

Ref	Element	Standard	Method	Products	Responsibility	Frequency							Notes	
						Multiple throughout day	Daily	Weekly	Monthly	Quarterly	Semi-annual	Annual		
1	Switches, sockets and data points	All wall fixtures e.g. switches, sockets and data points should be visibly clean with no substances, dust, dirt, debris, adhesive tape or spillages.	Wipe clean with appropriate products lightly dampened. Do not spray directly onto the plate. Ensure sockets are turned off. If switches are dirty use cotton buds or small detail brush.	Microfibre cloth lightly dampened with all purpose cleaner. (Shorrock Trichem Multi-Kleen)	Cleaning and maintenance team			✓						
2	Walls - including lift walls	All wall surfaces including skirting should be visibly clean with no substances, dust, dirt, debris, adhesive tape or spillages.	Wipe clean and remove any scuffs with recommended products. Remove cobwebs. Report any areas that require repainting or appear damaged or damp.	Non-abrasive all-purpose cleaner and sponge or multi-purpose cleaning cloth.	Cleaning and maintenance team			✓						
3	Ceiling	All ceiling surfaces should be visibly clean with no substances, dust, dirt, debris, adhesive tape or spillages.	Remove cobwebs. Report any ceiling fittings that appear damaged.	Synthetic feather duster.	Cleaning and maintenance team			✓						
4	All doors - woodwork	All parts of the door structure should be visibly clean so that all door surfaces, vents, frames and jambs have no substances, dust, dirt, debris, adhesive tape or spillages.	Wash down and wipe clean all main and internal doors, architraves and associated woodwork, door handles, knobs, and door plates.	Dusting cloth and Shorrock Trichem Furniture Polish. Door handles and plates to be cleaned with Clover Ultra AX Virucidal/Bactericidal Disinfectant and multi-purpose cleaning cloth.	Cleaning and maintenance team			✓						
5	All doors - points of high contact including lifts and lift call buttons	All parts of the door structure should be visibly clean so that all door surfaces, vents, frames and jambs have no substances, dust, dirt, debris, adhesive tape or spillages.	Wash down and wipe clean all door handles, knobs, and door plates.	Door handles and plates to be cleaned with Clover Ultra AX Virucidal/Bactericidal Disinfectant and multi-purpose cleaning cloth.	Cleaning and maintenance team	✓								
6	All internal glazing including partitions	All internal glazed surfaces should be visibly clean and smear-free with no substances, dust, dirt, debris, adhesive tape or spillages. They should have a uniform shine appearance.	Wipe clean and polish glazing with recommended products.	Microfibre cloth and Shorrock Trichem Glaze and Mirror cleaning spray.	Cleaning and maintenance team				✓					
7	All external glazing	All external glazed surfaces should be clean.	Wipe clean and polish glazing with recommended products.	External contractor.	Cleaning and maintenance team				✓					
8	Mirrors	Mirrors should be visibly clean and smear-free with no substances, dust, dirt, debris, adhesive tape or spillages.	Wipe clean and polish using recommended products.	Microfibre cloth and Shorrock Trichem Glaze and Mirror cleaning spray.	Cleaning and maintenance team			✓						
9	Radiators	All parts of the radiator (including between grilles) should be visibly clean with no substances, dust, dirt, debris, adhesive tape or spillages.	Dust and wipe clean using recommended products	Non-abrasive all-purpose cleaner and sponge or multi-purpose cleaning cloth.	Cleaning and maintenance team			✓						
10	Ventilation grilles extract and inlets	The external part of the ventilation grille should be visibly clean with substances, dust, dirt, debris or cobwebs.	Dust and remove any debris in grilles with small detail brush.	Small synthetic feather duster or small detail brush. Lightly dampened with all-purpose cleaner.	Cleaning and maintenance team			✓						
11	Pest control devices	The pest control device should be free from dead insects, animals or birds and be visibly clean.	Wear appropriate PPE and remove any debris and wipe clean with recommended products. Report any rodent or insect issues to the appropriate manager to arrange pest control.	Clover Ultra AX Virucidal/Bactericidal Disinfectant and multi-purpose cleaning cloth.	Cleaning and maintenance team		✓							
