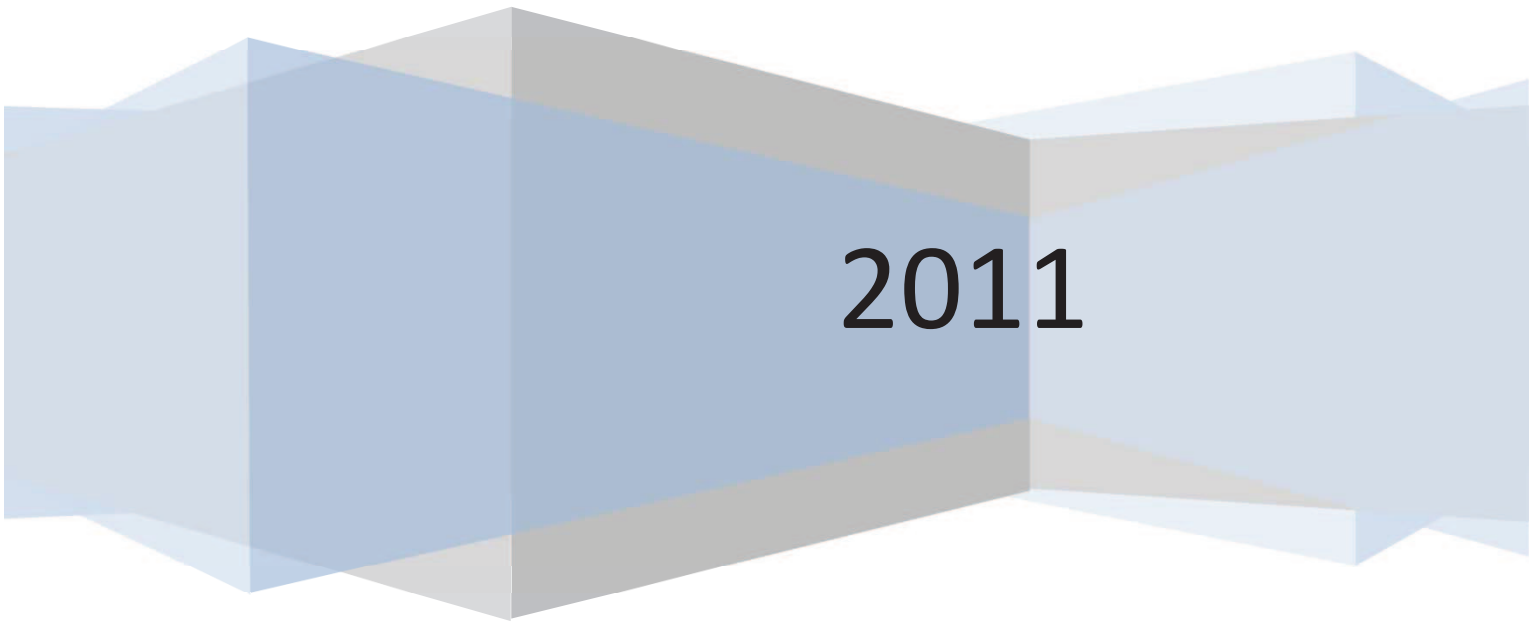


University of Michigan

Plant Building and Grounds Services

(OS1) Custodial Cleaning Standards

Revised March 2011



2011

Plant Building and Grounds Services

(OS1) – Custodial Cleaning Standards 2011

Introduction:

This is a summary of the custodial services provided by PBGS for general fund facilities. Custodial cleaning is performed by specialists working in teams of 2-5 or by 1 person doing all four specialties in smaller facilities. Each facility is divided into four cores. Daily tasks throughout the facility are performed for half a shift with the other half spent detail cleaning one of the four cores four days a week. The result is that the entire facility is detail cleaned weekly. The fifth day is reserved for projects. Project work is anything not performed on a daily or weekly schedule such as floor refinishing. Project schedules vary by facility and are available upon request. Restrooms are cleaned and disinfected daily, detail cleaned weekly. Frequencies may vary to accommodate customer service level agreements, special requests and emergencies.

