

CLEANING FREQUENCIES FOR THE FOLLOWING AREAS

ENTRANCES, LOBBIES, RECEPTION , FOYER– APPA Level 2	FREQUENCY
Tiled and linoleum floors will be dust mopped and damp mopped/washed	5 days per wk
Doormats will be lifted and vacuumed both sides.	5 days per wk
Carpeted areas will be vacuumed and spot cleaned.	5 days per wk
Litter receptacles will be emptied and cleaned.	5 days per wk
Door glass and partition glass will be cleaned both sides.	1 day per wk
Door glass will be kept free (clean) of stains, marks, etc.	5 days per wk
Entrance doorframes, side glass panels and top glass panels will be cleaned.	1 day per wk
Finger and other marks will be removed from wall to 2 m. high.	1 day per wk
Horizontal surfaces will be dusted.	1 day per wk
Stainless steel kick plates will be cleaned.	1 day per wk
Exterior garbage containers (within 5m) will be emptied and damp wiped.	5 days per wk

STAIRS AND LANDINGS – APPA Level 2	FREQUENCY
Stairs and landings will be swept and damp mopped/washed	5 days per wk
Doors will be kept free of finger marks	5 days per wk
Handrails will be dusted and damp wiped	2 days per wk
Walls will be spot cleaned to 2m high	1 day per wk
Stainless steel kick plates will be cleaned	1 day per wk

CORRIDORS, HALLWAYS - APPA Level 2	FREQUENCY
Tiled and linoleum floors will be dust mopped and damp mopped.	5 days per wk
Carpeted floors will be vacuumed and spot cleaned.	5 days per wk
Horizontal surfaces will be dusted.	1 day per wk
Waste receptacles will be emptied and cleaned.	5 days per wk
Drinking fountains will be cleaned.	5 days per wk
Walls will be spot cleaned to 2 m. high.	1 day per wk
Tiled and linoleum floors will be sprayed and buffed.	1 day per wk
Coin telephones and enclosures will be cleaned and disinfected.	1 day per wk
Door glass and partition glass will be completely cleaned both sides.	1 day per month

ELEVATORS – APPA Level 1	FREQUENCY
Floors will be dust mopped and damp mopped/washed	5 days per wk
Doors and wall will be kept free of marks	5 days per wk
Glass ceiling panels will be cleaned	1 day per month
Stainless steel panels will be polished	1 day per wk

LOUNGES, STAFF ROOM – APPA Level 2	FREQUENCY
Supplies will be replenished.	5 days per wk
Upholstered furniture will be vacuumed.	1 day per wk
Tables will be damp wiped.	5 days per wk
Receptacles will be emptied and cleaned.	5 days per wk
Walls will be spot cleaned to 2 m. high.	1 day per wk
Chairs will be damp wiped.	1 day per wk
Carpet will be vacuumed and spot cleaned.	5 days per wk
Stainless steel sinks and counters will be cleaned.	5 days per wk

OFFICES – APPA Level 2	FREQUENCY
Tiled and linoleum floors will be dust mopped and damp mopped.	1 day per wk
Carpets will be vacuumed and spot cleaned.	1 day per wk
Wastebaskets and recycling bins will be emptied and cleaned.	2 days per wk
Furniture and horizontal ledges will be dusted.	1 day per week
Finger marks will be removed from walls and partitions will be spot cleaned to a height of 2 m.	1 day per week
Telephones will be cleaned and disinfected.	1 day per week
Horizontal and vertical blinds dusted.	2 times per year
Horizontal and vertical blinds spray cleaned in the summer.	1 time per year

WASHROOMS, SHOWERS, CHANGE ROOMS – APPA Level 1	FREQUENCY
All fixtures will be cleaned, i.e. bowls, urinals, basins, mirrors, chrome surfaces and interface.	5 days per wk
Waste receptacles will be emptied and cleaned.	5 days per wk
All supplies will be replenished.	5 days per wk
Walls will be spot cleaned to a height of 2 m.	5 days per wk
Walls will be washed floor to ceiling.	1 day per month
Toilet partitions will be damp wiped.	1 day per wk
Floors will be swept and washed.	5 days per wk
Floor drains will be primed.	1 day per wk
Walls and toilet partitions will be kept free of graffiti.	5 days per wk
Floor drains will be cleaned and floor drain lids lifted and cleaned.	1 day per month

LIBRARY – APPA Level 2	FREQUENCY
Carpets vacuumed throughout and spot cleaned.	7 days per wk
Tile and lino floors dust mopped and damp mopped.	7 days per wk
Waste receptacles emptied & cleaned.	7 days per wk
Desk, counters, sills and ledges dusted.	3 days per wk
Doors, door glass and any partition glass cleaned.	1 day per wk
Lighting fixtures dusted.	1 day per month
Walls, stairwells, railings, landings spot cleaned to 2 m.	1 day per wk

