

DIRECTORATE OF ESTATES AND FACILITIES

Cleaning Specification

1. Purpose of Document

This document sets out the standards to which the University buildings will be cleaned by Contractors working for the Directorate of Estates and Facilities.

2. Introduction

- 2.1 The aim of the Directorate of Estates and Facilities is to utilise its in-house service provision team and contractors to deliver a high quality, flexible cleaning service that meets the aspirations of the building occupiers and visitors.
- 2.2 To ensure the service is delivered professionally, effectively and efficiently within the budget set by the University of Manchester.
- 2.3 To comply with all legislative requirements and industry good practice.
- 2.4 To develop a flexible approach to customer service that as far as is practicable meets the specific requirements of building users.
- 2.5 To formulate a partnership with our customers within the University to ensure standards are maintained and that the appropriate levels of service are being delivered.

3. Overview of the Cleaning Standards Document

- 3.1 The purpose of the Cleaning Specification for Contractors is to maintain and further improve the House Services provision to all users of the University.
- 3.2 The Cleaning Specification for Contractors will be reviewed on a regular basis and will be revised if found to be unrealistic or unattainable within the constraints of the University.
- 3.3 Cleaning operations may be undertaken that have not been identified within the document and these will be added to the document as appropriate.

- 3.4 This document should be read and understood as a general specification for the contract cleaning of University buildings. Some buildings will have specific requirements and these will be clearly set out in the Invitation to Tender for any areas managed by contractors.

SERVICE STANDARDS

GENERAL

Delivery of a service shall consist of:

Cleaning

- Building interiors.
- Window cleaning including glazed screens, fanlights, glazed panelled doors etc.
- Fixtures and fittings – When they are clear.
- Steps and entranceways to the building.
- Floors.
- Emptying and cleaning of waste bins/recycling bins etc.
- Assist in the management of Recycling Bins
- Stairs/Handrails.
- Ledges.
- Mirrors/pictures/glazed surfaces.
- Sinks/WC's/urinals/showers.
- Washroom dispensers
 - Cleaning
 - Replenishing
- Bookcases – where clear.
- Cabinets – where clear.
- Fire fighting appliances.
- Lifts.
- Entrance mats/mat wells.
- Light switches.
- Skirting boards.
- Radiators and radiator pipes.
- Display cabinets.

Other Services

- Feminine hygiene management.
- Air fresheners management.
- Soap dispensers replenishment.
- Deep cleans by arrangement with building users
- Staff and Student Kitchens – cleaning of floors and waste disposal only
- Pest control reporting.
- Building fault reporting
- Laundry management - where required.
- Clinical Waste services – where required.
- Window cleaning

Housekeeping non-cleaning duties and responsibilities

Specific and Funded by Manchester Business School (West)

Investigate complaints regarding housekeeping service and equipment, and take corrective action.

Attend to requests of guests by direct action or by passing on to the appropriate person.

Prepare lists of bedrooms to be cleaned immediately and lists of prospective check-outs or periodic cleans.

Liaise with other departments; eg Reception, Catering, Conferences, etc. to coordinate work activities.

Liaise with Reception to coordinate the allocation of accommodation.

Manage supplies of linen, towels and complimentary items to ensure adequate supplies.

Manage supplies of additional electric room heaters, blankets etc.

Manage guests' laundry service.

Operate room checklist system to ensure a good and consistent standard of presentation. Report problems to Reception.

Interrogate computer room booking system to forecast

housekeeping personnel requirements enable cleaning of classrooms, function rooms etc in between bookings.

Liaise with Catering to facilitate cleaning after refreshments have been provided.

Update computerised room booking system.

Maintain manual room occupancy monitoring system.

Examine building for faults or defects, and report them to helpdesk.

Examine building to determine need for repairs or replacement of furniture or furnishings, and make recommendations to management.

Advise Reception personnel of rooms ready for occupancy and rooms unavailable for occupancy, eg due to guests remaining or room defects.

Arrange for periodic cleaning of curtains, bedspreads etc.

Manage lost property – items of value, eg phones, wallets, etc to be handed to Reception; minor items eg phone chargers etc to be retained in Housekeeping office.

Move any catering cups, glasses etc to the appropriate stands in teaching/function areas prior to cleaning.

Arrange for collection and cleaning of towels and bedding, and ordering of sufficient cleaned items.

