



Cleaning Specification

Customer

Full Address

Contact Details

Office Cleaning Specification

Scope of Areas

This specification applies to the following areas:

- Reception areas
- Corridors and circulation spaces
- Meeting rooms
- Offices and workstations
- Canteen / kitchen areas
- Toilets and washrooms
- Changing rooms
- Shower facilities

Cleaning Standards – “What Good Looks Like”

The following standards apply throughout all areas unless otherwise stated.

Element	What Good Looks Like
General Appearance	Area is clean, tidy, hygienic, clutter-free, and presentable at all times
Dust	No visible dust, cobwebs, lint, or debris
Marks & Stains	Surfaces free from staining, smears, spillages, fingerprints, and scuff marks
Odours	Area smells fresh and clean with no offensive odours
Waste	Bins emptied, liners replaced, waste correctly segregated
Floors	Free from litter, dust, dirt build-up, stains, and slip hazards
Touch Points	Sanitised and visibly clean
Glass	Clear, smear-free, and free from fingerprints
Washrooms	Hygienic, sanitised, stocked, and dry where practicable
Kitchens	Food-safe clean standard with no grease, residue, or spillages

Cleaning Frequencies & Standards

1. High Level Cleaning (Up to 2.3m)

Task	Frequency	What Good Looks Like
Remove cobwebs from corners, ceilings, vents, pipework, ledges	Monthly	No cobwebs, dust accumulation, or debris visible
Dust high-level horizontal ledges and fittings	Monthly	Surfaces dust-free with no visible build-up
Clean tops of cupboards, lockers, partitions	Monthly	No dust, staining, or debris

2. Vertical Surfaces (Up to 2.3m)

Task	Frequency	What Good Looks Like
Spot clean walls, doors, frames, skirting	Weekly	Free from marks, fingerprints, scuffs, and spillages
Full clean of washable surfaces	Monthly	Uniformly clean appearance with no staining
Sanitise touch points (handles, push plates, switches)	Daily	Sanitised and visibly clean

3. Horizontal Surfaces

Task	Frequency	What Good Looks Like
Damp wipe accessible surfaces	Daily	Dust-free and free from spillages and marks
Remove litter and debris	Daily	No visible litter or clutter
Detailed clean behind accessible items	Weekly	No dust accumulation or dirt lines

4. Desks & Tables

Task	Frequency	What Good Looks Like
Clean desk surfaces (clear areas only)	Daily	Free from dust, marks, crumbs, and spillages
Meeting room table sanitisation	Daily / After Use	Sanitised and presentation-ready
Deep clean desks and table legs	Monthly	No dirt build-up or staining

5. Chairs & Sofas

Task	Frequency	What Good Looks Like
Vacuum upholstered seating	Weekly	Free from dust, crumbs, and debris
Spot clean stains and marks	As Required	No visible staining
Wipe hard surfaces and armrests	Weekly	Clean and sanitised
Deep clean upholstery	Quarterly	Fresh, clean appearance with no odours

6. Glass & Vision Panels

Task	Frequency	What Good Looks Like
Clean internal glass and vision panels	Weekly	Smear-free and transparent
Remove fingerprints from touch areas	Daily	No visible fingerprints or smears
Clean glass doors	Daily	Clear and presentable

7. Keyboards, Monitors & IT Equipment

Task	Frequency	What Good Looks Like
Dust monitors and screens	Weekly	Dust-free with no smears
Sanitise keyboards and mice	Weekly	Hygienic and visibly clean
Clean telephones and touch points	Weekly	Sanitised with no dirt build-up

Note: Cleaning to be carried out using approved IT-safe cleaning materials.

8. Kitchen Units & Work Surfaces

Task	Frequency	What Good Looks Like
Clean and sanitise worktops	Daily	Food-safe clean standard
Wipe cupboard fronts and handles	Daily	Free from grease and fingerprints
Clean sinks and taps	Daily	Descaled, sanitised, and smear-free
Deep clean units and kickboards	Monthly	No grease, dust, or staining

9. Appliances

Task	Frequency	What Good Looks Like
Clean microwaves internally/externally	Daily	No food residue or odours
Clean refrigerators externally	Daily	Free from marks and spillages
Internal refrigerator clean	Weekly	Hygienic with no expired food residue
Clean kettles, coffee machines, vending surrounds	Daily	Clean and free from scale and spillages
Deep clean appliances	Monthly	Fully sanitised and detailed cleaned

10. Carpets & Hard Floors

Carpets

Task	Frequency	What Good Looks Like
Vacuum carpeted areas	Daily	No visible dust, debris, or litter
Spot clean stains	As Required	No visible staining
Deep carpet clean	Quarterly / Bi-Annual	Even appearance and fresh smell

Hard Floors

Task	Frequency	What Good Looks Like
Sweep/mop hard floors	Daily	Clean, non-sticky, and slip-free
Buff/polish floors where applicable	Weekly	Even finish with no dull patches
Machine scrub deep clean	Monthly / Quarterly	No build-up in edges or grout lines

11. Toilets, Washrooms & Showers

Task	Frequency	What Good Looks Like
Clean and sanitise toilets and urinals	Daily (minimum)	Hygienic, odour-free, no staining or scale
Clean sinks, taps, mirrors	Daily	Smear-free and sanitised
Replenish consumables	Daily / As Required	Soap, paper, and hygiene products fully stocked
Mop floors	Daily	Clean, dry where possible, and slip-free
Sanitise touch points	Daily	Hygienically clean
Descale sanitary ware	Weekly	No lime scale or staining
Deep clean washrooms/showers	Monthly	Full hygienic clean with no mould or residue
Clean shower walls/screens	Weekly	Free from soap scum and scale

12. Changing Rooms

Task	Frequency	What Good Looks Like
Clean benches, lockers, and touch points	Daily	Sanitised and presentable
Vacuum/mop floors	Daily	Clean and debris-free
Remove litter	Daily	No waste accumulation
Deep clean lockers and surfaces	Monthly	No dust, odours, or residue

Consumables Management

Item	Standard
Soap dispensers	Fully stocked and operational
Toilet tissue	Adequate supply maintained
Hand towels	Fully stocked
Sanitary bins	Emptied hygienically and regularly
Air fresheners	Operational and effective

Health & Safety Requirements

- Colour-coded cleaning materials to be used
- COSHH-compliant products only
- Wet floor signage displayed during cleaning
- Electrical equipment cleaned safely
- PPE to be worn as appropriate
- Cleaning operatives trained in infection prevention and control

Quality Assurance

Requirement	Standard
Supervisory inspections	Weekly
Audits	Monthly
Reactive cleaning	Within agreed SLA
Complaints resolution	Within 24 hours
Documentation	Cleaning schedules and audit records maintained