

STANDARD SPECIFICATION FOR CLEANING SERVICES

SCHEME ADDRESS: PHOENIX HOUSE

AREA	TASK	PERFORMANCE STANDARD	FREQUENCY
CENTRAL FOYER STAIRS, LANDINGS AND CORRIDORS AND GENERAL OFFICE AREAS.	Vacuum all carpets	Carpets should be left free of dust, litter and debris. Areas should be left free of dirt, dust and litter.	3 x Weekly
	Skirting	Ensure skirting boards are left free of dirt and dust.	Monthly
	Glass Balustrades	Glass panes and frames should be free from grease dirt, finger marks and streaks.	Weekly
	Dust all surfaces, windows, sill's frames and ledges.	Areas should be left free of dirt, dust and litter.	Weekly
ENTRANCE HALL MATS	Vacuum – clean fixed entrance hall mats	Mats to be free of dirt, dust and litter	Daily
BACK STAIRS X 3	Vacuum all carpets	Carpets and all areas should be left free of dust, litter and debris.	Weekly
	Dust all surfaces, windows, sills frames and ledges	Areas should be left free of dirt, dust and litter	Weekly
WINDOW SILLS, LIGHT SWITCHES, HANDRAILS, AND LEDGES.	Spot clean and damp dust all internal windowsills, frames, light switches and ledges.	All surfaces free from dust.	Weekly
COMMUNAL DOORS	Clean all areas of common doors internally & externally.	All surfaces to be left clear and free of dirt, dust, grease, other deposits, water marks and smears. Windows panes and frames should be free from grease dirt, water and rubber marks, stains or streaks.	Monthly

KITCHEN AREAS (ON ALL FLOORS TO INCLUDE LIBRARY AREA)	Clean and sanitize sink, fixture, counters and tables	All surfaces should be left free of dirt, stain marks.	Daily
	Empty/remove all bin liners and caddy liners and replace liner		Daily
	Refill paper products and washing up products as necessary.		Daily
	Sweep and wash floor	All surfaces should be left free of dirt, stain marks.	3 x Weekly
	Clean Fridge.	All surfaces should be left free of dirt, stain and marks.	Monthly
MEETING ROOMS	Vacuum carpet dust all surfaces, window sills & ledges, empty bins.	Carpets and all areas should be left free of dust of litter and debris.	Daily
	Wipe all tables and work surfaces.	Tables should be cleaned with a solution of water and smear proof neutral cleaning agent. To be left dry and free of stains.	3 x Weekly
	Dust all chairs	Chairs should be free of all dust and dirt.	Monthly
TOILETS (GROUND FLOOR TO INCLUDE LIBRARY, 1 ST AND 2 ND FLOOR)	Clean and sanitize fixtures, under seats, mirrors, sinks, counters and tiled areas under hand dryers. Clean commodes and urinals inside and out including flange.	Using appropriate cleaning products all surfaces to be left clear and free of dirt, dust, grease and other deposits.	Daily
	Refill paper products and soap dispenser as necessary.		Daily
	Sweep and wash floor	All surfaces should be left free of dirt & stain marks.	Daily
COMMUNAL TOILETS & DISABLED TOILETS	Floors should be swept and washed. SINK and toilet bowl and all pipe work dust and cleaned.	Bleach & other appropriate cleaners to be used. Floors should be left dry and free all stains. An industrial toilet block should be placed in each toilet bowl, as and when previous runs out.	Daily
COMMUNAL AREAS	Doorframes, ceilings, stairwells, light fittings	High dust for cobwebs.	Monthly
COMMUNAL WINDOWS IN ALL	Clean all internal glass	Windows panes should be free from grease, dirt, water and rubber marks, stains or streaks.	Monthly
LIFT	Sweep and wash lift floor and wipe clean all mirrored surfaces and handrail.	All surfaces should be left free of dirt, stain marks.	Weekly
COMMUNAL SHOWERS	Sweep and wash floor, clean and sanitize	Using appropriate cleaning products wash all	Weekly

	fixtures and surfaces.	surfaces and leave free of all dirt, marks and stains.	
DWP AREA	Vacuum carpet dust all surfaces, window sills & ledges, empty bins.	Carpets and all areas should be left free of dust of litter and debris. Rubbish/recycling to designated area and replace liners.	Daily
	Sweep and wash entrance hard floor area	All surfaces should be left free of dirt & stain marks.	Daily
	Dust and polish all flat surfaces	To include Ann Woodman room table, public computer desks, customer information table and filing cupboards. All surfaces should be left free of dirt, stain marks.	Daily
	Wipe Down Customer Sofas	All surfaces should be left free of dirt & stain marks.	Daily
	Glass Desk Partitions	Glass panes and frames should be free from grease dirt, finger marks and streaks.	Twice Weekly
	Wipe Down White & Burgundy customer chairs	All surfaces should be left free of dirt & stain marks.	Weekly
	Wipe Down	Floor surfaces under windows (not carpeted), skirting boards, doorframes, light fittings, high cobwebs.	Monthly
LIBRARY AREA	Dust and polish all flat surfaces	To include visitor computer areas, book shelves (including tops of bookshelves) and any other flat surface	Weekly
OTHER	General cleaning tasks	To assist with the good cleansing upkeep of the building.	OTHER

Please note the following: -

- 1. The contractor shall provide, run and maintain suitable machinery & tools in accordance with the manufacturer's instructions and health and safety recommendations for safe use, for cleaning services, at no additional cost.**
- 2. The contractor shall provide appropriate cleaning materials**
- 3. The contractor will be required to submit Health and Safety monitoring sheets for each visit (see attached), which will be submitted with monthly invoices for works undertaken, each equal to 1/12th of the annual contract value (+ the cost of any additional works approved by the Property Services Team).**

- 4. Appropriate protection and signage to be in place whilst works are in progress to ensure the health and safety of staff, contractor's operatives and the general public where applicable.**
- 5. Fuel for machinery should be included in the quotation figure, and the contractor will ensure safe storage and transport of any fuels in accordance with health and safety guidelines.**
- 6. All additional work is to be authorised in advance by the Property Services Department and the Estate Management Department, invoiced separately along with the normal monthly charge.**
- 7. All chemicals used must be non-hazardous to animals and people and used according to manufacturer's instructions, COSHH documentation and control measures must be provided prior to any works being undertaken.**
- 8. All work is to be carried out in accordance with the Mid Devon District Council Code of Conduct.**