

CONTACTING US

Further support and advice is at hand should you need it.

Asking for help from a Customer Service Assistant or Resident Assistant:

- Cotswold Customer Services - 0117 32 86227 (Open 24 hours)
- Wallscourt Park Customer Services - 0117 32 87364 (Open 08:00 – 20:00)

Asking for help from your Accommodation Manager:

- Available: Monday – Friday (08:30 – 17:00)
- Telephone: 0117 32 83601
- Email: accommodation@uwe.ac.uk
- E-listening form: go.uwe.ac.uk/elistinging

Purchasing additional cleaning services

UWE Bristol Cleaning Services are able to provide a quick value for money service. Any students wishing to take advantage of this can book via the online store.

For further information visit: go.uwe.ac.uk/cleaninghelp



The Student Guide to Easy Cleaning!

Accommodation Services



FIRST AID EMERGENCY

In emergency situations call
0117 328 9999

This will take you through to our staff in the East Reception, who will liaise with the emergency services on your behalf



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CLEANING YOUR SHARED BATHROOM / EN SUITE

A quick 15 minute clean once a week will keep your bathroom clean without hours of scrubbing!

Cleaning products

Bristol is a hard water area, we recommend using a cleaning product which removes limescale, There are many options available at local supermarkets.

Sinks, taps, tiles & showers

Use a limescale product and a clean cloth to wipe the sink, taps, shower head / hose, mirror and wall tiles around the shower and sink areas.



Floors

Sweep and mop the floor. If the floor is stained or mouldy, you may need to give it a scrub with hot soapy water and a clean scourer.



Plug holes and shower drains

Clear any blockages, such as hair, from the sink plug hole and shower drain. Then clean both areas with the lime scale product and a damp cloth to remove mould.

Toilet and toilet seats

Apply a toilet cleaner to the inside of the toilet bowl and scrub using the toilet brush provided.



Then use a clean disposable cloth and lime scale product to wipe down the toilet seat and outside of the toilet.

A NATURAL ALTERNATIVE

Not everyone likes using chemicals, so here's the best natural toilet cleaners you'll find:

White vinegar:

The acidity in the vinegar will dissolve any mineral deposits and prove very effective at removing lime scale



Coca-Cola:

Coke has a high acidity level so it will cut through stains with ease and leave the toilet sparkling



RUBBISH AND RECYCLING

Take the rubbish out AS SOON AS THE BIN IS FULL. Besides an awful smell, overflowing bins lead to health and safety issues, maggot /fly infestation and student illness.

Before putting a new bin liner in, wipe the bin inside and outside with multi-purpose cleaner and a clean, damp cloth.



UWE Bristol is aiming to recycle 80 percent of waste produced by 2020. We would like your help to smash this target.

Whilst in accommodation you are able to recycle the following materials into large industrial recycling bins located in the central bin stores, near to your accommodation:

- paper, including magazines and newspaper
- cardboard
- cans for food or drink, foil and metal lids
- plastic bottles and other plastic containers
- glass bottles and jars (not broken glass)
- food waste.

CLEANING YOUR STUDY BEDROOM

- Tidy your belongings away and make sure nothing is placed behind the door
- Use a clean cloth to wipe down your desk, shelves, bedside table and window ledges regularly to prevent dust mites
- Take your rubbish / recycling out regularly
- Take dirty dishes/cups/glasses etc. back to the kitchen and wash up
- Don't store food in your room
- Change and wash your bed linen regularly
- Vacuum the floor, including under your desk and bed



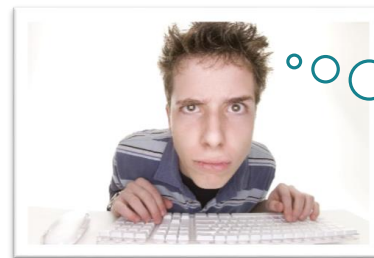
A LITTLE EFFORT GOES A LONG WAY

Besides looking good, if we can see all of the carpet and desk, it will help you to pass the room inspection



PASSING THE DREADED INSPECTION...

The official line.... we are responsible for your health and safety. Any cleaning issues that affect this will cause you to fail your inspection. You may incur charges if the accommodation is not kept to an acceptable standard.



Health and Safety - Instant Fails

Dirty ovens, hobs and grills, covered in spills or dried on food



Over flowing rubbish bins

Other Potential Fails

Unclean and cluttered surfaces

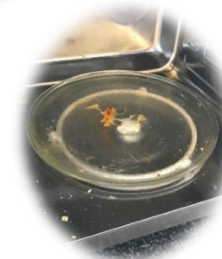


Blocked sinks that cannot be used



Dirty fridges with mouldy food inside

Sticky / slippery floors that can cause you to slip



Unclean microwaves

TOP TIPS

Work together

The easiest way to stay hassle free is to do a regular weekly clean.

