

CLEANING OF COMMUNAL AREAS IN YOUR ACCOMMODATION

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

- Focus on cleaning communal spaces where multiple touch-points occur. We will also provide cleaning products in kitchenettes with guidance from our staff on how to clean your own spaces. This is a current mitigation due to the on-going COVID-19 pandemic.
- Ensure 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.

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.

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

- Ensure that cleaning staff introduce themselves to you in Freshers' Week. They will show you to the communal cleaning equipment and explain what you can expect from them.
- Clean to a specified schedule and standard within your catered halls.
- Not turn up for work if displaying symptoms of COVID-19.
- Provide cleaning products within your kitchenette to help with touch-point cleaning of the communal spaces and your bedroom.
- Undertake termly room 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:

- Remove as many items as possible from the kitchen surfaces so that the staff member can clean.
- 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.
- Take out rubbish and recycling daily. Please separate your 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 your noticeboard, as you may be charged for wall damage.
- Note that cleaning equipment, supplied by the University, must only be used 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.
- Keep the room ventilated by opening a window, remembering to close it when you go out if it is on ground floor level.

Further information is available at exeter.ac.uk/accommodation/students/currentstudents/cleaning

SCAN ME

