



Student Accommodation Housekeeping Protocol & Information Pack

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Introduction

The health, safety, and security of students, staff and visitors is the College's highest priority. To support this, a number of protocols and risk assessments are in place which ensure that all College members are aware of the part that they play in promoting and protecting our collective wellbeing.

Your active role in carrying out these housekeeping protocols are not just for yourself, but for your fellow residents and for those who will use these areas in the future. Maintaining a good standard of housekeeping and hygiene is very important factor in controlling the spread of infections.

College Members Guidance

-Students are responsible for the cleanliness and housekeeping in their bedroom and non-communal household areas-

1. Student accommodation must be kept clean and tidy at all times.
2. Bathrooms and gyms should be kept clean and tidy at all times. Detailed cleaning instructions are included in this document.
3. Crockery and cooking utensils should be washed and put away immediately after use.
4. If anything is spilled on walls or carpets, clean immediately. Then Inform Housekeeping as soon as possible.
5. Food must be stored appropriately in a cupboard or in a refrigerator.
6. General refuse and rubbish from your room should be bagged up and taken to the bottom of your staircase for the Housekeeping team to collect.
7. All recyclable refuse and food waste should be placed in the allocated bins in your household GYP.

Housekeeping Team Service

1. The Housekeeping Department will be happy to answer any questions you may have or provide further information and advice if required. Please contact housekeeping@queens.cam.ac.uk in the first instance.
2. Housekeeping will clean all communal bathrooms and kitchens Monday - Friday.
3. The Housekeeping Department will be carrying out periodic room inspections to ensure that reasonable standards of cleanliness and upkeep are being maintained. These will be arranged in advance by e-mail.

Weekly Student Cleaning Guidance

You are looking after your accommodation room and communal areas not just for yourself but also for your fellow residents, for the housekeeping team to effectively assist with maintaining your areas and for those who will use these areas in the future.

Maintaining a good standard of cleanliness and hygiene in your accommodation areas is very important to your personal wellbeing, it will also dramatically reduce the chances of spreading disease and infection caused by inadequate cleaning and incorrect storage of food provisions.

Quick reference guide to when and how:

Bathrooms	<ul style="list-style-type: none"> • Flush the toilet after use, and if required, brush • Wipe shower screen thoroughly after every use • Twice per week – Clean toilet and sink areas. • Once per week – Sweep and Clean the floors with the appropriate chemicals as indicated in the chemical guidance
Gyps	<ul style="list-style-type: none"> • Follow the working together guidance displayed in your allocated Gyp room. • Ensure the sinks are clean and draining racks are clear of all used utensils / plates etc. after use. • Keep surfaces clean and tidy – pack all items away after use • Sanitise hard surfaces before and after use • If the bins are full, empty them– Bulk bins are located: Main Site - Kitchen Loading Bay. Owlstone Croft – Behind the Porters Lodge • Discard out of date food to the appropriate bins provided • Do not allow bottles and cans to build up over the weekend, take them to the bulk recycling bin area in the Kitchen loading bay area
Bedrooms	<ul style="list-style-type: none"> • Daily – Sanitise high touch point areas eg. light switches and door handles etc. Caution: To avoid electrical shock - Do not spray sanitiser directly onto light switches. • Weekly – Vacuum floors, dust and clean hard surfaces. • Maintain the general bedroom area in an orderly fashion. • Report any maintenance issues immediately to help to maintain your facilities.
T	<ul style="list-style-type: none"> •

Location of the loading bay area on the main College site



Gyp / Kitchen Notices

The information below is displayed along with some other reminders and information on how you and the Housekeeping team can work together to achieve a clean living environment for all members of the College.

IN PARTNERSHIP WITH THE HOUSEKEEPING TEAM

WORKING TOGETHER

Communal Household Areas

- To help us maintain and clean your gyp rooms please, keep your work surfaces, draining boards and sink as clear as possible - This will assist your team member to be able to clean your household more effectively.
- Support each of your fellow household members by cleaning up as much as possible after yourself when using the gyp room or shared washroom facilities

Household Environmental Guidance

- Please place your cooled cooking oil into the white compostable container provided. This will then be disposed of appropriately by Housekeeping.
- Disposing your household waste in the correct bins provided will support the College in reducing it's environmental impact and assist with ensuring your waste ends up in the right waste disposal facilities.
- To avoid potential risks to all, please place any broken sharp objects into the sharps box you will find in your gyp area.

