

## Chapter 05 | Cleaning Care & Maintenance Standards

### 05.01 Cleaning Care: Entrances & Lobbies

The following cleaning and maintenance standards shall be applied daily and during the quality assurance inspection process to assess the quality of cleaning and maintenance performance. Repairs should be performed to maintain the facility's operation and ensure it remains open, in line with the Department's objective of providing a clean, safe, and comfortable environment for the public.

#### Doors

The glass shall appear free of streaks, film, fingerprints, and look uniformly clean. The metal parts (frames, sills, ledges, and hardware) shall appear free of dust, soil, residue, and film. Doors should be in proper working order. This will also include the automatic door openers. The switches for openers shall be free of dust and soil, appear streak-free, uniformly clean, and disinfected. Switches should be properly labeled if needed.

#### Windows

The glass shall appear visibly clean and free of streaks, film, and fingerprints. This shall include the elimination of dust and soil from the sills, ledges, and framework. Screens shall appear free of dust, soil, and appear visibly clean.

#### Light Fixtures

Shall be free of dust and soil without causing damage. Light diffusers shall remain in proper position, appear streak-free, and be uniformly clean. Lens covers should be free of dust and insects. Lights should be in proper working order.

#### Floor Mats & Carpet

Shall be free of spots, stains, gum, dirt, and debris without causing damage. They shall appear visibly and uniformly clean.

#### Floors, Floor Drains, Baseboards, Corners, & Edges

Shall be free of dust, soil, gum, stains, and debris. They shall appear visibly clean, uniformly clean, and disinfected. This shall include the elimination of dust streaks, lint, standing water, cleaner residue, film, dirt, salt, small stones, embedded soil, foreign objects, and leaves.

#### Map Cases & Display Cases

Glass and metal surfaces shall appear streak-free, film-free, and uniformly clean. This shall include the elimination of dust and soil from sills, ledges, and frames. Hinges and locks should be in proper working order so that doors close and lock properly.

#### Benches

Shall be free of dust, dried soil, and dirt without causing damage. They shall appear visibly and uniformly clean and disinfected. This shall include the elimination of cleaner residue, streaks, and film.

**Drinking Fountains & Jug Fillers**

Shall be free of dust, soil, scale, and water spots without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of film and cleaner residue. Bright work shall be disinfected and polished to a streak-free shine.

**Air Vents, Air Distribution Units, & Exhaust Vents**

Shall be free of dust and soil. They shall appear visibly and uniformly clean.

**Walls, Wall Fixtures, & Signs**

Shall be free of dust, dried soil, spots, stains, cobwebs, and graffiti without causing damage. These surfaces shall appear visibly clean, uniformly clean, and disinfected. This shall include the elimination of film, streaks, and cleaner residue.

**Ceiling *(If possible, to reach with standard ladders)***

Shall be free of dust, cobwebs, and stains. Ceilings shall appear visible and uniformly clean.

**Waste Containers**

Contents shall be removed from waste containers and can liners shall be replaced, as required. Inside and outside of the container shall be cleaned and disinfected. Containers shall appear visible and uniformly clean. This shall include the elimination of streaks, stains, food particles, and the presence of an offensive odor emitting from the container.

**Tourist Counters**

Shall appear free of dust and soil without causing damage. They shall appear visibly and uniformly clean. This shall include the elimination of streaks and cleaner residue.

**Vending Machines**

Shall be free of dust, dried soil, spots, stains, and graffiti without causing damage. These surfaces shall appear visibly clean, uniformly clean, and disinfected. This shall include the elimination of film, streaks, and cleaner residue. Non-working or damaged machines shall be reported to servicing company.

**Public Survey Posters**

Shall be free of dust, dried soil, spots, stains, and graffiti without causing damage. These surfaces shall appear visibly clean, uniformly clean, and disinfected. This shall include the elimination of film, streaks, and cleaner residue—appropriate Public Survey QRC cards stock level present.