

## CLEANING OF COMMUNAL AREAS IN YOUR ACCOMMODATION

**As part of our commitment to provide you with clean and hygienic living spaces, our Facilities Management team will:**

- Provide you with a clean and safe environment on arrival in which to live and study.
- Provide and maintain cleaning equipment, vacuum cleaners, mops, buckets, dustpans, brushes, rubbish bags and ensure they are in the designated storage space.
- Provide online guidance on cleaning and how to use the cleaning equipment provided.
- Ensure the equipment provided is in the required condition.
- Provide recycling and bin stores in a convenient location on site.
- Clean windows periodically externally and internally. Notice will be given and this usually takes place during the vacation period.
- Undertake termly flat visits to check if any maintenance repairs or cleaning is needed. Cleaning advice will be offered if required.

**In return we ask you to please:**

- Provide space to allow the cleaning staff to clean your communal areas, making sure your communal areas are empty of items to allow for a thorough clean.
- Keep the rooms ventilated by keeping a window open when you are in a room. Remember to close it when you go out if it is on ground floor level.
- Keep corridors and stairwells clear as these are your fire exits. Do not tamper with the firefighting equipment.
- Only use the cleaning equipment supplied by the University in your accommodation 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.
- Wash and put away your crockery and cooking utensils and ensure that the sink, table and draining boards are clear after using them. Cupboards and tiles should be wiped clean.

- Wipe the microwave, hob and grill pan after use. When cooking in the oven, use a baking tray lined with foil to make cleaning up easier. Clean up any spillages straight away to allow others to use the oven after you. If your studio flat has a combination oven, ensure you use microwave trays.
- Keep fridge-freezers clean and tidy and clean any food debris and excess water once a week, also checking that the drainage is clear. Please ask at the residence reception for a defrost kit to help with regular defrosting.
- Take out your kitchen waste, recycling and shopping crates on a daily basis to the external bin stores provided on site. Bottles and cans should not be collected in the kitchen, dining room or lounge areas.
- Report any faults or damage to the residences reception as soon as possible.

**Maintenance**

If maintenance is required, please vacate your room or communal area, taking your door fob/key with you, as we will lock the door once the work has been completed.

The University will provide notification in advance of any planned maintenance works. We do not provide notice of responses to fault reports.

Further information is available at [exeter.ac.uk/accommodation/students/currentstudents/cleaning](https://exeter.ac.uk/accommodation/students/currentstudents/cleaning)