College Buildings

- Please report any maintenance issues that require attention as soon as possible. This way we be certain the College buildings and infrastructure are suitably maintained for the next generation of Queens' Members.

This guidance is set out not as a direct instruction, but to offer direction on how we can work together to ensure that your household areas are maintained correctly and your Housekeeping team member can fulfil their duties to their and your expectations.

What happens in the incidences where the household areas falls below the expectations of the partnership?

Further guidance on the usage and expectation when using your facilities can be found in your copy of the Student Handbook. If your households areas fall below the expectation of the College then reminder communication will be sent to all residents of the household. If, after the communication has been sent, there is no improvement then a brief follow up will be sent making the Dean of College aware. If no further action is taken then we will remove your Housekeeping household services until a concerted effort has been made by the household to rectify the areas of improvement. Similarly if you feel that you have feedback to the team then please email the Housekeeping department with your comments, ideas or suggestions on how we can improve.

Used cooking Oil & Fat



Remember to place all cooking oil and fat in the container supplied in your gyp / kitchen areas. By doing this it is not only positive for the environment, but will dramatically reduce blockages and potential costly repairs to the waste water infrastructure of the College.

General Instructions to Cleaning Areas of Your Accommodation

The following guidance is to assist you with maintaining your accommodation and communal areas within your household.



Precaution and safety notice –

For your own safety and protection you should ensure you use the correct chemical for the task and follow the guidance for use as set out in this guide.

Please refer to the 'Know your cleaning chemical' section of this guide for directions on how to use the cleaning chemicals.

Cleaning General Accommodation Areas

Cleaning items required - Blue disposable cloth – only use what is needed for the task

Chemical Guidance: Use TASKI Sprint 200 Pur-Eco Multi-Purpose Cleaner

- Dust all the furniture and surfaces starting at one point and working around the room systematically.
- Clean all the general surfaces in your room / bedroom i.e. desks, chairs and shelving etc. with Sprint 200
- Start with high dusting, paying particular attention to cobwebs, tops of mirrors, doors, picture rails and notice boards.
- Dust around the window ledges and radiators.
- Vacuum all exposed areas of the carpet that you can reach, including under tables, desks, and chairs etc.
- Wipe over - Wash with warm soapy water any areas which have been splashed with liquids, especially around the waste bin e.g. the skirting boards and paintwork.
- Use this time to check the condition of room fixtures and furniture – especially any serious issues such as water leaks, electrical faults, radiator leaks and any unusual smells. Any incidences should be reported to the maintenance team immediately by Email: maintenance@queens.cam.ac.uk

Cleaning Your Bathroom Areas

Housekeepers Advice: We advise that disposable gloves should be worn at all times when cleaning the bathroom areas leaving the toilet until the last task.

Cleaning the hand basin, bath, and shower

Cleaning items required – Red disposable cloth – only use what is needed from the student supplies cupboard.

Chemical Guidance: Suma SANI 4IN1 Washroom cleaner and TASKI Sprint 200 Pur-Eco Multi-Purpose Cleaner (for mirrors only).

HOW TO:

Bath and Shower –

1. **Spray** the Sani 4in1 cleaner onto your red disposable cloth as opposed to the surface. The proceed to clean all around the bath and shower, including the shower door, paying particular attention to any stubborn marks, lime scale and any remnants of personal grooming products such as shampoo and shower gels.

Housekeepers Advice: Spray a small amount of 4IN1 onto stubborn marks and leave for

approximately 5 mins for the chemical to work. Once completed wipe over with a damp cloth.

2. **Remove** any hairs or debris from the filter and plug hole
3. **Rinse** the bath / shower with clean hot water.

Main Vanity Unit Mirror and Wash Basin –

Housekeepers Advice: Always rinse of the cloth when a task is completed as this will aid in the cleaning process and avoid a build-up of film on the cloth.

