

West Chester University Custodial Services Standard Tasks

The primary function of the Custodial Services Department at West Chester University is to provide a safe, clean, aesthetically pleasing environment in support of the mission of the University. To this end, we have developed and implemented standard custodial tasks that meet industry standards. The standards are as follows:

Exterior Building Cleaning

Daily

- Clean steps and remove debris from all entry ways within a 10 foot radius of building
- Clean gum from all entryways and steps

As Needed

- Remove snow and ice from steps, walkways, ramps, fire exits, etc. within a 10 foot radius of building
- Power wash main entry and sidewalks

Entrances and Public Areas

Daily

- Clean glass
- Mop floor or vacuum/spot-clean carpet as needed
- Pick up debris
- Re-lamp as needed
- Vacuum mats – remove gum and stains as needed

Weekly

- Dust and clean vertical and horizontal surfaces, fixtures and frames

Annually

- Restore carpet and floor finishes
- Wash interior/exterior windows in areas custodians can safely access

Corridors

Daily

- Clean and sanitize water fountains
- Re-lamp in areas 10 feet or lower
- Remove waste and recyclables, replace liners as needed
- Spot clean glass/walls
- Sweep and spot mop floors
- Vacuum/spot-clean carpet as needed

Weekly

- Clean display glass
- Dust and clean vertical and horizontal surfaces, fixtures and frames
- Wet mop floors – 2 times per week

Quarterly

- Clean vents in areas custodians can safely access

Annually

- Restore carpet and floor finishes

Staircases and Landings

Daily

- Re-lamp in areas 10 feet or lower
- Remove debris

Weekly

- Dust and clean vertical and horizontal surfaces, fixtures and frames
- Spot clean walls
- Mop floor or vacuum/spot-clean carpet as needed

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Restrooms

Daily

- Check soap, paper supplies and feminine sanitary products – restock as needed. *Second servicing may be provided in high use areas.*
- Clean and sanitize fixtures
- Re-lamp as needed
- Remove graffiti
- Remove waste and replace liners
- Sweep and wet mop floors

Quarterly

- Clean vents in areas custodians can safely access
- Restore floors

Private Offices

Daily / Twice A week

- Re-lamp as needed
- Remove waste and recycling. *Note: Buildings following our Mini Bin Program will ONLY have their recycling bins emptied twice per week.*
- Sweep, mop or vacuum floors

Weekly

- Dust/wipe chairs and open surfaces
- High Dust as needed

Quarterly

- Clean vents in areas custodians can safely access

Annually

- Restore carpet and floor finishes
- Dust and clean vertical and horizontal surfaces, fixtures and frames
- Dust furniture free of personal items

Conference Rooms and Office Suites

Daily

- Wiping of furniture and chairs
- Dust and clean vertical and horizontal surfaces, fixtures and frames
- Dust furniture free of personal items
- Remove waste and recycling
- Sweep, mop or vacuum floors
- Re-lamp as needed

Quarterly

- Clean vents in areas custodians can safely access

Classrooms, Computer Labs, Seminar Rooms, Lecture Halls and Teaching Laboratories

Daily

- Clean boards, erasers and chalk trays
- Organize furniture
- Re-lamp as needed
- Remove waste and recycling, replace liners
- Report seating in need of repair or replacement. *Note: Request should be made to Moving Services for the removal of broken furniture*
- Spot clean walls
- Sweep and spot mop floors
- Vacuum and spot clean carpet

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Weekly

- Clean and sanitize desks and chairs

Monthly

- Dust and clean vertical and horizontal surfaces, fixtures and frames
- Clean vents in areas custodians can safely access
- Restore traffic lanes

Annually

- Restore carpet and floor finishes

Lounges/Kitchens

Daily

- Clean sink – *if empty. Note: Custodians are not responsible for cleaning dishes, coffee pots, interior of cabinets, drawers, microwaves, ovens, refrigerators or stovetops*
- Re-lamp as needed
- Surface clean fixtures/furniture
- Sweep and spot mop floors
- Vacuum and spot clean carpet

Weekly

- Damp mop floors
- Dust and clean vertical and horizontal surfaces, fixtures and frames

Monthly

- Clean vents in areas custodians can safely access

Annually

- Restore carpet and floor finishes

Specialized Areas – Athletics/Recreation, Libraries, etc.

- These areas will be cleaned following specific guidelines as established for these unique spaces

Recycling and Waste Removal

- A large blue totter can be provided for removal of large quantities of recyclable materials such as; books, magazines or files. Please submit a work request with the drop-off and pick-up date.
- Shredding of confidential paper is available via delivery of a lockable totter through Moving Services. Submit a work request with the drop-off and pick-up date.
- For recycling of electronic media, devices, cell phone and camera batteries contact Environmental Health and Safety.
- For chemical removal or recycling please contact Environmental Health and Safety.
- Information regarding general university recycling can be found on the Facilities webpage under Recycling.

Billable Services

- Services beyond the standards listed above can be provided by Custodial Services for a nominal fee. Certain, specialized services, such as; high reach window washing and dusting, are performed by university approved contractors. All requests and inquiries can be directed to Custodial Services at 610-436-2851.

Emergencies

- Any condition requiring immediate custodial service takes priority and must be handled promptly *e.g. floods, spills and pest control issues*
- In the event of an emergency between 8:00 AM – 4:00 PM, Monday – Friday, please call the Custodial Department Main Number at 610-436-2851. After hours and on weekends and holidays, call West Chester University Public Safety at 610-436-3311.