



**University of Essex Campus  
Services Limited**

**Soft FM Service Level Agreement for  
Academic and Domestic Services at  
Colchester Campus 2024/25**

Soft FM services provide the cleaning, portering and postal services to the academic and domestic estate, with the primary objective to ensure a clean, efficient, and supportive environment for all students, staff, and visitors on main campus (excluding Uliving areas where this service is provided by a 3<sup>rd</sup> party). This encompasses the provision of high-quality cleaning, portering, and post services to enhance the daily operations and overall experience of the university community in using the space, buildings and facilities on campus.

#### **The core Cleaning Services teams aim to:**

- Maintain a hygienic and welcoming campus by ensuring all academic buildings, residential areas, and external and communal spaces are clean and well-kept.
- Implement sustainable cleaning practices to minimise environmental impact.
- Provide responsive cleaning solutions for events and special requirements.

#### **Portering Services aim to:**

- Facilitate smooth logistical operations by assisting with the movement of equipment, furniture, and other materials across campus.
- Support event setups and breakdowns to ensure efficient and timely execution.
- Provide assistance with waste management and recycling efforts and general caretaking of campus.

#### **Post Services:**

- Manage the distribution and collection of internal and external mail efficiently.
- Ensure secure handling and delivery of packages and correspondence for staff and students.
- Offer reliable courier services to support the university's needs.

#### **Goals:**

- **Ensure Reliability:** Maintain high and consistent standards of service reliability and responsiveness to meet the diverse needs of the university community.
- **Enhance User Experience:** Provide seamless and efficient services to support the academic and domestic estate of the university.
- **Promote Sustainability:** Implement eco-friendly practices in all service areas to contribute to the university's sustainability goals.
- **Foster a Safe Environment:** Ensure that all areas are clean, safe, and conducive to learning, working, and living.

By focusing on these objectives, Soft FM Services at the University of Essex aim to create a supportive and thriving campus environment that benefits everyone in the university community.

Priority 1 Area:	Level of Service: Daily To maintain a clean environment including:	End User Responsibility:
24/7 Student Facing Spaces including:  Library  Silberrad  Ivory Crewe  Sports Centre & Arena	<ul style="list-style-type: none"> <li>• Carpets vacuumed or floor swept as necessary.</li> <li>• Damp mop where applicable.</li> <li>• Desks and other workable surfaces dusted, or damp wiped. • Central waste removal from bins and replacing bags. • Internal windows within head height reach to be spot cleaned.</li> <li>• Inserts in doors, door handles/push plates sanitised.</li> <li>• Touch points of lifts, drink fountains, turnstiles and handles to be cleaned.</li> <li>• Wipe all wall dispenser units</li> </ul>	<p>To maintain Good Housekeeping and manage behaviours within space including:</p> <ul style="list-style-type: none"> <li>• Correct waste disposal utilising bins provided in central areas; individual offices/rooms are not permitted waste bins.</li> <li>• Leaving areas as you find them including furniture returning to original set up.</li> <li>• Utilise dedicated areas to consume food/drink, such as kitchens and common rooms.</li> <li>• Building/space owners/Department Heads to provide desk wipes and cleaning consumables to maintain general equipment hygiene.</li> <li>• Learning materials, papers, flip charts, or papers removed as appropriate; Soft FM team will not touch/remove.</li> </ul> <p>Customers to report any service requests or maintenance issues to the Estates &amp; Facilities helpdesk without delay.</p>
All Lobby areas directly off squares	<ul style="list-style-type: none"> <li>• Free of Debris and foliage.</li> <li>• Carpets vacuumed or floor swept as necessary</li> <li>• Damp mop where applicable</li> <li>• Waste removal from bins and replacing bags.</li> <li>• Internal doors and windows within head height reach to be spot cleaned.</li> <li>• Inserts in doors, door handles/push plates sanitised.</li> <li>• Touch points of lifts, drink fountains and handles to be cleaned.</li> <li>• Sanitise &amp; wipe all wall dispenser</li> </ul>	
All Toilets/showers	<ul style="list-style-type: none"> <li>• Clean toilets/ urinals and surrounding areas</li> <li>• Clean sinks/taps and surrounding areas</li> <li>• Clean mirrors/glass, dryers and surrounding areas</li> <li>• Clean showers and surrounding areas</li> <li>• Ensure soap dispensers are clean and have soap in the cartridge.</li> <li>• Sweep the floors daily.</li> <li>• Damp mop floors.</li> <li>• Clean and refill hand towel dispensers.</li> <li>• Empty bins and change bin liners.</li> <li>• Spot clean up to head height</li> </ul>	
Staff & Student Kitchens	<ul style="list-style-type: none"> <li>• Empty bins and remove waste</li> <li>• Spot cleaning spillages</li> </ul>	
External cleaning of squares 1 – 5	<ul style="list-style-type: none"> <li>• Waste clearance, including glass collection</li> <li>• Cleaning of spills and bodily fluids</li> </ul>	
All waste stations (Internal & External)	<ul style="list-style-type: none"> <li>• Removal of segregated waste</li> </ul>	
All central and common areas	<ul style="list-style-type: none"> <li>• Reactive spot cleaning as required for spillages and H&amp;S matters arising</li> </ul>	

