



CLEANING SPECIFICATIONS

University of Bath

Introduction

The overall aim of the service is to provide a motivated and proficient workforce.

We are committed to providing a high standard of cleaning and portering service in the University buildings, thereby creating an environment conducive to work and aesthetically pleasing for University students, employees and visitors.

Objectives

- To provide a professional, efficient and effective service.
- Deliver a value for money service.
- To develop a flexible approach to customer service that meets, as far as is practicable, the specific requirements of the building users.
- To manage a partnership with our customers within the University to ensure standards are maintained and that the appropriate levels of service are being delivered.
- Be responsive and adaptable to a changing environment.
- Commitment to achieve ISO9001 standards throughout the department.

Service

Routine cleaning is undertaken by a team of 115 cleaning operatives working between 5am and 1pm allowing our staff to restore the academic and catering spaces to a high standard of cleanliness before each working day.

During the day, between the hours of 1pm and 5pm, we also have 7 dedicated cleaner/porters who undertake routine cleaning as well as responding to any reactive requests.

GENERAL STANDARDS

Item	Acceptable on Completion of Task	Unacceptable	Acceptable between Cleaning Tasks
GTA			
Blinds (vertical)	Free of dust, marks on both sides to normal hand height and free of dust above hand height.	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Carpeted floors	Free of dust and litter, stains should be reported to the team leader.	Build-up of removable debris, dust, fluff and lint. Accumulation of the above around soft floor edges and bases of furniture.	Small amount of debris arising from usage between cleans.
Whiteboards	Free from all writing and other marks by the start of sessions each day.	Build-up of chalk / marker use on surfaces.	Evidence of usage between cleans.
Doors and door furniture	Door handles and door furniture clean with no marks on paintwork, varnish or glass. Scuff marks on kick plates fingerplates and vision panels to be fully removed.	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
External steps and ramps within 2.00m of the main entrance	Free of litter and debris across the whole surface.	Build-up of impacted debris, dirt and dust on surfaces. Removable stains and smears.	Small amount of debris, dust, dirt and stains arising from usage between cleans.
Fire appliances	Free of all dust and marks.	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.

Item	Acceptable on Completion of Task	Unacceptable	Acceptable between Cleaning Tasks
GTA			
Floors - hard polished	No dirt or dust to be present. Must be free of all debris (excluding stored items) on all floor area, edges, and thresholds, behind doors and on all accessible surfaces.	Non-uniform appearance, build-up of removable stains, spillages, loose debris, marks and excess polish.	Small amount of debris, dust, dirt and stains arising from usage between cleans.
Floors – hard unpolished	No dirt or dust to be present. Must be free of all debris (excluding stored items) on all floor area, edges, thresholds, behind doors and on all accessible surfaces	Build-up of impacted debris, dirt and dust on surfaces. Removable stains and smears.	Small amount of debris, dust, dirt and stains arising from usage between cleans.
Furniture	<p>Free of dust, finger marks and light staining.</p> <p>Soft upholstered chairs to be free of dust, marks and stains with hard surfaces to be free of dust.</p> <p>PVC covered chairs to be free of dust and marks.</p> <p>High class and / or antique wooden / leather furniture to be dry wiped only.</p> <p>Non-removable marks / stains to be reported to the Facilities Manager.</p> <p>Uncertainty regarding treatment of furniture should be referred to Nominated University Officer.</p>	<p>Build-up of dust, finger marks and other marks on surfaces.</p> <p>Removable stains and smears.</p>	Small amount of dust and marks arising from usage between cleans.
Glass and glazed surfaces to internal doors	<p>Free of finger stickiness, body fats, marks across the whole surface including the framing at the edges.</p> <p>Free of bluetack / sticky tape residue.</p>	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
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GTA			

