

STUDENT CLEANING EXPECTATIONS & GUIDANCE

at the University of Bristol





CLEANLINESS WITHIN THE RESIDENCES

The day to day and weekly cleaning of your accommodation is the responsibility of students within all residences, houses, flats or assigned corridors within residences. The University of Bristol does provide support cleaning services as detailed within the Accommodation Portal and according to stated service level agreements, but this is supported cleaning in addition to that expected to be provided by students themselves. It is expected that students play an active role in ensuring that all personal and shared communal areas are kept clean and that the halls of residences remain a healthy and enjoyable environment.

As detailed in the Residential Life flatmate agreement, being able to agree on how you all share the responsibility will help maintain positive relationships with your housemates, make living and studying in student accommodation more enjoyable, and is important to for maintaining physical and mental wellbeing, whilst supporting the learning environment

As a guide, maintaining cleaning in the residences is not expected to take a long period of time, as long as it becomes part of a weekly routine and everyone plays an equal role. At the start of term suggested tasks and student rotas are implemented to ensure that tasks are distributed and that an effective cleaning regime is in place. Maintaining a good level of cleanliness will enable our service staff to provide efficient support cleaning to enable a good level of service to be maintained within your accommodation at all times and not just following scheduled visits.

We have put together some helpful information on what to use and how, so you know what to do to ensure your accommodation is cleaned well and that you are maintaining a healthy environment, even if you have never tried any of these things before.

Before you start – some things that you need to consider.

CLEANING DO'S & DON'TS

DO

- Always read labels on cleaning products and follow the directions and instructions. If mishandled, chemicals can be hazardous or dangerous to you and your flat mates.
- Only use the product for which it is intended and never mix chemicals because when you combine them, they can be toxic and harm your health.
- Always ventilate the area prior to the use of any cleaning chemicals.
- Wear protective gloves and wash your hands once you have finished.
- Always wash hands before and after completing tasks and if available wear protective gloves.
- Store all cleaning products in a cool dark cupboard. This should be separate to the areas where food and drink are stored.
- Always store chemical products safely with the containers tightly closed. Keep out of reach of children
- Leave cloths and sponges in water soaking. Always wash after chemical use and leave to dry. Disposable cloths should be thrown away when the cleaning task is completed.
- Regularly change and wash your bed linen, (ie pillow cases, sheets, duvet cover etc) and use a tumble dryer for drying your clothes.
- Put the cutlery (ie knives, forks and spoons), cups, glasses, plates, pans etc into the cupboards provided after washing and drying them with tea towels.

- Always clean up spillages as and when they happen.
- Use different cloths for different areas, ie one cloth for the kitchen, a different cloth for the toilet another one for the sink and wash basin, etc.

DON'T

- Do not use bleach or bleach based products as these items can be an irritant / toxic eg if you suffer from asthma using bleach could cause breathing problems and worsen your health condition.
- Never mix cleaning products. The different chemicals when combined can be toxic and harm your health.
- Do not leave wet washing / linen over radiators or heating as this is a health and safety risk, can cause damage to furnishings and encourage the growth of mould.
- Never drink or digest any of the cleaning chemicals/products, (if you do by accident, seek medical assistance immediately).
- Never smoke near / around cleaning chemicals.
- Never use products in confined spaces. Always ensure that chemicals are used in a well ventilated area.
- Never use the bottle for a different chemical when empty. Dispose of the empty bottle in the correct place.
- Never decant cleaning chemicals into other containers. This can result in confusion as to which chemical is being stored.

CLEANING **THE KITCHEN**





HOB

With daily use, your hob can get a build-up of grease and charred food debris. This can lead to an unpleasant burning smell when cooking and could eventually become a fire hazard. Your hob should be cleaned regularly using a kitchen multi-purpose degreaser

- Before cleaning, first let the hob cool and then wipe up spillages with a sponge or a cloth.
- Following manufacturers instructions on the correct use of the cleaning chemical.
- After cooking, clean areas above and around the hob removing all the dirty marks.

