



Clean+

Our Property Standards





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Our Brand Promises

At Unite Students, we are committed to delivering a Home for Success. Homes that are safe and secure, where customers feel settled and where we are there for them, whenever they need us.

Never has this been more important than during the COVID-19 pandemic. This virus is unprecedented and has meant that we all have had to adapt to new ways of working, socialising and generally living our lives.

We define our commitment through our **Brand Promises** – these are the things that we say we will do, for every customer, across every property, all of the time. We put measures in place to make sure that we know that we are living up to our promises and we hold ourselves to account to ensure that we are consistently delivering them.

Our Service Standard

For us to fulfil our brand promises, we need to be clear around what we need to do to deliver them. We define this through the Unite Students **Service Standard**. These are the things that we will deliver, all plainly laid out in clear and simple terms.

Because, if we know that we are delivering the standard required, then we'll deliver the required performance. And, if we are delivering the required performance, then we'll be delivering our Brand Promises.

Quality assurance

We need to be sure that we are consistently delivering to our standard, across every property, all of the time. Our **Quality Assurance Framework** provides a structure for how we do this. It provides clarity around our roles and responsibilities and establishes our way of ensuring that we know we are consistently delivering against our Brand Promises.

Our Quality Assurance Framework is made up of 3 primary layers:

- **Quality Check** – This is the personal responsibility taken by all colleagues to self-check their own work. For example, a Housekeeping Assistant is responsible for self-certifying that all health and safety tasks as part of the cleaning routine have been executed.
- **Quality Control** – This is a supervisory level responsibility to ensure consistency in quality delivery. For example, a Housekeeping Supervisor may complete a visual inspection of a selected number of flats to ensure that the work carried out by members of the housekeeping team is achieving the required standard.
- **Quality Audit** - This is a management level check that provides confidence for the relevant manager that the necessary controls are in place to ensure that standards are being delivered. This may include a broader focus on compliance considerations, including but not limited to risk assessments, control of contractors/suppliers, training records, emergency evacuation procedures, incident reporting, use of personal protective equipment and storage facilities.

COVID-19

Coronavirus (COVID-19) is an infectious disease caused by a newly discovered coronavirus. Most people infected with the Coronavirus may not exhibit any symptoms at all but others will experience mild to moderate respiratory illness and recover without requiring special treatment. There are of course exceptions and sadly for those with underlying health conditions the disease can have far more serious implications.

Recently the UK Government have imposed a lockdown on society to prevent the spread of the disease. They have now eased certain controls. This of course is good news however the risk posed from the disease remains and it is important we manage this properly and proportionally.

The primary risk of infection comes from person to person contact and secondly from coming into contact with surfaces that are infected. We have adapted our properties and our ways of working with these routes of infection in mind and taken steps to ensure that the risk is minimised wherever possible.

One of our brand commitments is to provide a Safe and Secure environment for our customers and this document is designed to explain the measures we are taking to minimise the risk to our customers, employees and other visitors to our sites.





Our Ways of Working

This defines the way we go about achieving Our Service Standard. Our ways of working are established by identifying and leveraging industry leading methods, identifying and sharing best practices already established within Unite Students and through continuously reviewing and improving our approach to the delivery of our standards.

Specifically for COVID-19 we have used Public Health England Guidance to amend our current processes and procedures and where necessary amended them to ensure we adopt industry best practice. Our colleagues have received training and guidance on how these new procedures will become our new business as usual and ultimately deliver a safer home for our students and of course protect our colleagues.

Roles and responsibilities

All staff have an important role to play in ensuring that we deliver **Our Service Standard** so that we can fulfil our **Brand Promises**.