Metal fittings and fixtures in common areas.	Clean with no dust, finger marks, grease or body fats. The finish is to be highly polished, unless age patina to be retained. Non-removable marks / stains to be reported to the Facilities manager.	Build-up of dust, finger marks, grease or bodily fluids and other marks on surfaces.	Small amount of dust, finger marks, grease or bodily fluids arising from usage between cleans.
Handrails and balustrades	Free of stickiness, body fats, marks and cleaning marks. Non-removable marks / stains to be reported to the Facilities Manager.	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Ledges	Free of dust, dirt and debris over the whole of the exposed surface.	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Light switches	Free of dust, marks and stains. Free of cleaning marks.	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans
Entrance Mats	Free of dust, marks and stains	Build-up of impacted debris, dirt and dust on surfaces. Removable stains and smears.	Small amount of debris, dust, dirt and stains arising from usage between cleans.
Pictures and mirrors	Free of finger marks, smears and cleaning marks across the whole surface including the framing at the edges.	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Radiators	Free of dust, dirt and debris over the whole of the exposed visible surface.	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.

Item	Acceptable on Completion of Task	Unacceptable	Acceptable between Cleaning Tasks
PUBLIC AREAS			
Lifts	<p>The floor, wall and door surfaces should have an even appearance without any visible marks. No dirt, dust or debris to be present on floor, wall or door areas, edges, thresholds, behind doors and all accessible surfaces.</p> <p>Mirrors to be free of dust, marks and smears.</p>	Build-up of impacted debris, dirt and dust on surfaces. Removable stains and smears.	Small amount of dust and marks arising from usage between cleans.
Display cases in common areas	Free of dust, marks and stains. Showing a shine consistent with the underlying surface. Free of cleaning marks.	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Grilles	Vacuumed out to remove all dust and lint Build-up.	Build-up of dust and lint on surfaces.	Small amount of dust and lint arising from usage between cleans.
Waste bins – recycling	<p>Emptying of waste and disposal of waste to the appropriate area prior to bins becoming full.</p> <p>Bin liners to be replaced immediately they become soiled.</p> <p>Free of dust, dirt, marks, smears and cleaning marks.</p>	Waste bins not being emptied before coming full. Bins in a dirty or odorous condition.	Small amount of dust and marks arising from usage between cleans.
Waste bins – general	<p>Emptying of waste and disposal of waste to the appropriate area on a daily basis.</p> <p>Bin liners to be replaced immediately they become soiled.</p> <p>Free of dust, dirt, marks, smears and cleaning marks.</p>	Waste bins not being emptied on a daily basis. Bins in a dirty or odorous condition.	Small amount of dust and marks arising from usage between cleans.

Item	Acceptable on Completion of Task	Unacceptable	Acceptable between Cleaning Tasks
PUBLIC AREAS			
Floors – stairs and landings	No dirt, dust or debris to be present on all floor area, edges, thresholds, behind doors and on all accessible surfaces. There should be no visible cleaning marks on the sides and risers to stair treads.	Build-up of impacted debris, dirt and dust on surfaces. Removable stains and smears.	Small amount of debris, dust, dirt and stains arising from usage between cleans.
Windows internal (where accessible)	Free of dust , smears and grease	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Windows external (ground level)	Free of dust , smears and grease	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
WASHROOM FACILITIES			
Paper towel, toilet roll and soap dispensers and hot air dryers.	<p>Free of dust, marks and stains. Showing a shine consistent with the underlying surface. Free of cleaning marks.</p> <p>Dispensers are to be operable at all times and have sufficient stock present to last until next service attendance.</p> <p>All mechanical failures to be reported to the Facilities Manager</p>	<p>Build-up of dust, finger marks and other marks on surfaces.</p> <p>Failures not reported and documented.</p>	Small amount of dust and marks arising from usage between cleans.

Item	Acceptable on Completion of Task	Unacceptable	Acceptable between Cleaning Tasks
WASHROOM FACILITIES			
Floors – washrooms, changing rooms and showers	<p>The surface should have an even appearance without any visible marks. No dirt, dust or debris to be present on all floor area, edges, thresholds, behind doors and on all accessible surfaces. There should be no visible cleaning marks on skirting's and the sides and risers to stair treads. The area is to be odour free.</p> <p>Non-removable discolouration should be reported to the Facilities Manager.</p>	Build-up of impacted debris, dirt and dust on surfaces. Removable stains and smears.	Small amount of debris, dust, dirt and stains arising from usage between cleans.
Service pipes	Free of dust, dirt and debris over the whole of the exposed visible surface.	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Walls	Free of dust, dirt, marks, smears and cleaning marks.	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Skirting's (including coved)	Dust and mark free except for those reported as irremovable. Those marks caused through the floor cleaning process are not classed as irremovable.	Build-up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.

