

# HARPER ADAMS UNIVERSITY

## HOUSEKEEPING

### SERVICE LEVEL AGREEMENT

#### Mission Statement

The aim of the Housekeeping Department is to provide our customers with an efficient cleaning and laundry service in a caring and pleasant manner, maintaining the highest professional standard.

The Housekeeping Department is responsible for cleaning and laundering services throughout the University. The department comprises of the Manager, Office Assistants x 2, 4 x Cleaning Supervisors supported by 2 x team leaders and 57 x cleaning staff, working various shift patterns between 04.00hrs to 18.30hrs. The Laundry is currently staffed by; 1 Supervisor and 1 x Team Leader plus 7 x Laundry/Housekeeping Assistants.

#### Residential Accommodation

Student halls are cleaned on a regular basis Monday to Friday (except Bank Holidays), cleaning surfaces and vacuuming where possible (Housekeeping Staff do not remove or clean personal items). Communal areas such as toilets, showers, \*kitchens\* corridors, stairs, landings, foyers are cleaned on a daily basis.

Student houses are cleaned on a regular basis Monday to Friday on a pre-set day as described in halls with sanitary/communal areas such as shower rooms, toilets, \*kitchens\*, halls, stairs, and landings cleaned on a daily basis as needed. Housekeeping Staff are only responsible for cleaning kitchen surfaces/floors/walls/chairs/tables etc which are free from obstruction only.

Housekeeping Staff are **not** responsible for any of the following: emptying rubbish bins, washing up, cleaning the inside of cookers/grills/microwaves or fridges.

Students are responsible for tidying their own room. **You must** remove rubbish from your room and communal area to the bin points outside. You need to do this regularly (at least once a day for the kitchen rubbish).

#### Teaching/Office Areas

Offices will be cleaned once a week (with all waste removal the occupant's responsibility), with communal areas such as class rooms, conference rooms, lecture theatres, computer rooms, labs, toilets/showers, stairs, landings, foyers cleaned daily. Vacuuming/dry and wet mopping/dusting – only obstruction free surfaces and not computers or keyboards (except in communal computer rooms e.g. library), replenishing toilet paper, hand towel, soap and sanitiser (where applicable).

## **Laundry Service**

All students will be responsible for their own laundry. There are washing and drying machines on campus, for students use, for a small charge. You must purchase your own washing powder. There is one laundry block situated between Jerman and Leverhulme, and one laundry block in Jebb, for the use of students on a pay as you go basis.

Any problems with the laundry, such as a washing machine not opening etc., should be directed by the student to the company who provide the facility. More details can be seen via the website [www.circuit.co.uk](http://www.circuit.co.uk)

There are several 'laundrettes' in Newport town which are also coin-operated. You can either put these machines through their programmes yourself or, at a small extra charge, the attendant will do your washing for you. Most dry cleaning shops also offer a sewing repair service, but this is usually quite expensive.

## **External Cleaning**

Housekeeping are responsible for sweeping entrances to Halls of residence, teaching areas and some pathways.

Contractors are employed for cleaning all Teaching/Office and student Residential external windows and some height restricted internal windows.

## **Cleaning Contracts**

Housekeeping use a contract cleaning company for sanitary bins (serviced once a month), internal tread mats (serviced once a fortnight) and external window cleaning (plus some high internal windows) at the end of each term.

## **Location**

The Housekeeping and Laundry Department are located at the exit to the staff car park near/opposite the Regional Food Academy.