Dear Residents,

Welcome to your new accommodation – we hope you will be happy here.

As you will know, as part of our service agreement, a domestic assistant will visit your accommodation at agreed times to provide assistance with cleaning in a number of areas.

This service will help you take care of the property during your stay. Please remember that the main responsibility for keeping the room/flat clean and tidy however, sits with our tenants.

Cleanliness is especially important now as we are still navigating our way through the Covid-19 pandemic and there is a heightened emphasis on cleaning.

To help you and provide guidance, we are sharing some information on good cleaning practices. If you have any questions regarding this information, please visit the site office.

We hope that you find this useful and thank you for helping us keep everyone safe.
Cleaning your bath/shower room

It’s really important to keep this area clean so we would recommend that you wash down after every use.

We recommend that you use gloves when carrying out this task and you will need a toilet cleaning product as well as a spray disinfectant/cleaner for use in the bath/shower and basin.

We provide a Toilet Brush in WCs already; you will also need to use cloths to wipe the surfaces of the other sanitary ware in the bath/shower room. These can be purchased at any supermarket or bargain store.

[We recommend that you use a different coloured cloth in the bath/shower/WC room than the one you use in the kitchen areas.]

WC cleaning

- Put on gloves and apply toilet cleaner evenly to inside of bowl including the rims and leave for 5 minutes
- Using spray cleaner with cloth wipe outside and around toilet bowl, including toilet roll holder, pipework, toilet brush holder, cistern, handles, toilet seat lids, top and underneath hinges working from clean to dirty.
- Rinse the cloth and wipe outside and around the toilet bowl to remove any remain spray cleaner
- Scrub inside toilet bowl with toilet brush paying particular attention to stains, waterline and under rims
- Flush toilet rinsing brush in running water
- Wipe brush holder and replace brush in holder
- Dry toilet seat with cloth and close lid
- Remove any splash marks from walls and wipe door handles and remember to flush the WC with the seat lid closed.

Cleaning wash basin

- Put on gloves and using spray cleaner and cloth, wipe surrounding surfaces including wall tiles, splash backs. Remove any objects e.g. soap etc.
- Remove any hair or debris from plug hole & plug chain/plunger
- Wipe around inside of bowl, including plug, plug chain/plunger, taps and overflow.
- With running tap water, rinse basin thoroughly, swilling water into overflow
- Wring out cloth
Cleaning your shower

- Put on gloves and using spray cleaner with a cloth starting at highest point of the shower, wipe wall tiles/panels from clean to dirty areas, wipe curtain rail/screen, shower head, hose, taps/controls, soap dish/holder.
- Remove any hair or debris from drain.
- Using spray cleaner with a cloth, clean inside and outside of shower tray.
- Wring out cloth.

Cleaning your bath

- Put on gloves and using spray cleaner with a cloth, wipe surrounding surfaces including wall tiles, handrails, taps/controls, soap dish/holder and outside bath from clean to dirty areas.
- Remove any hair or debris from the plug, plug chain/plunger and overflow.
- Wipe around inside of bath, including plug, plug chain/plunger, taps and overflow.
- With running tap water, rinse bath thoroughly, swilling water into overflow.
- Wring out cloth.

Always remember to:

- Wash out cloths and allow to dry.
- Never mix different types of cleaning solutions together, as a chemical reaction may occur.
- Always wear gloves.
- Use different coloured cloths for washrooms and kitchens.
Cleaning in your Kitchen or Pantry

It’s really important to keep this area clean so we would recommend that you wipe down the cooker after use. This makes it easier to maintain and reduces the risk of false fire alarms.

We recommend that you use gloves when carrying out this task and you will need a spray cleaner and cloth for use in cleaning all surfaces.

These can be purchased at any supermarket or bargain store.

[Please remember to use a different coloured cloth in the kitchen than the one you use in the bath/shower/WC room.]

Cleaning your cooker hob

- Ensure that the hob has cooled down and that the room is ventilated.
- Put on your gloves and using a damp cloth with your spray cleaner, wipe down the hob surface and knobs.
- Use a light abrasive pad to remove any food on the hob surface and then clean with the cloth and spray cleaner.
- Rinse your cloth when finished.

Cleaning your oven

- Ensure that the oven has cooled down and that the room is ventilated.
- Put on your gloves, open oven and remove shelves and tray inside. Place in the sink with hot water and clean using an abrasive pad or cloth with cleaning agent. Allow to soak in sink if possible.
- Spray cleaning agent onto cloth, and clean the interior of oven including door, handles and seals.
- Rinse your cloth when finished.

Cleaning your Grill Pan

- Ensure that the grill pan has cooled down.
- Put on your gloves, remove grill shelf. Scrape any food debris and fat into the bin – never put down the sink, as this will block your sink. Place in the sink with hot water and clean using an abrasive pad or cloth with cleaning agent. Allow to soak in sink if possible.
- Spray cleaning agent onto cloth, and clean the interior of grill cavity including door, handles and seals.
- Rinse your cloth when finished.
Cleaning your microwave oven

- Remove the glass turntable plate and wash in clean hot soapy water.
- Put on your gloves. Apply spray cleaner onto your cloth and clean the surfaces inside and out (remember the inside top as this is usually the area where splashes of food accumulate).

Cleaning kitchen/pantry work tops and splash backs

- Clear the work surfaces and move any equipment away from splash backs where possible.
- Put on your gloves. Apply spray cleaner onto your cloth and clean the surfaces.

Cleaning your kitchen/pantry sink

- Put on your gloves and remove any dishes from the sink.
- Spray cleaner onto a cloth and wipe down the sink, handles and tap. Use tap to move any food debris to catcher.
- Empty debris catcher (if you have one) in the bin and clean using a cloth and cleaning product spray.

Always remember to:

- Be aware of potential hazards such as sharp edges or broken glass in the sink
- **Never pour cooking oil or fats down the sink.** This will cause blockages and you may be charged.

Cleaning your fridge freezer

There are certain times of the year when cleaning staff will assist you to defrost your fridge, however they do not clean inside the fridge as part of their duties. It is good hygienic practice to clean inside your fridge regularly:

- Put on your gloves and use a cloth and cleaning spray. Wipe top, bottom, and edges of fridge door including seals.
- Clean the fridge shelves, boxes and other areas.

When cleaning all areas always remember to:

- Wash out cloths and allow to dry
- Never mix different types of cleaning solutions together, as a chemical reaction may occur
- Always wear gloves
- Use different coloured cloths for washrooms and kitchens
- Use as little water as possible
Cleaning Materials

When using any cleaning products, please use in a responsible manner and carefully follow the guidance and instruction for use as detailed on the bottle (or published literature).

In some properties we have added dispensers with disinfectant – please scan here to find instruction.

We hope this information is useful to you and helps you maintain a clean and safe living space during your stay. If you have any queries, please contact the Team Leader in the site office.