

Guide to Cleaning and Related Services

SERVICE LEVEL STATEMENT

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Facilities Services Mission Statement

To provide a high standard of cleaning, janitorial and security related services to University buildings, carried out by an efficient, friendly and effective workforce which is committed to consistently providing services of the highest possible quality.

1. Introduction

The Cleaning Team are part of Facilities Services, one of 5 sections within the Estates and Facilities Directorate.

The team is responsible for supplying the cleaning of the University's premises using a combination of early morning, day and nightshift cleaning staff, providing services to approximately 50 buildings (except student residences) predominantly on the main Kings College and Foresterhill campuses, but also providing services and support to outlying academic and other University related buildings.

2. Cleaning Services Team – Key Contacts

Name	Contact no	Title	Area (base)
Jackie Wyness	273618 07795 645668	Cleaning Manager	University Office
Vacancy		Cleaning Supervisor (day)	North (Zoology)
Jane Black	07795 800010	Cleaning Supervisor (day)	South (Taylor)
Annette Algie	07792 352117	Cleaning Supervisor (day)	East (MacRobert)
Amber Jeyema	07771 842746	Cleaning Supervisor (night)	West (F/Noble)
Karen Thomson	07771 841823	Cleaning Supervisor (night)	Foresterhill (P'worth)
Helpdesk	01224 273333		

3. Scope of Service

The service comprises

- Internal cleaning of all academic and operational facilities of the University
- Internal and external window cleaning
- Supply of cleaning materials and wash room supplies
- Additional cleaning services such as carpet cleaning, periodic cleans, cleaning over 2m, power washing, gum removal, barrier matting cleaning etc

4. Service periods

The information supplied is provided as *general* guidance on the main service activities and their frequency of cleaning across the University.

Core cleaning activities are undertaken in offices, circulation space, labs, teaching and seminar space, toilet/washroom facilities, communal use and entrance areas, libraries and areas with frequent use/high footfall.

Other cleaning activities vary in frequency and timing, depending on factors such as the size or frequency/type use of the area being cleaned, and the type of flooring.

Core Cleaning activity *Monday – Friday* *between 5.30 am – 11.30 am*
Sunday – Thursday *10 pm – 6 am (5 am on Friday)*

The University is closed during the Christmas and New Year period, and on other statutory Public and University holidays, a reduced service is provided.

5. Outline Schedule of Service

The schedule of service is generic and based on the most common types of space found at the University. Some areas or buildings will have variations or specific service levels, based on agreements between the School and Facilities Services. All cleaning takes place between Monday and Friday, unless otherwise stated.

Waste removal	
Recycling bins	Daily
General waste	Daily

Cleaning Provision	Cleaned
Class, training or seminar rooms	2 x per week
Lecture theatres (large, tiered, fixed seating)	2 x per week
Laboratories	3 x per week
Computer room/IT suite	2 x per week
Computer room/IT suite (24 hours)	Daily
SDRL	Daily
Small libraries (incl. study areas)	2 x per week
Reception, atrium & entrances a	Daily
Canteen or refectory	Daily
Kitchen/tearoom or common rooms	Daily
Corridors	Weekly
Staircases	2 x per week
Lifts	2 x per week
Washrooms - Toilets and showers	Daily, some as required
Offices	Weekly
Meeting/conference rooms/facilities	Daily
University events facilities (eg Chapel/Elphinstone Hall/Linklater Rooms /KCC/Butchart)	Daily, and as required
Sports facilities	Daily
Nursery	Daily
First Aid rooms	2 x per week

6. Service Checks & 7 Day Service Provision

Our cleaning staff undertake supplementary checks to high footfall areas or high use areas between cleans. The areas include conference and meeting rooms and facilities used for events (eg Chapel) at Kings, the SDR Library, IT/computing suites, Balgownie Sports Pavilion (Sundays only) and other spaces which open at weekends.

Service checks involve with the facilities themselves being checked and receiving additional cleaning if required, eg

- inspecting the general condition of the area
- replenishing hand towels, toilet rolls and hand soap dispensers in wash rooms
- removing litter
- spot cleaning eg of spillages

<i>Service checks</i>	<i>Monday – Friday</i>	<i>between 12 pm and 4.30 pm</i>
		<i>between 5pm and 8pm</i>
	<i>Saturday & Sunday</i>	<i>between 5.30 am – 8.30 am</i>

For more specific information regarding the service levels and cleaning frequencies at a more local level, please speak to Jackie Wyness, Cleaning Manager.

7. Exclusions

Our services do not include

- Cleaning computers, keyboards, printers and telephones etc
- Cleaning desk/work surfaces, if not cleared of papers and other items
- Vacuuming or cleaning floors, if not clear and unobstructed
- Washing crockery, cutlery, glassware, or cleaning inside microwaves, fridges or similar equipment in kitchenettes/kitchens or staff facilities
- Cleaning whiteboards
- Cleaning above shoulder height (above 2m)
- Cleaning specialist equipment eg in labs or IT suites
- Collecting and removing food waste or equipment/items from meeting rooms or vending/café areas
- Removing waste from individual offices

Food and drink

Food and drink (except bottled water) is not permitted in teaching rooms or in computing facilities.