Priority 2 Area:	Level of Service: Weekly To maintain a clean environment including:	End User Responsibility:
<p>Teaching spaces including:</p> <p>Seminar rooms</p> <p>Lecture theatres.</p> <p>Auditoriums</p> <p>Lakeside Theatre</p> <p>Common Study Spaces</p> <p>Reception Areas</p> <p>PC Labs</p> <p>Departmental labs</p>	<ul style="list-style-type: none"> <li>• Carpets vacuumed or floor swept as necessary.</li> <li>• Damp mop where applicable.</li> <li>• Desks and other workable surfaces dusted, or damp wiped. • Internal windows within head height reach to be spot cleaned.</li> <li>• Inserts in doors, door handles/push plates sanitised.</li> <li>• Touch points of lifts, drink fountains and handles to be cleaned.</li> <li>• Sanitise &amp; wipe all wall dispenser units/fittings.</li> </ul>	<p>To maintain Good Housekeeping and manage behaviours within space including:</p> <ul style="list-style-type: none"> <li>• Correct waste disposal utilising bins provided in central areas; individual offices/rooms are not permitted waste bins.</li> <li>• Leaving areas as you find them including furniture returning to original set up.</li> <li>• Utilise dedicated areas to consume food, such as kitchens and common rooms.</li> </ul>
<p>General areas including:</p> <p>Stairwells</p> <p>Corridors</p> <p>Lifts</p>	<ul style="list-style-type: none"> <li>• Free of Debris</li> <li>• Inserts in doors, door handles/push plates sanitised.</li> <li>• Touch points of lifts, dispensers, drink fountains and handles to be cleaned.</li> <li>• Spot cleaned</li> </ul>	<ul style="list-style-type: none"> <li>• Building/space owners/Department Heads to provide desk wipes and cleaning consumables to maintain general equipment hygiene.</li> </ul>
<p>Staff &amp; Student Non-residential Kitchens</p>	<ul style="list-style-type: none"> <li>• Sweeping or vacuuming of floors</li> <li>• Damp mop</li> <li>• Cleaning of fittings, sinks, draining board</li> <li>• Cupboard fronts</li> <li>• Replenish soap and towel dispensers as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Learning materials, papers, flip charts, or papers removed as appropriate; Soft FM team will not touch/remove.</li> </ul> <p>Customers to report any service requests or maintenance issues to the Estates &amp; Facilities helpdesk without delay.</p>