CAFETERIA SEATING AND CIRCULATION AREAS – APPA Level 1	FREQUENCY
Floors will be swept and damp mopped/washed.	5 days per wk
Walls will be spot cleaned up to a height of 2 m.	5 days per wk
Waste will be removed to outside container.	5 days per wk
Horizontal ledges will be wiped.	1 day per wk
Glass doors will be cleaned.	5 days per wk
Chairs, tables and table legs will be damp wiped	1 day per wk
Waste containers will be cleaned - cleaning to include wiping of outside and washing inside with disinfectant.	1 day per wk
Walk-off mats will be vacuumed.	1 days per wk
Remove gum from all surfaces.	1 day per month

MEETING ROOMS, CONFERENCE ROOMS, MULTI PURPOSE ROOMS - APPA Level 2	FREQUENCY
Garbage picked up.	5 days per wk
Carpets vacuumed.	5 days per wk
Upholstered furniture vacuumed.	1 day per wk
Tables damp wiped (policed daily).	3 days per wk
Walls spot cleaned to a height of 2 m.	1 day per wk
Chairs damp wiped.	1 day per wk
Carpets spot cleaned.	5 days per wk

CLASSROOMS, LECTURE THEATRES – APPA Level 2	FREQUENCY
Carpets will be vacuumed and spot cleaned.	5 days per wk
Tiled and linoleum floors will be dust mopped and damp mopped/washed.	5 days per wk
Waste receptacles will be emptied and cleaned.	5 days per wk
Desks, counters, sills and ledges will be dusted.	1 day per wk
Chalkboard ledges and erasers will be cleaned and chalk replenished.	5 days per week
Chalkboards will be completely cleaned and washed.	5 days per wk

White boards will be cleaned.	5 days per wk
Floor grilles will be cleaned.	1 day per month
Door glass and partition glass will be cleaned both sides.	1 day per month
Horizontal and vertical blinds will be dusted.	2 times per year
Horizontal and vertical blinds will be spray cleaned in the summer.	1 time per year

COMPUTER LABORATORIES – APPA Level 2	FREQUENCY
Carpets will be vacuumed and spot cleaned.	5 days per wk
Tiled and linoleum floors will be dust mopped and damp mopped/washed.	5 days per wk
Waste receptacles will be emptied and cleaned.	5 days per wk
Desks, counters, sills and ledges will be dusted.	1 day per wk
Chalkboard ledges and erasers will be cleaned and chalk replenished.	5 days per week
Chalkboards will be completely cleaned and washed.	5 days per wk
White boards will be cleaned.	5 days per wk
Door glass and partition glass will be cleaned both sides.	1 day per month
Horizontal and vertical blinds will be dusted.	2 times per year
Horizontal and vertical blinds will be spray cleaned in the summer.	1 time per year

SCIENCE LABORATORIES – APPA Level 2	FREQUENCY
Carpets will be vacuumed and spot cleaned.	5 days per wk
Tiled and linoleum floors will be dust mopped and damp mopped/washed.	5 days per wk
Waste receptacles will be emptied and cleaned.	5 days per wk
Desks, counters, sills and ledges will be dusted.	1 day per wk
Chalkboard ledges and erasers will be cleaned and chalk replenished.	5 days per week
Chalkboards will be completely cleaned and washed.	5 days per wk
White boards will be cleaned.	5 days per wk
Stainless steel sinks and counters will be cleaned	5 days per wk
Eyewash stations will be cleaned	2 days per wk
Door glass and partition glass will be cleaned both sides.	1 day per month
Horizontal and vertical blinds will be dusted.	2 times per year
Horizontal and vertical blinds will be spray cleaned in the summer.	1 time per year

FIRST AID ROOMS – APPA Level 1	FREQUENCY
All fixtures will be completely cleaned, i.e. bowls, basins, mirrors and chrome surfaces.	5 days per wk
Waste receptacles will be emptied and cleaned as per medical waste disposal regulations.	5 days per wk
All supplies will be replenished.	5 days per wk
Walls will be spot cleaned to a height of 2 m.	5 days per wk
Floors will be swept and damp mopped/washed with germicide.	5 days per wk
Floor drains will be primed.	1 day per wk
Floor drains will be cleaned.	1 day per month
Sinks will be cleaned.	5 days per wk

GENERAL OFFICE SPACE – APPA Level 2	FREQUENCY
Tiled and linoleum floors will be dust mopped and damp mopped.	2 days per wk
Carpets will be vacuumed and spot cleaned.	2 days per wk
Wastebaskets and recycling bins will be emptied and cleaned.	2 days per wk
Furniture and horizontal ledges will be dusted.	1 day per wk
Finger marks will be removed from walls and partitions will be spot cleaned to a height of 2 m.	1 day per wk
Telephones will be cleaned and disinfected.	1 day per wk
Horizontal and vertical blinds dusted.	2 times per year
Horizontal and vertical blinds spray cleaned in the summer.	1 time per year