1. **Basin & Taps** – Clean all sides of the taps and chrome fittings to a shiny finish using the Sani 4in1 Cleaner and sponge, then dry cloth. The base of the taps must not have build-up of dirt, lime scale or cleaning agent.
2. **Wipe** around any touch points and fixtures e.g. the towel rail, toilet roll holder.
3. **Clean** the mirror using the Sprint 200 and a clean dry blue cloth

Cleaning Your Toilet -

Cleaning items required – Red disposable cloth – only use what is needed

Chemical Guidance: Suma SANI 4IN1 Washroom cleaner – Trigger Spray and foaming bottle for the bowl area only



Housekeepers Important Notice:

Please **do not** flush the red or blue disposable cloths down the toilet, as this will cause blockages to the system which could lead to disruption to the use of toilet facilities in your accommodation area.



DO NOT RE-USE ANY RED CLOTHS THAT HAVE BEEN USED TO CLEAN YOUR TOILET

How To:

1. **Flush the** toilet before you start cleaning.
2. **Using the brush** To assist with cleaning we advise you push down some of the water in the bowl using the brush before you start the cleaning process.
3. **Work** around the toilet bowl applying the 4IN1 foaming bottle ensuring it goes up underneath and around the rim. Leave it to work for a few minutes.
4. **Clean** While the toilet cleaner works in the bowl area you can spray the washroom cleaner onto the cloth and systematically clean the cistern, handle, cover, seat, hinges, and the top of the seat rim and around the top of the bowl. Wipe underneath the toilet and all around the base of the toilet. Wipe the toilet brush sets and the bin.
5. **Toilet Brush** inside the toilet; underneath the rim, the bowl, and the bend of the toilet under the waterline.
6. **Flush** the toilet and clean the toilet brush in the flush water.
7. **Finally, check** the overall cleanliness.

Washing the Bathroom Floor -

Cleaning items required – Vacuum Cleaner, Mop & Bucket

Chemical Guidance: Suma SANI 4IN1 Washroom cleaner

1. **Vacuum** the floor paying particular attention to the edges and corners.
2. **Fill the bucket** with approximately 1 litre of cold clean water and then add 2 sprays of Sani 4in1

3. **Swirl the mop** in the cold water, then wring it out thoroughly (the mop should be damp not soaking wet)
4. **Thoroughly** wash the floor moving the mop in figures of 8 and making sure that the edges and corners are washed well.
5. **Rinse** the mop in the water and wring it out thoroughly
6. **Carefully** empty the mop bucket of used water in the toilet taking care that it falls directly into the water output area only and not around the outside of the bowl. Then flush the toilet *immediately* after.

Housekeepers Advice: Always wait for the floor to dry after mopping as it could potentially be slippery.

MOP and BUCKET: always use clean water, empty bucket every day, and never leave the mop full of water or standing in water in the bucket.

Gyp Room / Kitchen Area

Cleaning items required – GREEN Cleaning sponge

Chemical Guidance: Spray D10 Suma Bac Cleaner and Sanitiser – Available in all gyp / kitchens.

It is important to assist the housekeeping team with maintaining these communal areas for you and your household by following the guidance below and by following the “Working together” guidance displayed in your Gyms / Kitchens.

HOW TO

Cleaning the Kitchen -

Housekeepers Advice: By completing the tasks below you will assist in the housekeeping team in effectively cleaning and maintaining the areas. **Remember** Always place all used cooking fat in the containers provided!

1. **Washing up** must be completed daily and not left overnight
2. **Wipe down** and wash all surfaces with D10 and a green sponge after use and leave clean at all times.
3. **Wipe over the hob / cooker** after use, inside and out.
4. **Clean the floor after use if there is evidence of** excessive food debris or any spillages which could cause a slip hazard. Use D10 cleaner on a blue cloth

Maintain the Fridges -

Housekeepers Advice: Regular cleaning up of spillages and loose food in your fridge will reduce the risk of cross contamination. Always dispose of out-of-date food items immediately in the bins provided. This is not only good practice, but will ensure there is enough space for everyone in your household.

Cleaning the Fridge -

1. **Check regularly** for out-of-date food and dispose of it in the correct bins provided
2. **Clean up** spillages immediately using a clean cloth and the D10 sanitiser provided in your gyp / kitchen areas

On a monthly basis complete a full deep clean of the fridge interior

1. **Remove** all food before cleaning the fridge.
2. **Remove** and wash shelves and any containers.
3. **Wash** inside using a damp cloth
4. **Rinse and dry** and replace shelving and food items

Please contact the Housekeeping team housekeeping@queens.cam.ac.uk if you require any advice, assistance or need to report an area that requires their attention which is above the normal usage levels.



