

# 1 SOUTH SERVICE LEVEL AGREEMENT FOR THE CLEANING AND PORTERING DEPARTMENT

*2013*

This Document contains an overview of works carried out by the Facilities team and will be periodically updated and amended as the need arises.

# Bath University Service Level Agreement

## 1 South

### Toilets

| Task                                  | Frequency   | Comments                        |
|---------------------------------------|-------------|---------------------------------|
| Clean toilet bowls & surrounding area | Daily       |                                 |
| Clean urinals & surrounding walls     | Daily       |                                 |
| Clean Sinks/Taps                      | Daily       |                                 |
| Clean mirrors                         | Daily       |                                 |
| Floors brush/wash                     | Daily       |                                 |
| Clean walls under hand dryers         | Daily       |                                 |
| Clean walls and skirting boards       | Once a Week | More if needed                  |
| Empty rubbish bins                    | Daily       | Not all toilets have bins       |
| Change Bin bags                       | Check Daily | Change when soiled              |
| Change Toilet rolls                   | Check daily | Change when required            |
| Refill soap                           | Check Daily | Change when required            |
| Roller towels                         | Check Daily | Change when required            |
| Second clean of toilets               | Daily       | This will be done late morning. |

### Staff Kitchens

| Task                  | Frequency       | Comments              |
|-----------------------|-----------------|-----------------------|
| Empty rubbish bins    | Daily           |                       |
| Empty Recycle bins    | Check daily     | Empty when required   |
| Change bags in bins   | Check daily     | Change when soiled    |
| Clean bins            | Check daily     | Clean when soiled     |
| Fluff mop/brush floor | Daily           |                       |
| Wash Floors           | Every other day | More if needed.       |
| Roller towels         | Checked daily   | Change when required. |

**Note:** - It is the responsibility of all staff and students who use the kitchen areas to keep the sides clear of utensils and clean, they are also responsible to maintain the cleanliness of microwaves, fridge's and other appliances. If you do require the Cleaning/Portering team to clean your kitchen area this will incur a small charge. To find out more please contact the Facilities Manager.

### Laboratories

| Task                             | Frequency     | Comments   |
|----------------------------------|---------------|--|
| Fluff Mop/brush                  | Daily         |  |
| Wash floor                       | When required | Depends on building and department requirements. |
| Buffed/rotawashed/scrubber dried | When required | Depends on building and department requirements  |
| Empty rubbish bins               | Daily         | No haz-waste bins are emptied by cleaning staff  |
| Change bags in bins              | Check Daily   | Change when soiled                               |
| Clean bins                       | Check daily   | Clean when soiled                                |

## **Offices**

| Task               | Frequency     | Comments   |
|--------------------|---------------|--|
| Emptying bins      | N/A           | Office staff are responsible to empty their own bins |
| Vacuuming          | Once a week   |  |
| Empty recycle bins | Checked daily | Emptied when required                                |
| Desk Cleaning      | On request    | Only done when desks are clear of work.              |

## **Corridors and Receptions**

| Task                       | Frequency     | Comments              |
|----------------------------|---------------|-----------------------|
| Empty rubbish bins         | Daily         |                       |
| Empty Recycle bins         | Checked daily | Emptied when required |
| Change bags in bins        | Checked daily | Change when soiled    |
| Clean bins                 | Check daily   | Clean when soiled     |
| Vacuum                     | Daily         |                       |
| Ledges and Skirting boards | Once a Week   |                       |
| Glass on Doors             | Daily         |                       |

## **GTA and Lecture Theatres**

| Task                               | Frequency     | Comments            |
|------------------------------------|---------------|---------------------|
| Empty Rubbish Bins                 | Daily         |                     |
| Empty recycle bins                 | Check daily   | Empty when required |
| Change bags in bins                | Check daily   | Change when soiled  |
| Clean bins                         | Check daily   | Clean when soiled   |
| Pick up Rubbish from tables/floors | Daily         |                     |
| Vacuum/fluff mop                   | Daily         |                     |
| Wipe over table tops               | Once a Week   | Extra if required   |
| Whiteboards                        | When required |                     |
| Chalkboards                        | Daily         |                     |
| Ledges and skirting boards         | Once a Week   |                     |
| Washing of hard floor area         | Once a Week   | More if required    |

## **Internal Stairs**

| Task                       | Frequency   | Comments         |
|----------------------------|-------------|------------------|
| Pick up/removal of rubbish | Daily       |                  |
| Brush/vacuum               | Daily       |                  |
| Washing                    | Once a week | More if required |

## **Lifts**

| Task                | Frequency     | Comments         |
|---------------------|---------------|------------------|
| Pick up any rubbish | Daily         |                  |
| Vacuum/brush out    | Twice a week  |                  |
| Clean glass/mirrors | Daily         |                  |
| Wash Floor          | Once a week   | More if required |
| Wipe over doors     | When required |                  |

## **Deep Cleans.**

Deeper cleans of the building will occur during the year, how often will depend on the building and its usage.

