

21st January 2026

Dear Contractor,

Tender for Cleaning of Aylsham Town Centre Public Toilets

Aylsham Town Council is seeking quotes for the cleaning of the public toilets located in The Loke, Market Place, Aylsham, NR11 6EL. The contract start date will be 1st April 2026 and will last for 1 calendar year, completing on 31st March 2027, with a possibility of extension following negotiation.

Location



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

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)

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 COSH� 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.

References about the contractor may be sought.

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

By midday on Friday 20th February 2026

Please do not hesitate to contact me on 01263 733354 or townclerk@aylsham-tc.gov.uk with any queries in relation to this contract.

Yours faithfully,

Faye LeBon

Faye LeBon
Clerk to Aylsham Town Council