All team members are personally responsible for their own work – Quality Check. This includes:

- Conducting their duties in line with their COVID-19 training, wearing PPE as per the guidance and supporting any new initiatives as and when Government Guidance changes.
- Completing duties following the defined Unite Students processes and procedures
- Using the tools, systems, equipment and materials as prescribed within the Unite Students process
- Completing activities within the designated timeframe and in the time allocated (achieving, where appropriate, the relevant service level agreement)

ROLES AND RESPONSIBILITIES

- Completing a 100% visual check against the defined Unite Students Service Standard through a **Quality Check**
- Documenting the outcomes of activities, accurately and honestly as required
- Following all relevant safety procedures
- Escalating to managers where anything above is not possible

Supervisors are responsible for overall control of day-to-day operations. This includes:

- Supervision of working practices to ensure they are in line with the COVID-19 training and guidance and ensure supply and use of appropriate PPE
- Providing teams with the tools, systems, training and processes required to fulfil their responsibilities
- Providing team members with the adequate time to complete their duties
- Undertaking **Quality Control** checks to ensure that the relevant standards are being achieved consistently
- Investigating further when standards are not being met
- Providing support to team members and, where necessary, performance management when standards are not being achieved

Line Managers are ultimately accountable for the delivery of the required performance. To achieve this, this includes:

- Ensuring adherence to the working practices to ensure compliance with the COVID-19 training and guidance and escalate any concerns they may have that would lead to non-compliance
- Establishing a clearly defined plan for team members to deliver and ensuring sufficient time, resource, budget and equipment and material are available
- Undertaking regular Quality Audit checks to ensure standards are consistently being met
- Investigating and escalating cases of non-compliance
- Providing challenge, support and encouragement to teams and performance management, where standards are not being reached. All of our Partners will abide to the same standard/rigour as uS

Service Style

All employees are expected to conduct themselves in line with the Unite Students values and exhibit our behaviours in line with Service Style:

- **C**onnect
- **A**ct
- **R**espect
- **E**ncourage

How should this document be used?

This document is a reference tool for all team members delivering a service to customers. It provides clarity around the expectations to be delivered and a tool to be used to control and manage the consistent delivery of our service offering.

It is supported by additional documents that are provided to employees, specifically the Turnaround the Room Procedure and an Employee Handbook that outlines in greater detail the ways of working during COVID-19.

This document can support various activities throughout the year, including:

- Inductions for new staff, ongoing training and support and performance management where necessary
- Acting as a reference tool for conducting inspections, quality control checks and management audits
- Informing external contractors about our expectations and managing their performance against these expectations
- Addressing customer inquiries or complaints

Markers

Throughout the document the markers highlighted below will be present to identify whether an action is mandatory or whether the action is something to be aware of.



Mandatory

Health and safety regulations that must be complied with.



Caution

Matters to be conscious of when interacting with specific assets.





OUR ACCOMMODATION

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1.0 Reception



1.1 Overall

Important:

- Hand sanitising stations should be present in reception areas
- Social distancing areas should be identified based on the correct government guidelines
- Customer service screens should be present
- High touch areas to be sanitised frequently
- Posters visible to remind everyone about social distancing and good hygiene



Visual:

- Desk area must be free from clutter and should only display relevant marketing material.
- Team members must all be presentable, wear the correct uniform and must never eat or have food present in the reception area

Odour:

- Fresh or neutral smell with no unpleasant odours

Functionality:

- All computers and work related technology must be working and ready to use at all times

1.2.1 Entrance Area

	Standard	Unacceptable	
Cleanliness	<ul style="list-style-type: none"> Free from rubbish Floors hoovered and mopped Windows are clean and free from smear marks All areas odour free and smelling fresh All bins to be emptied regularly 	<ul style="list-style-type: none"> Rubbish present unkempt floors and smear marks Overflowing bins Bad smells present unkempt windows and smear marks present 	 <ul style="list-style-type: none"> Clean vinyl gloves (powder-free)
Visual/Function	<ul style="list-style-type: none"> Marketing material relevant and present Seating areas to be neatly arranged following social distancing rules Posters and notice boards to be relevant and presentable Sales material to be displayed following all campaigns Plants watered and presentable Appropriate music playing at a reasonable level TV's on showing marketing or appropriate TV channel 	<ul style="list-style-type: none"> No marketing material present Out of date marketing material present Area cluttered or missing any usual furniture Notice boards out of date or unkempt No sales material present Dead plants No music playing or music playing too loud No TV on or inappropriate TV channel showing 	<ul style="list-style-type: none"> Wet floor signs to be present when needed COSHH to be followed when performing these tasks Hand sanitising stations Social distancing (Physical adaptations e.g. barriers/one way systems) Customer service screens High touch areas to be sanitised frequently Posters to remind everyone to maintain social distancing and good hygiene

