OFF-5490	RHODES AVENUE 18
UCT-OFF-5520	RHODES RECREATION PAVILION.
UCT-HID-4030	RITCHIE BUILDING
UCT-OFF-5310	ROCHESTER HOUSE
UCT-OFF-5310-KIT01	ROCHESTER HOUSE KITCHEN
UCT-OFF-5890	RONDEBERG
UCT-HID-4040	ROSEDALE
UCT-UPP-1220	R W JAMES BUILDING
UCT-MID-8160	SCHOOL OF ECONOMICS
UCT-LOW-2630	SERVANTS QUARTERS 1&2 LOVERS WALK.
UCT-LOW-2640	SERVANTS QUARTERS 3&4 LOVERS WALK.
UCT-UPP-1240	SMUTS HALL
UCT-UPP-1240-PR001	SMUTS HALL (D FLAT)
UCT-UPP-1240-PR002	SMUTS HALL (E FLAT)

UCT-UPP-1240-KIT01	SMUTS HALL KITCHEN
UCT-UPP-1240-PR005	SMUTS HALL (LAUNDRY BOILER RM)
UCT-UPP-1240-PR003	SMUTS HALL (M FLAT)
UCT-UPP-1240-PR004	SMUTS HALL (N FLAT)
UCT-UPP-1020	SNAPE BUILDING
UCT-UPP-1560	SNAPE BUILDING (TLB / NEW SNAPE)
UCT-LOW-2560	SOCCER AND BASEBALL CHANGE ROOMS.
UCT-LOW-2530	SOCCER CLUB ROOM
UCT-UPP-1420	SPORTS CENTRE
UCT-MID-8080	SQUASH COURTS
UCT-LOW-2080	STAFF HOUSE 1 & 2 LOVERS WALK
UCT-LOW-2090	STAFF HOUSE 3 & 4 LOVERS WALK
UCT-OFF-2050	STAFF HOUSE "UPALONG"
UCT-OFF-9080	STANDARD BANK BUILDING - MOWBRAY
UCT-OFF-5560	STANLEY ROAD 3
UCT-OFF-5290	STANLEY ROAD 5
UCT-OFF-5050	STANLEY ROAD 7
UCT-OFF-5500	STANLEY ROAD 9
UCT-UPP-1530	STEVE BIKO BUILDING
UCT-HID-4120	STORE
UCT-LOW-2210	STRUBENHOLM (COLLEGE OF MUSIC)
UCT-UPP-1430	STUDENTS UNION EXTENSION
UCT-OFF-8120	SUMMER HOUSE
UCT-LOW-2510	SWIMMING POOL
UCT-OFF-5830	T B DAVIE COURT (ORPHEUS COURT)
UCT-UPP-1470	TENNIS CLUB HOUSE
UCT-LOW-2020	THE COTTAGE
UCT-MID-8060	THE WOOLSACK
UCT-LOW-2670	TUGWELL HALL
UCT-LOW-2670-KIT01	TUGWELL HALL KITCHEN (RM K.1)
UCT-OFF-5200	U H A BLOCK
UCT-OFF-5190	U H B BLOCK



