



## OUR CLEANING SERVICE LEVEL STANDARD

### 12 Windsor Terrace and 1-2 Windsor Place – Self-Catered 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 a weekly bed change and towels. We will provide a weekly cleaning service to your room. An onsite laundry is available for you to launder items.	To keep your bedroom and <i>en-suite</i> facility, safe, clean and tidy at all times. Damp wipe all surfaces, damp dust skirting boards, vacuum flooring, sweep and damp mop vinyl flooring.
<b>Kitchen</b>	<b>Weekly</b> Damp wipe all work surfaces. Clean all white goods and University appliances. Clean sink and drainer, sweep and damp mop floor. Spot checked daily.	Wipe down all kitchen appliances and work surfaces after use, removing any spillages and stains. Ensure the fridge is kept clean and tidy ensuring out of date food is disposed of straight away. Dispose of any foods on departure. Remove any floor spillages immediately. Remove rubbish to external refuse areas.
<b>Toilets Showers Bathrooms</b>	<b>Weekly</b> Clean toilets (including seat and cistern). Clean washbasin, showers and sweep and damp mop floor. Spot checked daily.	Ensure all toiletries are removed from area.
<b>Corridors Staircases</b>	<b>Weekly</b> Sweep and damp mop, damp dust and vacuum. Spot checked daily.	Keep areas clear and free from obstructions at all times including rubbish.
<b>Refuse</b>	Will be removed on cleaning day and refuse bag will be replaced.	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.