1.2.2 Reception desk

	Standard	Unacceptable	
Cleanliness	<ul style="list-style-type: none"> Front desk to be dust free Back office hoovered and clean All areas odour free and smelling fresh 	<ul style="list-style-type: none"> Dust present on front desk Obvious mess present in the back office Bad smells present 	 <ul style="list-style-type: none"> Be aware of any sensitive material left on the front desk
Visual/Function	<ul style="list-style-type: none"> Clutter-free front desk Staff to be in full uniform and present Signs present if staff are away from the desk No food eaten or present on the reception desk All parcels to be logged and stored 	<ul style="list-style-type: none"> Desks full of clutter Staff not in full uniform, this includes solo protect Parcels left on the desk, not logged or stored away 	<ul style="list-style-type: none"> Always use the communication board to let students know why you are away and when you will be back

1.2 INDIVIDUAL ITEMS

1.2.3 Entrance and exit

	Standard	Unacceptable
Cleanliness	<ul style="list-style-type: none"> Doors/glass clean and free from smear marks 	<ul style="list-style-type: none"> Unkempt doors and smear marks
Visual/Function	<ul style="list-style-type: none"> Opening times are showing on or by the door Doors are in good working order (no damage) Door release button is working and opening the door when needed Door closing smoothly and not banging 	<ul style="list-style-type: none"> No or wrong opening times Door in poor repair No MRF raised or no follow up made to correct the door

1.2.4 Reception toilet

	Standard	Unacceptable
Cleanliness	<ul style="list-style-type: none"> Free from rubbish Floors hoovered and mopped All areas odour free and smelling fresh All bins to be emptied regularly 	<ul style="list-style-type: none"> Rubbish present Unkempt floors and smear marks Overflowing bins Bad smells present
Visual/Function	<ul style="list-style-type: none"> Toilet door is locked and signs available Handsoap available Paper towels and toilet paper available Sanitary waste available Free from clutter Flush working Toilet working and seat fixed to bowl 	<ul style="list-style-type: none"> Toilet door is not locked and left open No handsoap available No paper towels or toilet paper available Sanitary waste unavailable or not emptied Toilet used for storage Toilet not working or the seat is loose



Clear vinyl gloves (powder-free)

COSHH to be followed when performing these tasks

Toilets to be sanitised frequently



Run water for 2 min if toilet is not used regularly

Legionella



2.1 Overall

Important:

- Social distancing signage should be displayed in common areas
- Waste during TAR must be removed off site after 72hrs



Visual:

- Building free from graffiti and in good condition
- Looks open and welcoming when approached
- Buildings are branded and up to date

Grounds:

- All areas clean, clear and presentable

2.2 INDIVIDUAL ITEMS

2.2.1 Windows

	Standard	Unacceptable	
Cleanliness	<ul style="list-style-type: none"> All reachable windows are clean and streak free Windows for the whole building are cleaned once a year Windows free from graffiti 	<ul style="list-style-type: none"> Windows are noticeably dirty Window clean not completed during TAR (If needed) Graffiti present and not removed within agreed time 	 PPE must be worn <hr/> Cleaning signs to be used <hr/> COSHH to be followed when performing these tasks
Visual/Function	<ul style="list-style-type: none"> Windows are safe and secure All windows have the safety sticker present All windows are restricted following the audit guidelines No breaks or damage to the windows Marketing material visible in designated clip frames 	<ul style="list-style-type: none"> Windows are not safe & secure and not reported Safety stickers missing on windows that open Restrictors are broken, not reported or fixed Broken or damaged windows Marketing material sellotaped to windows 	
			 Follow up on all MRF and keep supervisor updated