EQUIPMENT	HOW TO
<p>Kitchen multi-purpose degreaser</p> <p>Protective gloves</p> <p>Sink of hot soapy water</p> <p>2 or 3 cloths</p> <p>Scourer</p>	<ul style="list-style-type: none">• Ensure the hob is turned off at the mains and check the temperature of the hob/oven/grill to make sure it is cool.• Wearing protective gloves, remove debris from around the hob/oven and grill and put in bin.• Follow the cleaning instructions given on the cleaning product, spray hob, with chemical and allow time for the chemical to work.• Clean all surfaces with a damp cloth and then rinse all surfaces.• Using a dry cloth, wipe all surfaces to remove any excess liquid.• Remove gloves and wash hands.• For stubborn, burnt on stains use a non scratch scourer.



OVEN (Weekly)

- With daily use, your oven can get a build-up of grease, fat and charred food debris. This can lead to an unpleasant burning smell when using the oven and could eventually become a fire hazard.
- Use foil to cover the oven base, this should be changed weekly to ensure that there is no build up of grease as this makes cleaning a lot easier.
- Foil should be removed weekly to avoid a build up of grease.



GRILL (Weekly)

- Where possible use foil to cover the grill pan – it makes cleaning easier.
- Never allow excess fat to collect in the grill pan or in foil as this may cause a fire.
- Foil should be removed weekly to avoid a build up of grease.

MICROWAVE (Weekly)

All it takes it one food explosion to ruin a clean microwave. Your microwave should be cleaned daily after use and at least once a week using a kitchen multi-purpose cleaner. This will ensure it remains hygienic and does not pose a fire risk.

- Never put metallic objects, eg foil, knives, forks, spoons etc in the microwave because it can cause a fire and explode.
- Where possible put a loose / microwave safe cover on the top of the plate which you are reheating in the microwave so that your food does not spill.
- Wipe all spillages inside the microwave after each incident with a cloth and washing up liquid. If you leave it for a long time it will become difficult to clean.



EQUIPMENT	HOW TO
Kitchen multi-purpose cleaner Protective gloves Sink of hot soapy water 2 or 3 cloths Scourer	<ul style="list-style-type: none">• Ensure the microwave is turned off at the mains.• Wearing protective gloves, remove glass turntable and place in sink of hot soapy water and leave to soak.• Follow cleaning instructions on chemical bottle, spray internal and external surfaces, wipe with a clean damp cloth, paying particular attention to the ceiling of the inside and inside door.• Rinse all surfaces well to remove any excess chemicals and dry using a dry cloth.• Clean glass turntable, rinse under running water, wipe with a dry cloth and return to microwave.• Remove gloves and wash hands.• For stubborn, burnt on stains, use a non scratch scourer (non-metallic).

TOASTER (weekly)

Often forgotten when cleaning, your toaster will require regular cleaning and emptying of any crumbs. This is due to both food safety considerations and also to maintain good fire safety within the residences.

- Your toaster should ideally be cleaned daily after use or at least once a week.

EQUIPMENT	HOW TO
	<ul style="list-style-type: none">• Unplug toaster from the mains.• Shake the toaster upside down over a waste bin to remove crumbs and debris from inside. Keep toaster and power lead away from any water.• Wash hands after cleaning.



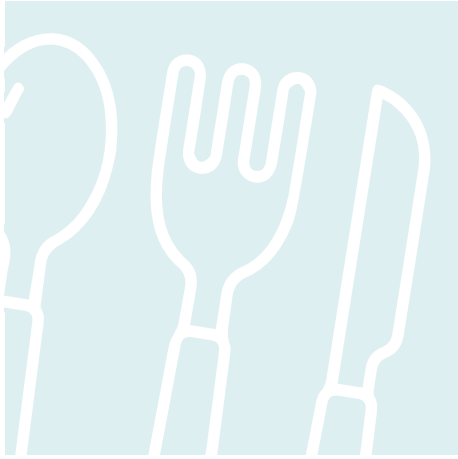


KITCHEN FLOORS (Weekly)

It is important to sweep and clean the kitchen floors. This will remove any debris from cooking, keep away unwanted pests and also avoid any potential slip hazards.

