1. **INTRODUCTION**

This section will need to be read in conjunction with Parke and Duchy Hotel floor plans. The specification of requirements detailed below is the minimum frequency and acceptable standards required by the Authority.

The contractor will be responsible for supplying suitable cleaning and disinfecting products in order to service the contract **except** for toilet rolls and hand soap (which will be provided by the Authority)

For the purposes of this Specification and the contract \***suitable cleaning products** or \***suitable cleaning and disinfecting products** means:

* products that are suitable for use in a septic tank
* products that do not use cfcs as propellants
* products that are 100% biodegradable
* products that are recyclable

For the purposes of this Specification and the contract \***suitable polish** means:

* good quality natural wood polish

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

1. **PARKE HOUSE, (Bovey Tracey)**

Cleaning services are required Monday to Friday all year round, excluding bank holidays. The offices at Parke are also closed between Christmas and the New Year. Offices are open to staff from 7.30am until 19:00.

**2.1 Recycling**

Daily

All cardboard, paper, tins and plastic left out for the cleaners must be placed in the mixed recycling skip located in the rear courtyard. All cardboard is to be flat packed. Under no circumstances must recyclable material be put into the general rubbish skip which goes to landfill. Plastic water cups are recyclable and are collected in a separate bin in the Meeting Room foyer. These can also be placed into the mixed recycling skip.

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

* 1. **Rubbish**

Daily

Rubbish from all waste bins situated in offices, toilets, kitchens and foyers all around the building must be collected, put into black plastic bags (supplied by contractor) and placed in the general rubbish skip located in the rear courtyard. The waste bins must be lined with appropriately sized liners and must be changed when necessary.

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments

* 1. **Compostable Waste**

Daily

Compostable waste from the ground floor and first floor kitchens should be emptied into the brown wheelie bin located in the rear courtyard. No bags or liners are to be used in the compost bins, including those of a compostable type, as the waste is composted onsite and these take time to de-grade.

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments

* 1. **Meeting Room Complex (including lobby, ante-room & kitchen)**

Daily

* Empty stones from door mat recess
* Deal with any rubbish and recyclable material (as per 2.1 & 2.2)
* Wipe all kitchen surfaces and cupboard doors
* Clean sinks and taps.
* Replenish washing-up liquid and soap in kitchen, ensuring dispensers are refilled.
* Ensure internal access door to public toilets is locked.
* Ensure all windows are closed & latched, turn off lights and close & lock doors

Weekly

* Dust all accessible areas – pictures, ledges, skirting etc (up to 6ft)
* Wipe clean all tables
* Vacuum upholstery and damp wipe marks from chairs as required
* Full vacuum carpeted area
* Wipe clean chilled water dispenser and empty any overflow reservoirs
* Replace 2 dirty tea towels in kitchen (or more frequently if soiled) (supplied by DNPA)
* Wipe nozzles on antiseptic hand wash to avoid build up.

Monthly

* Dust edges and ledges (over 6ft)
* Dust / clean window blinds
* Clean interior of fridge

As Required

* Spot clean with suitable cleaning products\* all door paintwork, clean internal glass in doors, doorplates and door handles
* Spot vacuum and spot clean carpeted areas, particularly after meetings with catering
* Clear cobwebs and any other insects or mammal evidence when visible

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments

* 1. **Courtyard Meeting Room (Room 32)**

Daily

* Deal with any rubbish and recyclable material (as per 2.1 & 2.2)
* Ensure all windows are closed & latched, draw blinds, turn off lights and close inner door.
* Close and lock outer door.

Weekly

* Dust all accessible areas – pictures, ledges, skirting etc (up to 6ft)
* Wipe clean all desks and tables
* Full vacuum carpeted area

Every 6 Months

* Dust edges and ledges (over 6ft)

As Required

* Spot clean with suitable cleaning products\* all door paintwork, clean internal glass in doors, doorplates and door handles
* Vacuum upholstery and damp wipe marks from chairs

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.5 Small Meeting Room (Room 35)**

Daily

* Deal with any rubbish and recyclable material (as per 2.1 & 2.2)
* Ensure all windows are closed & latched, turn off lights and ensure door is securely closed

Weekly

* Dust all accessible areas – pictures, ledges, skirting etc (up to 6ft)
* Wipe clean tables
* Full vacuum carpeted area

Every 6 Months

* Dust edges and ledges (over 6ft)

As Required

* Spot clean with suitable cleaning products\* all door paintwork, clean internal glass in doors, doorplates and door handles
* Vacuum upholstery and damp wipe marks from chairs

