

## Our Cleaning Service Level Standard - Pandemic

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

Area (*where appropriate)	What we will do for you:	What we require from you:
<b>Bedroom/En suite*</b>	We will provide support and guidance for those that require advice on cleaning issues.	No cleaning is provided to bedrooms or en suites. To keep your bedroom, safe, clean and tidy at all times as no cleaning service is provided by us to study-bedrooms. All hard surfaces and contact points such as door handles internal and external within the bedroom should be regularly cleaned and sanitised using a disinfectant if possible 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.
<b>Communal Kitchen/ Dining Area</b>	We will provide support and guidance for those that require advice on cleaning issues.	Thoroughly clean all kitchen appliances, work surfaces, dining table and communal furniture after every use. 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 Ensure the fridge/freezer is kept clean and tidy ensuring out of date foods are disposed of.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. Do not share plates, pans etc between your flatmates. Do not use communal washing equipment and drying cloths.

Area (*where appropriate)	What we will do for you:	What we require from you:
<b>Refuse</b>	We will not remove refuse from the shared living and kitchen areas or your en-suite bedroom.	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.
<b>Accessible WC</b>	<b>Daily</b> Clean toilets (including seat and cistern). Clean washbasins and showers. Sweep and damp mop floor	These facilities may be taken out of use
<b>Communal Corridors, Staircases, Lifts, Laundries</b>	<b>Daily</b> Clean all areas, particular attention will be paid to high contact areas, door handles, lift buttons, handrails. Vacuum carpet/sweep and damp mop floor	Keep areas clear and free from obstructions at all times including rubbish
<b>Common Rooms and Social Spaces</b>	<b>Daily</b> Clean all areas, particular attention will be paid to high contact areas, door handles, lift buttons, handrails. Vacuum carpet/sweep and damp mop floor	These facilities may be taken out of use.
<p><b>Cleaning Chemicals/Equipment</b></p> <p>You will be expected to purchase your own cleaning equipment. Please purchase items individually and do not use communally. Communal equipment, mops, buckets, vacuum cleaners should be cleaned thoroughly using sanitiser or disinfectant before and after use.</p>		
<p><b>Service level – illness within shared flat / area</b></p> <p>In the event of illness the Residences Team will contact the infected person and those that are at increased risk of infection to assist with:</p> <ul style="list-style-type: none"> <li>• advice on enhanced cleaning and chemicals to use.</li> <li>• remove refuse from the flat / area main entrance on a daily basis</li> </ul>		