**Estates**

**Campus Services**

**SERVICE LEVEL AGREEMENT**

**Cleaning Services and External Cleaning Services**

**Revised December 2022**

**Contents**

[1. GENERAL STATEMENT 3](#_Toc126240271)

[2. BREACHES OF THE SERVICE LEVEL/ COMMENTS 3](#_Toc126240272)

[3. CHANGES TO THE SERVICE LEVEL 4](#_Toc126240273)

[4. PERIODIC/ADDITIONAL CLEANING 8](#_Toc126240274)

[5. Charges FOR EXTERNAL CLEANING 9](#_Toc126240276)

[6. WASTE MANAGEMENT 9](#_Toc126240277)

[7. SERVICE STANDARD 11](#_Toc126240279)

[8. Monitoring of Services 12](#_Toc126240280)

[9. VERSION CONTROL 12](#_Toc126240281)

# 1. GENERAL STATEMENT

1.1 Cleaning Services is part of Campus Services and is a University service provider with a remit for:

Cleaning

This document details the services provided within current resources to meet the expectations of our customers and lays down the responsibilities of both parties.

1.2 This Service Level Agreement (SLA) is designed to provide both staff and resource support to staff, students and visitors, and where contracted to conference related functions and tenants.

# 2. BREACHES OF THE SERVICE LEVEL/ COMMENTS

2.1 The Cleaning Services Manager welcomes comments on the SLA with a view to service improvement. Where customers feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should write in the first instance to:

Cleaning Services Manager

Estates

Room G22

University of Reading

Reading

Berkshire RG6 6AH

All complaints will be dealt with in accordance with the University’s complaints procedures.

2.2 Where the response is not deemed satisfactory, aggrieved parties should contact the Director of Campus Services for further investigation.

2.3 Access to the Section’s feedback and comments pages can be found at <http://www.reading.ac.uk/cleaning-services>

# 3. CHANGES TO THE SERVICE LEVEL

3.1 The Cleaning Services Manager will review the SLA annually (November) and proposed changes will be brought to the Estates and Environment Committee (acting as client) for approval. Where there is a reduction of service, notice will be given that changes will be made following 30 days written notification.

|  |  |  |
| --- | --- | --- |
| Service | Level of Service | |
| Opening Times | Cleaning Services operating hours are 05.30 –15.00, Monday To Friday.  The contact telephone number for Cleaning Services is Ext 8415  You may also contact the Cleaning Services team via email [Cleaning@Reading.ac.uk](mailto:Cleaning@Reading.ac.uk). | |
| Service Objectives | To provide a professional, pro-active, friendly, courteous and helpful Cleaning Service to the staff, students and visitors that meets the needs of the University.  To provide cost efficient and value for money services.  To, where possible, use cleaning materials that are not harmful to the environment.  To achieve customer satisfaction through engagement and responsive actions.  To encourage customer feedback by providing feedback forms to University users within Schools and Functions to inform a cycle of continuous improvement.  To measure, monitor and report service performance and pro-actively address areas for improvement.  To understand the customer requirements and aim to provide a high quality, value for money service.  **EXTERNAL CLEANING**  To ensure that our uniformed staff who deliver the services, will be professional, courteous, and sensitive to the client’s needs at all times.  That our staff are fully trained to meet Health & Safety standards, capable and reliable and work in a safe and efficient manner. | |
| Principle Service  Provision | Standard Service:  A complete standard office cleaning package  A complete standard Teaching space cleaning package.  A complete standard Laboratory cleaning package. (Inc. Category1 & 2 Labs) | |
|  | | General cleaning to common areas  Address cleaning issues as required to comply with H&S issues Additional services:  Tailored services to meet the customer requirements which may incur additional costs, depending on requirements.  Contractual or one off cleaning on request.    **EXTERNAL CLEANING**  **Standard Service:**  External Litter bin emptying  Litter picking (except the Sports Fields, Wilderness and Lake/Meadow land)  Sweeping and clearance of rubbish from the curtilage of the Library, Palmer and Carrington Buildings  Road and Pathway sweeping as required  **Additional chargeable services:**  Specialist external cleaning (unofficial signs, posters)  Cleaning of Street furniture (seating, light posts, signs) |
| Training | | Staff are trained to Cleaning Services guidelines through the Cleaning Services Training Program (CSTP). All supervisors and managers are trained to train to the CSTP. All cleaning staff are required to undertake training, Manual Handling, fire training. COSHH training, with refresher training to be carried out on a regular basis.  Campus Services have achieved and maintain ISO9001:2015 accreditation.  To ensure performance standards are maintained, all staff are audited regularly by their supervisors  **EXTERNAL CLEANING**  Staff are trained to meet Health & Safety requirements: Manual Handling, with refresher training to be carried out on a regular basis. |