2.2.2 Grounds

	Standard	Unacceptable	
Cleanliness	<ul style="list-style-type: none"> Grounds are clean and clear of rubbish Carpark areas & outdoor are clear from cigarette butts and litter Floors jetwashed where possible 	<ul style="list-style-type: none"> Grounds are not clean and litter present Carparks are not maintained and unkempt Noticeable dirt not cleared and floors never jetwashed, if possible 	 PPE must be worn <hr/> Cleaning signs to be used <hr/> COSHH to be followed when performing these tasks <hr/> Visible social distancing signs
Visual/Function	<ul style="list-style-type: none"> Carparks are monitored and all cars there are known to staff with a permit Gates are closed and secure where possible All keys are accessible to outdoor areas The grounds are looking presentable Signage in place to remind users to maintain social distancing. 	<ul style="list-style-type: none"> Unauthorised cars park in the carpark Gates left open and are not secure Keys to the outdoor areas are lost or broken Grounds are unpresentable with litter and cigarette butts present 	
			 Follow up on all MRF and keep supervisor updated

2.2.2 Exterior

	Standard	Unacceptable
Cleanliness	<ul style="list-style-type: none"> All walls are clean and presentable No scuff marks present No graffiti present All signs are clean and presentable 	<ul style="list-style-type: none"> Walls are not clean and left to build grime over time Scuff marks are not removed daily Graffiti is present and not removed Signs are dirty and unpresentable
Visual/Function	<ul style="list-style-type: none"> Building looks presentable on the approach No obvious wear and tear No damage and all fittings are in good working order All fire escapes working and clear from obstructions Signs are visible and free from damage Marketing material all present and readable 	<ul style="list-style-type: none"> Building looks tired and unkempt Wear and tear obvious to our visitors Damage not fixed nor reported and left to decay Signs are out of date, damaged or not present No marketing material Obstructed fire escapes

 PPE must be worn

Cleaning signs to be used

COSHH to be followed when performing these tasks

 Follow up on all MRF and keep supervisor updated

2.2.3 Bin store

	Standard	Unacceptable
Cleanliness	<ul style="list-style-type: none"> All walls are clean and presentable No bins overflowing All signs are clean and presentable Bins are clean and presentable No rodents 	<ul style="list-style-type: none"> Walls are not clean and left to build grime over time Bins are overflowing Signs are dirty and unpresentable Machines are dirty and dust is visible Evidence of rodents
Visual/Function	<ul style="list-style-type: none"> Bins are not damaged No damage and all fittings are in good working order All fire escapes working and clear from obstructions Signs are visible and free from damage Cleaning items are available 	<ul style="list-style-type: none"> Bins are damaged Damage not fixed nor reported and left Signs are out of date, damaged or not present Obstructed fire escapes Cleaning items not available

 PPE must be worn

Cleaning signs to be used

COSHH to be followed when performing these tasks

Visible social distancing signs

 Follow up on all MRF and keep supervisor updated

3.0 CORRIDOR



3.1 Overall

Important:

- Social distancing signage should be displayed around the property



Visual:

- Doors and flooring are dust free, skirting dirt free, stain free, scuffmarks free.

Odour:

- Fresh or neutral smell with no unpleasant odours

Functionality:

- All doors, entrance equipment and flooring fabrics in working condition
- Fire safety stickers present and compliant with health and safety regulations.

