

# ESTATES DEPARTMENT/ CLEANING SERVICES /SERVICE LEVEL STATEMENT

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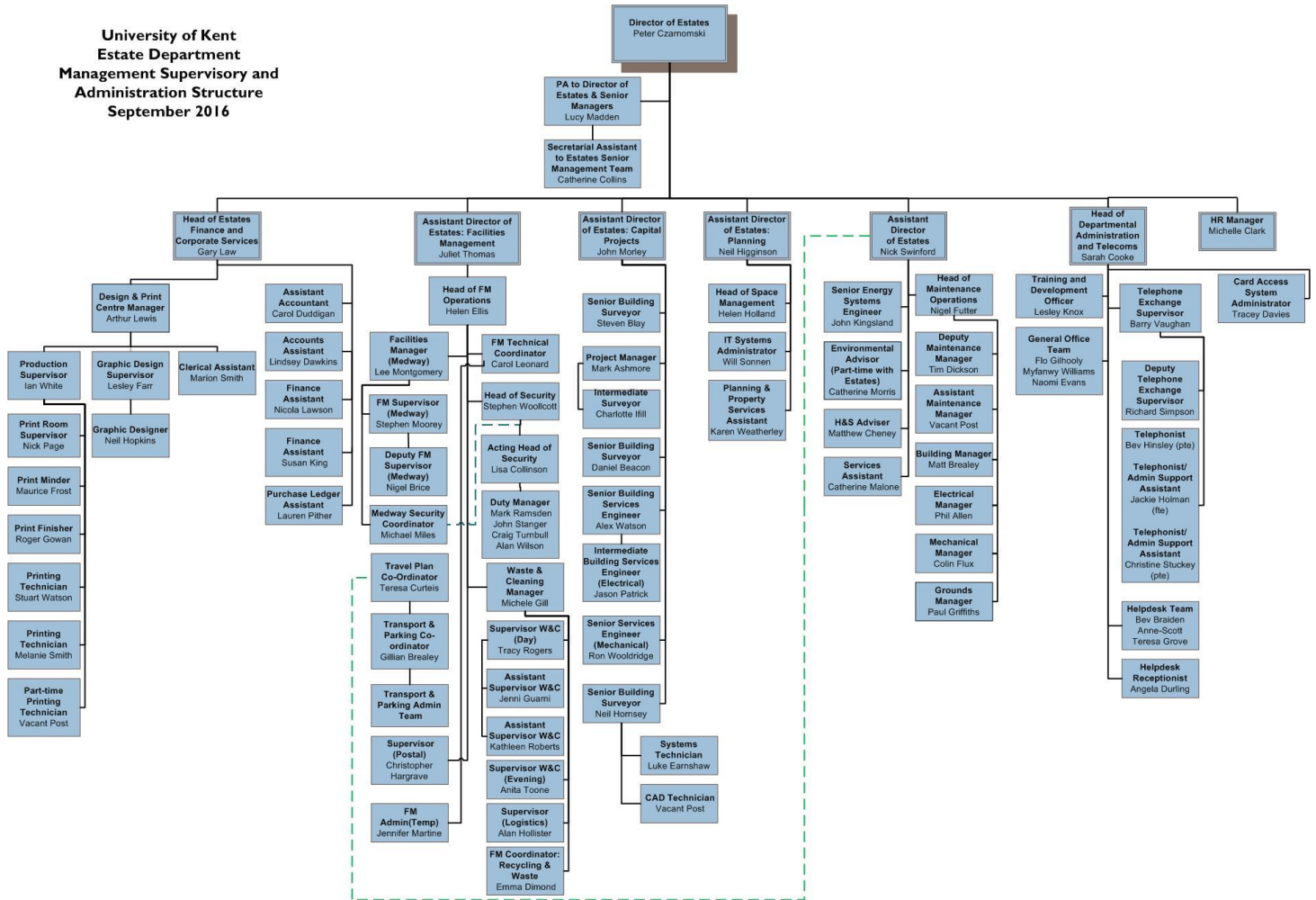


# FOREWORD

The Estates Department provides a number of essential services to the University of Kent and is responsible for managing, maintaining and developing the infrastructure and building fabric of our Canterbury and Medway campuses.