UCT-OFF-5180	U H C BLOCK
UCT-OFF-5140	U H COTTAGES 1 & 2
UCT-OFF-5130	U H COTTAGES 3 & 4
UCT-OFF-5120	U H COTTAGES 5 & 6
UCT-OFF-5220	U H D BLOCK
UCT-OFF-5210	U H DINING ROOM
UCT-OFF-5210-KIT01	U H DINING ROOM KITCHEN (RM K.2)
UCT-OFF-5230	U H E BLOCK
UCT-OFF-5160	U H GARAGE
UCT-OFF-5240	U H G BLOCK
UCT-OFF-5150	U H HOUSE 4
UCT-OFF-5170	U H SURGERY
UCT-OFF-5110	U H WARDENS HOUSE
UCT	UNIVERSITY OF CAPE TOWN
UCT-UPP	UPPER CAMPUS
UCT-UPP-1130-DATA	UPPER CAMPUS DATA CENTRE
UCT-OFF-5450	VANGUARD DRIVE CLINIC
UCT-FLD-0830	VERLOEREN VLEI
UCT-UPP-1510	VISITOR'S RECEPTION CENTRE
UCT-OFF-5510	WATERSKI CLUBHOUSE
UCT-MID-8050	WELGELEGEN
UCT-MED-3080	WERNER & BEIT NORTH
UCT-MED-3040	WERNER & BEIT SOUTH
UCT-MED-3050	WOLFSON PAVILLION (IIDDMM)
UCT-OFF-5080	WOLMUNSTER (8 CHRISTOW RD)
UCT-OFF-5080-KIT01	WOLMUNSTER KITCHEN
UCT-OFF-5570	WOODBINE ROAD 11
UCT-OFF-5640	WOODBINE ROAD 15
UCT-MID-8090	WOOLSACK COURTS
UCT-MID-8100	WOOLSACK PAVILIONS
UCT-FLD-0760	WORCESTER : FARM HEALTH PROJECT
UCT-OFF-5410	ZEEKOEVLEI ROWING CLUB HOUSE
UCT-OFF-5400	ZEEKOEVLEI YACHT CLUB HOUSE



Room or Area

Descriptor
Airlock Area
Aquarium
Archive
Atrium
Attic
Auditorium
Backstage
Balcony
Ballroom
Basement
Bathroom
Bedroom
Boardroom
Boundary
Cafeteria
Canteen
Carport
Chamber
Change Room
Chapel
Chemical Store
Chimney
Classroom
Clinic
Cloakroom
Club
Cold Room
Common Room
Conference Room
Corridor
Cottage



Court
Courtyard
Cubicle
Darkroom
Dining Room
Disability Unit
Driveway
Dry Store
Entrance
Exit
Female
Field
Fireplace
Flammable Store
Flat
Floor
Fountain
Foyer
Freezer Room
Furrow
Gallery
Garage
Garden
Gender Neutral
Glasshouse
Gulley
Gym
Hall
Hatch
Hazardous Store
Hockey Field
Kiosk
Kitchen




Labs
Landing
Lane
Laundry
Lecture Room
Library
Light Well
Lobby
Loft
Lounge
Male
Memorial
Mortuary
Museum
North
Office
Opposite
Outside
Overhead
Parking
Passage
Pavilions
Perimeter
Pharmacy
Plant Room
Plaza
Post Room
Prayer Room
Prefab
Pub
Quad
Ramp
Reception



Road
Roof
Roof Space
Rugby
Salon
Scullery
Shaft
Shower
Soccer
Sports
Squash
Stage
Staircase
Stall
Storeroom
Studio
Study Room
Substation
Surgery
Swimming Pool
Tennis
Theatre
Tower
Unisex
Volleyball
Walkway
Ward
Wash Bay
West
Workshop
z Other

Terms and Definitions

Term	Definition
Character count	Certain fields have a restriction of a maximum number of characters which can be entered. A space between characters is also counted as a character and included in the character count.
Contact person	The primary person to liaise with in connection with addressing the fault. This could be the same person as the Reporter. (See also: Reporter)
Controlled vocabulary	A list of permissible descriptors presented as a drop-down list.
Functionality	The high level categorisation of the area or equipment requiring attention.
Mandatory field (Required field)	A mandatory field, outlined in red in the BAS11 form, is a required field which must be completed in order to successfully submit the BAS11 form. (See also: Mandatory fields in the BAS11 form).
Print	A hard copy of the completed BAS11 form may be printed, for records purposes, by accessing the attachment in your <i>Sent Mail</i> folder. (See also: Printing the BAS11 form).
Reporter	The person reporting the fault by completing the BAS11 form. (See also: Contact person)
Save	A copy of the completed BAS11 form is saved as an attachment to your sent mail in the <i>Sent Mail</i> folder.
Submit	<p>Once the <i>Submit</i> button has been clicked, the completed BAS11 form is attached to a new mail message ready for submission.</p> <p> Note</p> <p>You will not be able to Submit the form until you have completed each of the Mandatory fields. (See also: Mandatory fields in the BAS11 form).</p>
URL	A URL (uniform resource locator), also known as a web address, is displayed in the address bar of the browser. The URL for the BAS11 form is: http://forms.uct.ac.za/bas11.pdf

FAQ: Frequently Asked Questions about the BAS11 form

How do I download the BAS11 form?