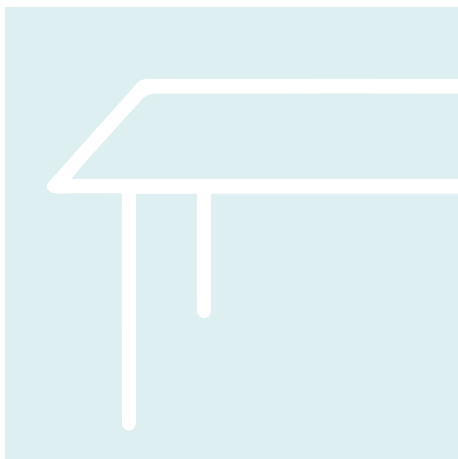
How to clean your kitchen floor:

EQUIPMENT	HOW TO
Floor cleaner Protective gloves Bucket filled with hot water Mop Broom Dustpan and brush Non-abrasive pad	<ul style="list-style-type: none">• Brush floor with broom removing dust and debris. Do not use the vacuum.• Wearing protective gloves, fill the bucket with hot water and add floor cleaner as per the product instructions.• Starting with the point furthest from the door, mop the floor, working in small sections.• Mop all edges including skirting boards. Stubborn marks can be removed with a non-abrasive pad.• Remove any splashes from walls with cloth as you go.• Leave the floor as dry as possible.• Dispose of dirty water down the toilet and flush.• Remove gloves and wash hands.



CUTLERY, DISHES, POTS & PANS (Daily)

- Wash up after every meal using washing up liquid, dry with a clean tea-towel and put away into cupboards and drawers.
- Keep your kitchen tidy; put plates, cutlery and pans away after use, keep the chairs, the floor, and the sink clear from pots and pans.
- Never overload cupboards / avoid using the top of cupboards for storage, especially for heavy items.
- Avoid overloading shelves, especially with heavy items.



WORK SURFACES (Daily)

It is important to keep workfaces clean and hygienic. This will remove any debris from cooking, reduce the risk of contamination of keep away unwanted pests / rodents.

- Never leave open food containers on worksurfaces as this will attract pests and rodents. Food should always be stored in cupboards, fridges and freezers in sealed containers.
- Never leave drainers on work surfaces as excess water may become stagnant and cause damage.
- Always leave work surfaces clean and tidy after use, ready for the next person to use.
- Never put hot pans on work surfaces as these can damage the surfaces / or will pose a fire risk.



SINKS (Daily)

- Keep sinks clear of cutlery, dishes, pots and pans and clean the sink regularly with an all-purpose cleaner.
- Never pour fat or food into the sink as this will block the drain. You will be charged for any blocked sinks caused in this way. Please dispose of excess fat into an empty jar or container, seal the lid and then put in the general waste.
- Wipe excess water from drainers / sink surrounds to prevent stagnant water.

FRIDGE/FREEZER (Weekly)

It is important to keep your fridge / freezer clean as it is where you will be storing your fresh food. A clean fridge will reduce the risk of food poisoning

- Wipe the inside and outside of fridge/freezers weekly
- Always ensure raw and cooked food are stored separately
- Regularly check and throw away any unwanted or out-of date food.
- Don't over fill fridges / freezers so that doors cannot close tightly. This can result in too high a temperature resulting in food not being stored at the correct temperature. This could result in food poisoning.
- Remember – uneaten and out of date food can attract bacteria and cause food poisoning so always ensure that out of date food is removed from the fridge and disposed of correctly in the food waste bins provided. Where food presents a health concern then facilities staff will remove and discard.