Re-hang curtains and hooks on the tracks.

Check bathroom electrical items are working, eg kettles, and advise Reception of defects.

Deep clean all accommodation, on an annual rolling program, as bedroom units are taken out of service for maintenance.

Provide on-call Housekeeping service; weekdays 6.00am – 6.00pm; 8.00am until 12.00am weekends and bank holidays.

Jodrell Bank – Specific Requirements – Funded by Client

Over and above the standards for general cleaning contained within this document, there is a specific requirement that the following work items be included and priced for within the tender.

1. Specific Requirements – Planet Pavilion

- Internal and external fascias of both internal and external glazing to head height to be cleaned daily.
- All Internal and external fascias of both internal and external glazing to be cleaned monthly.
- All display lighting to be dusted daily.
- All exhibitions are to be dusted with a dry micro-fibre cloth ONLY.
- The Café floor in the food production area is excluded from this specification.
- Café furniture is excluded from this specification.
- The water collection units in the hot air hand dryers are to be emptied and cleaned daily.
- All washroom dispensers to be replenished daily.
Consumables provided by Jodrell Bank Discovery Centre
- Please note there is no available space for machinery storage in the Planet Pavilion. Initially these items will be stored in the Space Pavilion but it is intended to supply a secure container for these items within the secure external bin store.

2. Specific requirements – Space Pavilion

- Internal and external fascias of both internal and external glazing to head height to be cleaned daily.
- All Internal and external fascias of both internal and external glazing to be cleaned monthly.
- All display lighting to be dusted daily.
- The water collection units in the hot air hand dryers are to be emptied and cleaned daily.

- All washroom dispensers to be replenished daily.
Consumables provided by Jodrell Bank Discovery Centre
- The Space Room will have an inflatable Planetarium Housed in it. This will be deflated each evening. This is not to be moved or walked on and only the floor area visible is to be cleaned. Periodically the Planetarium will be removed to allow for a full floor clean.
- The Classroom
 - All walls internally to be dusted daily
 - Tables to be wiped daily
 - Chairs to be wiped daily
 - All cupboards and other surfaces to be wiped daily
 - Interactive white board to be cleaned daily.
(specification to be supplied by Jodrell Bank Discovery Centre)
- The Film Pod
 - Fabric walls and seating to be vacuumed daily

3. Specific Requirements – Indoor Picnic Area

- There is no water supply in this area.
- The wooden floors need to be brushed / vacuumed daily and mopped periodically.
- Waste bins require emptying daily.
- All tables and chairs to be wiped daily.
- Windows are excluded from this contract

4. Specific Requirements – External areas

- Litter Picking is required each day to the car park.
- 6 external bins identified on the site visit are to be emptied daily

GENERAL STANDARDS

Item	Acceptable on Completion of Task	Unacceptable	Acceptable between Cleaning Tasks
Blinds (vertical)	Free of dust, marks on both sides to normal hand height and free of dust above hand height.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Bookcases	Free of dust, marks and finger marks to external surfaces or all surfaces when empty.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Cabinets	Free of dust, marks and finger marks to external surfaces or all surfaces when empty.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Floors - carpets and rugs (vacuum)	Free of dust, litter, trapped threads, paper clips and staples across the whole surface. Stains should be reported to the Nominated University Officer. New spillages and stains to be reported at the time they are found.	Build up of removable debris, dust, fluff and lint. Accumulation of the above around soft floor edges and bases of furniture.	Small amount of debris arising from usage between cleans.
Blackboards and whiteboards (in classrooms)	Free from all writing and other marks by the start of sessions each day. NB indelible marks, eg from permanent markers, should be reported to the Nominated University Officer	Build up of chalk / marker use on surfaces.	Evidence of usage between cleans.
Doors and door furniture	Door handles and door furniture clean with no marks on paintwork, varnish or glass. Scuff marks on kick plates fingerplates and vision panels to be fully removed.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
External steps and ramps within 2.00m of the main entrance	Free of litter and debris across the whole surface.	Build up of impacted debris, dirt and dust on surfaces. Removable stains and smears.	Small amount of debris, dust, dirt and stains arising from usage between cleans.