12	Electrical items	The casing of electrical items should visibly clean with no substances, dust, dirt, debris, adhesive tape or moisture.	Ensure item is switched off and wipe clean with recommended product. Do not spray any product directly onto electrical items. Spray product onto cloth so it is lightly dampened. Do not soak. Ensure item is dried.	Microfibre cloth lightly dampened with all purpose cleaner. (Shorrock Trichem Multi-Kleen). Wipe dry.	Cleaning and maintenance team			✓						
13	Cleaning	Cleaning equipment should be visibly clean with no substances, dust, dirt, debris or moisture.	Wear appropriate PPE and remove any debris and wipe clean with recommended products. Report any rodent or insect issues to the appropriate manager to arrange pest control. Ensure any filters or other parts requiring regular emptying are maintained in accordance with instructions for the equipment.	Microfibre cloth lightly dampened with all purpose cleaner. (Shorrock Trichem Multi-Kleen). Wipe dry.	Cleaning and maintenance team			✓						

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14	Hard Floor – polished	The complete floor including all edges, corners and main floor spaces should have a uniform shine and be visibly clean with no substances, dust, dirt, debris, spillages or scuff marks.	Sweep and mop with recommended products. Spot clean to remove marks and hazardous deposits as appropriate	TBC	Cleaning and maintenance team		✓							
15	Hard Floor – non-slip	The complete floor including all edges, corners and main floor space should have a uniform finish or shine and be visibly clean with no substances, dust, dirt, debris or spillages.	Sweep and mop with recommended products. Spot clean to remove marks and hazardous deposits as appropriate	TBC	Cleaning and maintenance team		✓							
16	Soft floor	The complete floor including all edges and corners should be visibly clean with no substances, dust, dirt, debris or spillages. Floors should have a uniform appearance and an even colour with no stains or watermarks.	Spot clean to remove marks and hazardous deposits as appropriate. Vacuum floor area.	Spot clean using Dr. Beckman Carpet Stain Remover in accordance with instructions. Freshen using 'Carpet Fresh' Carpet and Upholstery Air Freshener.	Cleaning and maintenance team		✓							
17	Low surfaces	All surfaces should be visibly clean with no substances, dust, dirt, debris, adhesive tape or spillages.	Dust and wipe clean using recommended products	Microfibre cloth lightly dampened with all purpose cleaner. (Shorrock Trichem Multi-Kleen). Wipe dry.	Cleaning and maintenance team		✓							
18	High surfaces	All surfaces should be visibly clean with no substances, dust, dirt, debris, adhesive tape or spillages.	Dust and wipe clean using recommended products	Microfibre cloth lightly dampened with all purpose cleaner. (Shorrock Trichem Multi-Kleen). Wipe dry.	Cleaning and maintenance team			✓						
19	Chairs - fabric	All parts of the furniture should be visibly clean with no substances, dust, dirt, debris, adhesive tape, stains or spillages. Fabric should be free of stains and watermarks and in good condition without tears.	Spot clean to remove marks and hazardous deposits using appropriate products. Arrange steam cleaning where appropriate. Report any chairs in poor condition.	Spot clean using Dr. Beckman Carpet Stain and Upholstery remover in accordance with instructions. Freshen using 'Carpet Fresh' Carpet and Upholstery Air Freshener. Wipe armrests with all purpose cleaner.	Cleaning and maintenance team			✓						
20	Tables within meeting rooms	All parts of the table (including wheels, castors and underneath) should be visibly clean with no substances, dust, dirt, debris, adhesive tape, stains or spillages.	Dust and wipe clean using recommended products	Microfibre cloth lightly dampened with all purpose cleaner. (Shorrock Trichem Multi-Kleen). Wipe dry.	Cleaning and maintenance team		✓							
