

Facilities Custodial Services Operations Task Frequencies

Exterior Building Cleaning

Daily

- Clean entry area glass
- Clean steps and remove debris from all entry ways within 25 feet of building entrance
- Remove graffiti and postings

As Needed

- Remove snow and ice from steps, walkways, ramps, fire exits, etc., within 25 feet of building entrance

Entrances and Public Areas

Daily

- Clean glass
- Mop floor or vacuum/spot-clean carpet as needed
- Pick up debris
- Re-lamp as needed
- Vacuum mats – remove gum and stains as needed

Weekly

- Dust and clean vertical and horizontal surfaces

Annually

- Clean carpets and refinish floors

Corridors

Daily

- Clean and sanitize water fountains
- Remove waste and recyclables, replace liners as needed
- Spot clean glass
- Spot clean walls
- Sweep and spot mop floors
- Mop floor or vacuum/spot-clean carpet as needed

Weekly

- Dust and clean vertical and horizontal surfaces, fixtures and frames
- Wet mop floor or Auto scrub floors 2 times

Quarterly

- Clean vents

Annually

- Clean carpets and refinish floors

Stairways

Daily

- Re-lamp
- Remove debris

Weekly

- Dust and clean vertical and horizontal surfaces, fixtures and frames
- Sport clean walls
- Damp mop

Quarterly

- Clean vents

Annually

- Clean carpets and refinish floors

Restrooms

Daily

- Check soap, paper supplies – restock as needed. Second servicing may be provided in high use areas
- Clean and sanitize fixtures
- Re-lamp as needed
- Remove graffiti
- Remove waste and replace liners
- Sweep and wet mop floors with disinfectant
- Vacuum and spot-clean any adjacent carpet areas

Monthly

- Clean vents
- Scrub floors

Annually

- Clean carpet and refinish floors

Offices and Conference Rooms

Daily

- Remove waste and recycling
- Spot vacuum or sweep

Weekly

- Dust and clean accessible vertical and horizontal surfaces (no personal items will be moved)
- Dust furniture free of personal items
- Sweep, mop or vacuum floor

Quarterly

- Clean vents
- Clean blinds

Through (RowanWorks) work order request

- Clean carpet and refinish floors

Classrooms, Computer Labs, Library

Daily

- Clean white boards, replenish markers and erasers as needed
- Dust and clean vertical and horizontal surfaces, fixtures and frames
- Straighten furniture
- Re-lamp as needed
- Remove waste and recycling, replace liners
- Report seating in need of repair or replacement
- Spot clean walls
- Sweep and spot mop floors
- Vacuum and spot clean carpet

Monthly

- Clean vents

Annually

- Clean carpet and refinish floors

Classroom Laboratories

Daily

- Clean white boards, replenish markers and erasers as needed
- Dust and clean vertical and horizontal surfaces
- Straighten furniture
- Re-lamp as needed
- Remove waste and recycling, replace liners
- Spot clean walls
- Sweep and spot mop floors

Annually

- Scrub and refinish floors

Research Laboratories – follow EHS guidelines

Daily

- Remove waste
- Remove recycling

- Sweep and mop floors
- Re-lamp as needed

Annually

- Clean carpet and refinish floors

Lounges/Kitchens

Custodians are not responsible for cleaning dishes, coffee pots, interior cabinets, drawers, microwaves, ovens, refrigerators or stovetops

Daily

- Clean sink – if empty
- Re-lamp as needed
- Clean counters and other surfaces
- Sweep and spot mop floors
- Vacuum and spot clean carpet

Weekly

- Damp mop floors
- Dust and clean vertical and horizontal surfaces

Monthly

- Clean vents

Annually

- Clean carpet and refinish floors

Note:

These standards and frequencies of cleaning are based on normal working circumstances. Variables such as inclement weather, special events, staffing shortages, and unusual workloads may impact our operation.

Our goal is to exceed the standard of APPA Level 3 and perform APPA Level 2

APPA Appearance Level Definitions

Level 1 - Orderly Spotlessness

- Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a fresh cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Light all work and fixtures are clean.
- Washroom and shower fixtures are tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 2 - Ordinary Tidiness

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls but up to two days' worth of dust, dirt, stains, or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation. Light all work and fixtures are clean.
- Washroom and shower fixtures are tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 3 - Casual Inattention

- Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along the wall can be seen.
- There are dull spots and/or matted carpet in walk lanes. There are streaks or splashes on the base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, smudges, and fingerprints. Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 4 - Moderate Dinginess

- Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along the walls.
- There is dull path and/or obviously matted carpet in walk lanes. Base molding is dull and dingy with streaks or splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints and marks. Lamps fixtures are dirty and some lamp (up to 5 percent) are burned out.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

Level 5 - Unkempt Neglect

- Floors and carpet are dull, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along the walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention is obvious.
- Light fixtures are dirty with dust balls and flies. Many lamps (more than 5 percent) are burned out.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.