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.6 Caretakers Office (Room 37)**

Every 6 Months

* Full vacuum
* Dust all accessible areas - surfaces, tables, ledges, skirting etc (to a height of approx 6ft)
* Dust all edges and ledges above 6ft
* Spot clean with suitable cleaning products\* all door paintwork, clean internal glass in doors, doorplates and door handles

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.7 Shower cubicle and changing/boot room (Room 30)**

Daily

* Clean shower cubical & tiles if required
* Spot check floors, and sweep or mop if required

Weekly

* Full mop floors

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.8 Rear entrance and corridor leading to ground floor toilets**

Every other day (or if visibly dirty)

* Spot clean with suitable cleaning and disinfecting products\* all door paintwork, doorplates and door handles and clean glass in internal doors.
* Sweep and full mop with suitable cleaning products\* all hard floors
* Vacuum door mats and carpet

Monthly

* Dust and damp wipe with suitable cleaning products\* all accessible areas (to a height of approx 6ft): top of door frames, skirting boards, top of panels, ledges, etc

Every 6 Months

* Dust all edges and ledges (above 6ft)

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.9 Rear stairs and upstairs corridors**

Every other day (or if visibly dirty)

* Vacuum carpets
* Clean hand rails with suitable cleaning and disinfecting\* products.
* Spot clean, with suitable cleaning products, all door paintwork, clean internal glass in doors, doorplates and door handles

Weekly

* Dust all accessible areas - pictures, ledges, skirting etc (to a height of approx 6ft)

Monthly

* Clean stair nosings with suitable cleaning products

Every 6 Months

* Dust all edges and ledges (above 6ft)

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.10 Main Stairs and Landing**

Daily

* Spot vacuum carpets

Every other Day

* Full vacuum of carpets
* Spot clean, with suitable cleaning products, all door paintwork, clean internal glass in doors, doorplates and door handles

Weekly

* Clean hand rails with suitable cleaning and disinfecting\* products. Polish the wooden handrails with suitable polish\*
* Clean balustrade paintwork with suitable cleaning products (or when visibly dirty)
* Dust all accessible areas - pictures, ledges, skirting etc (to a height of approx 6ft )

Every 6 Months

* Dust all edges and ledges (above 6ft)

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.11 Reception & Lobby area**

Daily

* Spot vacuum Reception carpet as required
* Spot clean with suitable cleaning products\* all door paintwork, clean internal glass in doors, doorplates and door handles
* Turn off lights and close all doors

Every Other Day

* Full vacuum entrance lobby door mat recess, lobby floor and Reception carpet
* Damp mop the lobby wooden floor with a suitable cleaning fluid\* and apply a suitable non-slip polish\*
* Dust and damp wipe with suitable cleaning products\* all Reception desks and tables and all Lobby furniture

Weekly

* Vacuum upholstery and damp wipe marks from chairs with suitable cleaning products\*
* Dust and damp wipe with suitable cleaning products\* all accessible areas of pictures, ledges, skirting etc (to a height of approx 6ft)

Monthly

* Dust electrical equipment: Monitors (not LCD screens), key boards, etc
* Dust all edges and ledges above 6ft

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.12 Internal Toilets**

Daily

* Sweep and full mop washroom floors
* Clean all toilets and urinals inside and out using suitable cleaners and disinfectants\*
* Clean both top and underside of toilets seats
* Clean all basins and taps
* Clean all walls, tiled areas and cubicle walls (daily or when visibly soiled)
* Spot clean with suitable cleaning products\* all door paintwork, doorplates, locks and door handles
* Replenish toilet rolls, (dispensers to always have at least one new toilet roll)
* Replenish soap, ensuring liquid soap dispensers
* Ensure all windows are closed & latched, turn off lights and close doors

Weekly

* Polish mirrors (or more frequently if visibly soiled)
* Dust all accessible areas - surfaces, pictures, ledges, skirting, cistern tops, cabinet tops etc (up to 6ft)

Monthly

* Descale toilets and hand basins using suitable descaling products\*
* Clean all washroom furniture and pipework

Every 6 Months

* Dust all edges and ledges above 6ft

As Required

* Replenish the toss-blocks in any urinal, ensuring all urinals are adequately filled
* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.13 Downstairs and Upstairs Kitchens**