Fire appliances	Free of all dust and marks.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Floors - hard polished	No dirt or dust to be present. Must be free of all debris (excluding stored items) on all floor area, edges, and thresholds, behind doors and on all accessible surfaces. All surfaces to be buffed to keep up appearance. Have a bright even sheen.	Non-uniform appearance, build up of removable stains, spillages, loose debris, marks and excess polish.	Small amount of debris, dust, dirt and stains arising from usage between cleans.
Floors – hard unpolished	No dirt or dust to be present. Must be free of all debris (excluding stored items) on all floor area, edges, thresholds, behind doors and on all accessible surfaces	Build up of impacted debris, dirt and dust on surfaces. Removable stains and smears.	Small amount of debris, dust, dirt and stains arising from usage between cleans.
Floors – stairs and landings	No dirt, dust or debris to be present on all floor area, edges, thresholds, behind doors and on all accessible surfaces. There should be no visible cleaning marks on the sides and risers to stair treads.	Build up of impacted debris, dirt and dust on surfaces. Removable stains and smears.	Small amount of debris, dust, dirt and stains arising from usage between cleans.
Furniture	Free of dust, finger marks and light staining. Soft upholstered chairs to be free of dust, marks and stains with hard surfaces to be free of dust. PVC covered chairs to be free of dust and marks. High class and / or antique wooden / leather furniture to be dry wiped only. Non-removable marks / stains to be reported to the Nominated University Officer. Uncertainty regarding treatment of furniture should be referred to Nominated University	Build up of dust, finger marks and other marks on surfaces. Removable stains and smears.	Small amount of dust and marks arising from usage between cleans.

	Officer.		
Floors – washrooms, changing rooms and showers	The surface should have an even appearance without any visible marks. No dirt, dust or debris to be present on all floor area, edges, thresholds, behind doors and on all accessible surfaces. There should be no visible cleaning marks on skirtings and the sides and risers to stair treads. The area is to be odour free. Non-removable discolouration should be reported to the Nominated University Officer.	Build up of impacted debris, dirt and dust on surfaces. Removable stains and smears.	Small amount of debris, dust, dirt and stains arising from usage between cleans.
Glass and glazed surfaces to internal doors	Free of finger stickiness, body fats, marks across the whole surface including the framing at the edges. Free of bluetack / sticky tape residue.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Brass, copper etc fittings and fixtures in common areas.	Clean with no dust, finger marks, grease or body fats. The finish is to be highly polished, unless age patina to be retained. Non-removable marks / stains to be reported to the Nominated University Officer.	Build up of dust, finger marks, grease or bodily fluids and other marks on surfaces.	Small amount of dust, finger marks, grease or bodily fluids arising from usage between cleans.
Handrails and balustrades	Free of stickiness, body fats, marks and cleaning marks. Non-removable marks / stains to be reported to the Nominated University Officer.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Ledges	Free of dust, dirt and debris over the whole of the exposed surface.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Lifts	The floor, wall and door surfaces should have an even appearance without any visible marks. No dirt, dust or debris to be present on floor, wall or door areas, edges, thresholds, behind doors and all accessible surfaces.	Build up of impacted debris, dirt and dust on surfaces. Removable stains and smears.	Small amount of dust and marks arising from usage between cleans.

	Mirrors to be free of dust, marks and smears.		
Light switches	Free of dust, marks and stains. Free of cleaning marks.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Entrance mats	Free of dust and debris.	Build up of impacted debris, dirt and dust on surfaces. Removable stains and smears.	Small amount of debris, dust, dirt and stains arising from usage between cleans.
Display cases in common areas	Free of dust, marks and stains. Showing a shine consistent with the underlying surface. Free of cleaning marks.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Paper towel, toilet roll and soap dispensers and hot air dryers.	Free of dust, marks and stains. Showing a shine consistent with the underlying surface. Free of cleaning marks. Dispensers are to be operable at all times and have sufficient stock present to last until next service attendance. All mechanical failures to be reported to the Nominated University Officer	Build up of dust, finger marks and other marks on surfaces. Failures not reported and documented.	Small amount of dust and marks arising from usage between cleans. NOT APPLICABLE NOT APPLICABLE
Pictures and mirrors	Free of finger marks, smears and cleaning marks across the whole surface including the framing at the edges.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Radiators	Free of dust, dirt and debris over the whole of the exposed visible surface.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.

