



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

Facilities Management Division -Environmental Services

Cleaning Service Guideline (Wollongong Campus)

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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 and Pulse 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 Wollongong Campus cleaning service.

3 Cleaning Service

The service is comprised of the following components:

- Routine Cleaning
- Supplementary Cleaning
- Scheduled Cleaning
- Additional Cleaning
- Litter Patrol & Waste Services
- 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 Service Coordinator](#) 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 placed 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 and labeled 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		<input type="checkbox"/>		
	Sweep/vacuum with the appropriate equipment for surface type of surface.	<input type="checkbox"/>		
	Remove stain and debris by spot cleaning, using the nominated type of remover/equipment.	<input type="checkbox"/>		
	Thoroughly damp mop using liquid cleanser.		<input type="checkbox"/>	
Secondary Passageways e.g. Fire Stairs, verandahs and Low Traffic Entrances.				
	Spot clean and remove litter, surface stains and spillage.	<input type="checkbox"/>		
	Sweep or mop for the particular type of surface. Mechanical means of cleaning may be used where applicable.		<input type="checkbox"/>	
	Thoroughly damp mop fire stairs, verandahs, secondary entrances and other low traffic paved areas using liquid cleanser.			<input type="checkbox"/>
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.	<input type="checkbox"/>		
	Sweep and/or "air-broom" paved walkways within 5 m of buildings.		<input type="checkbox"/>	
Polished Areas - Vinyl, Resilient and Timber Flooring etc.				

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

Area/Activity	Task Description	Task Frequency		
		Daily	Weekly	Monthly
	Wipe over all telephone handset with an approved telephone disinfectant. Wipe telephone unit with an appropriate cloth.			<input type="checkbox"/>
	Vacuum clean and remove stains from wool covered seats.			<input type="checkbox"/>
	Thoroughly clean all Laboratory floor surfaces.			<input type="checkbox"/>
Waste				
	Empty all internal waste containers and wipe clean. Replace plastic bin liners when torn or in a dirty condition, at least weekly.	<input type="checkbox"/>		
	Empty all garbage containers and return to respective positions using bin liners as required.	<input type="checkbox"/>		
	Empty all internal recycling containers and wipe clean. Replace container without plastic liner.		<input type="checkbox"/>	
	Empty any food waste containers and wipe clean. Replace with approved cornstarch bin liner	<input type="checkbox"/>		
	Wash all internal waste containers inside and out with antibacterialcleanser.		<input type="checkbox"/>	
	Present waste or recycling bins for servicing as required		<input type="checkbox"/>	

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, beveled 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.

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 cannot 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	Release Date	Author/Reviewer	Approved By	Amendment
1	07/01/13		Manager Environmental Services	Cleaning guideline created in new template
2	10/07/29		David Low Manager Environmental Services	Updated to include contract changes and all services
3	120118			Document updated to reflect name change from Buildings & Grounds (B&G) to Facilities Management Division (FMD)
4	130822	Rhonda Corkery, Cleaning Supervisor	David Low Manager Environmental Services	Reviewed.
5	170504	Kate Wilson	David Low Environment Manager	Review and update for new cleaning contract.