Daily

* Empty rubbish bins and recyclable bins (as per 2.1 & 2.2)
* Full vacuum carpeted areas and mop vinyl floors
* Clean sinks and taps.
* Clean work surfaces and cupboard doors.
* Damp wipe clean hot and cold water dispensers and vending machine
* Spot clean with suitable cleaning products\* all door paintwork, clean internal glass in doors, doorplates and door handles
* Replenish soap, ensuring liquid soap dispensers, anti-bacterial gel and washing-up liquid are refilled
* Replace dirty tea towels (2 in the downstairs kitchen, 1 in the upstairs kitchen) (supplied by DNPA)
* Ensure all windows are closed & latched, turn off lights and close door
* Replace hand towels (Supplied by DNPA)

Weekly

* Clean microwaves, internal and external with suitable cleaning products\*
* Empty fridges of all milk and outdated items (last working day of each week)
* Dust all accessible areas -, pictures, ledges, skirting etc (up to 6ft)

Monthly

* Clean interior of all fridges with suitable cleaning products\*

Every 6 Months

* Dust all edges and ledges above 6ft

Annually

* Clean interior of all kitchen cupboards

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.14 Downstairs Photocopier Room**

Daily

* Empty rubbish bins and recyclable paper bins (as per 2.1 & 2.2)
* Ensure all windows are closed & latched, turn off lights and close door

Weekly

* Vacuum carpet

Monthly

* Dust all accessible areas - pictures, ledges, skirting etc (up to 6ft)

Every 6 Months

* Dust all edges and ledges above 6ft

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.15 Library (Room 16)**

Daily

* Empty rubbish bins and recyclable paper bins (as per 2.1 & 2.2)
* Spot vacuum as required
* Ensure all windows are closed & latched, turn off lights and close door

Weekly

* Full vacuum carpet
* Dust and damp wipe all accessible areas – desks, pictures, ledges, skirting etc (up to 6ft)

Every 6 Months

* Dust all edges and ledges above 6ft

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.16 Internal and External Offices (Rooms 1-3, 5-15, 17, 18, 20, 25, 33, 34)**

Daily

* Empty rubbish bins and recyclable paper bins (as per 1.1 and 1.2)
* Spot vacuum as required
* Ensure all windows are closed & latched, turn off lights and close door

Weekly

* Full vacuum carpet
* Dust and damp wipe all accessible areas – desks, pictures, ledges, skirting etc (up to 6ft)
* Desks to be cleaned and polished on a rotation basis, so many per night, provided they are cleared of clutter by DNPA staff. All desks to be cleaned on a weekly basis.

Every 6 Months

* Dust all edges and ledges above 6ft

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** FullyComply  Unable to Meet Requirements

Your comments:

**2.17 Rooms 22, 23, 24**

Monthly

* Full vacuum carpet

**2.18 Basement**

Weekly

* Vacuum upholstery and lightly damp wipe marks from chairs
* Full vacuum carpet

Monthly

* Dust all accessible areas - surfaces, tables, pictures, ledges, skirting etc (to a height of approx 6ft)

Every 6 Months

* Dust all edges and ledges above 6ft
* Spot clean with suitable cleaning products\* all door paintwork, clean internal glass in doors, doorplates and door handles

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.19 Attic Rooms (Second Floor)**

Every 6 Months

* Full vacuum
* Dust all accessible areas - surfaces, tables, pictures, ledges, skirting etc (to a height of approx 6ft)
* Dust all edges and ledges above 6ft
* Spot clean with suitable cleaning products\* all door paintwork, doorplates and door handles
* Ensure lights are switched off and doors locked.

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.20 Security of building**

The offices and meeting rooms will need to be cleaned between at the end of the working day. The complex is to be secured at 19.00 each evening.

Every evening the company’s operatives will:

1. Ensure all windows are closed & latched.
2. Ensure all ground floor blinds are drawn and closed.
3. Switch off all electrical equipment labelled ‘Switch off at night’
4. Turn off all lights
5. Close all internal doors – particularly ensuring those doors with sensors attached are fully closed (a list is provided with the alarm instructions)
6. Lock the external room doors by dropping the catches, securing with padlocks or locking with keys and checking the doors are firmly closed.
7. Close any external masking doors and secure them with bolts/padlocks or keys associated with that door.
8. Ensure all external doors to areas not covered within the cleaning specification are secured (garage, external storage room, unused stable block)
9. Secure the gate under the arch between the rear courtyard and meeting room with a padlock
10. Set the site alarm following given instructions
11. Lock the main rear door to Parke and to return all keys to the secure place. Leave the door to that place secure.