General fund Services - Private Areas

Offices and Cubicles

Daily:

- Clean private restrooms located within offices (using public restroom standards)
- Daily emptying of waste receptacles is a negotiated service based on building priorities.

Weekly detail core cleaning:

- Dust furniture tops, desk lamps and bookshelves around obstructions. Cleared areas will be thoroughly dusted
- Clean desk surfaces at customer's request. Desk must be cleared.
- High dust coat racks, clocks, window ledges, pipes, vents (10 feet and below) and connecting vertical and horizontal wall surface
- Clean telephones
- Interior window spot cleaning (7 feet and below), interior/exterior windows not included
- Dust furniture surfaces and damp clean tabletops
- Spot clean walls
- Clean glass partitions, display cases
- Dust vents, lights, pipes, and connecting vertical and horizontal wall surfaces
- Damp mop non-carpeted floors
- Clean sinks where applicable. Sinks must be empty.
- Clean light fixtures, ceiling panels and vents
- Clean door surfaces
- Vacuum upholstered furniture
- Empty recycling containers
- Clean chalk/ white boards and trays (with permission only)

General Fund Services - All Public Areas:

Daily:

- Empty waste receptacles and change liners as needed.
- Police area (remove debris/litter, clean entrances where applicable)
- Spot clean interior glass (does not include interior/exterior windows)
- Clean drinking fountain(s)
- Dust mop or vacuum non-carpeted floors (spot damp mop as needed, adjusted seasonally)
- Vacuum high traffic carpeted areas and entrance mats; remove gum and soil spots
- Doors are closed, locked, and lights turned off per building requirements.
- Stock paper and soap dispensers
- Clean chalk/ white boards and trays (with permission only in libraries, private offices, research labs, and reception areas)
- Clean elevators

Weekly detail core cleaning:

- Interior window spot cleaning (7 feet and below), exterior facing windows not included
- Dust furniture surfaces and damp clean tabletops
- Spot clean walls
- Clean glass partitions, display cases
- Dust vents, lights, pipes, furniture, and connecting vertical and horizontal wall surfaces
- Damp mop non-carpeted floors (adjusted seasonally)
- Clean sinks where applicable. Sinks must be empty.
- Clean light fixtures, ceiling panels and vents
- Clean door surfaces
- Vacuum upholstered furniture
- Empty recycling containers

Project work:

- Restore finish on non-carpeted floors
- Interim carpet care (quick extraction in high traffic areas)
- Annual deep carpet cleaning
- Dust fire closets, extinguishers, vents, and connecting vertical and horizontal wall surfaces
- Spray buff non-carpeted floors in high traffic public areas
- Clean light diffusers (10 feet and below, work performed by the CRT)
- Thoroughly clean interior glass

Exceptions and/or additional services related to specific public room types:

Entrances, Lobbies and Corridors

- None

Stairs

Weekly detail core cleaning:

- Dust handrails, radiators, pipes, signage, light fixtures, and window ledges (10 feet or below)
- Clean risers, ledges and glass (8 feet or below)

Elevators

Daily:

- Polish stainless steel and spot clean walls and doors

Weekly detail core cleaning:

- Thoroughly damp clean walls and doors
- Vacuum and damp mop door tracks

Restrooms and Locker Rooms

Daily as needed:

- Clean and disinfect toilets and urinals
- Disinfect sinks
- Spot disinfect walls, partitions and lockers
- Clean mirrors and polish stainless steel and chrome surfaces
- Sweep and damp mop floors with disinfectant solution
- Empty trash and restock dispensers
- Remove graffiti where possible with general cleaner

Weekly detail core cleaning:

- Clean doors and wall tiles
- Pour one gallon of water down floor drain

Project work:

