

# Cleaning Commitment

## Catered and Self-Catered Residences

We know how important it is to have a clean and comfortable place to call home while you are living at university.

Our commitment is to provide a clean and hygienic living space, by:

- Ensuring that before you arrive, your living space has been cleaned, inspected and audited.
- Providing friendly, helpful and qualified cleaning staff to guide you on how to keep your accommodation clean and safe.
- Ensuring that cleaning staff introduce themselves to you within the first few weeks of term. They will show you to the communal cleaning equipment and explain what you can expect from them.
- Cleaning to a specified schedule and standard within the communal areas.
- Using specified cleaning products and equipment.
- Undertaking room/flat visits each term and offering cleaning advice if needed.

In return we ask you to please:

- Where possible, arrange to be away from the kitchen/lounge area to allow the cleaning staff member to work on your cleaning day.
- Remove your rubbish, recycling and shopping crates daily to the external bin stores provided, separating the recycling into the appropriate bins. Food waste can be recycled in some accommodation.

- Remove as many items as possible from the kitchen surfaces so that the staff member can clean. Ensure that all dishes are washed and sinks and draining boards are clear.
- Wipe the inside of the microwave after use and in self-catered residences, wipe the hob and grill. Clean up any spillages immediately after use to allow others to use the utility/kitchen area.
- Keep fridge-freezers tidy and clean by wiping down once a week to clean any food mess and excess water. Keep the drainage area at the back of the fridge clear. Please ask at the Residence Reception for a defrost kit to help with defrosting.
- Make sure that your bedroom, communal areas and kitchen are kept in a clean and tidy condition.
- Remove personal belongings after use in communal toilets, showers and bathrooms. Wipe the surfaces of showers and remove hair etc. from plug holes.
- Keep the door shut when you have a shower and close the door afterwards, leaving the fan on for ventilation to prevent mould.
- Only use the cleaning equipment supplied by the University for the use for which it is intended. Return the equipment to the storage area after use to allow other residents access to it. **Do not** use the vacuum cleaner to pick up liquids.

- Refer to the cleaning guide provided on the website for ideas and tips to ensure you maintain a clean and hygienic kitchen.
- Only display photos or posters on the noticeboards, as you may be charged for any damage caused by sticking things to the walls.
- Report any faults or damage to your accommodation as soon as possible by contacting the Reception team.
- Keep corridors and stairwells clear, as these are your fire exits.
- Keep fire doors closed and free from obstructions which may prevent them from closing.
- **Do not** tamper with fire equipment.
- To avoid unnecessary charges at the end of your contract, remember to make sure that your room/flat is left clean, tidy and in an acceptable condition with all rubbish and belongings removed.

We will aim, where practically possible, to clean on your specified cleaning day. If this is not possible we will let you know. We will aim to keep to the same cleaner staff member.



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Take a look at the website for ideas and tips to help you keep a clean and hygienic kitchen and living space [exeter.ac.uk/study/accommodation/current-residents/cleaning](https://exeter.ac.uk/study/accommodation/current-residents/cleaning)



# Cleaning Commitment

## Studios and Residences with no cleaning provided

We know how important it is to have a clean and comfortable place to call home while you are living at university.

Our commitment is to provide a clean and hygienic living space, by:

- Ensuring that before your arrival, your living space has been cleaned, inspected and audited.
- Provide friendly, helpful and qualified cleaning staff to guide you on how to keep your accommodation clean and safe during your contract.
- Ensure that cleaning staff introduce themselves to you within the first few weeks of term. They will show you to the communal cleaning equipment and explain what you can expect from them.
- Have cleaned to a specified schedule and standard within the flat/studio.
- Have used specified cleaning products and equipment.
- Undertake termly flat visits. Cleaning advice will be offered if required.
- Be trained to the required standards.

In return we ask you to please:

- Wipe the microwave, hob and grill pan after use. When cooking in the oven, always use a baking tray. Lining it with tin foil will make cleaning up easier for you. Clean up any spillages immediately after use.
- If your Studio flat has a combination oven, ensure you use microwave trays.
- Keep fridge-freezers tidy and clean by wiping down once a week to clean any food mess and excess water. Keep the drainage area at the back of the fridge clear. Please ask at the Residence Reception for a defrost kit to help with defrosting.
- Ensure your bedroom(s), communal areas and kitchen are kept in a clean and tidy condition.
- Keep the door shut when you have a shower and close the door afterwards, leaving the fan on for ventilation to prevent mould.
- Remove your rubbish, recycling and shopping crates daily to the external bin stores provided, separating the recycling into the appropriate bins.
- Ask for a disposal box at reception to dispose of any sharp objects, such as razors or needles.
- Only display photos or posters on the noticeboards, as you may be charged for any damage caused by sticking things to the walls.
- Only use the cleaning equipment, supplied by the University for the use for which it is intended. Do not use the vacuum cleaner to pick up liquids. If the equipment we provide is not in the required condition, please email your Reception team
- Report any faults or damage to your accommodation as soon as possible by contacting the Reception team.

- Keep corridors and stairwells clear, as these are your fire exits. Keep fire doors closed and free from obstructions which may prevent them from closing.
- Do not tamper with fire equipment.
- To avoid unnecessary charges at the end of your contract, please remember to ensure your flat is left clean, tidy and in an acceptable condition with all rubbish and belongings removed.

### Maintenance

Where possible, the University will notify you in advance of any planned maintenance works. We're not able to provide notice of responses to faults that have been reported. We will lock the door once the work has been completed.



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