Access the [UCT Administrative Forms](http://forms.uct.ac.za/) web page. (<http://forms.uct.ac.za/>) and navigate to the [Properties and Services](#) section. On the *BAS11* form, *Right click – Save Target As...* to save the BAS11 form to your computer.

Can I submit a request on a form my colleague has emailed to me?

No. The BAS11 form must be accessed via the designated URL (<http://forms.uct.ac.za/bas11.pdf>) to ensure that the latest version of the form is being used. (See also: [Form Access Information](#)).

Must I log one issue per form or can I log multiple issues on one form?

- If many instances of the same functionality and same equipment in same building are being reported, then these can all be logged on the same form.
- If more than one type of functionality or more than one type of equipment in the same building is being reported, then separate forms should be used for each instance.

What if my fault/issue is not listed under the *Functionality/Equipment* drop-down list?

The controlled vocabularies for *Functionality* and *Equipment* have been carefully populated with a comprehensive list of all known possibilities. Please review the available options carefully to find the descriptors which best represents your request or fault. (See also: [List of controlled vocabularies](#))

Do I have to fill in all the fields on the form?

No. Only certain fields in the BAS11 form, outlined in red, are mandatory fields and must be completed in order to successfully submit the BAS11 form. Fields which are not outlined in red do not have to be completed. (See also: [Mandatory fields](#)).

I don't see the red outlines around the mandatory fields?

- Click on the *Highlight Existing Fields* button in the purple bar above the form to display the red outlines around the mandatory fields.

How do I know what options are available in the drop-down lists?

A list of all the possible available descriptors (available options) available on the drop-down-lists (controlled vocabularies) has been captured in this help document. (See also: [List of controlled vocabularies](#)).

What if I want to keep a copy of my form?

A copy of your completed form will automatically be saved as an attachment on the email you send. It can be found in your *Sent Items* mail folder.

How can I print a copy of my form to keep track of what I logged?

You may print a copy of the completed form by accessing the attachment on the sent mail in your *Sent Items* mail folder. (See also: [Printing the BAS11 form](#))

Can I edit the email message which is sent to provide more detail?

No. Once the form has been completed and the Submit button clicked, the form is saved as an attachment on a new mail message. The prepopulated email message clearly states:

Please send this e-mail without making any changes to it.



It is important that this email is sent without altering any of the prepopulated information in any way.

I can't fit all my information into the *Short Description* field?

The *Short Description of Fault or Request* field can contain a maximum of 40 characters and is only meant to contain a very brief description of the fault or request. Use the *Detailed Description of Fault or Request* to provide additional information. (See also: [Character count](#)).

Whenever I click the *Submit* button I get an error message?

Certain fields in the BAS11 form, outlined in red, are mandatory fields and must be completed in order to successfully submit the BAS11 form. If all the mandatory fields are not completed, the following error message will appear once the *Submit* button is clicked:

At least one required field was empty. Please fill in the required fields (highlighted) before continuing.

The text on the form is so tiny, I can't read it?

You may adjust the viewing magnification (zoom) level of the BAS11 form by clicking on the *Zoom in (+) button* or the *Zoom out (-) button* on the grey tool bar at the top of the form.

Is there anywhere I can see an example of how this form should be completed?

Yes. There is a help video, which shows how to access, complete and submit the BAS11 form, available at the following URL:

ENTER URL HERE

Please save the video to your computer and double-click the saved video to *Run*.

I have another question about the BAS11 form, who do I contact?

For additional help relating to the BAS11 form, please contact:

Catherine Fortune (catherine.fortune@uct.ac.za)