



# Helston Town Council

## Specification for cleaning of public conveniences

Located at

The Guildhall, Church Street, Helston

The Parade, Trengrouse Way, Helston

Monument Walk, Coinagehall Street, Helston

## **1. Minimum Cleaning Frequencies**

Frequencies are laid down in the specification for cleaning (Appendix I) and must be strictly adhered to unless prior approval of the Town Council or its nominated representative has been obtained.

The purpose of the frequency programme is to set forth the minimum requirement which is considered necessary by the Town Council to achieve the required standard. The Contractor must ensure that the frequency is undertaken at equal intervals unless otherwise agreed or instructed.

It may be necessary to increase the frequency of cleaning at any of the locations from time to time because of increased public usage, e.g. fairs, local events, etc. and the Contractor will be advised by the Town Clerk of the need to increase the frequency and shall be required to make suitable arrangements with the cleaners to carry out the additional work.

## **2. Opening Times**

Monday – Sunday	8.00am – 8.00pm
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Christmas Day	Closed
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At the time of locking, a check to ensure that no one is within the building (bearing in mind people with a hearing impairment may not hear calls and people may be asleep in cubicles) needs to be carried out.

## **3. Attendance and Cleaning Requirements**

Toilets are to be visited, inspected and cleaned Monday to Sunday inclusive throughout the year, excluding Christmas Day. Each toilet shall be visited, inspected and cleaned in accordance with the programme of work and as specified in this contract.

Cleaning may proceed during normal working open hours provided that the work is organised so as not to obstruct or interfere with their use by the public. During programmed visits, the Contractor shall ensure that the visiting operative carries out any work necessary to maintain the facilities in a clean and well maintained condition in accordance with this specification and ensure adequate supply of toiletries etc. are available to visitors. As part of the cleaning procedure the operative should remove any graffiti found within the interior or exterior of the building.

The Contractor may deploy an operative of either sex provided that when work of any nature is being undertaken in a toilet of one sex by an operative of the opposite sex, a notice shall be exhibited at the entrance in the following or other approved forms:

**‘These facilities may be cleaned by male or female operatives’**

Before any disinfectants are used, the type shall be approved by the Town Clerk. Any stocks shall be approved by the Town Clerk. Any stocks shall be stored and used in accordance with the manufacturer's instructions and kept in a locked store. The Contractor shall maintain records and provide training and assessments as required by the COSHH or equivalent regulations.

Emergency cleaning may be required from time to time; the Contractor should aim to respond to these issues within 1 hour of them being reported to ensure that the facilities remain in an acceptable condition for use.

#### **4. Maintenance**

The operative should attempt to clear any blockages initially before reporting the issue to the Town Clerk. All other items requiring repair or replacement should be reported to the Town Clerk upon discovery, these include:

- Electric hand dryers
- Cracked or broken glazing
- WC bowls
- Hand basins
- Urinals
- Cisterns
- Door or cubicle panels
- Defective or missing cubicle door locks
- Defective or missing toilet roll holders
- Lights not working

Any broken equipment should be taken out of action to prevent potential harm to the public, preferably by covering the equipment or locking a cubicle. Where possible any water leaks should be isolated.

#### **5. Disposal of Waste**

The Contractor shall make appropriate arrangements for the removal and collection of all rubbish/ litter from the toilets.

The Contractor shall for the whole of the Contract Period be or shall employ a carrier appropriately registered with the Waste Regulation Authority. Proof of Certification, or if applicable of exemption, shall be provided to the Town Clerk within seven days of the commencement date.

#### **6. Drug related Litter**

The Contractor shall collect and dispose of drug related litter, including sharps (for example - needles) and a record of such litter will be kept to assist in the management of such misuse. Because of the hazards and perceptions that such litter creates, the Contractor should aim to remove such litter within an hour of receiving a report of its presence.

## **7. Disposal of sanitary waste**

A suitable sanitary bin, rectangular in shape and not fixed down is needed in each female, baby change and unisex cubicle. Notices on their use need to be displayed in an appropriate position.

Bins need to be emptied regularly, in order that they don't spill over and to prevent odour.