3.2.1 Walls

	Standard	Unacceptable	
Cleanliness	<ul style="list-style-type: none"> Dust free Cobweb free Stain free Blu Tack mark free 	<ul style="list-style-type: none"> Dusty Evidence of cobwebs Evidence of removable stains Evidence of Blue Tack marks 	 COSHH for paint Visible social distancing signs
Visual/Function	<ul style="list-style-type: none"> No large damage, such as holes Marketing material present Sales touch points are available Corridors have a warm and inviting feel (plants, pictures, wall art) Walls presentable 	<ul style="list-style-type: none"> Large damage, such as holes and scuffs No marketing material available No sales touch points on the sales journey Walls not painted and look tired 	 Clear vinyl gloves for painting Ventilation during painting eg. open windows (weather permitted) and/or use of window-mounted box fans Display notice if painting while customers present Protective gear for painting

3.2.2 Doors, door frames & lifts

	Standard	Unacceptable	
Cleanliness	<ul style="list-style-type: none"> Pins, tape and Blu Tack free Burn marks and other serious damage free 	<ul style="list-style-type: none"> Evidence of pins, tapes and Blu Tack Evidence of dirt build up, dust and removable marks or stains 	 Evacuation signage on the back of the flat door
Functionality	<ul style="list-style-type: none"> Doors functional Functional door intumescent seals, including brush strip Functional intercom Functional door closer Signs present reminding of restricted numbers in the lift 	<ul style="list-style-type: none"> Doors not functional Broken door intumescent seals, including brush strip Broken intercom Broken or damaged door closer No restricted numbers signs present 	Door closes quietly (does not slam) High Touch areas including door handles and handrails should be cleaned frequently

4.0 COMMUNAL AREAS



4.1 Overall

Important:

- Gyms to remain closed and this should be supported with appropriate signage



Visual:

- Doors and flooring are clean & dust free, bins are emptied, room looks like a home, scuffmarks free

Odour:

- Fresh or neutral smell with no unpleasant odours

Functionality:

- All doors, entrance equipment and flooring fabrics in working condition
- Fire safety stickers present and compliant with health and safety regulations
- Rooms are warm and inviting
- Printers are available and in good working order

4.2.1 Walls

	Standard	Unacceptable	
Cleanliness	<ul style="list-style-type: none"> Dust free Cobweb free Stain free Blu Tack mark free 	<ul style="list-style-type: none"> Dusty Evidence of cobwebs Evidence of removable stains Evidence of Blue Tack marks 	 Protective gear for painting <hr/> COSHH for paint
Visual/Function	<ul style="list-style-type: none"> No large damage, such as holes and mould Marketing material present Sales touch points are available Walls presentable and branded Freshly painted when needed 	<ul style="list-style-type: none"> Large damage, such as holes and scuffs No marketing material available Walls are bare No sales touch points Walls not painted and look tired 	 Clear vinyl gloves for painting <hr/> Display notice if painting while customers present

4.2.2 Floors

	Standard	Unacceptable	
Cleanliness	<ul style="list-style-type: none"> Clear from dirt and presentable Cobweb free Stain free 	<ul style="list-style-type: none"> Floors dirty or sticky Cobwebs in corners Evidence of removable stains 	 Clean vinyl gloves (powder-free) <hr/> Wet floor signs to be present <hr/> COSHH to be followed when performing these tasks
Visual/Function	<ul style="list-style-type: none"> Non-slip, well maintained floors No trip hazards Carpet trim present and not damaged Carpets hoovered with no stains 	<ul style="list-style-type: none"> Floors unkempt and signs of age or damage Trip hazards Carpet trim missing or broken Floors are not hoovered 	

4.2.3 Laundry Rooms

	Standard	Unacceptable	
Cleanliness	<ul style="list-style-type: none"> All walls are clean and presentable No scuff marks present All signs are clean and presentable Machines clean and dust free 	<ul style="list-style-type: none"> Broken machines without clear signage Obvious wear and tear Walls are not clean and left to build grime over time Damage not fixed nor reported and left present Signs are out of date, damaged or not present Signs are dirty and unpresentable No marketing material Machines are dirty and dust is visible Unobstructed fire escapes 	 Clean vinyl gloves (powder-free) <hr/> Cleaning signs to be used <hr/> COSHH to be followed when performing these tasks

