

CLEANING MATRIX

Facilities Operations do not provide wipes, sanitisers or kitchen items other than blue roll.

In the event of building users arranging catering deliveries, we kindly ask for the items to be cleared away at the end of each event. Thank you.

Facilities Operations expect mutually respectful two-way communication with all our customers and building users.

Please note that the below list is not exhaustive. For more detailed information please contact your area Cleaning Manager [here](#)

	Facilities Operations will	User will
Classrooms and Lecture Theatres	Daily visual inspection and litter pick up Clean floors and tables 3 times per week Clean white/black boards weekly	Remove their rubbish Clean the white/black board
Hot desk spaces, meeting rooms	Clean floors, wipe the desks, sills, skirting boards, and any free spaces weekly	Tidy the space, wipe whiteboards if required Remove the rubbish, clear spillages
Study spaces and communal areas	Visually inspect, litter pick up and wipe tables daily if necessary Clean floors 3 times per week	Remove their rubbish, clear spillages
Offices	Clean floors, sills, skirting boards and any free spaces monthly in 1-2 staff occupancy spaces, and fortnightly in spaces with 3+ staff occupation	Clean their desk, whiteboards if required and remove their rubbish
Laboratories	Remove general waste daily, Clean floors weekly Restock soap and paper roll where applicable.	Clean the workbench, remove hazardous waste. Provide the vacuum cleaner for FM to use for all labs of grade two and above.
Kitchenettes	Remove general waste 2-3 times per week, clean the floor, worktop (if free), skirtings and sills weekly	Clean the dishes, kitchen appliances, remove own recycling to appropriate internal or external recycling points
Toilets, shower rooms and changing areas	Visual check daily with clean and restock daily or minimum 3 times per week (area dependent)	Not leave any personal items behind
Catering outlet spaces	Empty waste bins and clean the floor daily	Dispose of their rubbish Catering staff will clean the tables.
Catered accommodation	Clean the communal toilets and spaces daily Carry out regular room inspections	Clean their room and remove waste
Self-catered accommodation	Clean the kitchen and communal spaces weekly, clean the toilets and shower facilities 4 times per week (depending on your Service Level Agreement), Carry out regular room inspections	Clean their room and remove waste, clean as they go

For a more detailed accommodation Service Level Agreement, please visit the [accommodation pages](#).