In this Service Level Statement we explain what we do and what you, as customers, can expect from us.

**Peter Czarnomski**  
Director, Estates Department



## (1.3) CLEANING (INTERNAL)

**Role** – To provide a safe, professional, efficient and friendly cleaning service to general buildings across the university ensuring compliance with the Department’s Cleaning Service Level Standards (for details of general buildings and detailed SLS see: [www.kent.ac.uk/estates/services/cleaning/services.html](http://www.kent.ac.uk/estates/services/cleaning/services.html) )

| Frequency categories | Definitions  |
|----------------------|--|
| A                    | A daily single clean, Monday to Friday *   |
| B                    | One clean per week, Monday to Friday *   |
| C                    | As and when required *   |
| D                    | Once a year  |
| E                    | At least once a year   |
| F                    | Preferably quarterly   |
| G                    | Subject to prior inspection and availability of staff and chargeable if contractor required to undertake works |

\*All cleaning frequencies are subject to available staff resources

### Service provision and standards

| Classrooms, seminar/meeting rooms, lecture theatres, social space, corridors and foyers |  |
|---|--|
| Indicative standards (frequency category)   | Dusting, vacuuming, emptying of centralised bins and removal of waste (A). High level and skirting boards dusted (B). Internal glass cleaned (not windows) and doors, walls wiped to reach height (C). |
| Note  | Window cleaning covered elsewhere.   |
| Toilets   |  |
| Indicative standards (frequency category)   | Full clean of toilets, urinals, sinks, floors and fittings, empty centralised waste bins (A). Replenishing of toilet paper and soap (A). Walls wiped to reach height (C).                              |
| Note  | Toilets in high frequency areas are checked, spot cleaned and disposable items replenished more than once a day Monday to Friday only.   |
| Showers   |  |
| Indicative standards (frequency category)   | Cleaning of showers cubicles, floors, glass, walls and fittings (A). High level dusting, skirtings’ (B). Doors and walls wiped to reach height (C).  |
| Note  | Deep cleaning and drains covered elsewhere as part of periodic cleaning.   |

| Offices                                   |   |
|---|---|
| Indicative standards (frequency category) | Cleaning to include dusting and vacuuming. Emptying of centralised recycling and general waste bins (B).  |
| Note                                      | The policy of no 'personal waste bins in offices' is being introduced across the university in line with the Estates Department's Environmental Plan which can be downloaded at <a href="http://www.kent.ac.uk/estates/sustainability/management/index.html">www.kent.ac.uk/estates/sustainability/management/index.html</a> .<br>Desks and window ledges need to be free of obstructions, prior to cleaning. |
| Window cleaning                           |   |
| Indicative standards (frequency category) | To specification set by Estates Department within budgetary constraints. Internal windows (D). External windows (E). High profile windows (F). Refer to individual building information at <a href="http://www.kent.ac.uk/estates/services/cleaning/services.html">www.kent.ac.uk/estates/services/cleaning/services.html</a> .   |
| Note                                      | Estates will notify departments when internal window cleaning is taking place so window sills can be cleared.   |
| Carpet deep cleaning                      |   |
| Indicative standards (frequency category) | Shampoo carpets in timetabled teaching/seminar rooms in general buildings (D).  |
| Note                                      | Other carpeted areas in general buildings (G).  |
| Stairwells and Lifts                      |   |
| Indicative standards (frequency category) | Vacuum as required (C). Hard floors mopped (C). Wipe surfaces and high/low level dusting (C).   |
| Note                                      |   |
| Kitchens                                  |   |
| Indicative standards (frequency category) | Hard floor covering mopped, surfaces wiped down (A). Centralised bins emptied (C). High level dusting, skirting boards, walls wiped to reach height (C).  |
| Note                                      | A washing up service is not provided.   |

### Additional services

| Window cleaning     |  |
|---------------------|--|
| Indicative standard |  |
| Frequency           |  |
| Note                | Subject to prior inspection, compliance with Health & Safety regulations and availability of staff.<br>Chargeable if external contractor required. |



### Services not included

- Cleaning of vertical and Venetian blinds (information on external contractors can be provided)
- Cleaning of curtains (information on external contractors can be provided)
- High level cleaning above reach height
- Cleaning of fridges and microwaves
- Washing up of dishes etc
- Clearing of tables, desks, shelves, equipment in order to clean
- Cleaning of book stacks or book cases in offices, Libraries or other areas
- Cleaning of fire escapes, plant rooms, store rooms, server rooms and commercial kitchens and seating areas in commercial catering areas/outlets
- Computing or technical equipment

### Customer responsibilities

- To comply with the University's Waste Management Policy and Procedures
- To report any cleaning issues/deficiencies to [estatescleaning@kent.ac.uk](mailto:estatescleaning@kent.ac.uk)

### Contact points

|  |  |                |
|--|--|----------------|
| <b>Emergencies (including floods, blocked toilets and removal of bodily fluids)</b>  |  |                |
| Contact the Estates Help Desk  | <a href="mailto:estateshelpdesk@kent.ac.uk">estateshelpdesk@kent.ac.uk</a> | 01227 (82)3209 |
| <b>Specific cleaning requests for the Canterbury and Medway campuses in line with our SLS</b>  |  |                |
| By email indicating clearly in the reference line of the email whether the requests is for the Medway or Canterbury campus   | <a href="mailto:estatescleaning@kent.ac.uk">estatescleaning@kent.ac.uk</a> |                |
| <b>Formal complaints</b>   |  |                |
| By email indicating clearly in the reference line of the email whether the complaint is in respect of the Medway or Canterbury campus.<br>We aim to respond to formal complaints with 48 hours (excluding weekends). | <a href="mailto:estatescleaning@kent.ac.uk">estatescleaning@kent.ac.uk</a> |                |

## (1.4) CLEANING (EXTERNAL)

**Role** – To provide an external cleaning service across the estate at Canterbury

### Service provision and standards

| <b>External general use waste/recycling bins</b>              |   |
|---|---|
| Indicative standard   | Removal of waste/recycling from external waste/recycling bins.  |
| Frequency   | Daily. In areas where they are food outlets or high levels of use the waste/recycling bins are checked and emptied throughout the day.  |
| Note  | Additional waste collections can be arranged during special events on campus, Monday to Sunday, with prior notice.  |
| <b>Waste compounds and external waste/recycling Euro bins</b> |   |
| Indicative standard   | Removal of waste/recycling from external waste/recycling bins.  |
| Frequency   | Daily. In areas where they are food outlets or high levels of use the waste/recycling bins are checked and emptied throughout the day.  |
| Note  | Additional waste collections can be arranged during special events on campus, Monday to Sunday, with prior notice.  |
| <b>Waste compounds and external waste/recycling Euro bins</b> |   |
| Indicative standard   | The external waste/recycling Euro Bins located in the waste compounds across Campus are emptied by the University's waste contractor. The compounds are monitored and maintained by the Estates Department. |
| Frequency   | Monday to Saturday – collections vary depending on the level of waste/recycling generated and the activities undertaken within the relevant buildings.  |
| Note  | When notified of special events the Waste and Cleaning team will make the necessary arrangements with the waste contractor for additional visits to ensure there is no overflow of waste.                   |
| <b>Grounds – litter</b>                                       |   |
| Indicative standard   | Litter in the grounds of the Canterbury estate is handpicked by the Estates Waste and Cleaning team.  |
| Frequency   | Monday-Friday, daily.   |
| Note  | Woodland/Shrub areas – litter picking is contingent on the underfoot conditions.  |

| <b>Graffiti</b>                         |   |
|---|---|
| Indicative standard                     | The Estates Department aims to remove external graffiti as quickly as possible. This activity is managed by the Waste and Cleaning team. If the surface area defaced requires specialist cleaning this is undertaken by an external contractor.     |
| Frequency                               | As required.  |
| Note                                    | To report graffiti please email <a href="mailto:estateshelpdesk@kent.ac.uk">estateshelpdesk@kent.ac.uk</a> .  |
| <b>Car parking areas and road curbs</b> |   |
| Indicative standard                     | Waste deposited in car parking areas and around road curbs is handpicked by members of the Waste and Cleaning team. Deep cleans of these areas are carried out by an external contractor.   |
| Frequency                               | Quarterly.  |
| Note                                    | Cleaning in these areas in advance of special events or following building works are undertaken by an external contractor and can be arranged by contacting Estates at <a href="mailto:estateshelpdesk@kent.ac.uk">estateshelpdesk@kent.ac.uk</a> . |

### Customer responsibilities

Report any graffiti, broken glass, overflowing bins or excessive deposits of waste to the Estates Helpdesk [estateshelpdesk@kent.ac.uk](mailto:estateshelpdesk@kent.ac.uk)  
 In cases of emergency the Helpdesk can be contacted on 01227 823209.

Notify the Waste and Cleaning team of special events taking place on campus which may generate excess amounts of waste or where bins will need to be emptied more frequently. Email [estatescleaning@kent.ac.uk](mailto:estatescleaning@kent.ac.uk).

## (1.5) HYGIENE

**Role** – To provide a hygiene service across the general buildings across the Canterbury campus.

### Service provision and standards

|                                    |   |
|------------------------------------|---|
| <b>Sanitary bins</b>               |   |
| Indicative standard                | Provision and emptying of sanitary bins in female WC cubicles in general buildings.   |
| Frequency                          | Varies: weekly to monthly depending on the volume of use of the WC.   |
| Note                               | This service is provided by a contractor. Concerns regarding overflowing sanitary bins should be raised with the Estates Helpdesk <a href="mailto:estateshelpdesk@kent.ac.uk">estateshelpdesk@kent.ac.uk</a> . In cases of emergency the Helpdesk can be contacted on 01227 (82)3209. |
| <b>Sharps bins</b>                 |   |
| Indicative standard                | Provision and replacement of yellow 'sharps' bins for disposal of hypodermic needles in general.  |
| Frequency                          | As required – please contact the Estates Helpdesk to request a bin replacement – <a href="mailto:estateshelpdesk@kent.ac.uk">estateshelpdesk@kent.ac.uk</a> .   |
| Note                               | Sharps Bins are located in the Reception areas of general buildings.  |
| <b>Sanitary product dispensers</b> |   |
| Indicative standard                | Provision of nappy disposal bins in the Colyer Fergusson and Sports Buildings.  |
| Frequency                          | As required.  |
| Note                               | This service is provided by a contractor. Please report any concerns to the Estates Helpdesk – <a href="mailto:estateshelpdesk@kent.ac.uk">estateshelpdesk@kent.ac.uk</a> .   |
| <b>Air fresheners</b>              |   |
| Indicative standard                | Provision of air freshness in WCs in general building.  |
| Frequency                          | As required.  |
| Note                               | This service is provided by a contractor. Please report any concerns to the Estates Helpdesk – <a href="mailto:estateshelpdesk@kent.ac.uk">estateshelpdesk@kent.ac.uk</a> .   |



## (1.7) PEST CONTROL

**Role** To provide a pest control service for all Schools/Departments across the University which includes rodents, insects and pigeons/gulls.

### Service provision and standards

| Pest control        |   |
|---------------------|---|
| Indicative standard | Pest control on the estate is monitored and managed by the University's Pest Control contractor. They undertake the prompt treatment/eradication of any infestation on campus or within a campus building. Please raise any concerns by contacting the Estates Helpdesk by email at <a href="mailto:estateshelpdesk@kent.ac.uk">estateshelpdesk@kent.ac.uk</a> . In cases of emergency you can contact the Helpdesk by phone on 01227 (82)3209. |
| Frequency           | Food outlets – monthly.   |
| Note                | Other areas as necessary or when a concern/complaint has been raised.   |
| Bird management     |   |
| Indicative standard | The feral pigeon and gull population is monitored and managed by the University's Pest Control contractor.  |
| Frequency           | Weekly site visits.   |
| Note                |   |

### Customer responsibilities

Please report any pest activity immediately to the Estates Helpdesk [estateshelpdesk@kent.ac.uk](mailto:estateshelpdesk@kent.ac.uk).  
Please do not leave food waste in offices, kitchens or other areas which may attract rodents or other pests.

### Contact details

[estateshelpdesk@kent.ac.uk](mailto:estateshelpdesk@kent.ac.uk)

In emergencies call Estates Helpdesk on 01227 823209.

[www.kent.ac.uk/estates](http://www.kent.ac.uk/estates)

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**Kent**