EQUIPMENT	HOW TO
Kitchen multi-purpose cleaner Protective gloves Sink of hot soapy water 2 cloths	<ul style="list-style-type: none">• Remove all food from the fridge.• Wearing protective gloves, remove any large pieces of debris.• Remove all detachable part-shelves and salad trays, put in sink of hot water and allow to soak.• Spray internal surfaces with multi purpose cleaner, except the ice compartments and any areas containing exposed food.• Follow cleaning instructions on chemical bottle, spray chemical on damp cloth and wipe all surfaces paying particular attention to the door seal rails and joins between the doors and shelf brackets.• Rinse all surfaces to remove any excess chemicals and dry using a dry cloth.• Clean shelves and salad trays with a clean damp cloth, rinse under running water and dry with clean cloth.• Put back in the fridge shelves and salad tray.• Put back food.• Remove gloves and wash hands.

CLEANING YOUR EN-SUITE OR COMMUNAL BATHROOM

As well as your kitchens, it is important to consider your ensuite / shared bathrooms. Support cleaning will be provided as per your service level agreement but you will need to clean in between scheduled cleaning times to maintain a usable and hygienic space for everyone.





TOILET

(Daily After Use / Weekly Deep Clean)

Cleaning the toilet may not be very high on the list of things you want to do but it is important to regularly clean the toilet. This will avoid unpleasant smells and the build-up of bacteria.

How to clean your en-suite / communal toilet:

EQUIPMENT	HOW TO
<p>Toilet cleaner</p> <p>Bathroom multipurpose cleaner</p> <p>Protective gloves</p> <p>Toilet brush</p> <p>Cloth</p>	<ul style="list-style-type: none">• Flush the toilet to ensure it is clean and to remove any chemicals that could already be in the toilet bowl.• Wearing protective gloves, apply toilet cleaner to the toilet and brush the inside of the bowl using the toilet brush.• Flush the toilet to remove any excess cleaner.• Follow the cleaning instructions on multi-purpose cleaner, spray chemical on damp cloth and wipe all surfaces.• Never use the same cloth for a different purpose, especially when cleaning the toilet(eg never use the same cloth to clean the toilet, sink, basin vanity units or shelves. Use a separate cloth for the toilet.• Remove gloves and wash hands.

WASHBASIN, BATH AND SHOWER

(Daily After Use / Weekly Deep Clean)

Avoid your washbasin, bath and shower becoming home to mould, grime and bacteria by regular cleaning. Don't forget to unclog the drain as this will avoid blockages and flooding. Always clean wash basins, baths and shower trays daily after use. As a minimum at least once a week using a multi purpose cleaner.



How to clean your Washbasin, Bath or shower:

EQUIPMENT	HOW TO
Bathroom multipurpose cleaner Protective gloves 2 cloths Non-abrasive pad Shower squeegee	<ul style="list-style-type: none">• Remove any toiletry bottles and other items from the washbasin, Bath or shower.• Wearing protective gloves, rinse the Washbasin, Bath or shower, removing any debris from the drain hole.• Follow the cleaning instructions on multi-purpose cleaner, spray chemical on to all surfaces and leave before rinsing.• With a damp cloth wipe all surfaces. Use a non-abrasive pad for more stubborn marks.• Wipe all fixtures and fittings including tiles, taps, shower screen and bath panel.• Ensure that plugholes are clean and free from hair. Any blockages removed / reported to maintenance if required.• Use a squeegee / cloth to remove any excess water.• With a clean cloth wipe all surfaces including fixtures and fittings.• Remove gloves and wash hands.

BATHROOM FLOORS

(Daily After Use / Weekly Deep Clean)

As part of your bathroom cleaning routine don't forget the floors.

How to clean your bathroom floor:



EQUIPMENT	HOW TO
<p>Floor cleaner</p> <p>Protective gloves</p> <p>Bucket filled with hot water</p> <p>Mop</p> <p>Broom</p> <p>Dustpan and brush</p> <p>Non-abrasive pad</p>	<ul style="list-style-type: none">• Brush floor with broom removing dust and debris. Do not use the vacuum.• Wearing protective gloves, fill the bucket with hot water and add floor cleaner as per the product instructions.• Starting with the point furthest from the door, mop the floor, working in small sections.• Mop all edges including skirting boards. Stubborn marks can be removed with a non-abrasive pad.• Remove any splashes from walls with cloth as you go.• Leave the floor as dry as possible.• Dispose of dirty water down the toilet and flush.• Remove gloves and wash hands.