Priority 3 Area:	Level of Service: Monthly To maintain a clean environment including:	End User Responsibility:
Staff and student common rooms	<ul style="list-style-type: none"> <li>• Carpets vacuumed or floor swept as necessary</li> <li>• Damp mop where applicable</li> <li>• Cleaning of fittings, sinks, draining board</li> <li>• Cupboard fronts</li> </ul>	<p>To maintain Good Housekeeping and manage behaviours within space including:</p> <ul style="list-style-type: none"> <li>• Correct waste disposal utilising bins provided in central areas.</li> <li>• Leaving areas as you find them</li> </ul>
<p>Common areas including:</p> <p>Stairwells</p> <p>Corridors</p> <p>Lifts</p>	<ul style="list-style-type: none"> <li>• Carpets vacuumed or floor swept as necessary.</li> <li>• Damp mop where applicable.</li> <li>• Internal doors and windows within head height reach to be spot cleaned.</li> <li>• Bannisters sanitised.</li> <li>• Glass viewing panels and glass spot cleaned to head height.</li> <li>• All buttons, handrails and touch points sanitised.</li> </ul>	<p>Customers to report any service requests or maintenance issues to the Estates &amp; Facilities helpdesk without delay.</p>
Priority 4 Area:	Level of Service: Termly To maintain a clean environment including:	End User Responsibility:
<p>General Office and meeting room cleaning</p> <p>PC Lab Equipment</p>	<ul style="list-style-type: none"> <li>• Deep clean of spaces</li> <li>• Wipe over of IT equipment</li> <li>• Desk/ledges/surfaces wet wipe</li> <li>• Skirting boards and all ledges dusted and wet wipe •</li> <li>• Carpets vacuumed, or floor swept as necessary</li> <li>• Internal glass, windows and viewing panes in doors cleaned up to head height</li> <li>• PC Lab sanitising regime</li> </ul>	<p>To maintain Good Housekeeping and manage behaviours within space including:</p> <ul style="list-style-type: none"> <li>• Correct waste disposal utilising central bins provided; individual offices/rooms are not permitted waste bins.</li> <li>• Using rooms for intended purpose only, leaving areas as you find them including furniture set up.</li> <li>• If consuming food/drink in offices or for planned and booked events in meeting rooms, use central bins provided and leave area clear and clean. Please do not consume food/drink in PC Labs.</li> </ul>

		<ul style="list-style-type: none"> <li>To operate a clear desk and clutter free policy</li> </ul> <p>Customers to report any service requests or maintenance issues to the Estates &amp; Facilities helpdesk without delay.</p>
<b>Priority 5 Area:</b>	<b>Level of Service: Annual Rolling Programme to maintain a clean environment including:</b>	<b>End User Responsibility:</b>
<p>External areas including:</p> <p>Squares 1-5</p> <p>Cycle sheds/ Smoking shelters</p> <p>Silberrad Ledge</p>	<ul style="list-style-type: none"> <li>External washing methods square 1-5.</li> <li>Ledges, path and walkways swept/jet washed where applicable.</li> <li>Areas free from debris and foliage.</li> </ul>	<ul style="list-style-type: none"> <li>To use spaces for intended purpose only</li> </ul>
Window Cleaning	<ul style="list-style-type: none"> <li>Internal and external window cleaning</li> </ul>	N/A

Summary of what we need from you as users of spaces, buildings, and facilities:

- All staff, students or visitors are to contact the **Estates & Facilities Helpdesk** [emshelpdesk@essex.ac.uk](mailto:emshelpdesk@essex.ac.uk) or call **01206 872959** to report any of the following:
  - Service concerns
  - Incidents that require urgent cleaning
  - Maintenance issues
- Building users to ensure that all waste is disposed of using the appropriate bins provided in the centralised areas. Ensuring to segregate waste as far as possible into recycling bins available.
- Leave rooms as they have been found i.e. furniture to be replaced in the original room setup.
- Not to eat and / or drink in lecture areas and meeting rooms unless pre organised.
- Report any areas that need cleaning during the day e.g. mud.
- For all urgent out of hours enquiries, contact the 24/7 Security Team on: 01206 872125.
- All staff are not obliged to carry out cleaning tasks on behalf of others however are requested to support best practices to maintaining a clean environment for yourself and colleagues.

The service level agreement will be reviewed annually in line with the academic year.