**OUTPUT CLEANING SPECIFICATION – CLEANING STANDARDS**

This specification is intended to be an output specification, and as such only the required output/target is specified.

The College has not attempted in any way to detail methods, practices or techniques that may be required to achieve the required output/ performance.

**SPECIFIC STANDARDS**

| **Item** | **Acceptable on Completion of Task** | **Unacceptable** | **Acceptable between Cleaning Tasks** |
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| Balustrades | Light dust only in corners and on horizontal surfaces to leave free from any dust or finger marks. | Build-up of dust, finger marks and other marks on surfaces. | Small amount of dust and marks arising from usage between cleans. |
| Blinds | 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. |
| Brass in all communal areas. | Clean with no dust, finger marks, grease or bodily fluid. The finish is to be highly polished. | 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. |
| 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. |
| Carpets and Rugs | Free of dust, letter, trapped threads, paper clips and staples across the whole surface. Free of all but reported unmovable stains. Overall even appearance. | 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. |
| Computers | Free of dust – No further cleaning required due to the delicate nature of the equipment | Build-up of dust | Small amount of dust |
| 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.  All unauthorised advertising signage to be removed from doors. | 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 to the Main Entrances | Free of litter and debris across the whole surface. | Build-up of impacted debris, dirt and dust on surfaces. Removable stains and smears. | Small number 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. |
| Fire Hose reels and Cupboards | Outer surfaces of the appliance to be dust free and the cupboard doors to be free of 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 - 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 spray buffed to keep up appearance. Has 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 – Unpolished and Uncarpeted | 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 number of debris, dust, dirt and stains arising from usage between cleans. |
| Floors - Stairs | 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 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 and showing an even shine consistent with the underlying finish. Free of light staining and finger marking and glazed interiors to have an underlying shine.  Soft upholstered chairs to be free of dust, marks and stains with hard surfaces to be free of dust.  Air-permeable and PVC covered chairs to be free of dust and marks.  Leather upholstered chairs to be free of dried and cracked areas and exhibiting a supple feel and polished appearance. No dark patched on the seat, back or arms.  No item of high class and / or antique wooden furniture to show polish build up or deteriorated polish film.  All items of furniture to present an orderly appearance and be correctly positioned according to the user's requirements. | 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. |
| 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 the sides and risers to stair treads. The area is to be odour free. | 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 (Excluding internal and external fascia's of external windows, PC’s and equipment) | Free of finger stickiness, body fats, 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. |
| Handrails | Free of stickiness, body fats, marks and cleaning marks, accept those that are reported as being unremovable.  Present an even surface appearance consistent with the surface finish. | 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 of debris to be present on all floor, wall or door areas, edges, thresholds, behind doors and on all accessible surfaces.  Mirrors to be free of dust, marks and smears and to have an underlying shine. | 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. |
| Light Switches | Free of dust, marks and stains and 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. |
| Mats at Entrances | Free of dust and debris.  All mat wells to be 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. |
| Model Cases and Display Cases in Common Areas | Free of dust, marks and stains and 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 Dispensers, Roller Towel Dispensers and Hot Air Dryers. | Free of dust, marks and stains and showing a shine consistent with the underlying surface. Free of cleaning marks.  The soap dispenser is 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 Facilities Team. | 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 |
| 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. |
| Prestige Areas | Surfaces to be cleaned to the standards set out in this schedule. However, the appearances identified are to be maintained consistently throughout the working day. | 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, litter, dirt and debris over the whole of the exposed visible surface. | Build-up of dust, litter, 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 fitments and immediate surrounding area to be free of dirt, algae and scale and presenting an even shiny appearance consistent with the nature of the underlying surface.  All drains and outlets to be free of debris, dirt and scale.  Shower doors and cubicle sides, stools, mats, immediate floor area to be free of dirt, scale, algae, Verdigris and body fats. Door seals and shower curtains to be free of scale, algae, soap scum and body fats.  The area is to be odour free.  All shower heads to be run for 2 minutes during each week and shall be logged and the information submitted to the Facilities Manager. | 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.  Not running showerheads for 2 minutes each week, recording action and submitting to the Facilities Manager. | Debris, dust, dirt and stains arising from usage between cleans. Residual odour.  NOT APPLICABLE |
| Sinks / Wash Basins | Interior surfaces and fittings to be free of dirt, stains, grease, scale and soap scum and will present an even shiny appearance consistent with the nature of the underlying surface.  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.  All un-removable stains, damage and inoperable items to be reported to the Client Officer.  All taps to be run for 2 minutes during each week and shall be logged and information submitted to the Client Officer. | 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.  Not running taps for 2 minutes each week, recording action and submitting to Client Officer. | Debris, dust, dirt and stains arising from usage between cleans. Residual odour.  NOT APPLICABLE |
| Skirtings including Coved Skirtings | 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. |
| Soap Dispensers | Free of dust, marks, stains and soap residues and showing a shine consistent with underlying surface. Free of cleaning marks and the dispensing nozzle to be free of build up at all times.  The dispenser is 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 College. | 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 |
| Telephones | Free of dust, marks and stains and 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. |
| Toilet Rolls Dispensers | Free of dust, marks and stains and showing a shine consistent with the underlying surface. Free of cleaning marks.  The dispenser is 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 College | 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 |
| 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, 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. |
| Walls | Free of dust, dirt, marks, smears and cleaning marks.  Damaged or inoperable power point to be reported to the College. | 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.  Adequate stock of toilet tissue at all times. | 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 – 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. |