Our Service includes

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Area | Frequency | | Coverage | |
| Washrooms & Toilets | All areas  5 x weekly          1 x weekly | | WCs & Urinals cleaned  Hard surface floors swept and mopped  Rubbish picked up and bins emptied  Sinks, taps and surrounds cleaned and disinfected  Mirrors cleaned and buffed  Consumables replenished as required  All dispensers wiped down  Pipes and low level areas (damp wiped)  Tiles fixtures and fittings cleaned  Walls, partitions and toilet doors wiped (As required) | |
| Washrooms & toilets | Afternoon checks in some buildings | | WCs wiped  Rubbish and bins emptied as required  Sinks and taps wiped  Consumables replenished as required | |
| Corridors & Stairs | 1 x weekly      3 x Weekly | | Hard surface floors to be swept and damp mopped.  Carpeted surfaces vacuumed  Emptying of bins in recycling points in corridors and communal spaces (only if bin is over half full) | |
| Entrances & foyers | 5 x weekly | | Hard surface floors to be swept/vacuumed and mopped | |
| Lifts & Lift floors | 1 x weekly | | Glass and doors cleaned  Steel panels wiped  Mirrors cleaned and buffed  Lift floors cleaned (swept and mopped)  Debris cleaned out from lift door runners | |
| Lecture Theatres & Classrooms | 5 x weekly | | Rubbish picked up and bins emptied (only if bin is over half full).  Hard surface floors swept and damp mopped  Carpets vacuumed  Tables wiped daily and chewing gum removed as required  Any graffiti to be reported to the supervisor | |
| Teaching Laboratories | 5 x weekly | | Hard surface floors swept and mopped  Empty bins  Clean and wash hand basins only | |
| Research Laboratories | 1 x weekly  3 x weekly      1 x weekly  3 x weekly | | Level 1 Containment labs:  Dust control: sweep and damp mop hard surface floors  Empty general waste bins next to hand wash basins only Clean hand wash basins only Level 2 Containment labs:  Hepa Vacuum and damp mop hard surface (no sweeping)  Empty general waste bins next to hand wash basins floors only  Clean hand wash basins only | |
| Offices | | 1 x weekly                3 x weekly | | Hard surface floors swept and mopped  Carpeted surfaces vacuumed  Sills and ledges damp wiped  Desks wiped - Desks will only be cleaned if they are completely cleared *(Cleaning Services will not remove items in order to clean*) All furniture dusted  All low level and high level dusting - edges and ledges  Doors wiped down and glass cleaned  Recycling bin banks emptied only. ***Cleaning Services will not empty desk side bins in builds*** |
| Meeting Rooms | | 5 x weekly | | Hard surface floors swept and mopped  Carpeted surfaces vacuumed  All furniture dusted  All low level and high level dusting – Sills, edges and ledges  Doors wiped down and glass cleaned  Bins Emptied |
| Doors | | As required | | Door handles, kick and push plates damp wiped, dried and buffed to remove all stains, marks and smears  Glazing and glass cleaned |
| Kitchens/Tea Points[[1]](#footnote-1) | | 5 x weekly | | Bins emptied and lids wiped  Hard surface floors swept and mopped  Sinks and surfaces wiped over and descaled as required  ( **no washing up or dishwashers emptied or filled )** |

**EXTERNAL CLEANING SERVICES** will undertake the following duties at the level, frequency and response as indicated in the table below:

|  |  |  |
| --- | --- | --- |
| **Area** | **Frequency** | **Coverage** |
| External Bin Emptying | Daily | Checking and emptying external bins on the Whiteknights Campus in accordance with Bin emptying rota. London Rd is emptied every other day |
| Litter picking | Daily | Litter picking in accordance with Schedule |
| Road and Pavement Sweeping | As required subject to staff availability | Whiteknights Campus main pathways and thoroughfares. |
| Sweeping/Litter picking curtilage | As required subject to staff availability | Litter picking/sweeping the curtilage of the Library entrance, Palmer main entrance and Carrington main entrance |

# 4. PERIODIC/ADDITIONAL CLEANING

The University cleaning operation for the specification outlined within this document is funded from the Cleaning Services budget.

