

Draft Service Level Agreements for Cleaning

Service	Area	Initial Contact	Responsibility for Areas	Frequency /Priority	Service Level	User Responsibility	Charge
CLEANING							
Regular Cleaning	All internal non residential areas				Defined by specification (see separate document). Work done by operatives trained and assessed (successfully) to Stage 1 BICS Cleaning Operative Certificate Quality of work inspected, scored and recorded on sample basis by senior cleaning supervisors.	Take reasonable measures to reduce the amount of soiling/dirt created by their activities. Provide three days' notice when changing locks, keys & alarm codes & provide replacement for our existing individual, suite, submaster and/or master keys as appropriate Provide information on specific risks to cleaning staff in any areas to be cleaned. Raise any problems with Senior Supervisor at the earliest opportunity. Facilitate access to our staff and provide feedback during QA inspections.	No charge to the School for basic clean as per Cleaning Specification. Extra work: Can provide quotes for special cleans, builders cleans, floor treatment (stripping, laying polish, carpet cleaning) or IT cleans of PC's and comms equipment
Window Cleaning (internal & external)				Biannual on a rolling programme	External glass to be cleaned on both sides	Access to windows during cleaning times, keep window ledges free of obstructions and heed warning signs or areas closed off where high level cleaning is in progress.	Not for basic service. Charge for extra cleans during the year if requested.
Feminine Hygiene Services				12 visits per annum	Bin exchange system for feminine hygiene units (monthly) in ladies and disabled toilets in all areas of the university. Limited provision of nappy bins (weekly) in designated baby change rooms and Changing Places facility.	Use only for designated items ensuring they go inside the bin.	No

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Ad-hoc cleaning (e.g. after building works)				On Request	Quote provided on request for cleaning areas following handover, or laying of polish or similar initial commissioning work. Can help specify and monitor builders' cleans done as part of contracts	Provide sufficient notice to arrange clean. Safe unencumbered access for cleaning - must ensure building work has been completed	Recharge the cost of cleaning to the department or project.
CLEANING EXCLUSIONS							
Washing up pots and pans and cleaning Fridges and microwave ovens						Washing up of pots, pans and cleaning of fridges and microwave ovens. Cleaning of food preparation areas. Replenishing of dispensers in departmental areas (labs, kitchens, staff rooms etc)	
Food preparation areas							
Replenishing of dispensers in departmental areas (labs, kitchens, staff rooms etc)							
External areas							
Swimming pool							