

Cleaning Services agreement

The Housekeeping team will clean communal areas every weekday and each student room once a week. The responsibilities are outlined below.

1. Daily cleaning of communal areas

- a) Clean all communal showers and toilets
- b) Clean the communal kitchens
- c) Clean the common rooms
- d) Empty all accessible rubbish bins and any bins left outside student rooms.

2. Weekly cleaning of communal areas

Over the working week the following tasks will be undertaken:

- a) Vacuum cleaning of all stairs and landings
- b) Damp dusting of all staircases and balustrades

3. Weekly cleaning of student rooms/flats

Over the working week student rooms will be accessed **once a week** to complete the following:

- a) Full vacuum cleaning of the bedroom floor area (where accessible)
- b) Clean the washbasin in the room
- c) Clean all mirrors
- d) Damp dust/wipe all ledges, surfaces, desks and windowsills (where accessible)
- e) Empty waste bins and replace new liner. Wipe over if needed.
- f) Remove any cobwebs
- g) Report any issues to the appropriate person
- h) Clean bathroom* (see detailed specification below)
- i) Clean kitchen* (see detailed specification below)
- j) Remove bed linen and towels and leave clean linen (for the student to make up their bed)

* *where applicable*

The cleaning of student rooms can be completed in full only if the room is reasonably tidy. If the Head of Housekeeping considers a room excessively untidy or dirty, some or all of the tasks will not be completed.

The weekly cleaning schedule (showing the day on which each room is cleaned) will be on the main noticeboard in each house. It may not be possible to rearrange a weekly room clean if the student does not allow the Housekeeping Assistant to clean their room on the scheduled day.

4. Bathroom cleaning specification

- a) Remove hair from shower plug drains & basins; shower plugs to be removed and cleaned where possible
- b) Thoroughly wash clean hand basins, de-scale taps
- c) Clean shower walls, floor, doors and tiled surrounds
- d) Clean toilet bowl inside and out, wipe clean seat and lid
- e) Mop bathroom floors
- f) Wipe over extractor fans/shaver lights
- g) Remove fingerprints from internal doors/glazing
- h) Replace/ re-hang shower curtains if required
- i) Replenish soap dispensers, toilet tissue and hand towel dispensers
- j) Wash toilet brushes and holders when required

5. Kitchen cleaning specification

- a) Empty kitchen bins and replace liner
- b) Wipe bins inside and out
- c) Damp wipe and clean kitchen work top surfaces
- d) Vacuum floors
- e) Damp mop floors
- f) Clean microwave inside and out
- g) Clean top of cooker and wipe clean any spills
- h) Clean sinks and drainers
- i) Damp wipe any marks/stains from walls and cabinet doors

It is the student's responsibility to wash and put away crockery, cutlery, cooking utensils etc. They are also responsible for keeping the inside of drawers, cupboards and appliances clean and tidy.