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**2.21 Window Cleaning**

Cleaning of the external windows at Parke is to be carried out four times per year, in the months of June, September, December and March.

3 Monthly

* Clean inside of all the external windows on the ground floor and first floor of Parke House
* Clean inside of all the external windows in the meeting room, including the roof velux windows
* Clean the outside of the all the external windows on Parke House including the 2nd floor.
* Clean the outside of all the external windows on the meeting room, including the roof velux windows
* **Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

1. **DUCHY HOTEL OFFICES AND NATIONAL PARK VISITOR CENTRE, PRINCETOWN**

Cleaning services are required 7 days per week , including bank holidays. The first floor offices are only used Monday to Friday so do not require cleaning at weekends and bank holidays, but the ground floor visitor centre is open every day of the year apart from Christmas day. Offices are open to staff from 7.30am until 19:00, Monday to Friday. The Visitor Centre is open from 10.00am to 17:00, with reduced hours in the winter months.

**3.1 Recycling - Daily**

All cardboard, paper, tins and plastic left out for the cleaners must be placed in the mixed recycling skip located at the rear of the building. All cardboard is to be flat packed. Under no circumstances must recyclable material be put into the general rubbish skip which will go to landfill.

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**3.2 Rubbish - Daily**

Rubbish from all waste bins situated in offices, toilets, kitchens and foyers all around the building must be collected, put into black plastic bags (supplied by contractor) and placed in the general rubbish skip at the rear of the building. The waste bins must be lined with appropriately sized liners and must be changed when necessary.

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**3.3 Front Office Entrance**

Daily

* Clean internal glass in doors
* Spot vacuum carpet

Weekly

* Full vacuum carpet

Monthly

* Dust and damp wipe with suitable cleaning products\* all accessible areas (to a height of approx 6ft): top of door frames, skirting boards, ledges, etc

Every 6 Months

* Dust all edges and ledges (above 6ft)

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** FullyComply  Unable to Meet Requirements

Your comments:

**3.4 Staircases, Upstairs and Downstairs Corridors**

Daily

* Spot vacuum carpets

Weekly

* Full vacuum
* Clean hand rails with suitable cleaning and disinfecting\* products.
* Clean balustrade paintwork with suitable cleaning products (or when visibly dirty)
* Dust all accessible areas - pictures, ledges, skirting etc (to a height of approx 6ft )
* Mop tiled floor to leaflet store, and rear corridor between public toilets and delivery door

Every 6 Months

* Dust all edges and ledges (above 6ft)

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**3.5 Ground floor Public Toilets and Disabled Washroom**

Daily March to October / Thursdays & Fridays November to February

* Sweep and full mop of floors
* Clean toilet inside and out using suitable cleaners and disinfectants\*
* Clean both top and underside of toilets seats
* Clean basin and taps
* Clean all walls, tiled areas and cubicle walls (daily or when visibly soiled)
* Spot clean with suitable cleaning products\* all door paintwork, doorplates, locks and door handles
* Replenish toilet rolls, and soap, ensuring liquid soap dispensers

Weekly

* Polish mirrors (or more frequently if visibly soiled)
* Dust all accessible areas – surfaces, ledges, skirting, cistern tops, cabinet tops etc (up to 6ft)
* Wipe nozzles on antiseptic hand wash to avoid build up

Monthly

* Descale toilets and hand basins using suitable descaling products\*
* Clean all washroom furniture and pipework

Every 6 Months

* Dust all edges and ledges above 6ft

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** FullyComply  Unable to Meet Requirements

Your comments:

**3.6 Meeting Rooms (Rooms 1 and 17)**

Daily

* Deal with any litter, rubbish and recyclable material (as per 3.1 & 3.2)
* Spot vacuum carpets if required
* Ensure all windows are closed & latched, turn off lights and close doors

Weekly

* Dust all accessible areas – tables, pictures, ledges, skirting etc (up to 6ft)
* Full vacuum carpeted area

Every 6 Months

* Dust edges and ledges (over 6ft)

As Required

* Spot clean with suitable cleaning products\* all door paintwork, doorplates and door handles
* Vacuum upholstery and damp wipe marks from chairs
* Clear cobwebs and any other insects or mammal evidence when visible

**Your self-assessment:** FullyComply  Unable to Meet Requirements

Your comments:

**3.7 Staff Room (Room 18)**

Daily

* Empty rubbish bins and recyclable paper bins (as per 3.1 & 3.2)
* Spot vacuum as required
* Ensure all windows and closed & latched, turn off lights and close doors

