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**Housekeeping Procedures – Main Campus**

This document outlines the operational housekeeping procedures for Birmingham Newman University’s main campus buildings. It provides practical guidance to support day-to-day cleaning, prioritisation, and communication, particularly in relation to academic and office spaces. These procedures support the Housekeeping Service Level Guide and ensure student- and staff-facing areas remain clean, hygienic, and safe throughout the year.

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**1. Daily Cleaning Routine – Main Campus**

Student-focused areas (atriums, classrooms, and corridors) are prioritised first thing each morning, ahead of the working day. Cleaning takes place between 6:30am and 5:00pm (until 4:30pm on Fridays). Shared spaces are cleaned daily and monitored throughout the day. Office and admin areas follow the student zone schedule.

**2. Toilets and Washrooms**

Toilets are cleaned at the start of each working day and monitored throughout. While regular checks are made, issues can arise between inspections. Please report urgent matters (e.g., no paper, flooding, unsanitary conditions) to housekeeping@newman.ac.uk.

**3. Offices – Cleaning and Access**

All offices receive a full clean on Mondays. Large offices (5+ staff) also receive an additional clean on Wednesdays. Bins are emptied daily. Offices must be left tidy for cleaning; personal items and documents will not be moved. During reduced service (e.g., summer), cleaning is limited unless additional needs are communicated.

**4. Classrooms, Lecture Theatres, and Atriums**

Classrooms and lecture spaces are cleaned daily and prepared before teaching begins. Atriums and open-access student areas are prioritised each morning. If a space is used heavily or requires attention (e.g., litter, spills), please notify Housekeeping for ad hoc cleaning.

**5. Staff Kitchenettes and Shared Break Spaces**

Kitchenettes are cleaned weekly and surfaces wiped as part of routine checks. Housekeeping staff will not:
- Wash dishes or cups
- Clean inside fridges
- Tidy personal food or belongings
Users are expected to leave kitchen areas in a clean and safe condition.

**6. Bins and Recycling**

Bins in all spaces are emptied daily. Housekeeping promotes correct recycling and asks all users to:
- Use clearly labelled recycling points correctly
- Avoid mixing food waste with recyclables
- Dispose of coffee cups, wrappers, and cardboard in appropriate bins
Improper sorting affects our waste streams and sustainability targets.

**7. Events and Ad Hoc Room Usage**

If a department or external party books a large event on campus (e.g., 50+ attendees), please notify housekeeping@newman.ac.uk. Include date, time, location, and setup/clear-down expectations. This ensures we can plan staffing around the event and avoid disruption.

**8. Posters, Signage and Surface Damage**

Posters must only be fixed to approved, non-damaging surfaces (e.g., glass, windows, noticeboards). Use only white or blue tack. Do not tape or stick items directly to painted walls. Posters must be removed after their event/expiry. Unapproved or out-of-date materials will be removed without notice.

**9. Summer Working and Service Reductions**

During summer, housekeeping shifts its focus to deep cleaning halls and residential areas. Service levels on campus are reduced. Core areas are still maintained, but:
- Office and admin cleaning may be scaled back
- No routine classroom use = limited cleans
If any campus space requires additional cleaning during summer (e.g., refurbishment, events, new staff), please notify Housekeeping in advance.

**10. Reporting Issues and Contacts**

To report cleaning or hygiene issues, email:
- Housekeeping: housekeeping@newman.ac.uk
- Repairs or maintenance: estates@newman.ac.uk

Housekeeping is based on the ground floor of Maryvale, off Chapel Walk.

Last updated: July 2025 | Next review: July 2026 (or sooner if service changes)