4.2 INDIVIDUAL ITEMS

4.2.3 Laundry Rooms

	Standard	Unacceptable
Visual/Function	<ul style="list-style-type: none"> • Machines are in good working order • No obvious wear and tear • No damage and all fittings are in good working order • All fire escapes working and clear from obstructions • Signs are visible and free from damage • Marketing material all present and readable 	<ul style="list-style-type: none"> • Broken machines without clear signage • Obvious wear and tear • Damage not fixed nor reported and left • Signs are out of date, damaged or not present • No marketing material • Obstructed fire escapes

4.2.4 Interior and atmosphere

	Standard	Unacceptable	
Cleanliness	<ul style="list-style-type: none"> • All furniture free from dirt and stains • All areas odour free and smelling fresh • Free from litter • Bin clear and emptied 	<ul style="list-style-type: none"> • furniture dirty and stained • Bad smells present • Mess and litter present • Bins full and not emptied 	 <ul style="list-style-type: none"> • Clean vinyl gloves (powder-free)
Visual/Function	<ul style="list-style-type: none"> • All furniture functional • Games tables set up and in good working order • Marketing material relevant and present • Seating areas to be neatly arranged • Posters and notice boards to be relevant and presentable • Sales material to be displayed following all campaigns • Plants watered and presentable • Appropriate music playing at a reasonable level • TVs on showing marketing or appropriate TV channel • All post boxes are locked and no letters left outside of boxes • All areas are ready for students to use 	<ul style="list-style-type: none"> • No marketing material present • Out of date marketing material present • Area cluttered or missing any usual furniture • Notice boards out of date or unkempt • No sales material present • Dead plants • No music playing or music playing too loud • No TV on or inappropriate TV channel showing • Post boxes open and letters left in the room • Areas are out of action and students can't use them without notice of return 	<ul style="list-style-type: none"> • Wet floor signs to be present • COSHH to be followed when performing these tasks • Visible social distancing signs • High Touch areas including door handles and handrails should be cleaned frequently
			 <ul style="list-style-type: none"> • Be aware of any belongings left in the room, remove if needed • Check the printer has paper available • Remove furniture for social distancing space



5.1 Overall

Important:

- 72 hours must have elapsed since the departing student has left before entering the area
- Specific PPE Requirement for TAR can be found in the TAR Procedure



Visual:

- Free from visible loose and impacted dirt debris
- Sanitary fittings free from body fat and fluid scale and verdigris
- Streak and smear free without evidence of chemical residue
- All surfaces of uniform appearance

Odour:

- Fresh residual perfume or neutral smell

Functionality:

- Suite functioning and flooring fabrics in working condition
- Appropriate signage compliant with health and safety regulations

5.2 INDIVIDUAL ITEMS

5.2.1 Toilet

	Standard	Unacceptable	
Cleanliness	<ul style="list-style-type: none"> Toilet seat and toilet bowl free from impacted dirt, dust, removable stains, body fats, verdigris Dry and clean 	<ul style="list-style-type: none"> Dirty, streaky and smeared Stained Evidence of debris and dirt 	 <ul style="list-style-type: none"> Clear vinyl gloves (powder-free) Facemask with filter Protective goggles Protective apron <p>COSHH to be followed when performing these tasks</p>
Visual/Function	<ul style="list-style-type: none"> Toilet seat has tightened screws Flushing toilet in working order Clear of damage 	<ul style="list-style-type: none"> Toilet seat has loose screws Toilet not flushing Toilet damaged or leaking 	

5.2.2 Shower (incl. shower head and cabin)

Cleanliness	<ul style="list-style-type: none"> Shower cabin, curtain, head, rods, rails and hoses free from impacted dirt, dust, removable stains, body fats and verdigris mould and scale Dry uniform appearance Soap residue free Drain free from hair and other debris Shower door streaks and smear free 	<ul style="list-style-type: none"> Walls dirty, streaky and smeared Evidence of soap residue Evidence of impacted dirt, dust, removable stains, body fats, verdigris, mould growth in shower cabin or on curtain, head, rods, rails and hoses Missing curtain Shower door streaked or smeary 	 <ul style="list-style-type: none"> Clear vinyl gloves (powder-free) Facemask with filter Protective goggles Protective apron <p>COSHH to be followed when performing these tasks</p>
Visual/Function	<ul style="list-style-type: none"> Correct water pressure in shower Working drain Shower hose in working condition Correct temperature Shower head clear of lime scale Door in working condition and hinges functional 	<ul style="list-style-type: none"> No/low water pressure in shower Blocked drain Broken/twisted shower hose Incorrect temperature Shower head not clear of limescale Door/hinges broken or damaged 	