Where Cleaning resources are required to provide additional cleaning when areas are left in an unacceptable condition after an event. This may result in additional charges being applied.

If there is a requirement for -additional cleaning services which are not specified as above, please contact us on cleaning@reading.ac.uk or Ext. 8415 to discuss prior to raising a WREN.

To request any additional cleaning services please contact the Estates Helpdesk on Ext 7000 and request a WREN to be raised with the following information: Building name, Department, room number and give your Project code. Final arrangements can then be agreed and costs will be recharged to your department on the completion of the work.

Additional Cleaning Services can include: Periodic/Spring Cleans, non-standard Carpet Cleaning, cleaning of Kitchen appliances: Microwaves, Fridges etc.

To request cleaning for conference and events please contact the Helpdesk on Ext 7000 and request a

WREN to be raised with the following information: Building name, Department, room number and Project code. Details can then be agreed and costs will be recharged to your department on the completion of the work. Please also remember that you may need additional cleaning services after your event, as the venue will be required for teaching/other events.

**Window Cleaning**

External window cleaning will require the use of an external specialist window cleaning company who has the appropriate equipment and for which there will be a charge. For further information please contact the Cleaning Services Manager.

External Cleaning – Street Furniture/Signs

Cleaning of Street furniture, signage, seating, lighting posts and railings can be arranged. For further information please contact the Cleaning Services Manager

Bank Holiday and Closure day cleaning

Our services do not include public holidays and University closure days. If there is a requirement for cleaning services during public holidays, please contact the Cleaning Services Manager to discuss additional requirements. Please note this will be chargeable at current rates.

**EXTERNAL CLEANING Additional Services**

|  |  |  |
| --- | --- | --- |
| **Area** | **Chargeable** | **Coverage** |
| **Cleaning of External Street Furniture /Signs/Light posts** | As requested by WREN | Cleaning of bench seating and other street furniture to include the removal of adhesive unofficial signs and posters and graffiti. |
| **Evening and Weekend Cover (not as detailed above)** | As requested by WREN | Request for an External Cleaner to be on duty to cover evening/weekend bookings.  **Note:**  10 Working days’ notice required for weekend working and 5 days for weekday working. |
| **Collection and disposal of Fly tip rubbish** | As requested by WREN | To make request for removal of fly tip rubbish  Please allow a minimum of 5 working days’ notice. |

**5. Charges FOR EXTERNAL CLEANING**

The cost of basic service provision for External Cleaning is met in full by the Campus Services Budget when carried out during normal working/ teaching hours, deemed to be 07:30 – 15:30, Monday to Friday.

The cost of services for all non-standard work and for any work required outside the above hours will be charged for at the appropriate rate, including overtime premiums where paid and on-costs.

# 6. WASTE MANAGEMENT

General Waste is collected daily from classrooms, lecture theatres, teaching Laboratories, kitchens and toilets by cleaning staff. We have a clear bag policy and cleaning staff have been trained to identify recycling waste and dispose of in the correct bin **Recycling**

In the event of an office clear out/move resulting in a large amount of heavy waste please contact portering@reading.ac.uk to discuss your requirements prior to raising a WREN.

Plastic bags to dispose of large amounts of waste are available on request supplied in batches of 10 bags for a nominal charge:

Clear waste Bags

Please contact cleaning@reading.ac.uk

Shredding

To remove any items for shredding or confidential waste please contact [*https://sites.reading.ac.uk/sustainability/recycling/dispose/*](https://sites.reading.ac.uk/sustainability/recycling/dispose/)to arrange collection and disposal

Recycling

The University has a Environmental and Energy policy as well as a waste and Resource use strategy, which can be found at <https://sites.reading.ac.uk/sustainability/policies-and-strategies/>

**Paper Bins** – These are for paper only. If you require more bins for your department, please contact the University Sustainability team. [waste@reading.ac.uk](mailto:waste@reading.ac.uk)

**Cardboard** – This must be flattened and placed beside the general waste bins or another appropriate place. We will then remove for recycling.