OTHER AREAS - GENERAL CLEANING SERVICES – AREAS NOT SPECIFIED – APPA Level 2	FREQUENCY
Sanitize all pay phone handsets	weekly
Furniture will be spot cleaned	weekly
Mops to be cleaned/laundered to avoid odor	weekly
Floor will be spray buffed	monthly
Dust exterior doors and frames of lockers, partitions, and ledges	weekly
Thoroughly clean all floor drains – flush with water and an enzyme product	weekly
All lino floors will be swept with a treated dust mop; spillage will be removed	3 times per wk
All carpets will be vacuumed and all stains removed	3 times per wk
Finger marks will be removed from glass desks, table tops, door glass, and display cases	3 times per wk
Finger marks and smudges will be removed from walls and other surfaces, where accessible	3 times per wk
All graffiti shall be removed as it appears	daily
Exterior sidewalk cleaning; all sidewalk extensions of buildings to be swept and kept clean 5 metres on either side of &	daily

perpendicular to entrance	
All outside garbage receptacles at building entrance to be emptied daily	daily
Clean and sanitize all waste receptacles, sinks, tables and countertops	daily
Window ledges and tracks will be dusted and wiped	monthly
All metal surfaces, including push plates and kick plates will be cleaned and polished	monthly
Spot cleaning of ceramic tile grout	monthly
Clean the interior of all paper towel and soap dispensers	monthly

PROJECT WORK	FREQUENCY
Wash all walls in entrances, hallways and classrooms	1 time per year
Hard surfaces scrubbed and recoated (two coats)	2 times per year
Hard surfaces burnished	2 times per year
Hard surfaces stripped and refinished	1 time in 5 years
Hard surfaces spray buffed	1 time per month
Wash walls in offices	1 time per year
Extraction clean all carpets	1 time per year
Vacuum and clean all fabric furniture, wash all vinyl/plastic furniture	1 time per year
Wash all building outside perimeter windows	1 time per year
All interior glass unless otherwise specified	2 times per year
All supply, return and exhaust air diffuser grills will be vacuumed and washed	2 times per year
Clean and sanitize tables and chairs including tops and underneath surfaces, legs and arms including removing gum, etc.	2 times per year
Service rooms: Boiler, Electrical, Mechanical, communications rooms to be dusted, swept, and/or vacuumed.	1 time per year

Note: Not all areas will receive floor care at the frequencies noted and reductions may be made for low traffic areas and increase for high traffic areas.

APPA APPEARANCE LEVELS DEFINITIONS

Level 1 - Orderly Spotlessness

- Floors and base moldings shine and/or are bright and clean; colours are fresh. There is no buildup in corners or along walls
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Light all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 2 - Ordinary Tidiness

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days worth of dust, dirt, stains, or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation. Light all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 3 - Casual Inattention

- Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
- There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

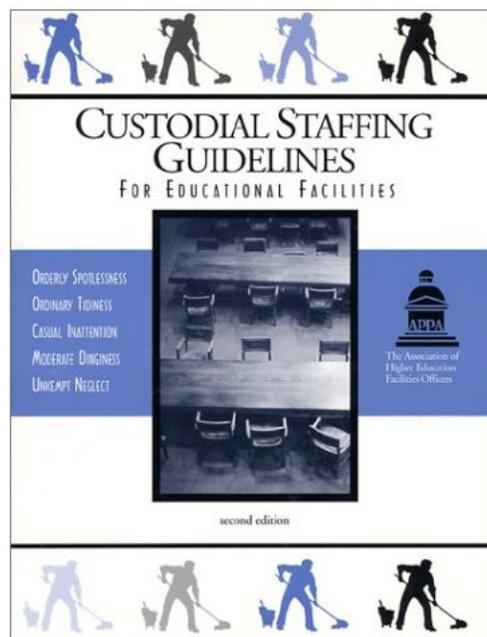
Level 4 - Moderate Dinginess

- Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.
- There is a dull path and/or obviously matted carpet in walking lanes. Base molding is dull and dingy with streaks or splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks. Lamp fixtures are dirty and some lamp (up to 5 percent) are burned out.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

Level 5 - Unkempt Neglect

- Floors and carpets are dull, dirty, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprint, all of which will be difficult to remove. Lack of attention is obvious.
- Light fixtures are dirty with dust balls and flies. Many lamps (more than 5 percent) are burned out.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

APPA Cleaning Standards



Initially published by APPA in 1992 and now in its second edition, *Custodial Staffing Guidelines* covers five levels of clean used to assess facility appearance. The guide includes information on such specialized facilities areas as dormitories, health care facilities, and more. Thirty-three room categories in all are covered by the APPA staffing guidelines. The *Custodial Staffing Guidelines* are based upon the feedback of hundreds of individuals and institutions and have been in use for over two decades by an ever-increasing number of institutions to validate staffing requirements at institutions in higher education as well as K-12, and to justify the need for custodial budgets.

APPA, is the association of choice serving educational facilities professionals. An international association dedicated to maintaining, protecting, and promoting the quality of educational facilities, APPA represents more than 1,500 learning institutions serving over 4,700 individuals.

LEED-EB – Leadership in Energy and Environmental Design for Existing Buildings.

LEED for Existing Buildings establishes a set of performance standards for the sustainable upgrades and operation of existing buildings. Institutions can earn up to two LEED points for using APPA's guidelines as part of the Quality Cleaning section of LEED's Operations and Maintenance guide to determine the appearance level of the facility.