

Department	Language in Action	Implementation Date	15 th May 2026
Official name of the policy	Cleaning Services and Provisions Policy (v1.0)	Last Reviewed/Update Date	15 th May 2026
Policy Owner	Adam Ennis (Head of Juniors)	Approval Date	15 th May 2026
Policy Approver	Emiliano Sallustri (Managing Director ELT – Designated Safeguarding Lead)	Next Review	15 th May 2027

Cleaning Services and Provisions Policy

1. Purpose

This policy defines the minimum standards for cleaning services, linen provision, and ongoing hygiene in accommodation provided to students through university partnerships or approved accommodation providers. Consistent, high-quality cleaning practices support safe, hygienic living environments and a positive student experience.

2. Scope

This policy applies to: university-managed residential accommodation, purpose-built student accommodation (PBSA), partner-operated student residences, halls and flats, and short-stay or temporary accommodation used by Language in Action.

All accommodation partners must confirm that they are able to meet the standards stated in this policy before students are placed.

3. General Cleaning Services Requirements

Accommodation providers must ensure:

- All shared areas (corridors, common rooms, bathrooms, kitchens, laundry rooms, entrances) are cleaned regularly as part of a planned cleaning schedule.
- Cleaning schedules are clearly communicated (e.g., via noticeboards or internal systems).
- Waste is removed frequently and disposed of appropriately.
- Adequate ventilation and reasonable temperature control are maintained.

Recommended minimum cleaning frequency for shared areas (providers may exceed these frequencies depending on building size and occupancy levels):

Area	Minimum Standard
Communal bathrooms	Cleaned at least once per week, or more frequently in large residences, with spot cleaning if required
Communal kitchens	Cleaned at least once per week, with spot cleaning if required
Communal corridors & lobbies	Cleaned weekly, with spot cleaning if required
Reception / shared lounges	Cleaned weekly, with spot cleaning if required

4. Bedroom Standards

- Bedrooms must be thoroughly cleaned and inspected before a student arrives.
- Rooms must be free of personal belongings from previous occupants.
- Maintenance issues must be reported and resolved promptly.

Students are responsible for keeping their rooms in a reasonable condition during their stay, with support provided through access to cleaning equipment on request (e.g., vacuum cleaners) and clear expectations communicated at check-in.

5. Linen and Towel Provision Standards

5.1 Bed Linen

Where bed linen is provided as part of the accommodation package:

- Bed linen must be changed at least once every seven (7) days.
- Bed linen must be changed between every departure and new arrival, regardless of the length of the stay.
- All linen must be clean, in good repair, and free from stains.
- Linen includes: sheet(s), pillowcase(s), duvet cover or top sheet.

5.2 Towels

Where towels are provided as part of the accommodation package:

- Towels must be replaced at least once every seven (7) days.
- Towels should be replaced sooner if soiled or at the student's request.

5.3 Laundry Standards

- Linen and towels must be laundered with suitable detergent and dried thoroughly before reuse.
- Students must not be expected to use damp or visibly unclean linen.

6. Responsibilities

Stakeholder	Responsibilities
Accommodation Provider / University Partner	Deliver cleaning services as described; maintain cleaning schedules; ensure linen replacement timelines are met.
Language in Action	Share this policy with partners, ensure agreements are in place, monitor standards.
Students (supported by group leaders)	Maintain bedroom cleanliness; follow waste disposal guidelines; report issues promptly.

7. Monitoring and Compliance

Service standards may be reviewed through scheduled accommodation inspections, student feedback surveys, and reports received via welfare or support channels. If standards fall below requirements, corrective action will be requested and will form part of an annual review of provider suitability.