



Policy Title: Housekeeping Policy

Date Established: Historical Policy

Office with Administrative Responsibility: Housing and Residence Life

Functionality Area: Facilities

Approver: James McGinlay, Residence Facilities Manager

Revision Date(s): October 2, 2024

Purpose

This policy outlines the expectations for housekeeping staff and the cleanliness within a resident's assigned room and shared space within a unit.

Scope of Policy

This policy pertains to all residents.

Definitions

The definitions below are specific to the development and maintenance of this policy:

1. "Common areas" are the spaces outside of an assigned room. This includes, but is not limited to, lounges, study rooms, hallways, kitchens and building lobbies.
2. "Assigned room" is the bedroom for a which a student is assigned.
3. "Shared space within a unit" refers to the living space within a contained unit or set of units that is shared by multiple residents. This could be a bathroom and/or kitchenette space.

Policy Statement

Custodial staff provide general cleaning of common areas, i.e. lounges, kitchens, washrooms, hallways and study rooms.

Residents are responsible for the cleanliness of their assigned room and shared space within a unit and shall maintain their assigned rooms and shared space within a unit in a manner which is sanitary and acceptable to their roommate(s) and Housing and Residence Life staff.

If at any time a room is determined to be extraordinarily dirty by a member of the Residence Services staff, the student will be responsible for cleaning the room within 2 days. If the room is not satisfactorily cleaned, it will be cleaned by housekeeping staff and the student's account will be charged for the associated costs.

Roles and Responsibilities

1. Residents are responsible for

- a. Maintaining and cleaning their assigned living space.
- 2. Housekeeping staff is responsible for:
 - a. Maintaining all common areas
 - b. As directed by Housing & Residence Life staff, cleaning resident assigned room and/shared space in unit
- 3. Housing & Residence Life Staff are responsible for:
 - a. Assessing cleanliness of resident living space as needed and during routine inspections
 - b. Providing notice to residents requiring their space to be cleaned
 - c. Following up on cleaning and assigning a housekeeper when necessary

Review by
Annually in July



Policy Title: Procedures for Implementing Policy on Housekeeping

Date Established: Historical Procedure

Office with Administrative Responsibility: Housing and Residence Life

Functionality Area: Facilities

Approver: James McGinlay, Residence Facilities Manager

Revision Date(s):

- October 2024

Scope

These procedures apply to the implementation of the Policy on Housekeeping.

Procedure

1. Housing & Residence Life staff, including student staff, other University employees (ex. Trades) or other residents may report a room for cleanliness issues to the Facilities Coordinator or the Residence Life Coordinators
2. When a report is received, the Facilities Coordinator (FC) will investigate the situation and determine whether the living space is unacceptable.
3. If unacceptable FC will inform the resident by email that the room must be cleaned and provide a deadline. If the FC is concerned that there may be mental health or other concerns, they will provide that information to the Residence Life Coordinator for follow up.
4. The FC will check the space after the deadline to determine whether it has been sufficiently cleaned.
5. If not sufficiently cleaned, the FC will make arrangements with Housekeeping for the room to be cleaned.
6. The FC will place the charge for the Housekeeping on the resident's account. Charge will not exceed the cost to the department for the cleaning.
7. For any mental health, or other concerns, the Residence Life Coordinator will schedule a meeting with the student to discuss the concerns and will support the resident as appropriate.