

Service Level Agreement

Housekeeping Department		Non Residential
Description of Service		
The Housekeeping Department provides cleaning services to all areas of campus, our aim is to provide, efficient and effective cleaning services, ensuring standards are maintained and costs are controlled.		
Contact Details:		
Manager, Housekeeping Services		Moira Bailey ext 1254 baileymd@tcd.ie
House 10, Front Square.		
Deputy Manager		Carol Mitchell ext 2640 mitchelc@tcd.ie
House 10, Front Square.		
Deputy Manager		Jane Flanagan ext 2079 jaflanag@tcd.ie
House 10, Front Square.		
Contact details by Area		
Supervisors	Area of Responsibility	Contact
Carol Heaney	Front of College College Green	ext 1573 heaneyc@tcd.ie
Elizabeth Clarke	Pearse Street Range	ext 4573 clarkee4@tcd.ie
Peggy Murphy	Arts and Libraries House 39	ext 1382 pemurphy@tcd.ie
Carol Power	East End	ext 3632 powerc1@tcd.ie
Anna Whelan	East End	ext 3633 anwhelan@tcd.ie
Ann McLoughlin	External areas SNIAMS	ext 2983 anmcloug@tcd.ie

<p>Client Responsibility</p> <p>To ensure that buildings are kept in a manner that allows cleaning to be carried out. To ensure Health and Safety practices are adhered to so that housekeeping staff are not in any danger. To notify Housekeeping of any changes in area usage. To notify Housekeeping of special events To notify Housekeeping of special requirements to areas listed in Tasks 15 and 16. (See catalogue attached).</p>								
<p>Availability of Service</p> <p>The core hours for Housekeeping service as following hours 5 am to 10.30 am Monday to Friday 4 pm to 9.30 pm Monday to Friday Daytime janitorial services are carried out in buildings with high volumes of students. Services are available at other times and weekends by request and are charged at current rates. Weekend services are charged at premium rates. Out of term service reductions apply in teaching areas and libraries.</p>								
<p>Service Statistics/Outputs</p> <p>Not applicable</p>								
<p>Service Measures/Key Performance Indicators</p> <p>All areas regularly audited by Supervisors and Managers, findings recorded. Managers attend building user group meetings with school administrators or person in control of building.</p>								
<p>Dependencies</p> <p>Internal Dependencies</p> <table border="0"> <tr> <td>Person in Control of Building</td> <td>IS Services</td> </tr> <tr> <td>Buildings Office</td> <td>Treasurers Office</td> </tr> <tr> <td>Director of Buildings Office</td> <td>Chief Technicians</td> </tr> <tr> <td>Staff Office</td> <td>Security</td> </tr> </table> <p>External Dependencies</p> <p>Suppliers of materials and equipment Contract cleaners Iconic systems</p>	Person in Control of Building	IS Services	Buildings Office	Treasurers Office	Director of Buildings Office	Chief Technicians	Staff Office	Security
Person in Control of Building	IS Services							
Buildings Office	Treasurers Office							
Director of Buildings Office	Chief Technicians							
Staff Office	Security							
<p>Feedback and Monitoring</p> <p>Staff meetings. Regular area audits carried out by Supervisors and Managers, audit findings recorded. Meetings with school administrator or person in control of building.</p>								

Exclusions

Supply of tearoom equipment.

Washing cups, emptying dishwashers and internal cleaning of kitchen appliances.

Cleaning of windows and blinds.

Cleaning of walls.

“Clean rooms”

Cleaning inside and defrosting of refrigerators. (To arrange cleaning of refrigerators contact the area supervisor).

Supply of soft furnishings, curtains and entrance mats.

Supply of paper towels for hand drying

Recycling of paper and cardboard is not the sole responsibility of housekeeping; cardboard boxes must be flattened for disposal.

Charges

Weekday charges - €20.00 per hour

Weekends	Saturday	€120.00
	Sunday	€160.00

Moira Bailey,
Manager, Housekeeping Services.

February 2011.

Catalogue of Housekeeping Department Services

- 1. Offices**
- 2. Reception area**
- 3. Lecture Theatres**
- 4. Libraries**
- 5. Laboratories**
- 6. Seminar rooms**
- 7. Computer rooms**
- 8. Boardrooms/meeting rooms**
- 9. Tearooms**
- 10. Washrooms**
- 11. Stairways**
- 12. Corridors**
- 13. Milling areas**
- 14. Lifts**
- 15. Workshops**
- 16. Restricted access area**

Task 1 Offices	Daily	Weekly	Periodically
Floors, carpet floors vacuum, hard floors wash and buff		X	
Hard floors machine scrub			X
Desks, Telephones, Computers		X	
Waste paper bins empty and wash out		X	
Window ledges, skirting, door panels, radiators, and pipes etc, damp dust.		X	
Door frames, doors and paintwork, damp dust			X
Furniture fixtures and fittings, damp dust		X	

Task 1 Shared Offices with more than 4 users	Daily	Weekly	Periodically
Floors, carpet floors vacuum, hard floors wash and buff		X And spot cleaned x 2	
Hard floors machine scrub			X
Desks, Telephones, Computers		X	
Waste paper bins empty and wash out		3 times a week	
Window ledges, skirting, door panels, radiators, and pipes etc, damp dust.		X	
Door frames, doors and paintwork, damp dust			X
Furniture fixtures and fittings, damp dust		X	