## **Areas Directly Outside the Buildings**

It is the responsibility of each Cleaning/Portering team to maintain the area directly outside their own building, keeping it free from rubbish, leaves and any other unsightly items. In the winter the team will also keep the path areas free from snow, salted when required and will wash away any salt after the fact. All other outside areas and paths are cared for by the Outside Cleaning team and Gardeners.

## **Carpet Cleaning**

Carpet cleaning for offices is available through the Department of Estates Facilities Section. If you require this service please note the following:

- An Agresso order must be raised to cover cleaning material, machinery use and hours used. For a quote please contact the Facilities Manager.
- The maintenance of corridors and public areas is the responsibility of the cleaning team within the building.

## **Window cleaning**

The Department of Estates Facilities Section are responsible for cleaning all external windows on floor level and all internal windows that can be reached at a reasonable level.

High reach window cleaning is done around the site with a reach and wash system, if you require this service please note the following:

- An Agresso order must be raised to cover cleaning material, machinery use and hours used. For a quote please contact the Facilities Manager

- High rise buildings on site will have to use a specialist window cleaning company who has the appropriate equipment. This is the responsibility of each department to arrange and pay for

**Note:** - For further detailed information please contact either the Estates Department or Facilities Manager directly.

### **Haz-Waste**

- Electrical, chemical and building waste does not go into the general waste bins; this is handled by the Haz-Waste team. To arrange a collection from your building please email in advance to [waste@lists.bath.ac.uk](mailto:waste@lists.bath.ac.uk) and **not** your Cleaning/Portering team. Only once collection has been arranged can you put out items for disposal and only on the day of collection.
- If you have any further queries on the correct procedures for waste disposal within your building please speak directly to your Cleaning/Portering team or contact the Facilities or Waste Manager.

### **Recycling**

The University has a green policy and endeavours to recycle as much as possible across the site. The Cleaning/Portering team provide the following services:

- **Paper Bins** – These bins are for paper only. If you require more bins for your department please contact your Portering Team Leader.
- **Cardboard** - This must be flattened and placed beside the general waste bins or another appropriate place which has been agreed with your Portering Team Leader. We will then remove and compact for recycling.
- **Bottle Bins** – For plastics and cans. Please make sure that all bottles and cans are empty before disposing of.
- **Confidential waste** – Bags for confidential waste can be purchased from central stores by raising an internal Agresso order. The sacks are held under the commodity number 3051050. For further information concerning costs please contact Central Stores on Extension 6652. The Cleaning/Portering team within each building will collect full bags on Wednesdays for correct disposal. Please inform your Cleaning/Portering team the day before if you have bags to be collected.
- **Furniture** - Any good quality furniture that you would like to be reused can be advertised on the University's Swap Shop, which is found through Purchasing Services. Alternatively speak to your Cleaning/Portering team who may know of a new home for your furniture. Please do not dump any unwanted furniture around the site, to arrange removal email [waste@lists.bath.ac.uk](mailto:waste@lists.bath.ac.uk). Only once collection has been arranged can you put your items out for disposal and only on the day of collection.

**Note:** - Any recyclable waste that becomes contaminated with general waste will be sent to landfill, so please use our recycling bins correctly and help us improve our recycling rate.

### **Room set ups**

Requests and details for room set ups for events should be emailed directly to the Cleaning/Portering team within the building affected. You can find the appropriate email addresses on the Porter's web page. Please note that in some instances costs may be incurred, to see if this applies to your set up, contact the Facilities manager.

### **Portering/Room moves**

The Cleaning/Portering teams are always happy to help with your reasonable portering needs for example we will help with:

- Moving boxes
- Picking up items from print
- Removal/moving of furniture

In some circumstances charges may apply, please speak to your relevant Portering Team Leader to see if this applies to your request. To make a request to your Cleaning/Portering team please use their buildings email address, to find the correct email address for your Cleaning/Portering team either use the porter's web page or go to the University of Bath's mailing list.

Please be aware we may decline to move certain items due to size or weight or if we do not have the correct specialist equipment to move items safely. In these instances you will need to hire in an outside contractor to remove/move your items for you. This is the responsibility of each department to arrange and pay for.

### **Special Events (Open Day, Exams, Freshers, Graduation etc.)**

If you need assistance with your special event our Cleaning/Portering team are happy to help.

We will assist in:

- Setting up rooms
- Moving equipment across site
- Delivering tables and poster boards

To be able to fulfil your requests please make sure you inform us of your requirements well in advance so that appropriate arrangements and bookings can be made. Please be aware that charges may apply, to see if this applies to your special event feel free to contact the Facilities Manager directly.

## **The booking of Poster Boards and Trestle Tables**

The booking of poster boards and trestle tables is available through our department. If you would like to make a booking, please make your request known by email to your Portering Team Leader or to the Facilities Manager directly. To guarantee your booking make sure you give plenty of notice as there can be a high demand for boards and tables throughout the year.

When using our poster boards please be aware of the following:

- No pins are to be used on the poster boards only Velcro fasteners
- Any damage boards will be charged to you or your department

When using our Trestle tables please be aware of the following:

- Tables are hired out at £2 per table per day
- Any damaged tables will be charged to you or your department