

**Housekeeping Service Level Agreement**

This Service Level Agreement (SLA) outlines the standard cleaning offer provided by the Housekeeping Team at Birmingham Newman University. It covers both student accommodation and main campus facilities, setting out the scope, frequency, and expectations of service delivery. This document supports operational procedures and provides a concise summary of cleaning levels across University-managed spaces.

**Appendix A – SLA Reference Index**

1. Cleaning Scope by Area
2. Service Frequency and Prioritisation
3. Office Cleaning Categories
4. Kitchen and Break Areas
5. Student Accommodation Overview
6. Sustainability and Waste Management
7. Health and Safety Compliance
8. Contacts and Feedback

**1. Cleaning Scope by Area**

Housekeeping service covers academic buildings, administrative offices, lecture theatres, student accommodation, shared kitchens, toilets, corridors, and communal areas. Outdoor recreational zones and specific event spaces are supported where relevant.

**2. Service Frequency and Prioritisation**

Student-facing areas (atriums, classrooms, corridors) are prioritised each morning. Toilets are cleaned and monitored throughout the day. Offices follow a structured schedule by size. Halls of residence are cleaned daily during term time, with deep cleans during breaks.

**3. Office Cleaning Categories**

- Offices (1–2 persons): Full clean Mondays
- Shared offices (2–5 persons): Full clean Mondays
- Large/shared (5+ staff): Full clean Mondays and Wednesdays
All office bins emptied daily. Personal items will not be moved during cleaning.

**4. Kitchen and Break Areas**

Campus kitchenettes are cleaned weekly; staff must maintain personal items. Housekeeping will not clean dishes, fridges, or food waste. Student kitchen inspections are weekly with deep cleans in December and April.

**5. Student Accommodation Overview**

Halls receive daily cleaning of communal areas. Toilets, kitchens, stairwells, and bins are maintained throughout the week. Bedrooms are not cleaned by staff but are inspected three times per year.

**6. Sustainability and Waste Management**

Recycling points are available throughout campus and halls. Students and staff are expected to sort waste correctly. Housekeeping performs waste checks and reports persistent misuse. Eco-friendly products are used where possible.

**7. Health and Safety Compliance**

All cleaning is carried out in accordance with COSHH regulations. PPE is worn where required. Hazards or incidents are escalated through Estates or reported to Facilities Helpdesk.

**8. Contacts and Feedback**

General queries: housekeeping@newman.ac.uk
Maintenance/repairs: estates@newman.ac.uk
Students may also use the accommodation portal to report cleaning-related issues. Feedback on service standards is welcomed.