**Dried mixed recycling** – For plastics and cans. Please make sure that all bottles and cans are empty before disposal.

**Paper Cup Recycling** - There are external paper cup recycling bins located in external bin clusters

**Glass** – we will clear away broken glass inside. This will be carried out by a Cleaning Supervisor, for outside this will be done by external cleaning. Please contact Cleaning Services on Ext 8415.

Note: - Any recyclable waste that becomes contaminated with food or liquids will have to be treated as general waste, so please follow the instructions on each of the bins carefully so that only the correct item are put into each bin to help us improve the university’s recycling rates

**Waste management FOR EXTERNAL CLEANING**

**General waste** is collected daily from the external bins and disposed of appropriately by External Cleaning Staff. We now have a clear bag policy and external cleaning have been trained to identify recycling waste and dispose of in the correct bin **Recycling**

The University has a green policy and endeavours to recycle as much as possible across the site. The External Litter bins are arranged to support the recycling endeavours.

**Bottle Bins** – For plastics and cans. Please make sure that all bottles and cans are empty before disposing of.

**Paper Cup Recycling**  - There are external paper cup recycling bins

**Glass** – There are Glass recycling bins available around Campus. Cleaning Services will clear away broken glass. This will be carried out by a Cleaning Supervisor. Please contact Cleaning Services on Ext 8415.

**Note: - Any recyclable waste that becomes contaminated with general waste will be sent to landfill, so please use our recycling bins correctly and help us improve our recycling rate.**

# 7. SERVICE STANDARD

The expected standard after cleaning and waste collection is:

|  |  |
| --- | --- |
| Area | Standard |
| Classrooms/  Lecture Theatres/  Lifts/Stairs | All low level surfaces will be free from dust  All fixtures and fittings will be free from dust and debris  Floors will be free from debris and dust as per our Service Spec All waste receptacles will be empty |
| Washrooms and Toilets | All low level surfaces will be free from dust  All fixtures and fittings will be free from dust and debris.  All sanitary fittings will be free from dust, dirt and smear free  Mirrors will be clean and smear free  Floors will be clean and free from debris and dust  Consumable items will be checked and as replenished as required |
| Laboratories | Floor will be free from dust and debris |
| Kitchens | All low level surfaces will be free from dust  All fixtures and fittings will be free from dust and debris  Floors will be free from debris and dust as per our Service Spec All waste receptacles will be empty |

Areas NOT covered by Cleaning Services Service Level Agreement

1. Blinds
2. Stores and workshops
3. Removal of heavy rubbish: Please request Porter assistance by raising a WREN via <http://www.reading.ac.uk/fmd/businessservices/HelpDesk/fmd-bsd-help-desk.aspx>”
4. Removal of confidential and shredded waste: Please request Porter Assistance by raising a

WREN vi[a](http://www.reading.ac.uk/fmd/businessservices/HelpDesk/fmd-bsd-help-desk.aspx)  <http://sites.reading.ac.uk/sustainability/recycling/dispose/>

1. Laboratory bins by hand wash basins which contain gloves and experimental utensils WILL NOT BE EMPTIED by cleaning staff and will be reported to Health and Safety.
2. Individual desk bins will NOT be emptied in areas that have been upgraded to have recycling stations outside of offices.
3. Cleaning staff will not fill or empty dishwashers or carry out washing up.

**8. Monitoring of Services**

We appreciate customer feedback to inform us of our service levels and performance. This form is available on the Campus Services/Estates web pages.

# 9. VERSION CONTROL

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Keeper | Reviewed | Approved  by | Approval Date |
| 1.0 | Cleaning Services | Annually | EFC | 16/10/2014 |
| 1.1 | Cleaning Services | Annually | EFC Chairs Action Ref 17/16 | 02/03/17 |
| 1.2 | Cleaning Services | Annually | E&E Chairs Action Ref 18/20 | 30th November 2018 |
| 1.3 | Cleaning Services | Annually | E&E Chairs Action Ref 20/05 | 13th February 2020 |

1.4 Cleaning Annually Cleaning Manager 14th February 2023

1. It is the responsibility of all kitchen users to keep the work surfaces clear of utensils and clean, also to maintain the cleanliness of microwaves, fridges and other appliances. Cleaning staff will not fill or empty dishwashers or carry out washing up. [↑](#footnote-ref-1)