

WKU Building Services
Service Level Agreement

Building: Diddle Arena

Introduction and General Statement

1.01:

The Building Services Department has been established to provide custodial services in all University academic, general administrative, and maintenance facilities.

Purpose and Scope

2.01: This is a department within Facilities Management (DFM) which is responsible to the director through his designated manager. As in other major Universities, custodial standards have been developed at this University to define the elements and frequencies of work and to assign a measure of time allowed for the accomplishment of each step assigned in the task.

2.02: Although custodial standards from various sources may be close in agreement, they cannot be arbitrarily assigned. Therefore, WKU Building Services has established an on-site evaluation of each facility to be served by the unit. This study will be used to develop a Service Level Agreement (SLA). The SLA is subject to periodic review and adjustment as economic and staffing conditions dictate.

Procedures

3.01: The Building Services Department of DFM will perform services under the current standards as outlined above. These standards will be posted on the DFM web site as they are prepared and completed.

3.02: It is acknowledged that from time to time variations from the established standards will be desired. When variations are needed requiring additional services, the requesting department will be expected to pay the cost for the extra custodial services from its departmental budget or other funds under its control.

3.03: Conditions required for cleaning services to specific items or facilities are as follows. The major portion of custodial services will be provided on the 9 pm – 5pm shift, with some buildings receiving their custodial services on the 4am – Noon work schedule. (Refer to the specific building SLA for your normal custodial work schedules.)

Note: Periodic deep cleaning, or also known as project work, will sometimes require adjustments to our custodians' normal shifts in efforts to reduce and eliminate interruptions to the normal day to day operations of our customers.

- Emergency custodial services required during the day should be referred to the DFM Action Desk at extension 5-3253.
- Custodians will not be responsible for the protection of valuables or money left unsecured in unlocked desks, files, or in other security facilities.
- All used soft drink containers - especially those partially filled - should be emptied and placed in the regular trash, unless a plastics recycling container has been provided to your area for collection and disposal.
- Spills on upholstered furniture or carpets should be blotted up as soon as possible and reported to DFM Action Desk at extension 5-3253. When reporting, it will be important for the caller to provide the exact location of the spill and the type of substance spilled.
- Cleaning of desks, shelves, and table tops, within an office – that have personal items and / or paper work – will be the responsibility of the office occupant. Your BSA will clean 'around' personal items and will not move them. Note: Arrangements for custodial staff to complete the cleaning of office desks can be made. However, desks, table tops or shelves with personal items, will require the office occupant to remove all items from surfaces and to communicate to the Building Services Supervisor, Kevin Gutierrez via email to kevin.gutierrez@wku.edu in advance to arrange for communication to the appropriate Building Services team member.
- If an office occupant prefers that the Building Services team member do not enter or clean their office, they should provide an email to the Building Services Supervisor, Kevin Gutierrez, at kevin.gutierrez@wku.edu communicating this request. Note: If full services are requested NOT to be provided, trash and recycle collection will still be provided but these containers should be left outside door when desired.
- The tile floors of all services areas will be scheduled for regular, annual floor maintenance. This maintenance includes top scrubbing and resealing, or stripping and resealing floors. Areas that have heavy traffic will be spray buffed, as scheduling permits, to maintain an acceptable appearance.
- Custodial personnel will not empty or handle any chemically treated waste, research waste, radioactive waste, medical waste, kitchen waste, animal matter, or fully or partially filled chemical containers. It is the department's responsibility to ensure that these waste materials are removed by contacting Environment Health and Safety.

Custodial services for most buildings are funded by WKU DFM. Within funds available, a uniform level of service is provided.

Additional cleaning services can be provided on a recharge basis to the requesting department. This will include custodial services for pre event and after event cleaning services required for use of any WKU facility by an outside entity (baseball complex, etc.).

Custodial services for buildings that are not funded through DFM are provided by agreement (MOU). Please contact the Building Services Manager, Judy Blankenship via email to judy.blankenship@wku.edu for information about regular services for these buildings.

Description of Services

Below is the list of types of cleaning services provided by the Building Services unit, with a brief explanation of each.