Run water for 2 min for both "Standard" and "In-year" cleaning

Legionella

5.2.3 Mirror

	Standard	Unacceptable
Cleanliness	<ul style="list-style-type: none"> • Impacted dirt, dust, removable stains, body fats, verdigris free • Dry uniform appearance • Free from stickers 	<ul style="list-style-type: none"> • Dirty, streaky and smeary • Evidence of stickers
Visual/Function	<ul style="list-style-type: none"> • Chip and break free 	<ul style="list-style-type: none"> • Chipped and broken

5.2.4 Sinks and taps

	Standard	Unacceptable
Cleanliness	<ul style="list-style-type: none"> • Clean • Dry uniform appearance • Lime scale and mould free • Fresh or neutral residual smell • Taps are streak or smear free with uniform bright even sheen 	<ul style="list-style-type: none"> • Impacted dirt, dust, removable stains, body fats, verdigris • Evidence of lime scale • Mouldy
Visual/Function	<ul style="list-style-type: none"> • Running water hot and cold • Working drain • Clear from damage 	<ul style="list-style-type: none"> • No/low running water hot or cold • Blocked drain • Sink damaged • Plug and chain not in place



Clear vinyl gloves (powder-free)

Facemask with filter

Protective goggles

Protective apron

COSHH to be followed when performing these tasks

6.0 BEDROOM



6.1 Overall

Important:

- 72 hours must have elapsed since the departing student has left before entering the area
- Full PPE required to clean and sanitise bedrooms (Facemask, goggles, apron and gloves)
- Specific PPE Requirement for TAR can be found in the TAR Procedure Specific PPE Requirement



Visual:

- Surfaces, furniture and fabrics are free from visible impacted dirt debris and litter
- Will be streak and smear free without evidence of chemical residue
- All surfaces will be of uniform appearance

Odour:

- All areas will be odour free with only residual fresh perfume or neutral smell

Functionality:

- All furniture and fabrics in working condition with fire stickers compliant with health and safety regulations

Finishes:

- At check in, all rooms have appropriate bed ware (mattress protector fixed to the bed), relevant collateral, approved products.

6.2.1 Mattress

	Standard	Unacceptable
Cleanliness	<ul style="list-style-type: none"> • Mattress vacuumed • Stain free • Damage and tear free 	<ul style="list-style-type: none"> • Evidence of dust mites or other infestations • Stained or damaged • No mattress protector • Stained, torn or damaged mattress protector
Visual/Function	<ul style="list-style-type: none"> • With "Fire Safety" sticker • No rips or holes • Springs functional 	<ul style="list-style-type: none"> • Without "Fire Safety" sticker • Visibly broken/ripped material • Springs sticking out



All PPE required

Mattresses should be turned to ensure even wear

6.2.2 Skirting

Cleanliness	<ul style="list-style-type: none"> • Dust, cobweb and stain free • Pins, tape and Blu Tack free 	<ul style="list-style-type: none"> • Dusty with evidence of cobwebs and removable stains • Evidence of pins, tape and Blu Tack
Visual/Function	<ul style="list-style-type: none"> • Skirting secure and in place 	<ul style="list-style-type: none"> • Skirting unsecure and not in place

