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Tender

Cleaning of Aylsham Public Toilets

Aylsham Town Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-005839

Procurement identifier (OCID): ocds-h6vhtk-060c70

Published 22 January 2026, 2:56pm

Scope

Description

1. Purpose

This specification sets out the minimum standards and requirements for the routine cleaning, deep cleaning, and management of public toilet facilities. The aim is to ensure that facilities are clean, hygienic, safe, presentable, and compliant with relevant health and safety legislation at all times.

2. Scope

This specification applies to all public toilet facilities owned or managed by the Council located in the earlier plan, including but not limited to:

- Male, female and accessible (disabled) toilets
- Baby changing facilities
- External areas immediately adjacent to toilet buildings (entrances, steps, ramps)

The public toilets consist of:

Ladies toilet

3no. general access toilets

2no. general access sinks

1no. disabled access toilet with sink

1no. baby change

Gentlemen's toilet

3no. urinals

1no. general access toilet

2no. general access sinks

1no. disabled access toilet with sink

1no. baby change

3. Standards and Legislation

Cleaning services must be delivered in accordance with:

- Health and Safety at Work etc. Act 1974
- Control of Substances Hazardous to Health (COSHH) Regulations
- Equality Act 2010 (in relation to accessible facilities)
- Manufacturer's instructions for cleaning products and equipment

4.1 Routine Cleaning

Unless otherwise agreed, public toilets shall be cleaned daily, including weekends and public holidays, during periods when the facilities are open to the public. Toilets are to be locked after cleaning (between 6pm and 7pm).

5. Cleaning Tasks

Each routine clean shall include, as a minimum:

- Sweep and wet clean all floors using appropriate disinfectant
- Clean and disinfect all WC pans, urinals, cisterns and seats (including undersides)
- Clean and disinfect sinks, taps, soap dispensers and hand dryers
- Clean mirrors, ledges and splashbacks
- Remove graffiti, marks and splashes from walls and doors where practicable
- Clean baby changing units and disinfect contact surfaces
- Clean internal doors, handles, locks and partitions
- Empty general waste bins and dispose of waste appropriately
- Refill consumables (toilet paper, soap). Consumables are provided by Aylsham Town Council.

5.2 Accessible Toilets

- Give particular attention to grab rails, alarm cords, door handles and support fixtures
- Ensure emergency alarm cords are free-hanging and unobstructed

5.3 External Areas

- Sweep entrances and remove litter
- Clean external door handles and push plates
- Report fly-tipping or hazardous waste immediately

5.4 Deep Cleaning

A full deep clean shall be carried out at least monthly, or more frequently if required, and shall include descaling of sanitary fittings, machine scrubbing of floors, and thorough cleaning of walls, ceilings, vents and fittings.

Aylsham Town Council may make additional requests for cleaning as a result of damage or vandalism.

6. Cleaning Materials

The contractor shall supply all cleaning materials, equipment and PPE unless otherwise agreed. All products must:

- Be suitable for public toilet environments
- Be used in accordance with COSHH requirements
- Be environmentally responsible

7. Inspections and Reporting

- A cleaning log must be completed and signed at each visit
- Any defects, damage, vandalism, graffiti, blockages, leaks or maintenance issues must be reported to the Council promptly
- The Council reserves the right to carry out unannounced inspections

8. Performance Standards

The required standard is one of visible cleanliness, no offensive odours, fully stocked consumables, and safe, hygienic facilities. Repeated failure to meet this standard may result in corrective action or contract review.

9. Working Times

Cleaning should normally be carried out at times that minimise disruption to the public. Where cleaning must occur during opening hours, facilities should be closed for the shortest time reasonably practicable. The toilets should be locked afterwards (between the hours of 6pm and 7pm daily)

10. Customer Care

Cleaning staff must:

- Act courteously and professionally at all times
- Wear identifiable work clothing where required
- Be mindful that facilities are used by vulnerable members of the public

11. Review

This specification will be reviewed periodically by the Council and may be amended to

reflect changes in legislation, usage patterns, or service requirements.

12. Due Diligence

Contractors will be expected to provide the Town Council with:

- A copy of their public liability insurance
- Risk assessments for the work
- Confirmation that COSHh assessments have been done for all materials used.
- Confirmation that all staff are either trained in safeguarding or have a valid DBS check less than 3 years old.

Total value (estimated)

- £12,000 excluding VAT
- £14,400 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2027
- Possible extension to 31 March 2028
- 2 years

Description of possible extension:

Subject to council decision

Main procurement category

Services

CPV classifications

- 90910000 - Cleaning services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Participation

This procurement is reserved for

Suppliers from Norfolk

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

20 February 2026, 12:00pm

Tender submission deadline

20 February 2026, 12:00pm

Submission address and any special instructions

Quotations should be provided on the enclosed form and returned to:

Faye LeBon

Clerk to Aylsham Town Council

Town Hall

Market Place

Aylsham

NR11 6EY

Or email: townclerk@aylsham-tc.gov.uk

Tenders may be submitted electronically

No

Award criteria

Cost to the council

Environmental responsibility

Quality of service

Reliability of service

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

[Cleaning Quotes return form 2026.pdf](#)

Quote return form

Cleaning Quotes Letter 2026.pdf

Specifications and Return information letter

Contracting authority

Aylsham Town Council

- Public Procurement Organisation Number: PDLN-7565-LDTD

Town Hall

Market Place, Aylsham

NR11 6EL

United Kingdom

Contact name: Faye LeBon

Telephone: 01263733354

Email: townclerk@aylsham-tc.gov.uk

Website: <http://www.aylsham-tc.gov.uk>

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government