

## Our Cleaning Service Level Standard - Grand Hotel, Castle Leazes (Washbasin rooms)

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 windows are cleaned internally, all walls, fixtures, fittings and mattress are damp wiped. 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

On arrival you will find a notice on your notice board advising you of the name of your regular cleaner. Cleaning will take place Monday to Friday excluding Bank Holidays and University Closure Period.

Area (*where appropriate)	What we will do for you:	What we require from you:
<b>Bedroom/En suite*</b>	<b>Once a Term</b> 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.	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 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).

Area (*where appropriate)	What we will do for you:	What we require from you:
<b>Communal Kitchen/ Dining Area</b>	<b>Weekly</b> Service on day publicised on notice board. Damp wipe external areas of fixtures and fittings, University appliances. Clean sink and drainer, kitchen surfaces, furniture, walls, skirting and sills. Spot check refrigerators. Damp wipe internal areas of oven and grill. Vacuum carpet and damp mop floor.	Wipe down all kitchen appliances and work surfaces 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 Ensure the fridge/freezer is kept clean and tidy ensuring out of date foods are disposed of.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. In preparation for the weekly clean you are required to clear work surfaces, including draining board, of all crockery, utensils etc and ensure the floor is clear of obstructions. Please do not use your oven and grill after 9am on day of service to enable cleaning of internal areas to take place.
<b>Refuse</b>	We do not remove refuse from flats or buildings	It is the responsibility of all residents to remove all refuse and place it in the designated recycling and refuse area
<b>Communal Toilets/ Bathroom and Showers</b>	<b>Weekly</b> Clean toilets (including seat and cistern). Clean washbasins and showers. Sweep and damp mop floor	Remove all personal belongings from shower and bath areas after use. Wipe down surfaces of shower/bath after use, remove hair from plughole and mop up any excess water from the floor
<b>Communal Corridors, Staircases, Laundries &amp; Social Space</b>	<b>Weekly</b> Spot check all areas. Vacuum carpet/sweep and damp mop floor.	Keep areas clear and free from obstructions at all times including rubbish.

**Cleaning Chemicals/Equipment**

You will be expected to buy your own toilet rolls 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, e.g. urgent repairs or to rectify a situation which poses a health and safety risk.

If you have any reason to complain about our Service or you wish to inform us that we are doing something particularly well please contact site reception.

In the event of a pandemic, the cleaning service level agreement will change to our [Pandemic cleaning service level agreement](#). Should this involve a change to your scheduled service you will be notified.

Last Reviewed: June 2022

Review date: June 2023

Procedure owner: Senior Management Team, Accommodation Services