6.2 INDIVIDUAL ITEMS

6.2.3 Doors and door frame

	Standard	Unacceptable	
Cleanliness	<ul style="list-style-type: none"> • Pins, tape and Blu Tack free • Burn mark and other serious damage free • Dirt/removable mark/stain free 	<ul style="list-style-type: none"> • Evidence of dirt build up, dust and removable marks and stains • Evidence of pins, tape and Blu Tack 	 Amber/Red light on the card reader panel Red light - change battery on the card reader panel and check door functionality
Visual/Function	<ul style="list-style-type: none"> • Doors in working condition • Functional door intumescent seals, including brush strips • Door closer in working condition 	<ul style="list-style-type: none"> • Doors not working • Broken door intumescent seals, including brush strip • Broken or damaged door closer 	Amber light – change battery on the card reader panel and check door functionality

6.2.4 Walls

	Standard	Unacceptable	
Cleanliness	<ul style="list-style-type: none"> • Dust free • Cobweb free • Stain free • Scuff free • Blu Tack mark free 	<ul style="list-style-type: none"> • Dusty • Evidence of cobwebs, removable stains, evidence of scuffs and Blu Tack marks 	 COSHH for paint
Visual/Function	<ul style="list-style-type: none"> • No damage to the wall, including any holes • Clear walls and looking fresh 	<ul style="list-style-type: none"> • Damage to walls including any holes • Walls not painted when needed 	 Clear vinyl gloves for painting Ventilation during painting eg. open windows (weather permitted) and/or use of window-mounted box fans Display notice if painting while customers present Protective gear for painting

6.2.5 Noticeboards

	Standard	Unacceptable
Cleanliness	<ul style="list-style-type: none"> • Mark and dust free • Poster, Blu Tack and pin free • Removable stain free 	<ul style="list-style-type: none"> • Dirty and dusty • Evidence of posters, Blu Tack, pins • Evidence of stains/visible not removable stains
Visual/Function	<ul style="list-style-type: none"> • Standard size 900mm x 400mm and of branded colour Blizzard Grey (YB108) • Fabric in working condition 	<ul style="list-style-type: none"> • Wrong size (depending on spec) • Damaged fabric

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Sharps (eg. pins)

6.2.6 Lighting (switches, fittings and shades)

Cleanliness	<ul style="list-style-type: none"> • Switches/fitting/shades damp wiped and marks/dust free • Switches/fitting/shades free from removable stains 	<ul style="list-style-type: none"> • Switches/fitting/shades dirty and marked
Visual/Function	<ul style="list-style-type: none"> • LED • Fittings in working condition with no damage • Dimmer switch in working condition • Light sensor in working condition 	<ul style="list-style-type: none"> • Non-LED (if applicable) • Fittings not working or damaged • Dimmer switch not working or damaged • Light sensor not working or damaged

6.2 INDIVIDUAL ITEMS

6.2.7 Desks/work surfaces

	Standard	Unacceptable
Cleanliness	<ul style="list-style-type: none"> Free from impacted dirt, dust, streaks and smear free with a uniform even appearance inside and out Cupboards free from impacted dirt, dust, streak and smear and free with a uniform even appearance inside, outside and door Handles and hinges free from impacted dirt, dust with a uniform even appearance Smear and residue free 	<ul style="list-style-type: none"> Dirty and smeared inside and out Dirty cupboard door inside and outside Dirty and dusty on top and underneath Dirty handles and hinges
Visual/Function	<ul style="list-style-type: none"> Cupboard door in full working condition Tightened screws flush with units and unprotruding 	<ul style="list-style-type: none"> Broken/not functioning cupboard door Loose screws or protruding

6.2.8 Desk chair

	Standard	Unacceptable
Cleanliness	<ul style="list-style-type: none"> Loose debris, dust, fluff and lint free Free from removable stains, residual marks or debris Chair seating stain free Chair legs free from dust or smears 	<ul style="list-style-type: none"> Evidence of visible loose debris, dust, fluff and lint Evidence of removable stains and residual marks or debris Dirty chair seating Dirty and smeared legs and base
Visual/Function	<ul style="list-style-type: none"> Working condition Unbroken faux leather or fabric 	<ul style="list-style-type: none"> Broken chair Rubbed off faux leather or rips in the fabric



Legible "Fire Safety" label (if applicable)