21	Hand wash containers	All part of the surfaces of hand soap, paper towel containers should be visibly clean with no substances, dust, dirt, debris, adhesive tape or spillages. Containers should be kept stocked.	Dust and wipe clean using recommended products	Clover Ultra AX Virucidal/Bactericidal Disinfectant and multi-purpose cleaning cloth.	Cleaning and maintenance team	✓								
22	Hand hygiene alcohol rub dispensers	All part of the surfaces of hand hygiene alcohol rub dispensers should be visibly clean with no substances, dust, dirt, debris, adhesive tape or spillages. Dispensers should be kept stocked.	Dust and wipe clean using recommended products	Clover Ultra AX Virucidal/Bactericidal Disinfectant and multi-purpose cleaning cloth.	Cleaning and maintenance team	✓								
23	Fridges and freezers	Fridges and freezers should be visibly clean with no substances, dust, dirt, debris, spillages, food debris or build up of ice. Fridges in the kitchen area on each floor must be cleared each evening to mitigate infection risks.	Wash down and wipe clean external and internal areas of fridges and freezers using recommended products. Ensure any small areas with debris around seals are cleaned using detail brushes. Ensure there is no build up of water or ice and that the fridge is operated at the recommended temperature. Dispose of any food or drink items left in the fridge at the end of the day.	Clover Ultra AX Virucidal/Bactericidal Disinfectant and multi-purpose cleaning cloth.	Cleaning and maintenance team	✓								
24	Kitchen area cupboards	Kitchen cupboards should be visibly clean with no substances, dust, dirt, debris, stains, spillages or food debris.	Wash down using recommended cleaning product. Handles to be wiped down frequently throughout the day.	Microfibre cloth lightly dampened with all purpose cleaner. (Shorrock Trichem Multi-Kleen). Wipe dry.	Cleaning and maintenance team		✓							
25	Microwaves	All microwave surfaces should be visibly clean with no substances, dust, dirt, debris, spillages or food debris.	Remove any spillages or food debris and wipe down with recommended product. Deodorise as appropriate.	Microfibre cloth lightly dampened with all purpose cleaner. (Shorrock Trichem Multi-Kleen). Wipe dry.	Cleaning and maintenance team		✓							
26	Waste receptacles	The waste receptacle should be visibly clean including lid and pedal with no substances, dust, dirt, debris, stains or spillages. Receptacles in the kitchen area should be emptied daily and not allowed to overflow.	Wipe down with recommended cleaning product.	Microfibre cloth lightly dampened with all purpose cleaner. (Shorrock Trichem Multi-Kleen). Wipe dry.	Cleaning and maintenance team		✓							

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27	Curtains and blinds	Curtains/blinds should be visibly clean with no substances, dust, dirt, debris, stains or spillages.	Remove any dust and cobwebs with appropriate high reach duster. Spot clean any stains or marks. Report any heavily soiled items and arrange for cleaning/replacement.	Synthetic feather duster.	Cleaning and maintenance team			✓						
28	Showers	The shower, wall-attached shower chairs should be visibly clean with no substances, scum, dust, lime scale, stains, deposit or smears.	Wash down with appropriate cleaning product and polish surfaces.	Multi-purpose cleaning cloth with Shorrock Trichem Multi-purpose cleaner sanitiser sprayed onto all surfaces. Wipe dry.	Cleaning and maintenance team	✓								
29	Toilets and bidets	The toilet and bidet should be visibly clean with no body substances, scum, dust, lime scale, stains, deposit or smears.	Clean all surfaces, handles, seats and seat hinges and fittings using an appropriate cloth/ brush using germicidal detergent. Ensure the cloth used is not used for any other cleaning tasks. Rinse with clear water to leave a clean surface and dry wipe. Clean inside of WC bowl using a WC brush and germicidal detergent, rinse to leave in a clean condition. Undertake descaling where necessary.	Multi-purpose cleaning cloth with Shorrock Trichem Multi-purpose cleaner sanitiser sprayed onto all surfaces. Wipe dry. Shorrock Trichem Freshclean Ultra Daily use toilet cleaner to be used on all toilet bowls, urinals and rims and agitate with toilet brush if required. Harpic Power Plus Toilet Cleaner tablets to be used weekly on a Friday to clean under the waterline and u-bend.	Cleaning and maintenance team	✓								
