

Cleaning Commitment

Catered and Self-Catered Residences

It's important to have a clean and comfortable place to call home while you are living at university.

We're committed to providing a clean and hygienic living space, by:

- Cleaning, inspecting and auditing your living space before you arrive.
- Providing friendly, helpful and qualified cleaning staff to guide you on how to keep your accommodation clean and safe.
- Making sure that cleaning staff introduce themselves to you within the first few weeks. They'll show you 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 termly room/flat visits and offering cleaning advice if needed.

In return, we ask you to please:

- Make sure that your bedroom, communal areas and kitchen are kept clean and tidy.
- Try if possible to be away from the kitchen/lounge area on your cleaning day, to allow the cleaning staff member to work.
- Take your rubbish, recycling and shopping crates each day to the external bin stores provided.

- Separate recycling into the appropriate bins. Food waste can be recycled in some accommodation.
- Try to keep kitchen surfaces clear so that the staff member can clean them. Make sure that all dishes are washed and that sinks and draining boards are clear.
- Wipe clean the inside of the microwave after using it. In self-catered residences, wipe the hob and grill clean. Clean up any spillages straight away to allow other people to use the utility/kitchen area.
- Regularly clean up any food mess and excess water in fridge-freezers. Keep the drainage area at the back of the fridge clear. Please ask at the Residence Reception for a kit to help with defrosting your freezer.
- After you've used them, remove your personal belongings from communal toilets, showers and bathrooms. Wipe the surfaces of showers and remove hair etc. from the 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 to allow other people to use it. Do not use the vacuum cleaner to pick up liquids.

- Take a look at the website (details below) for ideas and tips to help you keep a clean and hygienic kitchen.
- Avoid sticking things to the walls and use the noticeboards instead, to avoid being charged for any damage to paintwork etc.
- 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.



University
of Exeter



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



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