



## OUR CLEANING SERVICE LEVEL STANDARD

### Leazes Terrace and Castle Leazes – Self-Contained Accommodation

Our Residence 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.

**Our Service to you during your stay** (Monday to Friday excluding Bank Holidays and University Closure Period) is as follows:

Area	What we will do for you	What we require from you
<b>Bedroom</b>	We will provide you with bedding and towels.  A washing machine is provided in the accommodation for you to launder items.	To keep your bedroom and <i>en-suite</i> facility, safe, clean and tidy at all times.
<b>Kitchen</b>	No action	You are responsible for cleaning your kitchen.
<b>Toilets Showers Bathrooms</b>	No action	You are responsible for cleaning your bathroom.
<b>Corridors Staircases</b>	<b>Weekly</b> Sweep and damp mop, damp dust and vacuum in communal areas only.	Keep areas clear and free from obstructions at all times including rubbish.
<b>Refuse</b>	Refuse will be removed in communal areas only.	Recycling: To remove and dispose of glass, cardboard, newspapers, paper, plastics and tins in the external recycling bin (refer to your site map). To remove and dispose of general rubbish in the external waste area (refer to your site map).

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 9am 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.