Task 2. Reception Areas	Twice weekly	Weekly	Periodically
Floors, carpet floors vacuum, hard floors wash and buff	X		
Hard floors machine scrub	X		
Desks, Telephones, Computers		X	
Bins empty and wash out	X		
Window ledges, skirting, door panels, radiators, and pipes etc, damp dust.		X	
Door frames, doors and paintwork, damp dust		X	
Furniture fixtures and fittings, damp dust		X	

Task 3. Lecture Theatres	Daily	Weekly	Periodically
Waste bins emptied and washed out if required, rubbish removed from floors	X		
Floors, carpets vacuum, hard floors wash and buff		X	
Hard floors spot cleaned	X		
Benches writing desks	X		
Window sills, surrounds and other vertical ledges, damp dust		X	
Furniture fixtures and fittings, damp dust		X	
Removal of graffiti			X
Carpets cleaned			X
Black/White boards not to be cleaned			

Task 4. Libraries	Daily	Weekly	Periodically
Waste bins emptied and washed out if required, rubbish removed from floors	X		
Floors, carpets vacuum, hard floors wash and buff		Twice weekly	
Hard floors spot cleaned	X		
Benches writing desks	X		
Window sills, surrounds and other vertical ledges, damp dust		X	
Furniture fixtures and fittings, damp dust		X	
Removal of graffiti			X
Carpets cleaned			X

Task 5. Laboratories	Daily	Weekly	Periodically
Floors spot cleaned	X		
Floors machine scrubbed and buffed		X	
Hand sinks	X		
Waste bins	X		
Window sills, surrounds and other vertical ledges, damp dust		X	
Furniture Fixtures and fittings, damp dust		X	
Work benches, cupboards, storage areas			X

Task 6. Seminar Rooms	Daily	Weekly	Periodically
Waste bins emptied and washed out if required, rubbish removed from floors	X		
Floors, carpets vacuum, hard floors wash and buff		X	
Hard floors spot cleaned	X		
Benches writing desks	X		
Window sills, surrounds and other vertical ledges, damp dust		X	
Furniture fixtures and fittings, damp dust		X	
Removal of graffiti			X
Carpets cleaned			X
Black/White boards not to be cleaned			

Task 7. Computer Rooms	Daily	Weekly	Periodically
Waste bins emptied and washed out if required, rubbish removed from floors	X		
Floors carpets vacuum, hard floors wash and buff		X	
Hard floors spot cleaned	X		
Desks, Benches damp dust	X		
Computers, dry dust		X	
Window sills, surrounds and other vertical ledges, damp dust		X	
Furniture fixtures and fittings, damp dust		X	
Removal of graffiti			X
Carpets cleaned			X

Task 8. Boardrooms/ Meeting rooms	Daily	Weekly	Periodically
Waste bins emptied and washed out if required, rubbish removed from floors	X		
Floors, carpets vacuum, hard floors wash and buff		X	
Hard floors spot cleaned	X		
Benches writing desks	X		
Window sills, surrounds and other vertical ledges, damp dust		X	
Furniture fixtures and fittings, damp dust		X	
Removal of graffiti			X
Carpets cleaned			X
Black/White boards not to be cleaned			

Task 9 Common Rooms/Tearooms	Daily	Weekly	Periodically
Empty and wash out bins	X		
Sinks, Counter tops and tables, wash and dry	X		
Floors, vacuum carpets spot wash hard floors	X		
Machine scrub and buff hard floors		X	
Window sills, surrounds and other vertical ledges, damp dust		X	
Furniture fixtures and fittings, damp dust		X	
Cupboards			X
Carpets cleaned			X

Task 10 Washrooms	Daily	Weekly	Periodically
Remove waste, empty and wash out bins	X		
Floors, sweep and wash thoroughly	X		
Sanitary wear, wash inside and outside	X		
Mirrors, Hand dryers, damp wipe and polish with dry cloth	X		
Walls, cubicle doors, spot clean		X	
Walls, cubicle doors thorough clean, including removal of graffiti			X
Shower curtains, change monthly			
Consumables to be replenished	X		

Task 11 Stairs	Daily	Weekly	Periodically
Remove debris	X		
Floors, vacuum carpets, wash hard floors		X	
Ledges, banisters, stair rails, damp dust		X	
Window sills, surrounds and other vertical ledges, damp dust		X	
Doors wash and dry removing graffiti			X

Task 12 Corridors	Daily	Weekly	Periodically
Remove debris	X		
Floors, vacuum carpets, wash hard floors		X	
Window sills, surrounds and other vertical ledges, damp dust		X	
Doors wash and dry removing graffiti			X

Task 13 Milling areas	Daily	Weekly	Periodically
Remove debris	X		
Floors, vacuum carpets, wash hard floors		X	
Ledges, banisters, stair rails, damp dust		X	
Window sills, surrounds and other vertical ledges, damp dust		X	
Doors wash and dry removing graffiti			X

Task 14. Lifts	Daily	Weekly	Periodically
Remove debris	X		
Interior lift, wash floors, walls, door track		X	
Exterior lift doors		X	
Remove graffiti			X

Task 15. Workshops/Darkrooms/Plant rooms/ Tissue Culture rooms
Requirements vary, service to be agreed with School

Task 16. Restricted access areas
Requirements vary, service to be agreed with School