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| **Periodic Tasks** | | |  |
| **Item** | **Acceptable on Completion of Task** | **Unacceptable** | **Acceptable between Cleaning Tasks** | |
| Ceilings | Free from dust, fluff and lint. Overall even appearance. | Build-up of dust and other marks on surfaces. | NOT APPLICABLE | |
| High Level Ledges | Free from dust, fluff and lint. Overall even appearance. | Build-up of dust and other marks on surfaces. | NOT APPLICABLE | |
| Polished Floors | Strip and reseal floors to ensure an even polish across the whole surface. | Polish worn off causing an uneven appearance across the whole surface. | NOT APPLICABLE | |
| Blinds | Removed, cleaned and replaced to ensure no visible marks, dust or dirt. | Build-up of dust and other marks on surfaces. | NOT APPLICABLE | |
| Grilles | Vacuumed out to remove all dust and lint build up. Where necessary remove clamp wipe, dry and replace. | Build-up of dust and other marks on surfaces. | NOT APPLICABLE | |
| Carpets | Shampoo to remove all general marks and stains. Stubborn stains to spot cleaned with a higher concentration chemical. | Build-up of marks and stains removable by shampooing. | NOT APPLICABLE | |
| Washrooms | Deep clean of whole area to bring back to highest standard. Free of all marks, stains, dust, dirt, stains, body fats and fluids, scale and Verdigris. Uniform appearance. Dry. Odour Free. | Build-up of impacted debris, dust, fats, scale and Verdigris on all surfaces and at points of contact with other surfaces. | NOT APPLICABLE | |

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| **Item** | **Acceptable on Completion of Task** | **Unacceptable** | **Acceptable between Cleaning Tasks** |
| Entranceways / Barrier Matting | Entrance mats and barrier matting to be removed and the mat well thoroughly cleaned to remove all dirt, dust and debris. The matting is to be reversed/turned to reduce wearing and replaced in mat well. | Build-up of impacted debris, dust and dirt in the mat well. | NOT APPLICABLE |
| Doors | All kickplates, fingerplates and vision panels to be thoroughly cleared to remove all marks, smears and dirt. | Build-up of impacted debris, dust, fats and dirt on all surfaces. | NOT APPLICABLE |
| Walls/Skirting | To be thoroughly cleaned to remove all marks, smears, dust and dirt. | Build-up of dust and other marks on surfaces. | NOT APPLICABLE |
| Bookcases/  Cabinets/  Shelves | Where the users have removed all items from the area all surfaces will be thoroughly cleaned to remove all marks, smears, dust and dirt. | Build-up of impacted debris, dust, fats and dirt on all surfaces. | NOT APPLICABLE |
| Security | As far as is practicably possible due to occupancy each Building will be secured and, where possible, alarmed on vacating Building. | NOT APPLICABLE | NOT APPLICABLE |