- De-scale fixtures
- Interim restroom maintenance (power washing and/or top scrubbing)
- Damp clean and polish partitions thoroughly

Classrooms, Auditoriums, Libraries and Reception Areas

Daily:

- Clean chalk/ white boards and trays

Weekly detail core cleaning:

- Empty pencil sharpeners

Conference Rooms

Daily as needed:

- Clean chalkboards and trays
- Spot clean table tops, counters, and sinks (sinks must be empty)
- Vacuum traffic and soiled areas

Weekly detail core cleaning:

- Empty pencil sharpeners

Lunchrooms and Kitchenettes

Daily:

- Clean table tops with general purpose solution
- Clean drinking fountain, counter tops and fronts, exterior surface of refrigerator and microwave
- Clean sinks (sinks must be empty)
- Spot clean chairs
- Vacuum and damp mop floor as needed

Weekly detail core cleaning:

- Clean glass partitions, exterior of display cases, and interior glass (exterior windows not included)
- Spot clean walls, including behind, around waste receptacles
- Clean all surfaces, tabletops, counter surfaces
- Vacuum/damp mop thoroughly

Project work:

- Thoroughly clean furniture (chairs, tabletops, counter surfaces)

Computer Rooms and Copy/ Mail Rooms

Weekly detail core cleaning:

- Dust all horizontal furniture
- Thoroughly vacuum partitions and under and around computers
- Clean with general cleaner door surfaces and door handles

Research Laboratories

NOTE: Waste receptacles containing glass, needles or other hazardous materials mixed with the regular trash will not be removed by the custodians. Teaching laboratories are treated as classrooms.

Daily:

- Empty trash
- Vacuum and/or dust mop according to customer needs

Project work:

- Dust vertical surfaces and vents (with permission only)
- Clean lab counters and all vertical and horizontal surfaces. Lab must be decommissioned by OSEH prior to this work being done

Shop Areas

- None

Shower Stalls

Daily:

- Thoroughly clean and disinfect shower stall (as needed in private offices)
- Mop floors with disinfectant

Weekly:

- Remove soap film from walls

Power wash shower walls and floors with disinfectant and polish hardware

Lounges

Daily:

- Dust cleared furniture tops, desk lamps and bookshelves
- Clean non-upholstered furniture
- Vacuum traffic areas and damp mop as needed

Weekly detail core cleaning:

- High dust coat racks, clocks, window ledges, pipes, vents (10 feet and below) and connecting vertical and horizontal wall surfaces
- Vacuum and damp mop thoroughly

Other Services:

This is an explanation of additional services PBGS may provide as a customer pay request.

- Deep carpet extraction and floor stripping and refinishing is done yearly as a general fund expense in general fund facilities. Additional cleanings are recommended in high traffic areas and can be performed as a customer pay item. Buildings are scheduled according to a programmed maintenance plan. Schedules are available upon request.
- Classroom setups can be done as a customer pay request.
- Customers must pay for products in sanitary napkin and seat liner dispensers. PBGS will stock dispenser at no additional charge.
- PBGS will stock and provide soap and paper dispensers in RESTROOMS and KITCHETTES only. Customers must pay for materials in dispensers in ALL other locations. PBGs will stock at no additional charge.
- Customers must pay for materials in all non-standard dispensers. PBGS will stock dispensers at no additional charge. A listing of standard dispensers is available upon request.
- Non-standard dispensers can be replaced with the PBGS standard at the customers expense
- In new facilities, PBGS will provide standard fixtures at no cost to the customer in restrooms and kitchenettes prior to occupancy. The project/customer is responsible for the cost of the installation.

These are services not provided by PBGS.

- Cleaning and making exam room beds or cleaning medical equipment
- Refilling cup holders
- Service broken dispensers that are non-standard.
- Cleaning computers, monitors, keyboards, AV, or exercise equipment.