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**Housekeeping Procedures – Halls of Residence**

This procedure document outlines the daily responsibilities and operational standards for Housekeeping at Birmingham Newman University in relation specifically to student halls of residence. It supports compliance and includes structured practices around cleaning, inspections, waste, access, and student responsibilities.

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**1. Daily Cleaning Routine**

Housekeeping staff work Monday to Thursday from 8:00am to 4:00pm, and until 4:30pm on Fridays. In Halls of Residence, daily tasks include:
- Cleaning of corridors, stairways, landings, and communal bathrooms
- Emptying of bedroom bins (students must place bins outside by 8:00am)
- Monitoring of shared areas for hazards or misuse
Service excludes weekends and Bank Holidays. Limited service operates during vacation periods.

**2. Communal Area Management**

Housekeeping manages the day-to-day cleanliness and functionality of communal kitchens, lounges, and corridors. Students are expected to:
- Maintain general tidiness of kitchens and remove food waste
- Not obstruct cleaning access or leave items such as laundry or furniture in corridors
- Alert staff to any damage or spills
Persistent misuse may result in charges, closure of kitchens, or disciplinary escalation.

**3. Student Bedroom & Kitchen Inspections**

Bedrooms are inspected three times a year with prior notice. Students may attend the inspection if they wish. Kitchens are inspected regularly without advance notice. Criteria include:
- General hygiene and cleanliness
- Fridge condition and waste levels
- Overall safety (e.g., electrical, fire risks)
Housekeeping staff do not clean inside fridges, ovens, or personal dishes. These are the students' responsibility.

**4. Deep Cleaning Periods**

Deep cleans occur twice annually: in December and April. Focus is on communal kitchens and high-traffic zones. In addition:
- Kitchens must be cleared for cleaning
- Advance notice is provided by Accommodation Team or posted signage
- Housekeeping may assist with resets during student transitions or relocations.

**5. Cleaning Access Protocols**

Access without notice is permitted for housekeeping staff into shared kitchens, corridors, and bathrooms. Access to bedrooms occurs:
- Only during planned inspections or emergencies
- Always with two staff present
- Students are given at least 24 hours' notice unless impractical
Staff will knock and log all access. Housekeeping may enter en-suites for hygiene-related work if required.

**6. Refuse and Recycling**

Housekeeping empties:
- Bedroom bins daily (if placed outside)
- Kitchen and corridor bins daily or as required
- Recycling bins weekly or when full (upon request)
Students are expected to:
- Use correct recycling bins (glass, paper, plastics, metal)
- Avoid overfilling bins or placing liquids in refuse
- Label and safely wrap broken glass before disposal

**7. Communication with Students**

Students are informed about cleaning expectations via:
- The Accommodation Handbook
- Kitchen folders and signage in Halls
- Email updates or screen notices from Accommodation Team
Housekeeping may place notices in shared areas if hygiene standards are not met. Support is available if students are unsure about cleaning expectations.

**8. Reporting Issues That May Lead to Further Action**

Housekeeping staff may report recurring or serious issues observed during routine cleaning that could lead to further follow-up, including:
- Persistent hygiene problems despite previous notices
- Blocked access to kitchens, bathrooms, or bedrooms
- Health and safety hazards (e.g., spills, pest risks, broken equipment)

These issues are escalated to the Accommodation Manager for review. Housekeeping does not take disciplinary action but may provide reports that support further steps under the Licence to Occupy or Student Disciplinary Procedures.

Who to Contact:
- Housekeeping Issues: housekeeping@newman.ac.uk
- Repairs or Maintenance: estates@newman.ac.uk

Housekeeping Office Location:
Ground floor of Maryvale, directly off Chapel Walk. Please email for all queries.

**9. Contingency for Missed or Limited Service**

If cleaning cannot be completed due to absence, unexpected site closures, or urgent re-prioritisation:
- Service levels are reduced to essential health and safety only
- Students are informed via notices in kitchens or halls o via email
- Missed cleaning may be rescheduled where practical
Where students observe unsafe conditions due to missed cleaning, they are advised to contact the Housekeeping team directly.

**10. Cross-Reference Documents**

- Accommodation Handbook 2024–2025
- Student Licence to Occupy 2024–2025
- Student Disciplinary Procedures 2024–2025
- Housekeeping Service Level Guide (separate document)
- Facilities and Estates Contingency Protocols (internal)

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