Weekly

* Full vacuum carpet
* Dust and damp wipe all accessible areas – tables, pictures, ledges, skirting etc (up to 6ft)

**Your self-assessment:** FullyComply  Unable to Meet Requirements

Your comments:

**3.8 Internal Offices (Rooms 2, 3, 4, 5, 8, 9, 10, 11, 12, and ground floor Visitor Centre office)**

Daily

* Empty rubbish bins and recyclable paper bins (as per 3.1 & 3.2)
* Spot vacuum as required
* Ensure all windows and closed & latched, turn off lights and close doors

Weekly

* Full vacuum carpet
* Dust and damp wipe all accessible areas – desks, pictures, ledges, skirting etc (up to 6ft)
* Desks to be cleaned and polished on a rotation basis, so many per night, provided they are cleared of clutter by DNPA staff. All desks to be cleaned on a weekly basis.

Every 6 Months

* Dust all edges and ledges above 6ft

As Required

Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** FullyComply  Unable to Meet Requirements

Your comments:

**3.9 Visitor Centre (Exhibition areas, retail area and Audio Visual Studio)**

Daily

* Empty rubbish bins and recyclable paper bins (as per 3.1 & 3.2)
* Spot vacuum as required
* Dust and damp wipe main visitor centre counter, including glass
* Ensure all windows and closed & latched, turn off lights and close doors

Weekly

* Full vacuum carpet
* Dust and damp wipe all accessible areas –ledges, skirting etc (up to 6ft)
* Buff mosaic floor in retail area using rotary machine and ‘Red’ floor pad (Equipment to be supplied by the contractor)

Every 6 Months

* Dust and damp wipe all accessible areas – pictures, edges, ledges, skirting etc (up to and above 6ft)

As Required

Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** FullyComply  Unable to Meet Requirements

Your comments:

**3.10 First Floor Internal Toilets**

Daily

* Sweep and full mop or vacuum washroom floors
* Clean all toilets and urinals inside and out using suitable cleaners and disinfectants\*
* Clean both top and underside of toilets seats
* Clean all basins and taps
* Spot clean with suitable cleaning products\* all door paintwork, doorplates, locks and door handles
* Replenish toilet rolls and soap, ensuring liquid soap dispensers and anti-bacterial gel are refilled

Weekly

* Polish mirrors (or more frequently if visibly soiled)
* Clean all walls, tiled areas and cubicle walls (daily or when visibly soiled)
* Dust all accessible areas - surfaces, ledges, skirting, cistern tops, etc (up to 6ft)
* Wipe nozzles on antiseptic hand wash to avoid build up

Monthly

* Descale toilets and hand basins using suitable descaling products\*
* Clean all washroom furniture and pipework

Every 6 Months

* Dust all edges and ledges above 6ft

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** FullyComply  Unable to Meet Requirements

Your comments:

**3.11 Kitchens (Ground and First Floor)**

Daily

* Full mop floor (First floor kitchen)
* Spot vacumn (Ground floor kitchen)
* Clean sinks and taps.
* Clean work surfaces and cupboard doors.
* Damp wipe clean hot and cold water dispensers
* Spot clean with suitable cleaning products\* all door paintwork, doorplates and door handles
* Replace hand towels every other day or as required (Supplied by DNPA)
* Replace dirty tea towels (supplied by DNPA)
* Turn off lights and close door.

Weekly

* Clean microwaves, internal and external with suitable cleaning products\*
* Empty fridges of all milk and outdated items (last working day of each week)
* Dust all accessible areas -, pictures, ledges, skirting etc (up to 6ft)

Monthly

* Clean interior of all fridges with suitable cleaning products\*

Every 6 Months

* Dust all edges and ledges above 6ft

Annually

* Clean interior of all kitchen cupboards

As Required

* Top up washing-up liquid and hand wash
* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** FullyComply  Unable to Meet Requirements

Your comments:

* 1. **Security of building**

The rooms will need to be cleaned at the end of the working day. The complex is to be secured at 19.00 each evening.

Every evening the company’s operatives will:

1. Lock front disabled entrance door
2. Check that the door to the garden from the ballroom has been locked
3. Ensure all windows and closed & latched
4. Switch off all electrical equipment labelled ‘Switch off at night’
5. Turn off all lights
6. Close all internal doors
7. Set the site alarm following given instructions.
8. Lock the main rear door

**Your self-assessment:** FullyComply  Unable to Meet Requirements

Your comments:

**3.12 Window Cleaning**

3 Monthly – June / September / December / March

* Clean the outside of all the external windows (excluding the Duchy of Cornwall office)

Annually (First week in March)

* Clean the inside of the all the eternal windows (excluding the Duchy of Cornwall office)

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

Rooms not included within the Duchy Hotel specification are:

Ground Floor – Warehouse and locked storage rooms.

