

1 Introduction / Background

This document outlines the cleaning services provided at the University of Wollongong.

2 Scope / Purpose

Cleaning services are managed by the Facilities Management Division (FMD), and are administered through a contract agreement with a specialised service provider. Accommodation Services, Unicentre and URAC operations are outside the scope of this guideline and the services are restricted to the Wollongong Campus. This guideline should assist those people that require an understanding of the cleaning services delivered at the Wollongong Campus.

3 Cleaning Service

The service is comprised of the following components:

- Routine Cleaning
- Supplementary Cleaning
- Scheduled Cleaning
- Additional Cleaning
- Litter Patrol
- Attendant Services
- Associated Services

Each of the above activities is described further to allow an understanding of the services delivered. It should be noted that the University's [Cleaning Supervisor](#) continuously inspects the level of work carried out to ensure it meets the University's Specification. If a legitimate issue is raised by an individual on campus then the Cleaning Supervisor will conduct an inspection with corresponding actions documented.

3.1 Routine Cleaning

Routine cleaning is primarily undertaken between the hours of 4:30am-8:30am each weekday. The tasks performed and frequencies at which they are to be delivered are nominated below.

It should be noted that for cleaners to complete their tasks, office bins must be easily accessible, desks shelves, window sills and carpeted areas must be free of clutter. Loose items residing on the floor, near bins or under desks may be construed as waste and disposed. Please note it is the responsibility of the owner to keep valuable items stored appropriately to avoid accidental disposal.

Area/Activity	Task Description	Task Frequency		
		Daily	Weekly	Monthly
Internal and External Passageways e.g. Stairs, Landings, Foyers, Walkways and other High Traffic Areas		✓		
	Sweep/vacuum with the appropriate equipment for surface type of surface.	✓		
	Remove stain and debris by spot cleaning, using the nominated type of remover/equipment.	✓		
	Thoroughly damp mop using liquid cleanser.		✓	
Secondary Passageways e.g. Fire Stairs, verandahs and Low Traffic Entrances.				
	Spot clean and remove litter, surface stains and spillage.	✓		
	Sweep or mop for the particular type of surface. Mechanical means of cleaning may be used where applicable.		✓	
	Thoroughly damp mop fire stairs, verandahs, secondary entrances and other low traffic paved areas using liquid cleanser.			✓
External Areas e.g. Hardstand, Grassed and Garden areas (within 10m of main entrances and 3m of all other entrances				
	Spot clean to remove litter, surface stains and spillage.	✓		
	Sweep and/or "air-broom" paved walkways within 5 metres of buildings.		✓	
Polished Areas - Vinyl, Resilient and Timber Flooring etc.				
	Thoroughly sweep these surfaces, including all corner edges and under furniture, using approved dust-collecting mop.	✓		
	Spot mop to remove any stains or spillage.	✓		

Area/Activity	Task Description	Task Frequency		
		Daily	Weekly	Monthly
Carpets and Weather/Floor Mats				
	Detail and/or spot vacuum to remove dust, rubbish.	✓		
	Fully vacuum main foyer entries, public areas and other high usage areas.	✓		
	Remove entry mats to building and ensure free of dirt and dust before replacement.	✓		
Washroom Areas				
	Thoroughly clean floor areas (cleanser and mop). Remove any debris build-up.	✓		
	Thoroughly clean pedestal pans, cisterns, seats, urinals, door furniture, dispensers, holders, taps and hand basins	✓		
	Dust and wipe all wall tiles, laminated and vinyl surfaces, painted walls, partitions and doors free of surface dust and soil. Remove any debris build-up.	✓		
	Clean all mirrors free of markings and surface soil.	✓		
	Clean, check and fill/replace soap	✓		
	Remove and dispose of used hand towelling, paper and cloth (as required).	✓		
	Check supply of washroom paper and soap and replace (as required).	✓		
	Clean sanitary napkin containers as required.	✓		
Kitchens & Lunchrooms				
	Wipe tables, seats and the exterior of fridges or stoves.	✓		
	Clean all stainless steel or chromium plated surfaces with a soft cloth and penetrating oil.	✓		
	Spot clean wall tiles, laminated surfaces, walls and doors.	✓		
	Spot clean ceramic tiled, vinyl, rubber floors.	✓		
All areas				
	Dust all tables, counter tops, benches and chalk rails	✓		
	Spot clean all painted surfaces, steel furniture, timber and other surfaces e.g. furniture, walls, doors and mirrors.	✓		
	Clean all drinking fountains and surrounds (internally and externally).	✓		
	Remove chewing gum from all internal and floor surfaces.	✓		
	Remove graffiti from all areas where such cleaning will not damage the surface.	✓		
	Spot clean glass in doors, building entry points, notice and display cases, bookcases and inquiry windows.	✓		
	Wipe down stainless steel sinks and surrounds, in workshops and other areas not separately covered (excluding labs).	✓		
	Remove dust from; all furniture, shelving, ledges, picture frames, skirting boards, appliances, cupboards and partitions below 2m.		✓	
	Remove dust and cobwebs from all other visible surfaces.		✓	
	Wash down desks, tables and bench tops to remove soil and stains. (excludes Lab benches, tables and sinks)		✓	
	Where office desks or tables are covered with work they are not touched. Cleaners are not allowed to move any work on desks.		✓	
	Thoroughly vacuum all carpets, weather mats, rugs and runners.		✓	
	Wipe down, stainless steel and brass, handrails, door pushers, identification panels, kick plates etc.		✓	
	Wipe down all leather / vinyl seats. Polish on request		✓	
	Remove scuff marks from Vinyl, Resilient and Timber Flooring Surfaces.		✓	
	Wipe down shower screens and handrails		✓	
	Thoroughly clean all glasswork and signs located public areas both internal and external.			✓
	Wipe over all stainless steel furniture and components – i.e. legs, binding strips, etc in office areas.			✓
	Wipe over all telephone handset with an approved telephone disinfectant. Wipe telephone unit with an appropriate cloth.			✓

