

# Cleaning Commitment

## Studios and Residences with no cleaning provided

It's important to have a clean and comfortable place to call home while you are living at university.

We're committed to providing a clean and hygienic living space, by:

- Cleaning, inspecting and auditing your living space before you arrive.
- Providing friendly, helpful and qualified cleaning staff to guide you on how to keep your accommodation clean and safe.
- Making sure that cleaning staff introduce themselves to you within the first few weeks. They'll show you the communal cleaning equipment and explain what you can expect from them.
- Cleaning to a specified schedule and standard within the flat/studio.
- Using specified cleaning products and equipment.
- Undertaking termly room/flat visits and offering cleaning advice if needed.

In return we ask you to please:

- Make sure that your bedroom, communal areas and kitchen are kept clean and tidy.
- Take your rubbish, recycling and shopping crates each day to the external bin stores provided.
- Separate recycling into the appropriate bins. Food waste can be recycled in some accommodation.
- Ask for a disposal box at reception to dispose of any sharp objects, such as razors or needles.
- Wipe clean the inside of the microwave, hob and the grill after using them (once they are cool). Clean up any spillages straight away.
- If your Studio flat has a combination oven, ensure you use microwave trays.
- Regularly clean up any food mess and excess water in fridge-freezers. Keep the drainage area at the back of the fridge clear. Please ask at the Residence Reception for a kit to help with defrosting your freezer.
- Keep the door shut when you have a shower and close the door afterwards, leaving the fan on for ventilation to prevent mould.
- Only display photos or posters on the noticeboards, as you may be charged for any damage caused by sticking things to the walls.
- Only use the cleaning equipment, supplied by the University for the use for which it is intended. Do not use the vacuum cleaner to pick up liquids. If the equipment we provide is not in the required condition, please email your Reception team.
- Avoid sticking things to the walls and use the noticeboards instead, to avoid being charged for any damage to paintwork etc.
- Report any faults or damage to your accommodation as soon as possible by contacting the Reception team.

- Keep corridors and stairwells clear, as these are your fire exits.
- Keep fire doors closed and free from obstructions which may prevent them from closing.
- Do not tamper with fire equipment.
- To avoid unnecessary charges at the end of your contract, please remember to make sure that your flat is left clean, tidy and in an acceptable condition with all rubbish and belongings removed.

### Maintenance

Where possible, the University will notify you in advance of any planned maintenance works. We're not able to provide notice of responses to faults that have been reported. We will lock the door once the work has been completed.



University  
of Exeter



Take a look at the website for ideas and tips to help you keep a clean and hygienic kitchen and living space  
[exeter.ac.uk/study/accommodation/current-residents/cleaning](https://exeter.ac.uk/study/accommodation/current-residents/cleaning)

