



Ohio University
Facilities Management - University Custodial Services
Cleaning Service Levels FY22

TASK	ENTRANCES, LOBBIES, CORRIDORS	CLASSROOMS, SEMINAR ROOMS	RESEARCH LABS	OFFICES	CONFERENCE ROOMS	RESTROOMS	STAIRWELLS	ELEVATORS	LOUNGES, KITCHENETTES
PRIORITIZATION COLOR CODING	#1 PRIORITY			#2 PRIORITY			#3 PRIORITY		
GENERAL CLEANING									
Empty trash/replace liner	daily	daily	Occupant to remove to central location	Occupant to remove to central location	Occupant to remove to central location	daily			daily
Remove recycling	daily	daily as needed	Occupant to remove to central location	Occupant to remove to central location	Occupant to remove to central location				daily as needed
Dust horizontal surfaces/vents	1x/work week or as needed	1x/work week	1x/work week or as needed	1x/month	1x/work week	daily	1x/2 work weeks	1x/work week	1x/2 work weeks
Clean chalk/white boards		daily			as needed				
Clean desktops/tabletops/counters	as needed	as needed	as needed by request	as needed	as needed				
Clean interior glass/partitions	1x/work week or as needed	as needed	as needed	as needed	as needed	daily	as needed		as needed
Clean drinking fountains	daily				daily				daily
Clean/disinfect all fixtures						daily			
Check/replenish dispensers						daily			
Spot clean walls/doors						daily			
FLOOR CARE									
Vacuum/sweep pedestrian traffic areas	2x/work week	daily	1x/work week	1x/month	2x/work week		1x/2 weeks	2x/work week	2x/work week
Vacuum/sweep complete room/corridor	1x/work week	1x/work week	1x/work week	1x/month	1x/work week	daily	1x/2 weeks	1x/work week	1x/work week
Autoscrub/mop	1x/work week	1x/work week	1x/work week	1x/month	1x/work week	daily	1x/2 weeks	1x/work week	1x/work week
Extract carpet/scrub & recoat floor	annual	annual	annual	upon vacancy	annual			annual	annual

The above services are provided during a Monday-Friday schedule in the frequencies indicated. Services will be performed only one-time per day on the scheduled days and frequencies indicated above unless otherwise noted. Additional service will be provided on a fee basis (all costs directly billed) and can be scheduled through the Facilities Management Work Center. Service delays may occur in cases of an emergency situation, such as a flood, as well as for snow removal.

For accidents or spills place a work request with our Facilities Work Center

University Custodial Services hours of operation

1st shift (early)	5 AM-1:30 PM	Mo-Fr
1st shift (late)	8 AM-4:30 PM	Mo-Fr
2nd shift	4:30 PM-1 AM	Mo-Fr
3rd shift	9 PM-5:30 AM	Su-Th
Residential	7 AM-3:30 PM	Mo-Fr

- Billable Services: Day and Weekend Porter Service
 Window Washing (beyond entrance doors and first surrounding panes)
 Exterior Power washing (excluding graffiti/vandalism)
 Event Clean Up Services (pre-event and post-event services should give at least 2 business day notice)

DEFINITION OF TASKS

Autoscrub/mop floors. Using appropriate size autoscrub machine and following manufacturer's directions, autoscrub area thoroughly, ensuring that corner areas are cleaned, using a mop in the areas the machine cannot reach.

Carpet Extraction Cleaning. After moving portable furniture and spotting and vacuuming floor, clean entire carpet with extraction machine according to manufacturer's instructions. Allow to dry overnight. **Note:** Customer will be asked to pick up personal belongings prior to carpet extraction.

Clean chalk/white boards. Clean board completely in General Purpose Classrooms. Wet wipe rails.

Clean classroom desk. Wipe down work surfaces and other flat surfaces with a treated rag.

Clean/disinfect all fixtures. Restroom fixtures will be cleaned with an approved chemical.

Clean drinking fountain. Wipe all surfaces of fixture with approved cleaner.

Clean restroom partitions and doors. Wipe partitions and walls clean with approved cleaning solution.

Clean trash cans/recycling containers. Spray inside of container with approved cleaner. Wipe out and replace liner. Trash container must be emptied per schedule.

Detail floor – vacuum/mop. Vacuum entire floor including edge vacuuming corners, baseboards and under moveable furniture. Mop entire floor including edge mopping and under moveable furniture.

Dust all surfaces/vents. Wipe down surfaces and dust surfaces which are free of objects, including vents, ledges, window sills, and cubicle partitions. In General Purpose Classrooms: dust blinds, with a treated tool, wipe down closed blind on both sides.

Empty recycling . Occupants remove recycling to centralized locations in facility.

Empty trash. Occupants remove trash to centralized locations in facility.

Extract carpet. Area that has been stained will be cleaned appropriately by carpet extractor.

Replenish restroom dispensers. Refill soap and paper dispensers, making sure they are operational.

Scrub and re-coat floor. Hard surface floors will be scrubbed and assessed on the amount of finish that will be applied to deliver a polished appearance.

Snow removal. Clear snow as needed from stairways, steps and entrances.

Spot-clean walls and doors. Remove finger smudges, spots, or graffiti from walls and doors as required with appropriate cleaning materials.

Vacuum/sweep complete room/corridor. Vacuum carpet or sweep hard floors from wall to wall

Vacuum/sweep pedestrian traffic areas. Vacuum carpet or sweep hard floors in main foot traffic areas only.

Updated 8/16/2021