Get together and decide who is going to do what, and how often. Drawing up a weekly cleaning rota will help everyone to know what they need to do. See page 3 for an example.



Occasionally, when this conversation is more difficult to have, it can be helpful to involve a mutual friend or flat/housemate in your discussions.



Stay on top of it

Clean up after yourselves as you go:

1. Wash up and put away any items used every day
2. Clear and clean all kitchen surfaces after use
3. Empty the bins regularly, before they are full and overflowing

Communicate

The most common housekeeping disputes involve either someone not doing their fair share of cleaning or someone making all of the mess. So, get together, as soon as possible, and talk about it.

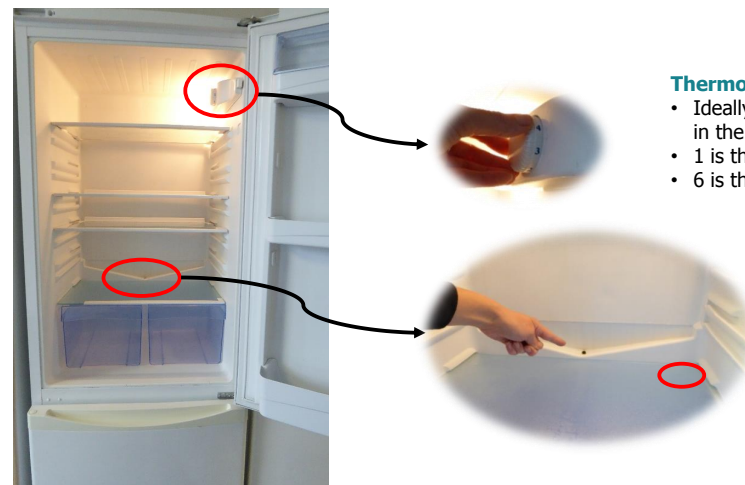
Ask for help

If you are unable to sort things out between yourselves, our Resident Assistants are on duty during the evening. RA's can visit your flat and assist with flat mediations, drawing up cleaning rotas and advice about cleaning.



Fridges

- Regularly check for out of date food and throw away anything rotten. Make sure your food doesn't touch the back of the fridge
- Regularly clean the fridge inside and out to prevent harmful bacteria and remove food spillage
- Wash walls, racks, vegetable draws and rubber seals around the door with hot water and a clean soft cloth
- Make sure the drainage hole at the back isn't blocked with food debris (see below) and wipe out any excess water that has collected at the bottom of the fridge



Thermostat

- Ideally, the dial should be set in the middle, between 3-4.
- 1 is the warmest temperature
- 6 is the coolest

Freezers - when a build up of ice has occurred

- Remove food and place temporarily in the other freezer
- Turn the appliance off at the wall socket
- Keep the fridge door closed and it will remain cool while you defrost the freezer
- Open the freezer door and place tea towels / towels on the floor in front and around the fridge freezer to soak up water draining down as the ice melts
- Remove the draws and shelves and clean using warm water and a soft cloth
- Once defrosted fully, wipe the inside surfaces with warm water and a soft cloth paying attention to the door seals
- Replace all drawers and shelves and turn the appliance back on at the wall switch
- Transfer food back as soon as the freezer compartment has cooled sufficiently

Floors

- Clean your floor last of all
- Vacuum or sweep up any food debris
- Mop floor using a multi-purpose cleaning product and hot water, making sure you remove all grease, marks and spills
- Pay particular attention to the area around your cooker and fridges, you may need to give it a scrub with hot soapy water and a clean cloth



NEVER LEAVE THE FLOOR UNATTENDED AS SOMEONE MIGHT SLIP

CLEANING YOUR KITCHEN

DRIED ON FOOD IS A FIRE RISK SO PLEASE CLEAN OVENS, GRILLS AND HOBS REGULARLY

Ovens / Grills

- Only clean when cool and turned off at the at the main wall switch
- Either use an oven cleaner or make a baking soda paste, see below
- Remove internal oven / grill racks, spray with product and wipe with a clean damp soft cloth to remove grease and food debris
- Spray the interior oven / grill surfaces with product, steering clear of the heating elements. Don't forget the bottom of the oven and grill
- Then wipe with a damp cloth to remove food debris and product residue, taking care not to knock the thermostat clips inside or damage the door seals
- Replace the oven racks



BAKING SODA PASTE

In a small bowl, mix a 1/2 cup of baking soda with a few tablespoons of water. Adjust the ratio of both as needed until you have a spreadable paste. This is usually about 3 tablespoons of water to get the desired consistency.



Hobs & Extractor fans

- Only clean when turned off and cool
- Wipe after every use to prevent food spills becoming burnt on
- Use a multi-purpose cleaning product with degreasing properties and a cloth. Use a scourer around the hobs for stubborn / ground in dirt. Use a soft cloth on the control panel to prevent scratching the surface
- Wipe the top of the extractor fans above your hobs with a clean cloth and multi-purpose cleaner to remove grease as this can drip onto the hobs and become a fire risk



Microwaves

- Place a large cup of water with either a chopped-up lemon, lime or orange inside the microwave
- Turn on high for 2 minutes or until the solution boils and the window is steamy
- DO NOT OPEN THE DOOR FOR AT LEAST 15 MINUTES TO ALLOW IT TO COOL
- Remove the cup and wipe inside with a clean cloth and warm water paying attention to the sides, roof, and inside door, including the rubber seals
- Remove the glass turn table and wash in hot soapy water. Replace when dry



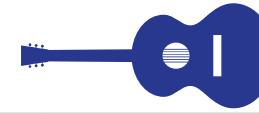
Sinks/ Draining Boards

- Use a multi-purpose cleaning product and cloth to wipe the sink, plug hole, taps and draining board
- The plug hole need to be free of food waste to prevent blockages



Surfaces / Wall Tiles

- Wipe surfaces before and after preparing food using hot water, a clean cloth and multi-purpose spray
- Clean the tiled areas behind cookers, all kitchen surfaces (including dining table) and any food splatters on the walls. Pay attention to the walls in your bin area



Student Village Cleaning Rota

	Week 1 w/c:	Week 2 w/c:	Week 3 w/c:	Week 4 w/c:	Week 5 w/c:	Week 6 w/c:
Areas to clean:						
Kitchen: (to be split between two people)						
<ul style="list-style-type: none"> • Clean all surfaces, worktops, tiles, cupboards • Clean and wipe down sink area and taps • Clean cooker, grill, hob, oven, extractor • Clean fridge/freezer inside and out including seals • Clean microwave inside and out • Clean floor – sweep and mop 						
Rubbish and Recycling Bins:						
<ul style="list-style-type: none"> • Empty general waste bin – remove to outside bin • Empty and sort recycling bins • Wash bins and change bin bags 						
Lounge:						
<ul style="list-style-type: none"> • Dust and polish all surfaces including window sill frame and chair/sofa frames • Move furniture and vacuum carpet 						
Hallway:						
<ul style="list-style-type: none"> • Vacuum thoroughly 						

Please note each person is responsible for cleaning and washing their own cooking utensils on a daily basis.

CLEANING PRODUCTS & EQUIPMENT



We have supplied you with a cleaning pack (see page 4) and basic cleaning equipment, such as a vacuum cleaner, mop, bucket, dustpan and brush.

! HEALTH & SAFETY

- Always check labelling on cleaning products before use, and follow any guidelines
- Never mix cleaning products together
- Always store cleaning products away from direct sunlight and food to avoid the potential risk of fire and exposure
- Dispose of products appropriately, according to the manufacturer's guidelines
- Wear gloves / eye protection where recommended

PLEASE SEEK MEDICAL ADVICE IMMEDIATELY SHOULD PRODUCTS CAUSE ANY IRRITATION OR COME INTO CONTACT WITH YOUR EYES.

VACUUMING TOP TIPS

Check inside to make sure there's a bag in place and it's attached properly

Replace the bag regularly, we supply replacement bags on request at the Customer Service Desk









Never vacuum wet surfaces or liquid spills

Never vacuum up vomit, your flatmates will not appreciate the smell!

Look after Henry, damages will be charged



Your Cleaning Pack includes:

Product		Uses & further guidance
Rubber Gloves		<ul style="list-style-type: none"> • To protect your hands when using cleaning products and washing dishes
Lightweight Cleaning Cloths		<ul style="list-style-type: none"> • Use to wipe down surfaces after cooking and for general cleaning • Change cloths regularly and wash in hot detergent • Use separate cloths for different purposes e.g. one for the bins and one for the surfaces
Roll of Bin Bags		<ul style="list-style-type: none"> • Place in the grey rubbish bin provided • When the bag is full, please dispose of in the red general waste bins located in the bin stores outside
Multi-Purpose Cleaner		<ul style="list-style-type: none"> • To clean kitchen surfaces, breakfast bars, cupboards, tables, bins, sinks and draining boards
Oven & Grill Cleaner		<ul style="list-style-type: none"> • To clean hobs and inside ovens / grills • Please ensure that ovens, hobs and grills are switched off at the wall and cool before cleaning • Open all windows and switch extractor fans on when using this product
Scourer / Sponge		<ul style="list-style-type: none"> • To clean stubborn dirt and burnt on food from hobs, ovens and grills • Please do not use on delicate surfaces e.g. fridge freezers, glass, mirrors, non stick pans, etc.
Washing up Bowl & Washing up Liquid		<ul style="list-style-type: none"> • Please wash up straight away • Set up a kitty or take it in turns to replace washing up liquid throughout the year, this will prevent any arguments
Anti Bacterial Hand Wash		<ul style="list-style-type: none"> • To wash your hands before preparing food and to prevent the spread of germs



All items in the cleaning pack can be purchased from any local supermarket when they run out