



**QUEEN'S
UNIVERSITY
BELFAST**

**Estates
Directorate**



CLEANING
SERVICE QUALITY COMMITMENT

2025

AREA	FREQUENCY			
	D	W	M	OTHER
GENERAL OFFICES				
Clean front entrances, steps, recess etc.		X		
Suction clean main entrance foot mats and damp mop well				Two weekly
Empty waste bins, change liners as necessary			X	
Dust all wooden surfaces (e.g. desks, bookcases)				Two weekly
Dust all chair legs and supports				Two weekly
Dust pictures, notice boards and frames				Two weekly
Dust all fire extinguishers				Two weekly
Damp wipe and leave smear free all synthetic surfaces on desks, storage units and counters				Two weekly
Vacuum all fabric covered furniture and screens including daily spot clean as necessary				Two weekly
Damp dust any artificial plants				Every 3 months
Damp wipe skirting boards to remove marks and dust			X	
Damp wipe windowsills, ledges and doors			X	
Dust all door frames, tops and jambs			X	
Dust or damp wipe all filing cabinets			X	
Damp wipe telephones using recommended sanitiser product			X	
Soft Flooring - Suction clean all carpet, clean spots & spillages. Remove chewing gum and hard deposits				Two weekly
Soft flooring - Suction clean edges and corners with appropriate tool				Two weekly
Hard flooring - Sweep and clean spots & spillages. Damp mop all vinyl/tiled flooring.				Two weekly
CLASSROOMS / LECTURE THEATRES / MEETING ROOMS / OPEN AREAS				
Damp wipe and leave smear free tops of all surfaces on desks, storage units and counters (not including computers and keyboards).		X		
Empty waste bins, change liners as necessary	X			
Damp wipe skirting boards, windowsills, ledges and doors		X		
Damp wipe telephones using recommended sanitiser product		X		
Dust all wooden surfaces (e.g. desks, bookcases, tables)		X		
Dust all chair legs, supports, picture frames, notice boards, door frames, backs of computers				Non term time
Vacuum all fabric covered furniture and screens including daily spot clean as necessary		X		

AREA	FREQUENCY			
	D	W	M	OTHER
FLOORING (SOFT) CLASSROOMS / LECTURE THEATRES/MEETING ROOMS / OPEN AREAS				
Clean spots and spillages	X			
Remove chewing gum and hard deposits as necessary	X			
Suction clean soiled carpeted areas	X			
Suction clean all carpets	X			
Suction clean edges and corners with appropriate tool				
Sweep and clean spots and spillages.	X			
Remove chewing gum and hard deposits - as needed	X			
Damp mop - all vinyl/tiled flooring	X			
WASHROOM / TOILETS / SHOWERS				
Clean, sanitise and polish all vitreous fixtures including toilet bowls, urinals, shower trays and hand-basins	X			
Polish chrome and stainless steel fittings			X	
Clean splashbacks and mirrors and leave smear free	X			
Empty all waste bins, damp wipe and disinfect	X			
Replenish soap and toilet rolls	X			
Dust or damp wipe shelves, dryers, cisterns, sanitary disposal units and towel cabinets			X	
Spot clean walls, doors and partitions				As necessary
Descale toilet bowls and urinals (using separate chemical) see supervisor				Every 3 months
Remove limescale from sinks and taps				Every 3 months
Damp mop and sanitise flooring	X			
KITCHEN / STAFF COMMON ROOMS				
Clean and sanitise all work surfaces and tables		X		
Remove limescale from sink and taps				Every 3 months
Spot wipe walls, partitions and glazed areas			X	
Empty waste bins, damp wipe and sanitise	X			
Spot clean cupboards, door frames, light switches, kick and push plates, handles			X	
Damp wipe exterior of fridge, microwave			X	
Dust wooden furniture, chair legs, window ledges			X	
Floor cleaning - vacuum floor, clean edges and corners with appropriate tool. Damp mop vinyl/tiled surfaces	X			
Damp mop all vinyl/tiled flooring	X			

AREA	FREQUENCY			
QUALITY AUDITS	D	W	M	OTHER
A quality audit of your area will be carried out either monthly or quarterly (depending on the area) and the score (with any connections needed) reported to you via your supervisor.			X	