OUR CLEANING SERVICE LEVEL STANDARD
– Park View Student Village

Our Residences Team take cleaning seriously and are trained to provide you with a clean, safe and healthy environment.

Preparation of your accommodation for your arrival
Prior to your arrival your accommodation is deep cleaned and quality control checked by our Supervisory Team. As a minimum the carpet is shampooed, windows cleaned internally, all walls, fixtures, fittings and mattress damp wiped/steam cleaned. All lights are checked to ensure they are in working order and an inventory is provided for you to check to confirm that all furniture and fittings listed on the inventory are in working order.

Our service to you during term time
There will be no cleaning service provided during term time.

Our service to you during Christmas and Easter vacation period.
A deep clean of all shared kitchen, dining and lounge area will take place, this will include deep cleaning ovens, microwaves, fridge and freezer, windows cleaned internally.

<table>
<thead>
<tr>
<th>Area (*where appropriate)</th>
<th>What we will do for you:</th>
<th>What we require from you:</th>
</tr>
</thead>
</table>
| Bedroom/En Suite*        | Once a Term              | No cleaning is provided to bedrooms or en suites.  
  We will inspect your room giving seven days advance notification to ensure you are maintaining it in a safe, tidy and hygienic manner and that no damage has been caused |
|                          |                          | To keep your bedroom, safe, clean and tidy at all times as no cleaning service is provided by us to bedrooms.  
  To remove regularly and dispose of glass, cardboard, newspapers, paper, plastics and cans in the appropriate external recycling bins.  
  To remove and dispose of general rubbish in the general waste bin in the kitchen and when full to place this in the external refuse area.  
  (Please see Site Map for your nearest recycling and refuse area). |
| Communal Kitchen/Dining/Lounge Area | Monthly | Wipe down all kitchen appliances, work surfaces, dining table and communal furniture after use – removing any spillages and stains.  
  Wash, dry and place cooking and dining utensils away after use.  
  Ensure the fridge/freezer is kept clean and tidy ensuring out of date foods are disposed of.  
  Remove any floor spillages immediately.  
  Clean floors and vacuum carpet regularly.  
  We will inspect your kitchen and communal living space, giving seven days advance notification to ensure you are maintaining it in a safe, tidy and hygienic manner and that no damage has been caused |
<table>
<thead>
<tr>
<th>Area (*where appropriate)</th>
<th>What we will do for you:</th>
<th>What we require from you:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refuse</td>
<td>We will not remove refuse from the shared living and kitchen areas or your en-suite bedroom.</td>
<td>To sort your refuse in to general waste, recycling and glass in accordance with the provision within your kitchen and bin store. To regularly remove your communal and individual waste from your shared living and kitchen areas and en-suite bedroom and place it in the bin store.</td>
</tr>
<tr>
<td>Accessible WC</td>
<td><strong>Weekly</strong> Clean toilets (including seat and cistern). Clean washbasins and showers. Sweep and damp mop floor</td>
<td>To keep area clean and free from rubbish. To wipe down after use.</td>
</tr>
<tr>
<td>Communal Corridors, Staircases, Laundries and Social Space</td>
<td><strong>Weekly</strong> Spot check all areas. Vacuum carpet/sweep and damp mop floor.</td>
<td>Keep areas clear and free from obstructions at all times including rubbish.</td>
</tr>
</tbody>
</table>

**Cleaning Chemicals/Equipment:**
You will be expected to buy your own toilet rolls for *en suites* and cleaning materials for your own use eg for kitchen cleaning. A mop, bucket, dustpan, brush and vacuum cleaner will be available in your communal area for your use.

We aim to fulfil the above service level standards. If members of our team are on annual leave or absent due to illness this may not always be possible. We will notify you if we are unable to provide our normal service level standard and will endeavour to provide a reduced service. No member of University staff or contractors will enter areas which have shared communal washrooms, toilets and kitchens before 9.00 am unless in the case of emergency, eg urgent repairs or to rectify a situation which poses a health and safety risk. If you have any reason to complain about our Service to you or you wish to inform us that we are doing something particularly well please contact site reception.