

Accommodation Services

## 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

Before your arrival your accommodation is deep cleaned, and quality control checked. As a minimum the windows are cleaned internally, and all walls, fixtures, fittings, and mattresses 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:
<b>Bedroom/En suite*</b>	<p><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.</p>	<p>To keep your bedroom safe, clean, and tidy always as no cleaning service is provided by us to bedrooms. Remove regularly and dispose of glass, cardboard, newspapers, paper, plastics, and cans in the appropriate external recycling bins. Remove and dispose of general rubbish in the general waste bin in the kitchen and when full place this in the external refuse area. (Please see the Site Map for your nearest recycling and refuse area).</p>
<b>Communal Kitchen/ Dining Area and Lounge</b>	<p><b>Monthly</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.</p>	<p>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 Ensure the fridge/freezer is kept clean and tidy ensuring out-of-date foods are disposed of.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 carpets regularly</p>

Area (*where appropriate)	What we will do for you:	What we require from you:
<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>Shared Toilets/Bathroom and Showers</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.	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 Accessible Toilets</b>	Clean toilets (including seat and cistern). Clean washbasin. Sweep and damp mop the floor. Remove refuse.	Keep the area clean and free from rubbish. To wipe down after use.
<b>Communal Corridors, Staircases, Laundries &amp; Social Space</b>	<b>Weekly</b> Spot-check all areas. Vacuum carpet/sweep and damp mop floor.	Always keep areas clear and free from obstructions including rubbish.
<p><b>Cleaning Chemicals/Equipment</b> You will be expected to buy your own toilet rolls and cleaning materials for your use. e.g., for kitchen cleaning. A mop, bucket, dustpan, brush, and vacuum cleaner will be available in your communal area for your use.</p>		
<p>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 an 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 wish to inform us that we are doing something particularly well, please contact site reception.</p>		

In the event of a pandemic, the cleaning service level agreement may change. Should this involve a change to your scheduled service you will be notified.