

17 4 Appendix D Housekeeping

Housekeeping Service Level Statement

- 1) All College study bedrooms must be kept clean and appropriate for use as environments fit for the dual purpose of sleep and study.
- 2) On arrival, students should look carefully at their rooms, since they will be expected to leave them as found, at the end of the residence period. They should complete and return the inventory provided at the start of the tenancy.
- 3) Students are reminded that cooking in bedrooms is not permitted under any circumstances.
- 4) Rooms are cleaned by the College and prepared prior to and at the ends of tenancies.
- 5) Undergraduate and Postgraduate rooms
 - a. The cleaning of Undergraduate, Postgraduate rooms and flats is the responsibility of the occupant.
 - b. En-suite bathrooms will be cleaned at least monthly by the College.
 - c. The Housekeeping teams will inspect all rooms on a regular basis, with notice.
 - d. Students who have permission from the Accommodation Manager or the Housekeeper to keep fridges in their rooms must take responsibility for keeping them clean and frost free, must ensure that carpets are protected from accidental leaks and spillages and must ensure that fridges are cleaned and taken home at the end of each term.
- 6) **Bedlinen**
 - a. Where mattresses are supplied with protective mattress covers, these must not be removed.
 - b. Students may either bring their own bedlinen, including duvet and pillows, or purchase these in advance of their arrival by application to accommodation@girton.cam.ac.uk
- 7) **Shared Areas**
 - a. **Shared areas**

Areas shared with other residents must be kept clean to the highest standards achievable and with emergency escape routes safe, clean and unobstructed at all times.
 - b. **Bathrooms and toilets**

Bathrooms and toilets should be left clean and tidy after use by students and shower curtains should remain tucked inside the bath or cubicle to prevent water spraying on to the floor and causing a slipping hazard. Students who do make the floor wet, should please dry it before leaving the bathroom.
 - c. On the main College site, shared bathrooms and toilets are cleaned and disinfected daily, Monday to Friday, except for Bank holidays. Toilet paper, soap and hand towels or roller towels are replenished as necessary.
 - d. In the College houses shared areas are cleaned at least twice weekly by College contractors.
 - e. In the couple and family flats and houses, the students is responsible for the cleaning of bathrooms and toilets.
 - f. **Kitchens**

Students are expected to clear up after themselves in the kitchens, do their own washing up and put all crockery and cutlery away leaving surfaces clear for cleaning.
 - g. Cleaning staff are not expected to do washing up. Dirty crockery will be given a warning notice, with 48 hours to clear it, after which it will be disposed of, so that the kitchen can be cleaned for others to use.
 - h. Cleaning staff make regular inspections of fridges and any out of date or rotten food will be disposed of without prior warning.
 - i. If kitchens are left in a dirty or unhygienic condition on a regular basis residents will be given a warning and a seven day period in which to improve standards. If standards do not improve during

this time, the kitchen facility will be closed, deep cleaned, with cleaning charges passed on to residents, and will remain closed for the remainder of the residence period.

- j. Food hygiene notices are placed on kitchen noticeboards and further advice is available from the Catering Manager.
- k. In the main College building and Ash Court, kitchens in multiple occupancy locations are provided for the preparation of drinks and snacks and are not intended for full-scale self-catering. The College provides three meals each day, Monday to Friday in full term, plus Saturday lunch and Sunday lunch and dinner so there should be no need for students to cook for themselves on a regular basis, except during cafeteria closures.
- l. Kitchens in College are cleaned daily Monday to Friday by College staff and kitchens in the houses are cleaned at least weekly by contract cleaners. The bin will be emptied, surfaces disinfected and floors wet mopped.
- m. In Swirles Court, the kitchens are intended for self-catering. They are cleaned daily Monday to Friday by contract cleaners. The bin will be emptied, surfaces disinfected and floors wet mopped.
- n. The cleaning of kitchens in the Graduate couple flats and family houses is the student's own responsibility.

8) Window cleaning

- a. Shared area windows on the main College site, at Swirles Court and in the houses will be cleaned inside at least once each term .
- b. Windows are cleaned outside twice each year by contractors. Notice of external window cleaning will be emailed.

9) Corridors and Staircases

- a. In all the multiple occupancy sites, corridors and staircases are dusted, hoovered and/or mopped at least weekly and inspected regularly to prevent the build-up of combustible materials.
- b. Items left on emergency escape routes, e.g., shoes, bags, boxes, washing, sports kit will be removed without notice and either placed inside your room, or if the owner is not identifiable, placed in lost property for collection.

10) Cleaning Works

- a. All cleaning is carried out according to safe practices designed to minimise the risk of slips, trips and falls from e.g., trailing flexes and wet floors.
- b. Notices are posted giving hazard warnings and where it is necessary to close facilities during cleaning, directions to alternative facilities will be given.

11) Complaints regarding the cleaning service levels should be addressed to the House Services Manager (Girton) or the Housekeeper (Swirles Court) in the first instance. If the complaint cannot be resolved at this level it will be referred to the Junior Bursar, Bursar or Senior Tutor as appropriate.

12) Requests for additional or alternative furniture or soft furnishings should be sent to the House Services Manager (Girton) or the Housekeeper (Swirles Court).