**PUBLIC TOILETS CLEANING SPECIFICATION**

Locations: Station Road, Tenterden

Recreation Ground Road, Tenterden

Ashford Road, St. Michaels, Tenterden

**1. MINIMUM CLEANING FREQUENCIES**

Frequencies are laid down in the Specification Schedule A for cleaning and must be strictly adhered to unless the 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 regular 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.). The Contractor will be advised by the Town Clerk or their nominated representative of any such need. The Town Council Office will inform the Contractor of additional services required in good time before an event and the Contractor shall be required to make suitable arrangements with cleaning operatives to carry out the additional work. For non-Council events, the Event Organiser should be billed direct for the additional cleaning.

**2. DISPOSAL OF WASTE**

The Contractor shall liaise with the Town Council’s Maintenance Team regarding general waste removal from the bins located within the toilets. Contracts are already in place with an external provider for emptying the sanitary and nappy bins on a regular basis. Lack of service or issues regarding sanitary waste collection should be reported to the Town Council offices.

**3. ATTENDANCE AND CLEANING REQUIREMENTS**

(a) Toilets are to be visited, inspected and cleaned Monday to Sunday inclusive throughout the year, with the exception of Christmas Day & Boxing Day. Each toilet shall be visited, inspected and cleaned in accordance with the programme of work and as specified in this Contract.

(b) 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.

(c) 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, signage shall be exhibited at the entrance in the following or other approved forms: **“These facilities may be cleaned by male or female operatives”**

(d) The Contractor will provide cleaning products necessary to carry out their duties. If any disinfectants are used, the type shall be approved by the Town Council’s Site Manager. Any stocks shall be approved by the Site Manager and 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.

The Town Council will supply toilet rolls, hand towels (where required), urinal blocks, hand soap and refuse sacks.

**4. OPENING TIMES & KEYHOLDING SERVICES**

(a) **Station Road, Tenterden**.

Summer: 07.00 – 19.00

Winter: 07.00 – 18.00

(b) **Recreation Ground Road, Tenterden**.

Summer: 07.00 – 19.00

Winter: 07.00 – 18.00

The Contractor will be expected to open and close the above sets of toilets at the allotted times.

(c) **Ashford Road, St. Michaels, Tenterden**.

Summer: 09.00 – 16.00

Winter: 09.00 – 16.00

These toilets are on automatic timers therefore no locking up required. There is a disabled toilet, but this is only accessible by radar key. The later opening and early closing times of these toilets is to avoid anti-social behaviour taking place.

**5. ALL TOILETS**

(a) Cleaning and maintenance work may proceed during normal working opening hours provided the work is organised so as not to obstruct or interfere with their use by the public. It is recommended that cleaning takes place either at the start or end of the day.

(b) Blocked drains between the sanitary fittings or appliance and the nearest external inspection chamber and blocked roof drainage shall be cleansed and put into a working order following discovery if possible. If this is not possible, it should be reported to the Site Manager or Town Council office.

(c) All other items requiring repair or replacement, including electric hand dryers, cracked or broken glazing; WC bowls; hand basins; urinals; door panels, shall upon discovery be reported to the Site Manager or Town Council office without delay.

(d) Graffiti removal; defective or missing cubicle door locks; defective or missing toilet roll holders; light bulb, fluorescent tube and starter replacement; replacement of damaged wall tiles; lubrication of WC cistern operating mechanisms; fittings of WC seats; replacement of WC handles or chain pulls and WC seat pads, shall be remedied upon discovery by reporting this to the Site Manager or Town Council office.

**6. QUALITY OF SERVICE**

1. Complaints, customer liaison, unsatisfactory storage arrangements and other similar occurrences necessitating remedial action by the operative, supervision or management must be dealt with promptly and efficiently by the Contractor in such a manner as to promote customer satisfaction and in full accordance with the Conditions.
2. The Contractor shall each day, no later than 9.00 am, notify the Site Manager of the Service operating issues. They shall also advise the Site Manager of problems arising throughout the day that will delay cleaning, and any incidents where he considers that any member of the public may make a complaint to the Council.
3. Unless otherwise instructed by the Site Manager, failures or incidents notified to the Contractor before 12 noon must be remedied on that same day and failures or incidents notified to the Contractor after noon must be remedied by 12 noon of the following working day. For the purpose of this Clause, Saturday and Sunday are working days.