Area/Activity	Task Description	Task Frequency		
		Daily	Weekly	Monthly
	Vacuum clean and remove stains from wool covered seats.			✓
	Thoroughly clean all Laboratory floor surfaces.			✓
Waste				
	Empty all internal waste and wipe clean. Replace plastic bin liners when torn or in a dirty condition, at least weekly.	✓		
	Empty all garbage containers and return to respective positions using bin liners as required.	✓		
	Collect garbage and waste throughout the campus and place in holding containers.	✓		
	Empty any containers used as ashtrays (external to buildings only).	✓		
	Wash all internal waste containers inside and out with antibacterial cleanser.		✓	
	Relocate/replace any waste bins to a central position for collection and transport offsite.		✓	

3.2 Supplementary Cleaning

Supplementary cleaning occurs primarily during standard office hours. The tasks performed correspond to the operational needs of the University. High use amenities are checked and cleaned, special events are supported, emergency cleaning requests are actioned and other special requests managed.

3.3 Scheduled/Timetabled Cleaning

Scheduled cleaning is performed building by building throughout the year and primarily outside standard office hours. The tasks are undertaken annual or biannually and include:

- Polishing floors (where applicable)
- Thoroughly washing walls of washrooms and shower areas
- Thoroughly cleaning the floors of all wet areas (i.e. washrooms, showers and change areas)
- Machine scrub, internal hard floor surfaces.
- Removing dust and webs from all exposed areas e.g. piping ducts, upper section of walls.
- Dust and clean all light fittings, exposed service pipes and ducts along walls, bevelled ceiling edges
- Thoroughly clean all accessible windows, glass entrances and internal glass in all areas.
- Wipe and clean all internal ventilation vents or supply/return air grilles (including door grilles).
- Wash down vinyl desks, counter tops and chairs
- Clear open drains of excess litter.
- Clean thoroughly all venetian and vertical blinds
- Clean thoroughly all ceiling fans.
- Vacuum thoroughly all open book shelves.
- Clean thoroughly all accessible glass internally and externally.
- Thoroughly clean all internal carpets using appropriate cleaning method
- Scrub clean internal concrete, ceramic, terrazzo, quarry tiles. Wipe down all other wall tiles.
- Brush walls and ceilings free of surface dirt.
- Wash laminated or linoleum / vinyl desk tops and tables.
- Wipe clear all timber desk tops, tables, partitions, doors and cupboards with a soft cloth
- Wipe and clean all light fittings, exposed service pipes and ducts along walls, bevelled ceiling edges.
- Wash all waste containers including external with antibacterial cleanser.

Please note any request for scheduled tasks to be performed before their scheduled date are likely to be classified as Additional Cleaning and charges apply. If you require a determination on this aspect of the cleaning Service please contact the [Cleaning Supervisor](#)

3.4 Additional Cleaning

Additional cleaning covers those tasks that are not included in Routine, Scheduled or Supplementary Cleaning. This work is commonly requested and once charges have been supplied and accepted work can proceed. Examples of the type of tasks delivered as Additional Cleaning include:

- Additional carpet cleaning.
- Additional window cleaning.
- Special event cleaning.

- Upholstery cleaning.
- Appliance (fridge/freezer) cleaning.

3.5 Litter Patrol

The Litter Patrol provides a litter collection service across the campus. The service concentrates on areas where there is a high density of people travelling or congregating outdoors, e.g. Duckpond, McKinnon Lawn, Library forecourt, etc. Outdoor litter and recycling bins should not overflow and should be clean; litter should not remain uncollected in prime areas for more than two hours. Typical tasks involved are:

- Collecting litter
- Cleaning and emptying external bins
- Removing posters and graffiti
- Clearing notice boards
- Cleaning signs and outdoor furniture

3.6 Attendant Services

Attendants provide logistic support across the Wollongong campus for planned tasks and requests. The service is delivered between the hours of 7am- 3pm weekdays and tasks typically include:

- Event set up e.g. End of year Exams, Graduation, Orientation.
- Moving furniture and other office items (excluding electronic goods).
- Delivery and collection of mixed waste, paper and recycling bins.
- Delivery and collection of confidential paper bins (charges apply).
- Disposal of excess furniture.
- Distribution of washroom supplies.
- Assistance with other cleaning service activities.
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It should be noted that to utilise the Attendant Services a request must be made in advance to the FMD Service Centre. Work given on short notice can not be assured of completion. Work preference will be given to critical University activities e.g. End of year Examinations and Graduation and at the discretion of the FMD. Work outside normal times will be considered where conflicts occur although charges will apply.

4 Related Documents

This cleaning guideline is a summary of the requirements as defined in the University's Cleaning Contract documents. These contract documents specify the level of service to be provided and are held and administered by the Manager, Environmental Services.

5 Version Control Table

Version Control	Date Released	Approved By	Amendment
1.0	07/01/13	Manager Environmental Services	Cleaning guideline created in new template
2.0	10/07/29	David Low Manager Environmental Services	Updated to include contract changes and all services
	110118		Document updated to reflect name change from Buildings & Grounds (B&G) to Facilities Management Division (FMD)