First floor - rooms 6, 14, 16 and locked storage rooms.

1. **NATIONAL PARK VISITOR CENTRE, POSTBRIDGE**

Cleaning services are required 3 days per week. The Visitor Centre is open from 10.00am to 17:00, with reduced hours in the winter months.

**4.1 Rubbish - Daily**

Rubbish from all waste bins must be collected, put into black plastic bags (supplied by contractor) and placed in the general rubbish skip in the ranger compound at the bottom of the car park. The waste bins must be lined with appropriately sized liners and must be changed when necessary.

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**4.2 Visitor Centre Exhibition and Retail Areas**

Daily

* Empty rubbish bins and waste paper bin (as per 4.1)
* Spot vacuum as required
* Damp wipe clean cold water dispensers
* Dust and damp wipe main visitor centre counter, including any glass
* Ensure all windows and closed & latched, turn off lights and close doors

Weekly

* Full vacuum carpet
* Dust and damp wipe all accessible areas –ledges, skirting etc (up to 6ft)

Every 6 Months

* Dust and damp wipe all accessible areas – pictures, edges, ledges, skirting etc (up to and above 6ft)

As Required

Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** FullyComply  Unable to Meet Requirements

Your comments:

**4.3 Ground Floor Kitchenette**

Daily

* Empty rubbish bins and recyclable bins (as per 2.1 & 2.2)
* Full vacuum carpeted areas or mop vinyl floors
* Clean sinks and taps.
* Clean work surfaces and cupboard doors.
* Spot clean with suitable cleaning products\* all door paintwork, clean internal glass in doors, doorplates and door handles
* Replenish soap, ensuring liquid soap dispensers are refilled
* Ensure all windows are closed & latched, turn off lights and close door

Weekly

* Clean microwave, internal and external with suitable cleaning products\*
* Dust all accessible areas -, pictures, ledges, skirting etc (up to 6ft)

Monthly

* Clean interior of all fridges with suitable cleaning products\*

Every 6 Months

* Dust all edges and ledges above 6ft

Annually

* Clean interior of all kitchen cupboards

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**4.4 Ground Floor Staff Toilet**

Daily

* Sweep and full mop washroom floor
* Clean the toilet inside and out using suitable cleaners and disinfectants\*
* Clean both top and underside of toilets seats
* Clean basin and taps
* Clean all walls, tiled areas and cubicle walls (daily or when visibly soiled)
* Spot clean with suitable cleaning products\* all door paintwork, doorplates, locks and door handles
* Replenish toilet rolls, (dispensers to always have at least one new toilet roll)
* Replenish soap, ensuring liquid soap dispensers are refilled
* Ensure all windows are closed & latched, turn off lights and close doors

Weekly

* Polish mirrors (or more frequently if visibly soiled)
* Dust all accessible areas - surfaces, pictures, ledges, skirting, cistern tops, cabinet tops etc (up to 6ft)

Monthly

* Descale toilets and hand basins using suitable descaling products\*
* Clean all washroom furniture and pipework

Every 6 Months

* Dust all edges and ledges above 6ft

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**4.5 First floor meeting room and staircase**

Daily

* Empty rubbish bins and waste paper bin (as per 4.1)
* Spot vacuum as required
* Ensure all windows are closed & latched, turn off lights and close door

Weekly

* Full vacuum carpet
* Dust and damp wipe all accessible areas – desks, pictures, ledges, skirting etc (up to 6ft)

Every 6 Months

* Dust all edges and ledges above 6ft

As Required

* Remove cobwebs and any other insects or mammal evidence

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

**4.6 Window Cleaning**

Annually (First week in March)

* Clean the inside of the all the eternal windows
* Clean the outside of all the eternal windows

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments:

1. **NATIONAL PARK VISITOR CENTRE, HAYTOR**

The only cleaning services required at Haytor are for windows cleaning, as shown below.

**5.1 Window Cleaning**

Annually (First week in March)

* Clean the inside of the all the eternal windows
* Clean the outside of all the eternal windows

**Your self-assessment:** Fully Comply  Unable to Meet Requirements

Your comments: