

# **SERVICE LEVEL AGREEMENT**

**Cleaning Services**

**Revised September 2017**

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# 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 & Facilities  
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 (September) and proposed changes will be brought to the Estates and Facilities 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
<b>Response Times</b>	<p>Cleaning Services operating hours are 05.30 – 20.00 and incoming calls will normally be answered within 6 rings, if the call is diverted to voice mail your request will be answered within 1 hour during operational times or the next working day</p> <p>Cleaning Services will respond to and deal with enquiries within 3 hours during our working hours Monday to Friday</p> <p>The hours may be available to be extended where a business request is made and the cost of service cover agreed.</p> <p>Out of hours emergency answering service via Security control (Ext 7799)</p> <p>You may also contact the Cleaning Services team via email- <a href="mailto:Cleaning@Reading.ac.uk">Cleaning@Reading.ac.uk</a>.</p>
<b>Service Objectives</b>	<p>We have a professional and pro-active approach which enables us to operate an independent service at the University.</p> <p>We aim:</p> <ul style="list-style-type: none"> <li>To provide cost efficient and value for money services and where possible use cleaning materials that are not harmful to the environment.</li> <li>To ensure that our uniformed operatives who deliver the services, are fully trained to BICs guidelines, friendly, capable and reliable and work in a safe and efficient manner</li> <li>To achieve customer satisfaction through regular engagement and responsive actions</li> <li>To encourage customer feedback by providing feedback forms to University users within schools and offices.</li> <li>To measure, monitor and report service performance and pro-actively address areas for improvement.</li> <li>To understand the customer requirements and aim to provide a high quality service</li> </ul>
<b>Principle Service Provision</b>	<p><b>Standard Service:</b></p> <ul style="list-style-type: none"> <li>A complete standard office cleaning package</li> <li>A complete standard Laboratory cleaning package. (Inc. Category1 &amp; 2 Labs)</li> <li>General cleaning to common areas</li> <li>Address cleaning issues as required to comply with H&amp;S issues</li> </ul>

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**Additional services:**

Tailored services to meet the customer requirements which may incur additional costs, depending on requirements.

Contracts or one off clean on request.

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**Training**

Staff are trained to BICs guidelines through in-house training. All supervisors and managers are trained to train to BICs guidelines. 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 ISO9001:2015 and Investors in People awards.

To ensure performance standards are maintained, all staff are audited regularly by their supervisors and regularly spot checked by managers.

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Each building or area is cleaned to a high standard specification as detailed below:

Area	Frequency	Coverage
Washrooms & Toilets	All areas	WCs & Urinals cleaned
	5 x weekly	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
	1 x weekly	All dispensers wiped down Pipes and low level areas (damp wiped) Tiles fixtures and fittings cleaned Walls, partitions and toilet doors wiped (As required)
Corridors & Stairs	1 x weekly	Hard surface floors and carpeted surfaces cleaned (vacuumed or spot mopped as required) leaving area free from stains, marks, dust, debris and Chewing gum.
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 buffed and wiped Lift floors cleaned (swept and mopped) Debris cleaned out from lift door runners

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Lecture Theatres & Classrooms	5 x weekly	Rubbish picked up and bins emptied. Hard surface floors dusted and control mopped/spot mopped Tables wiped daily and chewing gum removed as required
Teaching Laboratories	5 x weekly	Hard surface floors swept and mopped Empty bins Clean and wash hand basins only
Research Laboratories		<b>Level 1 Containment labs:</b>
	1 x weekly	Dust control: sweep and damp mop hard surface floors
	3 x weekly	Empty general waste bins next to hand wash basins only Clean hand wash basins only
		<b>Level 2 Containment labs:</b>
	1 x weekly	Hepa Vacuum and damp mop hard surface ( <b>no sweeping</b> )
	3 x weekly	Empty general waste bins next to hand wash basins floors only Clean hand wash basins only
Offices	1 x weekly	Hard surface floors dusted and control mopped/soft mopped Carpeted surfaces vacuumed Sills and ledges damp wiped Desks will only be cleaned if they are completely cleared ( <i>Cleaning Services will not remove items in order to clean</i> ) All furniture dusted All low level and high level dusting - edges and ledges Doors wiped down and glass cleaned
	3 x weekly	Recycling and Central bin bank bins emptied only. <i>Cleaning Services will not empty deskside bins.</i> Waste removed (please see Point 5 below)
Meeting Rooms	5 x weekly	Hard surface floors dusted and control mopped/soft mopped Carpeted surfaces vacuumed All furniture dusted All low level and high level dusting – Sills, edges and ledges Doors wiped down and glass cleaned Recycling and Central bin bank bins emptied –only Waste removed (please see Point 5 below)
Doors	As required	Door handles, kick and push plates damp wiped, dried and buffed to remove all stains, marks and smears

		Glazing and glass polished
Kitchens/Tea Points	5 x weekly	Bins emptied and lids wiped Hard surface floors swept and mopped Sinks and surfaces wiped over and sanitised

Note: - It is the responsibility of all kitchen users to keep the work surfaces clear of utensils and clean, to maintain the cleanliness of microwaves, fridge's and other appliances.

## 4. PERIODIC/ADDITIONAL CLEANING

If there is a requirement for any extra cleaning which is more than the specified level for your area, please contact us on [cleaning@reading.ac.uk](mailto:cleaning@reading.ac.uk) or Ext. 8415 to discuss prior to raising a WREN.

Periodic or spring cleans are carried out on request, these are additional to those listed above.

Floor work procedures will be performed "outside of core cleaning hours" at a pre-agreed date and time by in-house staff.

To request a periodic clean 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.

Kitchen appliances, such as microwaves, fridges or for a deep clean in kitchens etc. can be cleaned at an additional cost and requested through the Helpdesk.

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 a specialist window cleaning company who has the appropriate equipment. 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 closure days. If there is a requirement for cleaning services during public holidays, please contact the Cleaning Services Manager to discuss any additional requirements and extra charges

## 5. WASTE MANAGEMENT

General waste is collected daily from classrooms, lecture theatres, teaching Laboratories, kitchens and toilets by cleaning staff.

In the event of an office clear out/move resulting in a large amount of heavy waste please contact [portering@reading.ac.uk](mailto: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:

Black Bags – General waste

Clear Bags – Recyclable waste.

Please contact [cleaning@reading.ac.uk](mailto:cleaning@reading.ac.uk)

### Shredding

To remove any items for shredding or confidential waste please contact [waste@reading.ac.uk](mailto:waste@reading.ac.uk) to arrange collection and disposal

### Recycling

The University has a green policy and endeavours to recycle as much as possible across the site. The Cleaning/Portering teams provide the following services:

**Paper Bins** – These are for paper only. If you require more bins for your department please contact the University Sustainability team.

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

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

**Glass** – we 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.

## 6. SERVICE STANDARD

The expected standard after cleaning and waste collection is:

Area	Standard
Classrooms/ Lecture Theatres/ Lifts/Stairs	All low level surfaces should be free from dust All fixtures and fittings should be free from dust and debris Floors should be free from debris and dust as per our Service Spec All waste receptacles are empty



Washrooms and Toilets	<p>All low level surfaces should be free from dust</p> <p>All fixtures and fittings should be free from dust and debris.</p> <p>All sanitary fittings should be free from dust, dirt and smear free</p> <p>Mirrors should be clean and smear free</p> <p>Floors should be clean and free from debris and dust</p> <p>Consumable items should be checked and as replenished as required</p>
Laboratories	<p>Floor should be free from dust and debris</p>
Kitchens	<p>All low level surfaces should be free from dust</p> <p>All fixtures and fittings should be free from dust and debris</p> <p>Floors should be free from debris and dust as per our Service Spec</p> <p>All waste receptacles are empty</p>

## Areas NOT covered by Cleaning Services Service Level Agreement

1. External cleaning
2. Blinds
3. Stores and workshops
4. Window cleaning
5. 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>
6. Removal of confidential and shredded waste: Please request Porter Assistance by raising a WREN via <http://www.reading.ac.uk/fmd/businessservices/HelpDesk/fmd-bsd-help-desk.aspx>
7. 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.
8. Individual desk bins will **NOT** be emptied
9. Cleaning staff will not fill or empty dishwashers or carry out washing up.

## 7. ADDITIONAL CLEANING COSTS

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

Where additional resources are required to meet specific demand and areas/toilets are left in an unacceptable condition it may be necessary to increase resource to cope with demand. This may result in an additional cost and charges may apply.

Please also remember that you may need additional cleaning services after your event as well as before, as the venue will be required for teaching/other events.

## 8. 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	EFC Chairs Action Ref 17/54	25/10/17