**GENERAL CLEANING SPECIFICATION  
FOR COMMERCIAL PREMISES**

1. **HOURS OF WORK**

The designated premises shall be serviced \_\_\_\_\_\_\_\_\_\_ day(s) per week, Monday  
to \_\_\_\_\_\_\_\_\_\_, with the exception of /including any gazetted public holidays.

Commence cleaning after \_\_\_\_\_\_\_\_\_\_am/pm and complete it not later than \_\_\_\_\_\_\_\_\_\_am/pm on each working day except as otherwise directed or specified.

The Contractor shall not be held responsible for cleaning not performed due to circumstances outside the Contractors control, i.e. the presence of the Client’s staff outside normal hours/electricity failure etc. The Client shall where necessary agree a variation with the Contractor.

1. **DESCRIPTION OF THE WORKS**

The works comprise:

1. Regular services, as specified herein:
2. Details of areas to be serviced: (Client to detail tenancies or other specific areas)
3. Office tower common areas
4. Tenancies on levels 9-15 only (excludes government tenancies)
5. Shopping mall
6. Multi-level car park
7. Periodical services: (list as required)
8. Carpet cleaning
9. External window both sides
10. Internal partition glass cleaning
11. Stripping and sealing of hard floors
12. Clean venetian blinds
13. External/underground car park cleaning
14. Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
15. The works specifically exclude the following: (list as required, example shown)
16. e.g. Storerooms except for Periodic Cleaning Services when they are left open and the floor is cleared
17. All gutters
18. Obstructed table, benches etc.
19. Full sinks
20. Cups glasses, plates etc.
21. Sanitary disposal units
22. Inside of refrigerators, freezers, stoves, microwaves, dishwashers and urns
23. Stove tops (elements and spill trays)
24. Inside cupboards and under sinks
25. Plant rooms
26. Machines, such as: photocopiers, cash registers, telephone/fax machines, laboratory equipment, computer equipment  
    Air vents, ducts and fans
27. After parties and/or demonstrations
28. Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
29. **STANDARDS AND OUTCOMES**
    1. **REGULAR CLEANING SERVICES – DAILY STANDARD**

At such time as may be agreed by the Client in writing, on each working day the premises must be visibly clean up to height of two (2) metres. The premises will be deemed to be clean if:

1. All floors, walls, public counters, doors, desks, benches and furniture are free of dust, marks and general residue;
2. All ledges, sills and skirting boards are free of dust and cobwebs;
3. All carpeted areas are visibly clean and free of ingrained dirt;
4. All vinyl floors are visibly clean, free of ingrained dirt and are slip resistant;
5. All fittings are free from visible dirt and residue cleaner, including sinks, water drinking units, and kitchen equipment (i.e. External surfaces only of microwave ovens, refrigerators, Café Bars etc.);
6. All door recesses and mats are free of dirt;
7. All toilet fittings, including hand basins, chrome fittings, urinals, toilet seats, pans and all mirrors are dean and sanitised;
8. All toilet/shower wall tiles and dividing walls are dean, toilet floors are clean  
   and disinfected;
9. All empty toilet paper and hand towel dispensers have been refilled and hand  
   soap has been replenished – Towels and soap provided by Client;
10. All rubbish bins have been emptied, rubbish has been removed and bin liners  
    replaced as necessary – liners provided by Client;
11. All floor surfaces of the undercover/internal car parks are visibly clean and  
    free of grease stains and other foreign matter;

NOTE: Fire doors to be in an operating mode at all times and free fromobstruction. (i.e. able to gain access from floors to stair wells at all times.)

* 1. **PERIODICAL CLEANING SERVICES**

These items are to be costed separately. The cost at the given frequency will be included in the tender assessment but instruction to carry out service will be at client discretion.

* 1. HIGH CLEANING – MONTHLY

Internally, cobwebs to be removed to full height, exterior of light fittings etc. to be dusted.

* 1. CARPET CLEANING SERVICES – SIX (6) MONTHLY  
     The contractor shall clean all carpets by hot water extraction method.
  2. XTERNAL WINDOWS (INSIDE AND OUTSIDE) – THREE (3) MONTHLY  
     (Glass cleaning to include all window frames, fly screens and removal of cobwebs)
  3. FULL INTERNAL PARTITION GIASS CLEANING – ANNUALLY
  4. FLOOR STRIPPING AND SEALING – ANNUALLY  
     Strip and seal all hard floors
  5. VENETIAN BLIND CLEANING – ANNUALLY
  6. EXTERNAL / UNDERGROUND CAR PARK – SIX (6) MONTHLY  
     Degrease
  7. **DEFINITION AND STANDARDS**

APPLIANCES – Damp dust

After damp dusting is complete all external surfaces shall be free of all dust and dirt to leave a clean, dry uniform appearance.