KNOW YOUR CLEANING CHEMICALS

Following this guidance is important for your safety when using chemicals. The products that are available are suitable for non-professional use and do not require the use of further personal protective equipment, apart from where indicated in this guide.

You must always follow the general guidance when using chemicals

1. Under no circumstances should different chemicals be mixed.
2. When using spray bottle always spray the contents at arm's length and pointing away from face at all times.
3. Never decant chemicals unless the container is properly labelled and intended for use of the product.
4. Always store chemicals safely, preferably in a separate cupboard away from any food items.
5. Never use a chemical for any purpose other than the one it has been designed for.
6. Always add chemicals to water, rather than water to chemicals, to avoid splash back and excess foam.
7. Always follow manufacturers and College instructions on use.
8. Remember, more is not always better

ALWAYS RETURN THE CHEMICALS TO YOUR HOUSEHOLD CLEANING STORES AFTER USE AND REPORT ANY DEFECTS WITH THE BOTTLES.

COSHH quick guide information:

All cleaning products in this guide are diluted so handling and use of these products carries no Classification, labelling and packaging classification and therefore requires no PPE to be worn.

General information on D10, Sprint 200 and Sani 4in1 for handling when diluted is as follows

-Appropriate engineering controls: No special requirements under normal use conditions.

-Appropriate organisational controls: No special requirements under normal use conditions.

Personal protective equipment

-Eye / face protection: No special requirements under normal use conditions.

-Hand protection: Rinse and dry hands after use. For prolonged contact protection for the skin may be necessary.

-Body protection: No special requirements under normal use conditions.

-Respiratory protection: No special requirements under normal use conditions.

-Environmental exposure controls: No special requirements under normal use conditions.

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Page 11 – Chemical Usage Reference Chart

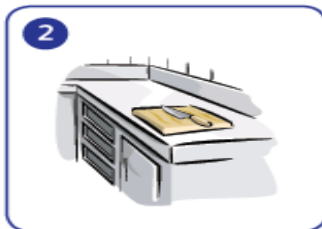
GYP / Kitchen Area Cleaning



D10 Suma Bac Cleaner and Sanitiser

Directions of use:

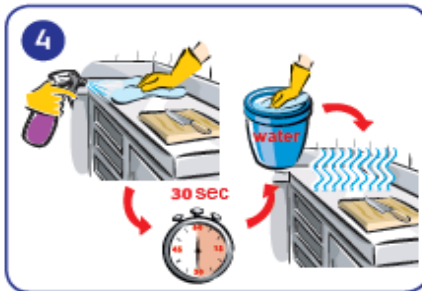
1. Remove food debris etc from your working areas
2. Spray D10 solution and wipe clean
3. Re-spray D10 solution and leave for a minimum of 30 seconds contact time.
4. Wipe the surface
5. Rinse and wipe dry



Remove debris before applying product.



Apply solution with cloth or spray and wipe.



Two stage cleaning and disinfection to EN1276:
Respray D10 and leave for 30 seconds. Rinse and allow to air dry.



If soaking items:
Immerse them in a solution of D10 for a minimum of 5 minutes. Remove, rinse thoroughly and allow to air dry.

Product Information:

Keep your kitchen hygienic and guarantee highly effective cleaning with Suma Bac D10 cleaner and sanitiser. Formulated for professional use, this solution will quickly tackle dirt, grime and bacteria. This will make it incredibly easy for you to keep your kitchen surfaces, equipment and utensils spotless and held to the highest possible hygiene standards.

Suma Bac D10 has passed EN14476 against vaccine virus at **1 minute** contact time and in **clean** conditions. This means that we can say that it will be effective against the Coronavirus at this dilution and contact time.

Bathroom and Toilet Cleaning



Spray bottles for sinks, Taps, toilets and Shower / Bath



Foaming toilet cleaner for use inside the Bowl

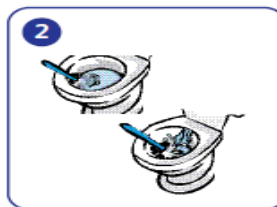
Sani 4IN1 Washroom Cleaner

Directions of use:

- **Spray method:** Spray the solution on a damp cloth and wipe. Allow up to 5 minutes contact time and rinse where necessary. Use a sponge pad to remove stubborn soil. Rinse or replace the cloth regularly.
- **Toilet Bowl Cleaning:** Flush the toilet/urinal and apply the product under the rim, around the bowl, onto water/flush paths and water outlets. Brush briefly to distribute and leave for 5 minutes. Scrub with a brush and flush to rinse.
- **Bucket method:** Apply the solution with a cloth/sponge or mop and wipe. Brush briefly to distribute and leave for 5 minutes. Use a sponge pad to remove stubborn soil.



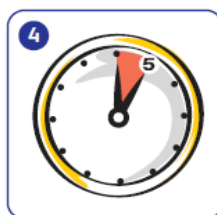
1 Flush toilet and lower water level by plunging water with brush. Apply into toilet bowl and under rim.



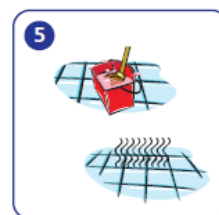
2 Brush to ensure all surfaces covered and leave for 5 minutes. Flush toilet and clean brush in flush water.



3 Apply solution by trigger spray or mop/cloth.



4 Allow up to 5 minutes contact time.



5 Rinse or replace cloth/water regularly. Allow to air dry.

Product Information

An extremely effective and versatile cleaning solution, using this Diversey TASKI Sani 4-in-1 washroom cleaner. Formulated for professional use, this solution will quickly clean, descale, disinfect and deodorise all of your acid-resistant washroom surfaces. As such, this solution will make it easy for you to keep your washroom surfaces spotlessly clean, incredibly hygienic and smelling fresh at all times.

Suma SANI 4IN1 Washroom cleaner has passed EN14476 against vaccine virus at **1 minute** contact time and in **clean** conditions. This means that we can say that it will be effective against the Coronavirus at this dilution and contact time.

Bedroom Areas - General Floor, Hard Surfaces & Glass Cleaner

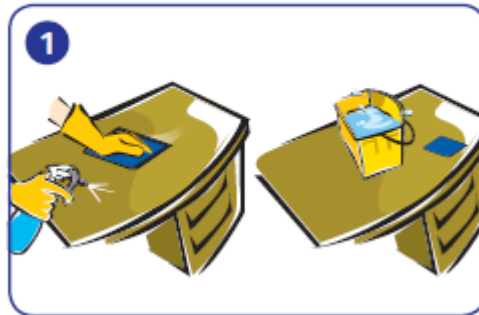


TASKI Sprint 200 Pur-Eco Multi-Purpose Cleaner

Directions of use:

- Spray the solution on a damp blue cloth and wipe
- Use a sponge pad to remove stubborn soil
- Rinse or replace the cloth regularly

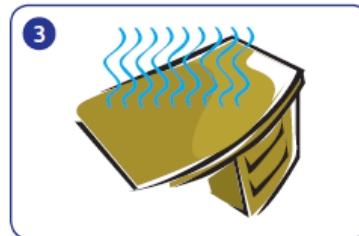
Using...



Apply solution with cloth or spray.
For glass/mirrors spray sparingly onto cloth and buff dry.



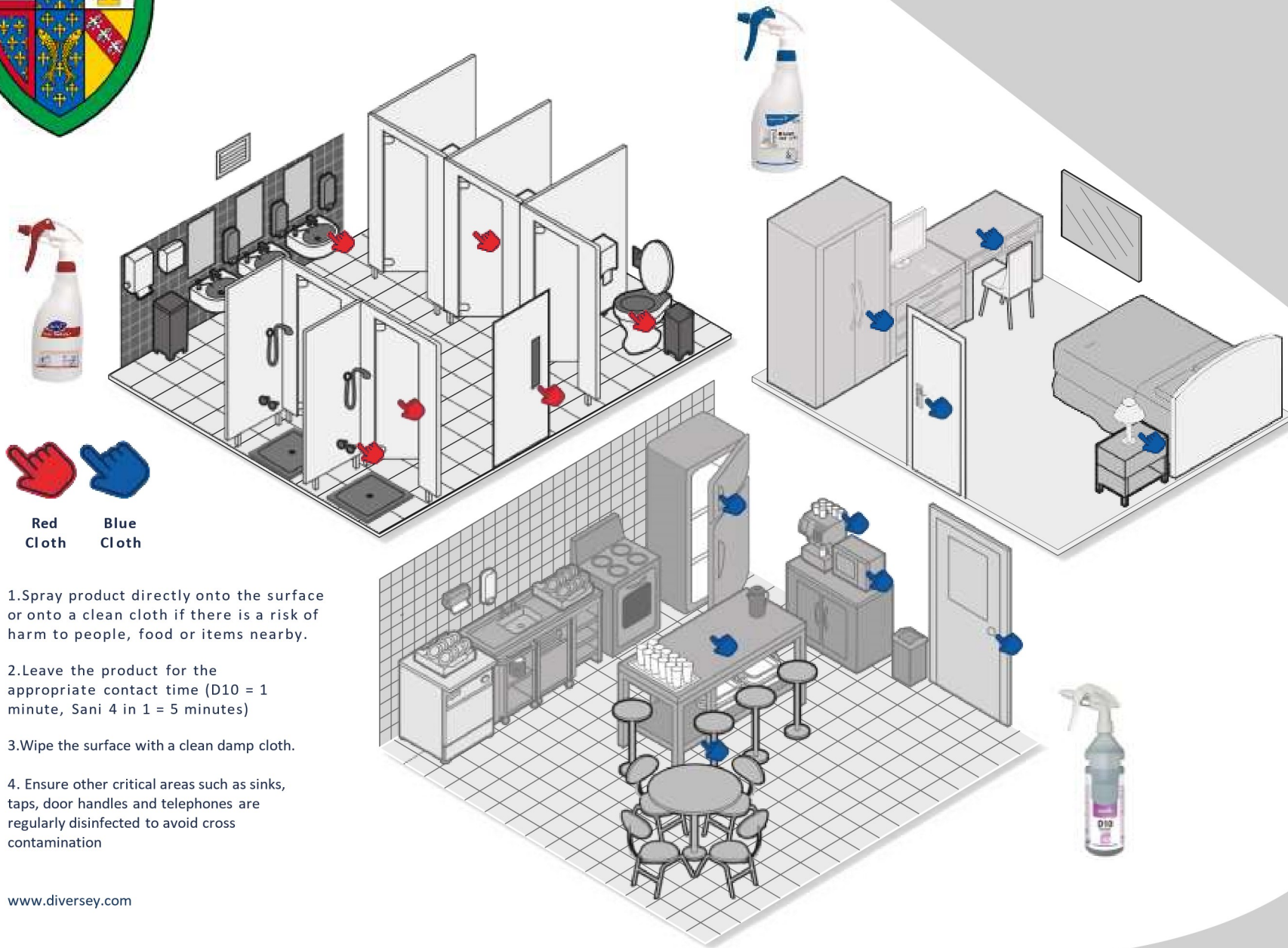
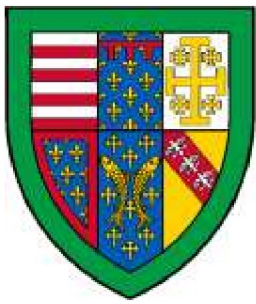
Rinse cloth regularly.



Allow to air dry.

Product Information

Guarantee effective, efficient and environmentally responsible cleaning with this Diversey TASKI Sprint 200 Pur-Eco multi-purpose cleaner. As the solution is formulated for professional use, it will deliver streak-free cleaning of your water-resistant hard surfaces. This will make it extremely easy for you to keep your room sparklingly clean and in impeccable condition at all times.



1. Spray product directly onto the surface or onto a clean cloth if there is a risk of harm to people, food or items nearby.

2. Leave the product for the appropriate contact time (D10 = 1 minute, Sani 4 in 1 = 5 minutes)

3. Wipe the surface with a clean damp cloth.

4. Ensure other critical areas such as sinks, taps, door handles and telephones are regularly disinfected to avoid cross contamination

www.diversey.com