CLEANING **YOUR BEDROOM, SOCIAL AREAS/ COMMUNAL CORRIDORS**



CARPETED AREAS (Weekly)

All carpeted areas in the halls of residences should be vacuumed weekly. This applies to bedrooms, shared communal areas and corridors within houses, flats and assigned corridors.

- If the vacuum cleaner has a disposable paper dust bag, check and change at least on a weekly basis or when three-quarters full. Under no circumstances empty the bag and re-use.
- If the vacuum cleaner does not have a disposable paper dust bag, empty the dust container by pressing the container release button on the handle of the machine, carefully removing container; grasping the filter and removing. Empty the container into a waste bin and replace the cleaner.
- Remove spots / stains from the carpet as soon as possible. Wear rubber gloves when using a cloth and carpet cleaner solution. Test on a small area of carpet before using on the whole area.
- Do not allow the vacuum or its lead to be submerged in water.
- Do not use the vacuum to suck up liquids of any nature.
- Do not attempt to repair the vacuum yourself.
- After use, unplug, disconnect attachments and clean outside of vacuum with a cloth and re-use.

DUSTING/HYGIENE CLEANING (Weekly)

Within bedrooms and shared communal areas, there should be regular dusting / cleaning of all contact surfaces to ensure that the halls of residences remain a hygienic place to live and study. As a minimum it is suggested that dusting / hygiene cleaning takes place on a weekly basis.

How to dust / hygiene clean your bedroom / shared social space.

EQUIPMENT	HOW TO
Multi purpose cleaner / polish Protective gloves Cloth	<ul style="list-style-type: none">• Dust surfaces such as desks, tables, shelves, skirting boards and window ledges with a cloth to remove dust and debris.• Wearing protective gloves, use multi purpose cleaner / polish as per the product instructions.• Remove gloves and wash hands.



VINYL/TILED FLOOR CLEANING (Weekly)

Vinyl / tiled flooring in kitchens, bathrooms, bedrooms and corridors should be cleaned at least weekly to avoid the build up of dust, grime and bacteria and to avoid the risk of slipping.

How to clean your vinyl / tiled flooring:

EQUIPMENT	HOW TO
Floor cleaner Protective gloves Bucket filled with hot water Mop Broom Dustpan and brush Non-abrasive pad	<ul style="list-style-type: none">• Brush floor with broom removing dust and debris. Do not use the vacuum.• Wearing protective gloves, fill the bucket with hot water and add floor cleaner as per the product instructions.• Try to remove as much excess water before you start mopping – too much water can make cleaning the floor harder and will take longer to dry, potentially becoming a risk• Starting with the point furthest from the door, mop the floor, working in small sections.• Mop all edges including skirting boards. Stubborn marks can be removed with a non-abrasive pad.• Remove any splashes from walls with cloth as you go.• Leave the floor as dry as possible.• Dispose of dirty water down the toilet and flush.• Remove gloves and wash hands.





PEST/RODENT CONTROL

Pests are usually tempted into rooms when poor cleaning standards are adopted and when food items are accessible. Avoid unwanted visitors by:

- Keeping your kitchen, bedrooms and social spaces clean as detailed in this guide.
- Correctly storing food. Cover or use air tight containers for opened food.
- Never leave food accessible.
- Keep waste and recycling in the bins and empty / recycle at least weekly.
- Vacuum, sweep and mop your floors to remove any debris.
- Ensure weekly dusting, cleaning and hoovering takes place.
- Clean kitchen worksurfaces after each use and ensure that all food is cleaned away.

USEFUL CONTACTS

Should you have any questions or queries related to this guide then in the first instance speak with your assigned residences cleaner during their scheduled visit. They are more than happy to advise during their scheduled visit as they are committed to supporting you in maintaining a clean environment.

Should you require any advice or guidance outside of the designated cleaning schedule then please contact the residential facilities team and they will be happy to advise / redirect your enquiry to the appropriate team **residences-facilities@bristol.ac.uk**



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