Laboratories

There is a separate code of practice relating to cleaning provision and practices within laboratories – only certain labs are cleaned by the central cleaning team.

For health and safety reasons, laboratory users are responsible for cleaning laboratory sinks and benches and removing laboratory waste. Cleaning staff undertake limited duties in specific labs and report any spillages they find or accidentally cause to their Cleaning Supervisor. They are not permitted to clean these - or any chemical spills - up.

Laboratory staff must leave the lab in a safe condition and ensure that no 'sharps' are discarded in the general waste bins.

8. What you can expect from your cleaner

- Staff all wear a uniform, which makes them easily identifiable as part of Estates and Facilities
- Friendly, courteous and helpful staff
- Staff all have appropriate equipment, materials and training to help them do their job efficiently and effectively

9. What you can do to help us

We try to keep the University a tidy and pleasant environment for everyone – and staff and students can assist us by following a few simple guidelines.

Please help us, by

- Removing your own office waste to the central bins/recycling points at the end of each working day - we only remove waste and recyclates from central or communal bins. Unemptied bins are a fire and potential health hazard.
- Wiping up any tea/coffee/water spills
- Ensuring that rubbish, food wrappers, waste and recycling are put into the appropriate receptacles. Please don't just leave them lying around.
- Ensuring you don't overfill bins – if bags are too heavy or bulky the staff are unable to remove them
- Keeping office surfaces clean and clear of papers to allow our staff to do their job: our cleaning teams need free and unhindered access to complete their tasks
- Locking away confidential materials
- Keeping floor areas under and around desks clear, to allow cleaning to take place
- Giving us adequate notice for exceptional or "out of the ordinary" requests (eg a change of timetable of use / special requirements). The more notice you can give us, the easier it is for us to complete the task.
- Letting us know when something is wrong at the time, so that we can do something about it

The Facilities teams all work within finite resources: occasionally, disruption to the level of service may be caused by factors out with our control, (e.g. lack of access to area, inclement weather or unplanned staff absences).

In this event temporary adjustments are made to provide the best service possible under the given circumstances.

10. Other Services Provided

Window cleaning – internal and external

Windows in non-residential buildings are cleaned annually internally and externally by a specialist contractor who has tendered for the contract. The annual clean generally takes place during the course of the summer.

Main building entrances, conference accommodation and some ground floor windows are cleaned quarterly.

Cleaning for conferences, meetings, events and other activities

Extra or additional cleaning requirements for an event or a conference must be discussed and prearranged with the Cleaning Manager **in advance**, eg cleaning of any accommodation that is required again in the evening after use during the day. Please give us as much notice as possible – it is not always possible to make arrangements with less than 24 hours notice.

Booking space for the above activities is made through the appropriate service provider as listed below:

Central teaching pool	book through central timetabling roombookings@abdn.ac.uk
Event & meeting rooms	book through conference & Events conf.events@abdn.ac.uk
Staff meeting rooms	book using Outlook - University staff only
SDRL	book through SDRL on adminroombookings@abdn.ac.uk
Suttie Centre	book through the Centre Manager: arlene.ray@abdn.ac.uk

All paperwork and items/equipment brought to the room by the user must be removed at the end of the booking.

11. Arranging Additional or Specialist Services

Cleaning specialist items of equipment or specialist operational areas is the responsibility of individual schools or departments.

We are happy to arrange additional or specialist cleaning – these are tasks which, because of their importance, complexity, magnitude or cost justify more precise scheduling or specifications than might normally be the case.

These types of operations can be requested, and may be carried out outside core operational times or normal working hours eg at weekends, by in-house staff or if more appropriate through an external contractor with **associated costs being re-charged to the requesting school or department.**

Requesting cleaning related services above normal service levels

If you require additional cleaning or related services which are out with the normal service provision, these works should be requested through the Estates Helpdesk. A budget code will be required.

Request through the Cleaning Manager

- Carpet cleaning
- Cleaning of kitchen appliances eg inside fridges and microwaves
- Cleaning after refurbishments or room moves
- Additional window cleaning (e.g. for high profile visits)

Request through the Clerk of Works

- Cleaning at height (ie over 6 feet) eg atrium ledges
- Cleaning of ceilings, lighting, lighting diffusers
- Gutter cleaning
- Pest control
- External cleaning eg building facades

Request through the Sacrist

- Bulk refuse removal (ie over and above normal waste)

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We welcome the opportunity to talk with colleagues about their requirements and are grateful for consideration of balancing our daily workload and associated timescales with other priorities or work being requested.

*Petra Barber
Assistant Director
Facilities Services*

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