

Facilities Management

Estates, Facilities and Residences

Service Level Agreement – Cleaning Services

GENERAL STATEMENT AND GUIDANCE NOTES

Facilities Management provides building cleaning, portering, security and postal services to staff, students and visitors in academic, residential, administrative and other service buildings both on and off campus at Aberystwyth University

The Facilities Management objectives are:

- To facilitate a safe environment that allows the University to function successfully whilst positively impacting on customer experience
- A Facilities team that will pro-actively service the University Estate, ensuring that any issues identified are resolved or reported, as appropriate
- Provide greater engagement opportunities to ensure that the department uses the wealth of experience and knowledge within and outside its teams in order to maintain and enhance service levels whilst meeting University approved budgets.
- Pro-actively work to reduce the impact of the departments service delivery on the environment
- Work collaboratively with wider University departments to find efficiencies and improve working practices for the benefit of the end user and/or to reduce costs
 - **Front Facing Strapline:** Here to Facilitate, Happy to Help

Facilities Management (Cleaning Services) - Service Level Agreement (SLA)

1 General Statement

1.1 Cleaning Services is a University service provider with a remit for:

- Toilets and changing facilities
- Centrally Timetabled Teaching and Lecture facilities
- Libraries, Learning and other Social Space
- Corridors / Stairwells / Entrance Foyers
- Conference facilities
- Sports Facilities
- Building support
- Waste / litter management
- Carpet Cleaning of front facing learning and teaching spaces
- Response to emergency / clean up
- Requests for ad-hoc individual and open plan office cleaning
- Requests for ad-hoc residential property cleaning
- Event support, including University Visiting & Open Days, Graduation and Big Welcome Weekend
- Please note:
 - This list is not exhaustive and further details can be seen from page 2 of this document
 - Some elements of the cleaning service may incur additional costs that do not sit within approved budgets. As a result, departmental recharging may occur, for example where a requested task required additional resource or outsourcing. Where this is the case, the requesting department will be notified in advance of arrangements being made to complete the task.

This document details the services provided to meet the expectations of our customers and details the responsibilities of both parties (Cleaning Services and Service Customers).

1.2 Due to the nature of University funding, the SLA will be reviewed annually on 31 July in conjunction with relevant stakeholders.

2 Breaches of the Service Level/Comments

2.1 The Head of Facilities Management 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 the below address and your query will be signposted accordingly:

Facilities Management, Fferm Penglais, Aberystwyth, SY23 3FH – efastaff@aber.ac.uk / 01970 621951

For all urgent out of hours enquiries, contact the 24/7 Security Team on 01970 622900

2.2 Where the response is not deemed satisfactory, aggrieved parties should contact the Director of Estates, Residences and Facilities via efastaff@aber.ac.uk.

2.3 All complaints from University Students will be dealt with in accordance with the University's complaints procedures, details of which can be found here - <http://www.aber.ac.uk/en/regulations/complaints/complaints-procedure/>

3 Changes to the Service Level

3.1 The Head of Facilities Management will review the SLA annually and where improvements are made the SLA will be updated.

3.2 Where there are written contracts, both parties may withdraw from these agreements in compliance with any contractual arrangements.

