

Soft FM Services SLA (Colchester Campus)

Cleaning Specification and Frequency

Lobbies, Corridors, Stairwells, Lifts

WEEKLY

Damp dusting of surfaces, removal of general waste and recycling, cleaning of floor surfaces. Cleaning, including sanitising, of touch points such as door handles, push plates, drinking fountain spouts and handles, lift control panels and handrails.

Note: Areas checked daily and spot cleaning to take place where required.

Toilets, Changing Rooms & Showers

DAILY Monday to Friday

Cleaning of toilets, cisterns, toilet seats, flush handles, sinks, shower cubicles, mirrors, wall tiles, whiterock, faucets, hand dryers, cleaning of floor surfaces. Cleaning, including sanitising, of touch points such as door handles and push plates. Toilet facilities in the Silberrad Student Centre and those immediately off the squares are also cleaned on Saturdays and Sundays.

Lecture Theatres, Seminar Rooms and Auditoriums

WEEKLY

Damp dusting of surfaces, removal of general waste, cleaning of floor surfaces. Cleaning, including sanitising, of touch points such as door handles, push plates, teaching tools such as AV, lectern etc.

Note: Areas checked daily and spot cleaning to take place where required. Waste removed daily.

Life Science Labs, Psychology Labs, SRES Labs, HSC Labs

WEEKLY

Cleaning of floor surfaces and removal of general waste

Note: Areas checked daily and spot cleaning to take place where required. Waste removed daily.

CSEE Labs

WEEKLY

Damp dusting of desks (if clear of items) cleaning of floor surfaces and removal of general waste.

Specialist CSEE Labs, 1NW.2.10, 1NW.2.5, 1NW.2.6 (soldering room), 1N1.2.1A (Robot Arena) – cleaning of floor surfaces and removal of general waste

Note: Areas checked daily and spot cleaning to take place where required. Waste removed daily.

PC Labs, Communal PC Study Spaces

WEEKLY

Damp dusting of surfaces, removal of general waste, cleaning of floor surfaces. Cleaning, including sanitising, of touch points such as door handles and push plates.

Note: Areas checked daily and spot cleaning to take place where required. Waste removed daily.

Specialist cleaning of keyboard, mice, screens, and computers to take place termly (during winter, spring, and summer vacation periods).

Photocopiers, Printers and Scanners

WEEKLY

Damp dusting of external surface area only.

Note: Specialist cleaning of photocopiers takes place as per ITS service contract specification.

Library

DAILY Monday to Sunday

Damp dusting of surfaces, removal of general waste, cleaning of floor surfaces. Cleaning, including sanitising, of touch points such as door handles, push plates, drinking fountain spouts and handles, lift control panels and handrails.

Note: Areas checked throughout the day and spot cleaning to take place where required.

Study Spaces

WEEKLY

Damp dusting of surfaces, cleaning, including sanitising, door handles, push plates, drinking fountain spouts and handles, lift control panels and handrails. Removal of general waste and recycling, cleaning of floor surfaces.

Note: Areas checked daily and spot cleaning to take place where required. Waste removed daily.

Sports Centre, Sports Arena & Pavilion

DAILY Monday to Sunday

Damp dusting of surfaces, removal of general waste and recycling, cleaning of floor surfaces. Cleaning, including sanitising, of touch points such as door handles, push plates, drinking fountain spouts and handles, lift control panels and handrails.

Note: Areas checked throughout the day and spot cleaning to take place where required.

Other areas within these buildings are covered elsewhere in this schedule, such as changing rooms, toilets, and main reception areas. These areas within the sports facilities are also cleaned on Saturdays and Sundays.

Cleaning provision in the sports facilities meet Quest Accreditation standard.

Common Rooms

WEEKLY

Damp dusting of surfaces, removal of general waste, cleaning of floor surfaces. Cleaning, including sanitising, of touch points such as door handles and push plates.

Note: Areas checked daily and spot cleaning to take place where required. Waste removed daily.

Main Reception Areas in the following locations: Silberrad Student Centre Main University Reception (Ground Floor), Silberrad Student Centre Student Services Hub (First Floor), Sports Centre, Sports Arena, Information Centre Reception, Estates Management Helpdesk, Library Reception (Ground Floor), Office of Vice Chancellor (Reception Area)

DAILY Monday to Friday

Damp dusting of surfaces, removal of general waste and recycling, cleaning of floor surfaces. Cleaning, including sanitising, of touch points such as door handles and push plates.

Office Areas

TERMLY

Damp dusting of surfaces (if clear of items) and cleaning of floor surfaces. Cleaning, including sanitising, of touch points such as door handles and push plates.

Note: Office cleaning will be completed by an external contractor.

Kitchen Areas – Staff and Student (non-residential)

WEEKLY

Cleaning sinks, draining board, worktops, cupboard fronts and floor surfaces. Cleaning, including sanitising, of touch points such as door handles and push plates.

Note: Waste removed daily, and paper towel dispensers replenished when required.

Special Request: A deep clean of a kitchen can be completed if requested via the Estates Management Help Desk. This service is chargeable and a cost code for the charge should be included within the request. Time of clean to be mutually agreed between the department and Soft FM Services.

Staff Meeting Rooms

WEEKLY

Damp dusting of surfaces (if clear of items) and cleaning of floor surfaces. Cleaning, including sanitising, of touch points such as door handles and push plates.

Note: Areas checked daily and spot cleaning to take place where required. Waste removed daily.

External Areas

Squares, Plazas, Barbeque Area, Causeways, Pathways

DAILY Monday to Sunday - removal of litter and debris, emptying and cleaning of bins and butt bins

Squares, Plazas

WEEKLY scrubber/dryer

TERMLY (4 times a year) pressure wash

Under Podia

DAILY Monday to Friday - removal of litter and debris

ANNUAL pressure wash

Barbeque areas, permanent square seating and tables

TERMLY – clean

Cycle shelters, smoking shelters, bus shelters

BI-ANNUAL – contractor clean

Departmental/Section/Service Specific Equipment

In addition to the above specification, several areas have specific items or equipment for their type of work. Determining and implementing cleaning processes for such items and equipment and implementing necessary protection around machines and equipment is the responsibility of managers and staff working within those areas. Examples of specific types of equipment and the variation of such items between services are provided below (NB this list is not at all exhaustive).

Essex Sport	
Sports Centre	Turnstiles Fitness machines Mats

Grounds	
Barn	Hand Tools Mowers Gators

Note: The Soft FM Services Team will do their utmost to adhere to this service agreement, however it is dependent upon having sufficient staff on site and variations may take place in these circumstances.