**7. SHORT CUT TERMS**

The constraints implied by the preceding Clause do not prohibit the use of handling aids or mechanisation or sensible working systems.

Activities which the Site Manager considers unreasonable will be regarded as a failure to comply with the Contractors obligations as stated in this Specification.

**SCHEDULE A**

**SPECIFICATION FOR CLEANING**

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

While 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**:

(a) Pick up and dispose of all litter.

(b) Sweep out floors (including entrance porch) to remove all debris, dust and other accretions from the floor surface. Remove all other deposits using an approved technique and chemical as necessary.

(c) Thoroughly wash floor using an approved detergent and mop dry to leave a clean, dry surface.

**Sanitary Ware**:

(a) Clean all surfaces of urinals together with cisterns, flush pipes and all fittings using an appropriate cloth brush/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 must be supplemented with the use of an approved mild abrasive cleaning cream or paste.

(b) 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.

(c) Clean the outside of the WC pans and the seats, 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.

(d) 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.

(e) Clean all mirrors using appropriate cleaning material.

(f) Spot clean doors, walls and cubicle partitions using detergent necessary. Rinse off and wipe dry.

(g) Clean door bolts/handles with approved germicidal detergent. Rinse off and wipe dry.

(h) Provide and replenish missing or depleted solid disinfectant blocks as appropriate in urinals and in all toilets.

**General**:

(a) Replenish toilet paper and soap as necessary.

(b) Empty litter bins and dispose of litter as agreed.

(c) 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. Those methods to be agreed with the Site Manager.

(d) Report all defects and vandalism to the Site Manager.

(e) Clean all external surfaces of toilet paper dispensers with detergent, rinse and wipe dry.

(f) Where applicable unlock/lock toilets at the specified opening and closing times.

**TWICE WEEKLY CLEANING**

(a) Clean all doors, partitions, glazed tiles and walls with germicidal detergent, rinse off and damp wipe.

(b) Dust to remove cobwebs from ceiling, light fittings and horizontal surfaces.

**MONTHLY CLEANING**

(a) Clean externally all light fittings.

(b) Treat all sanitary ware to remove scaling.

(c) Polish all tiles, to be done more frequently (if required) at no additional cost.

**QUARTERLY CLEANING**

**To be completed within one month of commencement of the Contract and thereafter during the first full week in January, April, July and October throughout the contract period.**

(a) WC Bowls – Descale, clean and remove all deposits from internal and external parts of the fitment to include flushing rim, seat, seat lids, hinges, S and P traps and cleaning of exterior of flushing tank.

(b) Urinals – Descale, clean and remove all deposits from the whole of the face, to include outlet traps, immediate pipework, domical grating, sparge pipes and exterior of flushing tank.

(c) Re-filleting of any open joints revealed by the removal of deposits from urinal stalls. Replacing of trap covers on each visit, or when necessary, or as required.

(d) Wash Basins and Sinks – Descale, clean and remove all deposits from the entire areas, to include the underneath. Remove sludge and deposits from waste outlet, trap, pillar cocks and waste pipe. Re-filleting of any open joints when necessary.

(e) Miscellaneous Units – soap dispensers, trough, etc., to be treated in the same manner as other units, to result in complete restoration. Any defects are to be reported to the Site Manager within 24 hours.

(f) Floors – Specific attention to sides, corners and behind sanitary ware should be applied. Elimination of accretion in these areas is essential.

**Confirmation of completion of the quarterly cleans should be reported to the Town Clerk.**

Note: The Contractor will note that the porcelain surfaces of some of the existing sanitary ware in urinals, WC pans, etc., is not in pristine condition and shows signs of deterioration which cannot be removed by the cleaning methods employed in the Contract. Due allowance will be made by Site Manager in assessing whether the Contractor has complied with the definition of “Clean” as defined in the Specification.

**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.**

**Revised: 29th July 2024**