

Our Cleaning Service Level Standard - Marris House, Windsor Terrace & Jesmond Road

We 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. 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

| Area (*where appropriate) | What we will do for you: | What we require from you: |
|---|---|---|
| Bedroom/En suite* | Once a Term 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). |
| Communal Kitchen/ Dining Area and Lounge | Monthly 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. | 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 Ensure the fridge/freezer is kept clean and tidy ensuring out of date foods are disposed of.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. Clean floors and vacuum carpet regularly |

| Area (*where appropriate) | What we will do for you: | What we require from you: |
|---|---|---|
| Refuse* | 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 |
| Shared Toilets/Bathroom and Showers | 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. | 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. |
| Communal Accessible Toilets | Clean toilets (including seat and cistern). Clean washbasin. Sweep and damp mop floor. Remove refuse. | Keep area clean and free from rubbish. To wipe down after use. |
| Communal Corridors, Staircases, Laundries & Social Space | Weekly 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.