Service	Level of Service	Customer Responsibilities (where applicable)
Central Timetable Teaching Rooms Computer Rooms Learning Spaces Teaching LABs	To maintain an environment that is cleaned daily Cleaning Services will provide - daily clean of hard and soft surfaces in all 24 hour Learning centres, including: <ul style="list-style-type: none"> • carpets vacuumed or floor swept as necessary • computer screens, mouse, keyboard, seating wiped and dusted • desks and other workable surfaces dusted or damp wiped, • whiteboards cleaned • litter cleared, bins emptied - cleaning of recycling and waste bins, • replacing waste bags and positioning in internal collection point • Internal windows within reach from a 2 step ladder, as required, plus immediate external areas and cleaning glazed inserts in doors, door handles/push plates, • Labs to be floors only weekly as agreed • Keyboard turning and cleaning periodically • Spot clean walls • Hard surfaces and ledges left dust free weekly • Doors, push plates and handles to be wiped clean 	Customers are to report any service concerns (without delay when urgent), including but not limited to spillages or shortages of washroom products by contacting the University 24/7 Helpline on 01970 622900 or emailing (non-urgent) Facilities@aber.ac.uk All maintenance issues need to be reported to the Estates Development Department via campushelp@aber.ac.uk / 01970 622999 Building users to ensure that all waste is disposed of using the appropriate bin provided Place all waste into the central waste points To segregate waste as far as possible into recycling bins available Leave rooms as they have been found i.e. furniture to be replaced in the original room setup, unless porter support has been pre organised Report any areas that need cleaning during the day e.g. mud from boots across flooring
Toilets	To maintain a hygienic environment and the preservation & maintenance of the fabric of the building that is clean daily <ul style="list-style-type: none"> • Cleaning Services will provide a daily cleaning service (unless agreed with building Customers otherwise) to maintain a hygienic environment that ensures: • Clean toilets and surrounding areas • Clean urinals and surrounding areas • Clean sinks/taps and surrounding areas • Clean mirrors • Ensures soap dispensers are clean and have soap in the cartridge • Sweep/wash the floors daily with periodic mechanical cleaning • Clean hand dryers and surrounding areas • Clean and refill hand towel dispensers as necessary • Empty bins, change bin liners and leave clean • Spot clean walls • Ensure ledges and surfaces are clean • Ensure internal glass is clear and clean 	Not to eat and / or drink in lecture areas and meeting rooms unless pre organised
Corridors Stairwells Entrance Foyers	To maintain a clean & safe environment that is cleaned daily <ul style="list-style-type: none"> • Cleaning services will provide a frequent clean of hard and soft surfaces damp dusting surfaces, cleaning both sides of glazed doors, door handles/push plates, vacuuming, tidying, emptying and cleaning recycling and waste bins, replacing recycling sack and positioning internal collection point. • Cleaning services within all self-catered residential blocks where flats share a communal stairwell and entrance cleaning will take place on Mondays, Wednesdays and Fridays, with ad hoc response as required. • Cleaning services within all catered residential blocks, light cleaning will take place on a daily basis within all communal facilities, including flat toilets, kitchen and corridor 	
Building support Waste / Litter management	Cleaners, in conjunction with Porter Operatives will carry out a waste management regime ensuring: <ul style="list-style-type: none"> • All waste is correctly removed from the central waste points situated within buildings • All waste is taken to external bins store. • Waste is placed into the correct waste category. • In conjunction with Porter Services, Daily Cleaning of litter in external areas 	

	<p>Cleaning Services will ensure that all external areas that they are responsible for are maintained free and clear of litter or rubbish.</p> <ul style="list-style-type: none"> • Correct use of litter picking equipment • Clear all designated areas • Report any excess litter in areas • Respond to additional requests for open, visitor days and graduation. <p>Ensure that all external bin areas are maintained free and clear of litter and rubbish.</p> <ul style="list-style-type: none"> • Remove excess litter in areas and place in designated bins provided • Resolve bin contamination issues • Optimise waste costs by maximising bin usage 	
Carpet Deep Cleaning	<p>Cleaning Services will monitor the cleanliness of front facing learning and teaching spaces, co-ordinating professional carpet cleaning as required. This will form part of an ongoing schedule of inspections and works will be co-ordinated to seek to offer best value, within agreed budgets, and as soon as reasonably possible.</p> <p>Back of house academic and office spaces can also be co-ordinated via Cleaning Services, however costs may be rechargeable to the requesting department</p>	
On Demand Services	<p>Cleaning Services to assist with any other reasonable requests with the remit of the team. On occasions, this may require any additional costs incurred to be recharged to the requesting department.</p> <p>Where this is the case, the requesting department will be notified in advance of arrangements being made to complete the task.</p>	<p>Department to provide relevant authorisation, including budget code, as required</p> <p>Requests to be made to 01970 62 2900 / facilities@aber.ac.uk</p>