30	Replenishment	There should be plenty of all consumables and soap.	Restock all consumables.	Shorrock Trichem Pink Pearly Luxury Pearlised Hand Soap.	Cleaning and maintenance team	✓								
31	Sinks	The sink and wall-attached dispensers should be visibly clean with no body substances, dust, dirt, debris, lime scale, stains or spillages. Plugholes and overflow should be free from build-up.	Descale, clean and remove all deposits using recommended products. Remove any sludge from waste outlet. Wipe dry.	Multi-purpose cloth and Shorrock Trichem Cream cleaner on sinks and tiled areas. Shorrock Trichem stainless steel cleaner to be used on taps and polished out.	Cleaning and maintenance team	✓								
32	Artwork, pictures and statues - communal areas	All artwork, pictures and statues must be visibly clean with no dust, dirt or debris.	Dust framed artwork, pictures and statues. Please follow separate guidance before carrying out cleaning on artwork and statues. All cleaning of religious statues, pictures and artwork to be carried out respectfully and with reverence.	To be confirmed	Cleaning and maintenance team			✓						
33	Photocopiers and scanners	Photocopiers and scanners should be visibly clean with no dust, dirt or debris.	Wipe clean with recommended products. Do not spray directly onto the item, cleaning products to be sprayed onto cloth.	Dust with a synthetic feather duster. Lightly moisten a microfibre cloth with Clover AX Virucidal/Bactericidal Disinfectant for plastic casing and wipe dry. For keys and touchpads, use an alcohol wipe and allow to dry.	Cleaning and maintenance team		✓							
34	Handrails and bannisters	Handrails and bannisters should be visibly clean and dry with no dust, dirt or debris.	Wipe clean with recommended products. Do not spray directly onto the item, cleaning products to be sprayed onto cloth.	Lightly moisten a microfibre cloth with Clover AX Virucidal/Bactericidal Disinfectant for plastic casing and wipe dry.	Cleaning and maintenance team	✓								
35	Exit buttons	Exit buttons should be visibly clean and dry with no dust, dirt or debris.	Wipe clean with recommended products. Do not spray directly onto the item, cleaning products to be sprayed onto cloth.	Lightly moisten a microfibre cloth with Clover AX Virucidal/Bactericidal Disinfectant for plastic casing and wipe dry.	Cleaning and maintenance team	✓								
36	Open book shelves	Shelves should be visibly clean with no substances, dust, dirt, debris, adhesive tape or moisture.	Wipe clean with recommended products. Place item in storage in area with notice to remind staff to clean before and after use.	Microfibre cloth lightly dampened with all purpose cleaner. (Shorrock Trichem Multi-Kleen). Wipe dry.	Cleaning and maintenance team		✓							
37	Cupboards and drawers, filing cabinets - communal	Cupboards and filing cabinets should be visibly clean with no substances, dust, dirt, debris, adhesive tape or moisture.	Wipe clean with recommended products. Place item in storage in area with notice to remind staff to clean before and after use.	Microfibre cloth lightly dampened with all purpose cleaner. (Shorrock Trichem Multi-Kleen). Wipe dry.	Cleaning and maintenance team		✓							
38	Chairs - armrests	All parts of the furniture should be visibly clean with no substances, dust, dirt, debris, adhesive tape, stains or spillages.	Spot clean to remove marks and deposits. Report any chairs in poor condition	Wipe clean using Clover AX Virucidal/Bactericidal Disinfectant with multi-purpose cloth and wipe dry.	Individual member of staff using the item		✓							
39	Desk Drawers	All parts of the drawers (including wheels, castors and inside) should be visibly clean with no substances, dust, dirt, debris, adhesive tape, stains or spillages. Any food, drink or medications should be stored in appropriately sealed containers.	Dust and wipe clean using recommended products	Microfibre cloth lightly dampened with all purpose cleaner. (Shorrock Trichem Multi-Kleen). Wipe dry.	Individual member of staff using the item		✓							