Sanitary bins	Free of dust and marks on exterior surfaces. Free from offensive odours. Problems to be reported to the Nominated University Officer.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Service pipes	Free of dust, dirt and debris over the whole of the exposed visible surface.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Showers	Shower tray, walls, shower fittings and immediate surrounding area to be free of dirt, algae, mould and scale. Showing a shine consistent with the underlying surface. Free of cleaning marks. All drains and outlets to be free of debris, dirt and scale. Shower doors and cubicle sides, doorseals, shower curtains, benches, mats, immediate floor area to be free of dirt, scale, algae, mould, and body fats. The area is to be odour free.	Build up of impacted debris, dirt, dust, fats, mould, scale and verdigris on all surfaces and at points of contact with other surfaces. Removable stains and smears.	Debris, dust, dirt and stains arising from usage between cleans. Residual odour.
Washroom Sinks / wash basins	Interior surfaces and fittings to be free of dirt, stains, grease, scale and soap scum. Free of dust, marks and stains. Showing a shine consistent with the underlying surface. Free of cleaning marks. The drain and overflow will be free of any obstruction. The underside and all associated pedestals and pipe work will be free of dirt, dust and grease. The area is to be odour free.	Build up of impacted debris, dirt, dust, fats, scale and verdigris on all surfaces and at points of contact with other surfaces. Removable stains and smears.	Debris, dust, dirt and stains arising from usage between cleans. Residual odour.

	All un-removable stains, damage and inoperable items to be reported to the Nominated University Officer.		
Skirtings (including coved)	Dust and mark free except for those reported as irremovable. Those marks caused through the floor cleaning process are not classed as irremovable.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
Urinals	All surfaces free of dirt, marks, stains and scale. Channels and outlets free of debris and dirt. Low-level cisterns, enclosed cisterns, pipework and fittings to be free of dirt, marks, dust and verdigris. The area is to be odour free. High-level cisterns and pipework to be dusted.	Build up of impacted debris, dirt, dust, fats and scale on all surfaces and at points of contact with other surfaces. Removable stains and smears.	Debris, dust, dirt and stains arising from usage between cleans. Residual odour.
Walls	Free of dust, dirt, marks, smears and cleaning marks.	Build up of dust, finger marks and other marks on surfaces.	Small amount of dust and marks arising from usage between cleans.
WC's	Interiors free of dirt, marks and scale including the flushing rim and water traps. The outside of pans, seats, lids and hinges are to be free of dirt, marks and scale. Seats and lids to be finished to a shine consistent with underlying surface. Cubicle walls and doors, including feet, tops and fittings to be free of dust, dirt and marks.	Build up of impacted debris, dirt, dust, fats, scale and verdigris on all surfaces and at points of contact with other surfaces. Removable stains and smears.	Debris, dust, dirt and stains arising from usage between cleans. Residual odour.

Waste bins – recycling	Emptying of waste and disposal of waste to the appropriate area prior to bins becoming full. Bin liners to be replaced immediately they become soiled. Free of dust, dirt, marks, smears and cleaning marks.	Waste bins not being emptied before coming full. Bins in a dirty or odorous condition.	Small amount of dust and marks arising from usage between cleans.
Waste bins – general	Emptying of waste and disposal of waste to the appropriate area on a daily basis. Bin liners to be replaced immediately they become soiled. Free of dust, dirt, marks, smears and cleaning marks.	Waste bins not being emptied on a daily basis. Bins in a dirty or odorous condition.	Small amount of dust and marks arising from usage between cleans.
Grilles	Vacuumed out to remove all dust and lint build up.	Build up of dust and lint on surfaces.	Small amount of dust and lint arising from usage between cleans.

Additional Housekeeping Items – Specific and Funded by Manchester Business School (West)

Item	Additional Housekeeping Requirements
Bedding	Beds to be remade daily during a resident's stay Bedding to be stripped & replaced after each occupant and after each 5 days of a resident's stay Bedding to be sent away for cleaning
Towels	To be replaced daily where someone is in residence and after each occupant Towels to be sent away for cleaning
Electrical appliances	Check items are operational daily, report defects to Reception.
Welcome tray	Replenish items daily on the welcome tray and ensure kettle is clean and fresh cups/saucers provided
Complimentary bathroom items	For each new arrival replenish items in the bathroom eg, shampoo, soap, etc. Replenish after each 5 days of a resident's stay