CARPET – Carpet extraction shampoo

When carpet extraction shampooing is complete, the surface shall be free of all deep-seated dirt, stains and soiling and be left in a reasonable dry condition giving a clean uniform appearance. In accordance with AS 3733.

CARPET – Spot clean

After spot cleaning of carpet, the surface should be free of marks, dirt, spots (including substances such as chewing gum/blue tac etc.) and residue cleaner leaving a visible clean finish with & uniform appearance. In accordance with AS 3733.

CARPET – Vacuum

After vacuuming is complete, carpet shall he free of all visible litter, dirt, dust and build up (especially on edges) ensuring a clean uniform appearance, In accordance with AS 3733.

CHAIRS (if specified) – Cloth – Shampoo extraction method

When extraction shampooing is complete, the surface should be free of all deep-seated dirt, stains and soiling and be left in a reasonable dry condition giving a clean uniform  
appearance.

CHAIRS – Clean

After cleaning, chairs are to be free of dirt and easily removable marks.

DRINKS TROUGHS, SINKS, (STAINLESS STEEL) – Clean

On completion of cleaning, all surfaces are to be free of visible dirt, bacterial and residue  
cleaner leaving a clean appearance.

EXTERNAL WALLS, BRICK WALKWAYS, CONCRETE – Hose/sweep/clean

After hosing, sweeping and cleaning, of external walls, eaves, brick walkways and concrete is complete, all areas shall be free of dust, cobwebs, accumulated dirt, litter, sand and excess water leaving the surfaces clean and reasonably dry. When adjoining areas accumulate debris or rubbish as a result of this process, debris and rubbish must be removed and disposed of.

FLOORS (ALL) – Sweep

After sweeping, all floor surfaces shall be free of visible dust, loose dirt and litter. All dust, loose dirt and litter shall be collected and disposed of in an approved rubbish bin.

FLOORS (NYL, CERAMIC, TILES, CONCRETE) – Damp mop

On completion of damp mopping all floor surfaces shall be free of all marks and dirt especially in comers and edges, visibly clean and without streaks.

FLOORS (VINYL CERAMIC, TILES, CONCRETE) – Machine scrub

On completion of machine scrubbing, all floor surfacers shall be free from all visible dirt, marks, grime, residue cleaner and any build up (especially the edges) to display a uniform appearance.

FLOOR (VINYL) – Machine buff

After buffing, all vinyl floor surfaces shall have an even uniform gloss restored across the entire surface with scuff marks removed. In accordance with AS 1884.

FLOORS (VINYL) – Wet strip

On completion of the wet strip all vinyl floors shall be free of dirt, scuff marks, old sealers/polishes and other residues ensuring floors will remain free of build-up and in a condition ready to seal, In accordance with AS 1884,

FLOORS (VINYL) – Dry strip

After the dry strip is completed, all vinyl floor surfaces shall be free of all loose dirt, scuff marks, old sealers/polishers and other residues ensuring floors will remain free of build-up and in a condition ready for the seal to be applied, In accordance with AS 1884.

FLOORS (VINYL) – Seal

After sealing the vinyl floor, the finish should be uniform across the surface, slip-resistant  
and in a condition that will protect the floor. In accordance with AS 1884,

FLOORS (VINYL) – Polishing

On completion of polishing, all vinyl floor surfaces shall have an even shine that is free of scuff marks with a slip-resistant finish. In accordance with AS 1884.

FLYSCREENS/WINDOW FRAMES, MULLIONS etc. – Clean

After removing screens and brushing free of dust and scrubbing screens and frames they should be free of dust and dirt.

GLASS (WINDOWS, PARTITIONS, DOORS) – Spot Clean

After spot cleaning of glass, partitions, windows and doors, all marks and dirt on  
windows shall be removed leaving the surface visible clean and unmarked

GLASS (WINDOWS, PARTITIONS, DOORS) – Wash

After washing of glass is complete, the surface shall be free of visible dirt and smears.

GRILLES (IN DOORS, AIR CONDITIONING, DIFFUSERS, VENTS) – Damp dust

After damp dusting is complete, all grilles shall be free of dust and dirt to leave a clean, dry uniform appearance.

RUBBISH BINS – Empty and replace liners

After emptying of rubbish bins have taken place, the bins shall be free of dirt and litter. Liners shall be changed, with a size compatible to that of the bin when they contain moist materials, food or have tears or holes in them,

SURFACES – Damp dust

After damp dusting is complete, all surfaces shall he free of visible dust, dirt and build-up (especially in corners and edges) to leave a clean, dry uniform appearance.

TABLES, CUPBOARDS, CHAIRS, DESKS – Damp dust/clean

After damp dusting/cleaning of tables, cupboards, chairs and desks is complete, all surfaces shall be free of dirt, dust and residue cleaner to leave a dean, dry uniform appearance.

TOILET UNITS, HAND BASINS – Clean and sanitise

After cleaning and sanitising, toilets and hand basins shall be free of dirt, dust, stains and marks, cleaner residue and bacteria.

TOILETS, TOILET UNITS, HAN BASINS – Descaling

On completion of descaling, urinal and toilet bowls shall be free of calcium build-up, acid, odour, bacteria, residue cleaner and all visible dirt leaving the surfaces with a clean appearance. After sanitising, toilet and hand basins will be free of dirt and dust.

TOILET PARTITIONS – Clean

On completion of cleaning of toilet partitions the surface shall be free of all removable marks, dust and be visibly clean with a uniform appearance. Non-removable marks (graffiti) are to be referred to the building representative.

WALLS (BRICK) – Spot clean

After spot cleaning has been carried out on brick walls, all removable marks and dirt are to be eliminated leaving the surface visible clean and free of any residue cleaner. Non- removable graffiti on external walls is not to be cleaned but referred to the building representative.

WALLS (PAINTED) – Spot clean

On completion of spot cleaning on painted walls, surfaces shall be free of marks, dust, and residue cleaner and be visibly clean with a uniform appearance.

WINDOW TRACKS – Vacuum

On completion of vacuuming, the window grooves will be free of dust, sand, dead insects and debris leaving the surfaces clean and unobstructed.

WOODEN FURNITURE – Polishing

After polishing, wooden furniture shall be free of dust and marks and will be clean with a uniform high sheen for lasting protection.

NOTE: It is recognised that some marks and stains require special cleaning processes to effect removal. These shall be reported to the building representative.

**CLEANING PERFORMANCE RATING INSPECTION CHART**

Building: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Scoring: 1. Not cleaned. 2 Poorly cleaned. 3. Good. 4. Excellent

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **AREA** | **SCORE Circle one** | | | | **REMEDIAL ACTION** |
| **A. TOILETS** |  | | | |  |
| Floors, walls, partitions | 1 | 2 | 3 | 4 |  |
| Basins, counters, fittings, mirrors | 1 | 2 | 3 | 4 |  |
| Toilet bowls, seats, lids, urinals | 1 | 2 | 3 | 4 |  |
| Showers | 1 | 2 | 3 | 4 |  |
| Rubbish removal, refill dispensers | 1 | 2 | 3 | 4 |  |
| Door and ceiling grilles | 1 | 2 | 3 | 4 |  |
|  |  | | | |  |
| **B. OFFICES / ROOMS** |  | | | |  |
| Empty bins, replace liners | 1 | 2 | 3 | 4 |  |
| Carpets | 1 | 2 | 3 | 4 |  |
| Walls, doors, glass, windows | 1 | 2 | 3 | 4 |  |
| Sills, ledges etc. | 1 | 2 | 3 | 4 |  |
| A/C diffusers, vents | 1 | 2 | 3 | 4 |  |
| Furniture, desks, cabinets | 1 | 2 | 3 | 4 |  |
|  |  | | | |  |
| **C. STAFFROOM / KITCHEN / PANTRY** |  | | | |  |
| Empty bins, rubbish removal | 1 | 2 | 3 | 4 |  |
| Carpets | 1 | 2 | 3 | 4 |  |
| Hard flooring | 1 | 2 | 3 | 4 |  |
| Walls, doors, glass | 1 | 2 | 3 | 4 |  |
| Appliances, table tops | 1 | 2 | 3 | 4 |  |
| Sinks, bench tops, tiles | 1 | 2 | 3 | 4 |  |
|  |  | | | |  |
| **D. LOBBIES, PUBLIC AREAS** |  | | | |  |
| Carpets | 1 | 2 | 3 | 4 |  |
| Hard floors | 1 | 2 | 3 | 4 |  |
| Lifts | 1 | 2 | 3 | 4 |  |
| Rubbish removal, debris, litter | 1 | 2 | 3 | 4 |  |
| Internal stairs | 1 | 2 | 3 | 4 |  |
| Sills, ledges etc. | 1 | 2 | 3 | 4 |  |
| A/C diffusers, vents, grilles | 1 | 2 | 3 | 4 |  |
| Walls, doors glass, windows | 1 | 2 | 3 | 4 |  |
|  |  | | | |  |
| **E. EXTERNAL** |  | | | |  |
| Walls, paved areas | 1 | 2 | 3 | 4 |  |
| Rubbish removal, debris, litter | 1 | 2 | 3 | 4 |  |
| Walls, under roof, eaves | 1 | 2 | 3 | 4 |  |

|  |  |  |
| --- | --- | --- |
| **Client: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Contractor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |  |
| **Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |