WHAT WE CLEAN AND HOW OFTEN WE CLEAN IT

As part of an ongoing effort to improve custodial customer service, we developed the “Custodial Services Customer Service Guide” to inform the campus community of the frequency and specific cleaning services that our custodial staff performs on a daily, weekly, monthly, and yearly basis. As you will find, the tasks and timing of services vary depending on the type of space.
### Classrooms

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Tasks</th>
</tr>
</thead>
</table>
| **Daily** | • Trash bins are emptied.  
             • Chalkboard/chalk trays are cleaned.  
             • Large debris is removed.  
             • Minor stains are spot-cleaned.  
             • Large debris is removed from chairs.  
             • The instructor’s table and lectern are cleaned.  
             • Chairs are placed back in position.  
             • Chalk replenished and erasers cleaned or replaced as needed. |
| **Weekly** | • Door frames and light switches are cleaned.  
             • Recycling containers are checked, wiped down and emptied. |
| **Monthly** | • All areas of the room are dusted: HVAC vents, window sills, baseboards and fixtures. |
| **Yearly** | • Chalkboards and whiteboards are washed. |

**What to Expect**  Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable.

### Conference Rooms

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Tasks</th>
</tr>
</thead>
</table>
| **Daily** | • Trash bins are emptied.  
             • Large debris is removed.  
             • Tile is dust-mopped or the carpets are vacuumed.  
             • Tabletops are wiped down.  
             • Large debris is removed from chairs.  
             • Chairs are placed back in position. |
| **Weekly** | • Door frames and light switches are cleaned.  
             • Recycling containers are checked and emptied or replaced.  
             • Minor stains are spot-cleaned. |
| **Monthly** | • All areas of the room are dusted: HVAC vents, window sills, baseboards and fixtures. |
| **Yearly** | • Chalkboards and whiteboards are washed. |

**What to Expect**  Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable.
### HALLS & LOBBIES

<table>
<thead>
<tr>
<th>FREQUENCY</th>
<th>TASKS</th>
</tr>
</thead>
</table>
| **DAILY** | • Trash bins are emptied.  
• Large debris is removed.  
• Tile is dust-mopped or the carpets are vacuumed.  
• Minor stains are spot-cleaned.  
• Main lobby entry doors are cleaned.  
• Drinking fountains are cleaned with disinfectant.  
• Recycling containers are checked and emptied.  
• Furniture is placed into its original position. |
| **WEEKLY** | • Door frames and light switches are cleaned.  
• Recycling containers are wiped down. |
| **MONTHLY** | • All areas of the room are dusted: HVAC vents, window sills, baseboards and fixtures. |
| **YEARLY** | • Floors are stripped and waxed once a year in main lobby and hallways (first floor only). |

**WHAT TO EXPECT** Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable.

### LABORATORIES

<table>
<thead>
<tr>
<th>FREQUENCY</th>
<th>TASKS</th>
</tr>
</thead>
</table>
| **DAILY** | • Trash bins are emptied; recycling bins are checked and emptied when half full or more.  
• The floors are dust-mopped and stains are spot cleaned with a wet mop.  
• The furniture is returned to its proper position. |

**WHAT TO EXPECT** Floors are dusted, but stains that cannot be spot-cleaned will remain. Dirt build-up may be present around the floor boards and room corners. Occupants are responsible for cleaning their own desks and other surfaces.

### OFFICES

<table>
<thead>
<tr>
<th>FREQUENCY</th>
<th>TASKS</th>
</tr>
</thead>
</table>
| **WEEKLY** | • Trash bins are emptied; recycling bins are checked and emptied when half full or more  
• The floors are dust-mopped and stains are spot cleaned with a wet mop.  
• The furniture is returned to its proper position. |

**WHAT TO EXPECT** Offices receive little attention because they typically receive the least traffic. Occupants are responsible for cleaning their own desks and other surfaces. Floor are dusted, but stains that cannot be spot-cleaned will remain. Dirt build-up may be present around the floor boards and room corners.
## Restrooms

<table>
<thead>
<tr>
<th>FREQUENCY</th>
<th>TASKS</th>
</tr>
</thead>
</table>
| **DAILY** | • Trash bins and receptacles are emptied.  
     • Dispensers are checked and restocked as needed.  
     • Tile is dust-mopped, sprayed with disinfectant, and then mopped thoroughly.  
     • All surfaces are sprayed with disinfectant and scrubbed. |
| **MONTHLY** | • All areas of the room are dusted: HVAC vents, window sills, baseboards, and fixtures. |
| **YEARLY** | • Wash walls, scrub/strip floors. |

**WHAT TO EXPECT**  All lights work. Soap dispensers, paper towel dispensers, faucets, door and stall handles and other bathroom fixtures are clean. All supplies are stocked. Toilets, sinks and floor are all clean and disinfected.

## Stairways

<table>
<thead>
<tr>
<th>FREQUENCY</th>
<th>TASKS</th>
</tr>
</thead>
</table>
| **WEEKLY** | • Stairs are swept if tile or vacuumed if carpet.  
     • Minor stains are spot-cleaned.  
     • All rails and other level surfaces are dusted. |
| **MONTHLY** | • All areas of the stairwell are dusted including HVAC vents, window sills, baseboards and fixtures.  
     • Remove cobwebs. |

**WHAT TO EXPECT**  Carpet and tile is clean but may be worn in high traffic areas. Certain carpet and/or tile stains will remain if we are not able to remove them with spot cleaning techniques. Between weekly and/or monthly surface cleanings, dust build-up and fingerprints will be noticeable.
ADDITIONAL CLEANING SERVICES

Customers interested in additional cleaning services beyond the routine services listed on the previous pages will be accommodated on a recharge basis. Listed below are some of the most requested additional services performed by our custodial staff.

- Window washing
- High pressure cleaning
- High dusting/cobweb removal
- Wall washing
- Blind cleaning
- Furniture dusting
- Upholstery cleaning
- Floor stripping/scrubbing/waxing
- Carpet and tile cleaning
- Restroom cleaning for events
- Pre/post event cleaning
- Emergency response clean-up (e.g. floods)
- Additional custodial staff support for additional cleaning and portering during the course of an event

Custodial Services recharge rate is $51 per hour. If you are interested, call or email us and we’ll get you an estimate.

CONTACT INFORMATION

CUSTOMER SUPPORT CENTER
Hours M - F, 7AM - 4PM
Telephone (530) 752-1655
Email facilities@ucdavis.edu

FINIS P. JONES
Director, Custodial Services
Telephone (530) 752-5417
Email fpjones@ucdavis.edu

CUSTODIAL MAIN OFFICE
Hours M - F, 7AM - 5PM

UCDAVIS
FACILITIES MANAGEMENT
Custodial Services