## **8. Legionella Testing**

People can catch Legionnaires' disease by inhaling water droplets that contain legionella bacteria. To avoid this all cold water should be kept at temperatures lower than 20°C. Water temperatures must be tested and recorded by a trained operative or specialist company for all the public toilets and reported to the Town Clerk on a monthly basis.

## **9. Invoicing**

The contractor would be expected to submit an invoice itemised per location on a monthly basis.

### Specification for Cleaning

The standards and methods of working given below are a minimum to be achieved.

Whilst any cleaning is taking place all necessary temporary protection and warning notices shall be displayed. Protective clothing should be worn at all times.

### Daily Cleaning

#### Floors

- Pick up and dispose of all litter.
- Sweep out floors (including entrance porch if applicable) to remove all debris, dust and other debris from the floor surface. Remove all other deposits using an approved technique and chemicals as necessary.
- Thoroughly wash floor using an approved detergent. Rinse with clear water/ disinfectant and mop dry to leave a clean, dry surface.

#### Sanitary Ware

- Clean all surfaces of urinals together with cisterns, flush pipes and all fittings using an appropriate cloth, brush or mop using a germicidal detergent (diluted as necessary). Rinse with clear water to leave a clean surface and dry wipe. If necessary to comply with the definition of clean the above work may be supplemented with the use of an approved mild abrasive cleaning cream or paste.
- Clean the inside of the WC pans using a WC brush and germicidal detergent. Particular attention should be paid to the WC traps and flushing rims. Rinse with water to leave the pan in a clean condition. If necessary to comply with the definition of clean, the above works must be supplemented with the use of an approved mild abrasive cleaning cream or paste.
- Clean the outside of the WC pans and the seats, cisterns and handles using appropriate cloth/mop using germicidal detergent (diluted as necessary). Rinse off and give a dry wipe to leave a clean, dry surface. Particular attention must be given to the rear of the WC pan and the seat hinges.
- Clean the surfaces and taps of wash basins including splash backs using appropriate cloths/brush using a germicidal detergent (diluted as necessary) using sufficient pressure to assist the cleaning. Rinse off, damp wipe to leave a clean surface. If the detergent is insufficient, then mildly abrasive cleansing cream or paste may be used.
- Clean all mirrors using appropriate cleaning material.
- Spot clean doors, walls and cubicle partitions using detergent as necessary. Rinse off and wipe dry.

- Clean door bolts/handles with approved germicidal detergent. Rinse off and wipe dry.
- Provide and replenish missing or depleted solid disinfectant blocks as appropriate in urinals and cisterns in all toilets.
- Supply and empty sanitary bins.

#### General

- Unlock/lock toilets at the specified opening and closing times.
- Supply of all consumable items i.e. liquid soap, toilet paper etc.
- Replenish toilet paper, paper towels, liquid soap, etc., as necessary.
- Empty litter bins and dispose of litter as appropriate.
- Clean all external surfaces of soap, towel and toilet paper dispensers with detergent, rinse and wipe dry.
- Clean baby changing units with approved germicidal detergent. Rinse off and wipe dry.
- Inspect interior and exterior of building and remove graffiti by normal cleaning methods. If normal cleaning methods fail to remove graffiti additional methods must be employed to remove such vandalism. These methods should be agreed with the Town Clerk.
- Report all defects and vandalism to the Town Clerk.

#### **Weekly**

- Clean all doors, partitions, glazed tiles and walls with germicidal detergent, rinse off and dry wipe.
- Dust to remove cobwebs paying particular attention to the ceiling, light fittings and horizontal surfaces.

#### **Monthly**

- Clean externally all light fittings.
- Scrub all floors paying specific attention to sides, corners and behind sanitary ware to eliminate the accumulation of debris in these areas.
- Deep cleansing of facilities carried out using steam cleaning or power washing equipment.
- Legionella testing of water supply.

**Note: Cleaning materials, e.g., dusters, cloths, brushes, mops used for cleaning of urinals and WC pans must be kept exclusively for that purpose and not used for cleaning anything else.**