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WASHROOM FACILITIES			
Showers	<p>Shower tray, walls, shower fittings and immediate surrounding area to be free of dirt, algae, mould and scale.</p> <p>Showing a shine consistent with the underlying surface. Free of cleaning marks.</p> <p>All drains and outlets to be free of debris, dirt and scale.</p> <p>Shower doors and cubicle sides, door seals, shower curtains, benches, mats, immediate floor area to be free of dirt, scale, algae, mould, and body fats.</p> <p>The area is to be odour free.</p>	Build-up of impacted debris, dirt, dust, fats, mould, scale and Verdigris on all surfaces and at points of contact with other surfaces. Removable stains and smears.	Debris, dust, dirt and stains arising from usage between cleans. Residual odour
Urinals	<p>All surfaces free of dirt, marks, stains and scale. Channels and outlets free of debris and dirt.</p> <p>Low-level cisterns, enclosed cisterns, pipework and fittings to be free of dirt, marks, dust and Verdigris.</p> <p>The area is to be odour free.</p> <p>High-level cisterns and pipework to be dusted.</p>	Build-up of impacted debris, dirt, dust, fats and scale on all surfaces and at points of contact with other surfaces. Removable stains and smears.	Debris, dust, dirt and stains arising from usage between cleans. Residual odour.

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WASHROOM FACILITIES			
Sinks / wash basins	<p>Interior surfaces and fittings to be free of dirt, stains, grease, scale and soap scum. Free of dust, marks and stains. Showing a shine consistent with the underlying surface. Free of cleaning marks.</p> <p>The drain and overflow will be free of any obstruction.</p> <p>The underside and all associated pedestals and pipe work will be free of dirt, dust and grease.</p> <p>The area is to be odour free.</p> <p>All un-removable stains, damage and inoperable items to be reported to the Facilities Manager.</p>	Build-up of impacted debris, dirt, dust, fats, scale and Verdigris on all surfaces and at points of contact with other surfaces. Removable stains and smears.	Debris, dust, dirt and stains arising from usage between cleans. Residual odour.
WC's	<p>Interiors free of dirt, marks and scale including the flushing rim and water traps.</p> <p>The outside of pans, seats, lids and hinges are to be free of dirt, marks and scale.</p> <p>Seats and lids to be finished to a shine consistent with underlying surface.</p> <p>Cubicle walls and doors, including feet, tops and fittings to be free of dust, dirt and marks.</p>	Build-up of impacted debris, dirt, dust, fats, scale and Verdigris on all surfaces and at points of contact with other surfaces. Removable stains and smears.	

Item	Acceptable on Completion of Task	Unacceptable	Acceptable between Cleaning Tasks
OFFICES			
Carpeted floors	Free of dust and litter.	Build-up of removable debris, dust, fluff and lint. Accumulation of the above around soft floor edges and bases of furniture.	Small amount of debris arising from usage between cleans.
Furniture (where accessible)	Free of dust, finger marks and light staining. Soft upholstered chairs to be free of dust, marks and stains with hard surfaces to be free of dust.	Build-up of dust, finger marks and other marks on surfaces. Removable stains and smears.	Small amount of dust and marks arising from usage between cleans.
STUDIO/ WORKROOM			
Floors – hard unpolished (where accessible)	No dirt or dust to be present. Must be free of all debris (excluding stored items) on all floor area, edges, thresholds, behind doors and on all accessible surfaces	Build-up of impacted debris, dirt and dust on surfaces. Removable stains and smears.	Small amount of debris, dust, dirt and stains arising from usage between cleans.
LABS			
Floors – hard unpolished (where accessible)	No dirt or dust to be present. Must be free of all debris (excluding stored items) on all floor area, edges, thresholds, behind doors and on all accessible surfaces	Build-up of impacted debris, dirt and dust on surfaces. Removable stains and smears.	Small amount of debris, dust, dirt and stains arising from usage between cleans.