



NEWPORT & CARISBROOKE COMMUNITY COUNCIL

Public Convenience Cleaning and Minor Maintenance Schedule

Locations:

1. Carisbrooke Car Park, High St, Carisbrooke, Isle of Wight
2. Post Office Lane, Newport, Isle of Wight
3. South Street, Newport, Isle of Wight
4. Seaclose Park, Newport, Isle of Wight
5. Clatterford Changing Rooms (weekly football season only)
6. Nine Acres Changing Rooms (weekly football season only)
7. Downside Changing Rooms (weekly football season only)

The toilet sites are open all year round.

Please note that Post Office Lane toilets are currently being redeveloped therefore cleaning of this facility will not be required until a later date. For the purpose of your tender, please provide a separate quote for the additional cost of servicing Post Office Lane once it reopens.

Frequency of cleans:

The frequency of cleans is twice per day all year round for all four locations.

Include a thorough monthly deep clean for each location.

Service is to be expected 7 days per week, including bank holidays but no service is required on Christmas Day. The contractor will be expected to arrange cover for any sickness, annual leave or absence to ensure the service is carried out 7 days per week.

Extra cleans may be required at certain times, for example during a COVID-19 outbreak.

Please Note:- There will not be a requirement to clean Seaclose toilets for three weeks during the IW Festival event but additional cleans will be required in Post Office Lane and South Street for the three days of the Festival.

Maintenance:

Minor maintenance requirements identified on attending a public convenience shall be rectified as soon as possible and within 24 hours. Minor maintenance items referred to in this specification will include:

- a) repair or replacement if defective or missing cubicle door locks, keeps, toilet seats, toilet roll holders, flushing chains and handles
- b) the provision, repair or replacement of paper hand towel dispensers, sanitary bins, sanitiser dispensers and plastic or metal refuse receptacles in

each section (ladies, gents, accessible) of each facility where paper hand towels are specified.

c) clearing of blocked roof guttering and drainage

d) replacement electric lamps and bulbs internal and external

e) all other items requiring repair or replacement including blocked drains beyond the nearest inspection pit should be reported to the Environment Officer or the Clerk.

A notice shall be displayed at the entrance of the toilets whilst cleaning is in progress particularly if the operative is of the opposite sex to the toilet provided.

The daily cleans to include the following:-

1. Wash with clean water containing suitable cleaning agent and dry all hand basins, taps, mirrors, sanitary fittings and tiles.
2. Clean and sanitise all urinals, lavatory pans, toilet seats, leaving the seats dry and free of any cleaning agent.
3. Clean and sanitise as necessary all soiled areas of walls, door or other surfaces.
4. Sweep and wash all floors. Remove all excess water with a clean mop leaving the floors as dry as is practicable at all times.
5. Replenish toilet rolls, hand wash, paper towels and sanitiser to ensure adequate supply at all times.
6. Cleanse and check the Wallgate units for satisfactory operation and fill the containers with appropriate liquid soap.
7. Keep access paths and doorways clear of any rubbish or debris.
8. Empty all litter and sanitary waste bins and dispose of waste as appropriate.
9. Remove all cobwebs, dirt and all debris from all low and high level areas.

The monthly deep cleans to include the following:

1. Wash all window sills, ledges and windows inside and out and ensure they are free from dust and grime.
2. Sweep out litter and debris and remove any cobwebs from the facilities.
3. Remove all stains, grime and deposits at floor edges, under doors and behind toilet pans.
4. Remove all visible scale and deposits from all stainless steel and ceramic faces.

5. Descale, clean and remove all built up deposits from internal and external parts of the urinals and toilets including cisterns, flush rim, seat, seat covers, hinges, outlet pipes and wash basins including the underneath.
6. Keep all premises smelling as clean and fresh as possible and take necessary steps to prevent the build-up of offensive odours.

The daily and monthly clean lists are not extensive and may change to include additions as and when required.

Locking of premises:

No locking service is expected at the Newport locations.

Key holding:

The contractor will be issued with keys to all lockable toilet blocks. These keys are to be used by the contractor for gaining access, cleaning duties, safety requirements, the prevention of vandalism and locking/unlocking duties as directed by the Parish Council. All keys issues to the contractor shall be returned at the end of the contract. Any lost keys to be replaced at the contractor's expense.

Health & Safety:

The client and contractor have a joint responsibility for Health & Safety and must comply with the following <http://www.hse.gov.uk/pubns/indg368.pdf> .The contractor shall ensure all staff are aware of their requirements under Health & Safety legislation and that all staff are equipped with mobile telephones for lone working purposes. Any public convenience deemed unsafe by the contractor upon inspection shall be closed to the public for safety reasons. The Community Council to be informed immediately in the event of closure.

Sanitary and Waste Bin Emptying:

Sanitary and waste bins are to be provided and emptied when required to ensure that no bin is overflowing by the time of the next clean.

Wallgate Units:

Please note a separate contract will be taken with Wallgate for annual servicing of the auto hand washing and drying units.

Consumables:

The contractor will provide toilet rolls, hand soaps, liquid soaps, hand sanitiser and paper towels.

The contractor will provide cleaning materials, cleaning tools and bin liners.

The transport, storage, handling, application and disposal of cleaning materials shall be strictly in accordance with the manufacturer's instructions, The Control of Substances Hazardous to Health Regulations (COSHH) and all other regulations and UK and European legislation appertaining to their use.

Telephone Line:

If you are providing a telephone line for the public to report issues to, this should be displayed at each premise.

Performance management:

Contractor to complete daily cleaning time sheet for each toilet and report any maintenance work undertaken or required for all four locations on a weekly basis.

The Community Council and Contractor will meet on a bi-monthly basis to tour and inspect the public conveniences to ensure all facilities receive high standards of cleanliness. Any improvement required would be expected within the resources of the agreed specification. Spot checks will be made from time to time by the Environment Officer and any remedial action required will be reported to the contractor for resolution. Overall performance of the contractor in providing the services shall be reviewed once per year.

Confidentiality

The terms and conditions of this contract are confidential between the parties and should not be disclosed to third parties except as may be necessary to fulfil the service. Any information gained during the term of the contract from the Community Council may also be deemed as confidential and should not be disclosed.

Renegotiation/Renewal

There may be terms and conditions contained within this contract that need to be changed or amended during its term, which would be achieved by renegotiations between the client and contractor and both parties must be agreeable.

Termination

Either party may terminate the contract upon 30 days written notice. Upon termination of the contract you are required to surrender any keys or materials that you have been holding on behalf of the Community Council.