Cleaning Service Level Standard – Park View Student Village

Our Residence Teams are here to provide you with a clean, safe and healthy environment.

**Preparation of your accommodation for your arrival**
Before you arrive, we deep clean your accommodation and run a quality control check. As a minimum, we will shampoo the carpet, clean the windows internally, and damp wipe/steam clean all walls, fixtures, fittings and the mattress. We also check all lights to make sure they work. You will be given an inventory list so that you can check that everything in your room is working; if you find anything that’s not quite up to scratch, we will repair it for you as soon as we can.

**Term time**
During the term, we hand the room back to you, and ask you to keep it clean alongside the shared kitchen and living areas. You might find it useful to agree on a cleaning rota with your flatmates!

**What happens during Christmas and Easter**
Contracted staff will come around to run a clean of shared kitchens and communal areas during the Christmas and Easter breaks, to help you start the new term well.

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<th>Area (*where appropriate)</th>
<th>What we will do for you:</th>
<th>What we ask you:</th>
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| **Bedroom/ En Suite***   | Once a Term
We’ll come by to inspect your room to make sure everything is safe, tidy and hygienic, and will give you seven days’ notice before we do so. We’ll also double check that nothing has been damaged or is in need of repairing. | • For your own benefit, we’d ask you to keep your bedroom clean, tidy and safe to avoid slips and falls
• Make sure to remove any rubbish from your bedroom and bathroom, and recycle what you can |
| **Communal Kitchen/ Dining/ Lounge Area** | Monthly
We’ll also check your shared flat areas (kitchen/lounge) once a month to make sure everything is in good condition. | • Wipe down kitchen appliances, surfaces and furniture after use to remove spills and stains and keep them in good condition. If you notice any floor spills, remove them as quick as you can to avoid staining and falls! Cleaning floors and vacuuming regularly helps, too
• Washing, drying and putting utensils away after use will also make your kitchen tidier
• Lastly, keep your fridge/freezer clean and tidy and throw away out of date foods – you wouldn’t want them to spoil your other food |
| Rubbish | We don’t remove rubbish from the shared kitchen/lounge of your flat or your bedroom, as it’s something you would need to do yourself. | • To help us be good to the environment, please segregate recyclables (glass, cardboard, newspapers, paper, plastics and cans) and put them in the relevant external bins regularly.  
• You should also take out general rubbish from the kitchen when the bin is full and place it in the external refuse area (see our site map for your nearest recycling and refuse area) |
|---|---|---|
| Accessible WC | **Weekly**  
We’ll clean the toilets, including seats and cisterns, as well as the sinks and showers. We’ll also swipe and mop the floor. | • To keep the area safe and hygienic, keep it clean and free of rubbish  
• After use, please wipe the toilet down |
| Communal Corridors, Staircases, Laundries and Social Space | **Weekly**  
We’ll spot check all areas, as well as vacuum the carpets and mop floors. | • To help us clean these areas and avoid trips and falls, keep them clear and free from obstructions and rubbish |

**Cleaning Chemicals/Equipment:**
You will need to buy your own toilet rolls for en suite bathrooms, as well as cleaning materials (eg for your kitchen); you might find it useful to set up a cleaning fund with your flatmates to make sure that everyone covers their share of the expenses.

You will be given a mop, bucket, dustpan, brush and vacuum cleaner.

Our aim is always to fulfil the above; however, if we’re short on team members (eg due to illness), this may not always be possible. If this is the case, we will get in touch with you and will try our best to provide some service, even if it’s reduced.

Neither us nor any contractors will enter areas with shared sinks, toilets and kitchens before 9.00am, unless there’s an emergency (eg urgent repairs or to resolve a situation in which your health or safety might be at risk).

We take feedback on board, and if you’d like to tell us that our service wasn’t quite up to scratch, or let us know when we’ve done something really well, please chat to our colleagues at the reception.