4.01: Routine Services

Trash Collection: The Building Services team member will collect regular trash daily – or as needed. Note: Please respect your Building Services' team member's safety and discard sharp materials and / or needles appropriately. Contact Environmental Health and Safety for proper disposal and collection; unless disposed of in a sharps approved collection container.

Recycle Collection: The Building Services team member will collect recycle materials from designated recycle locations on a rotation basis according to the communicated recycling collection schedule, or as needed. Note: Each building and/or department will have specific locations for office staff and students to deposit acceptable recycle materials. The Building Services staff will not be responsible to 'separate' regular trash from recycle materials. Containers that have both items deposited in them will be collected and discarded as regular trash. In addition, it is the customer's responsibility to break down all cardboard boxes and place them in the designated area within their office area for the BSA to take down to the outside collection site.

Dusting: The Building Services team member will dust all furniture, table tops and flat surfaces within public spaces thoroughly, once a week, based on their rotation schedule for detail cleaning.

Note: Cleaning of desks, shelves, and table tops, within an office – that have personal items and / or paper work – will be the responsibility of the office occupant. Your BSA will clean 'around' personal items and will not move them. Arrangements for custodial staff to complete the cleaning of office desks can be made. However, desks, table tops or shelves with personal items, will require the office occupant to remove all items from surfaces and to communicate to the Building Services Supervisor, Kevin Gutierrez via email to kevin.gutierrez@wku.edu in advance to arrange for communication to the appropriate Building Services team member.

Sweeping: The Building Services team member will thoroughly sweep required hard floor surfaces as needed.

Dust Mopping: The Building Services team member will thoroughly dust mop all hard floor surfaces as needed.

Spot Vacuuming: The Building Services team members should spot vacuum every day; thorough vacuuming of entire spaces/areas will be on a once per week basis, or as needed.

Spot Mopping: The Building Services team member will spot mop for spills and or spots as needed on a daily basis.

Carpet Spotting: Building Services team members will carefully check for carpet spots daily and treat as needed. Note: To improve the appearance of carpets and to provide a better chance for complete removal, Building occupants should attempt to blot any spills on carpets immediately and notify DFM Action Desk at extension 5-3253 of the location and type of spill.

Complete Vacuuming: Building Services team members will thoroughly vacuum the entire carpeted areas – including corners and edges – on a weekly basis, or as needed.

Complete Mopping: Building Services team members will thoroughly mop all hard floor surfaces entirely on a weekly basis, or as needed. Note: Auto Scrubber machines may be used in some locations instead of mop buckets and standard mopping practices. Locations with auto scrubbers will receive thorough cleaning of hard floors on a daily basis, or as specific location's schedules allow.

Glass and wall cleaning: Building Services team members will provide daily spotting of glass and all wall surfaces. Thorough cleaning of glass surfaces will be provided on a weekly basis. Low and high dusting: Building Services team members will provide both low and high dusting of approved services in all public spaces (stairwells, lobbies, restrooms, corridors, classrooms, entrances, and elevators) on a weekly basis – or as needed.

Restroom and Locker Room cleaning: Building Services team members will provide thorough disinfecting cleaning of all surfaces in restrooms on a daily basis. Note: Paper and soap products will be monitored daily and replenished as needed; partial products will not be removed unless there is only one dispenser in the specific restroom.

**Energy Conservation and Security Measures: After cleaning a space, the Building Services team members will turn out all lights, lock and ensure the door is closed. In addition, our team members will monitor spaces that are found unoccupied with lights on and unsecured, and will secure these areas and turn off all lights. Note: Faculty, staff, and students are encouraged to be individually attentive and responsible to follow this same procedure when leaving an area.

4.02: Project Cleaning

Note: Project Services are focused on all public areas and departmental head, Vice Present and President's office type spaces. All faculty staff offices will receive detail cleaning / project type services as noted below on a request basis – according to time availability.

Light fixtures and vent cleaning: The Building Services team members will thoroughly clean all light fixtures and vents on an annual basis, or as needed.

Complete Wall Washing: Thorough cleaning of complete wall surfaces to be performed on an annual basis, or as needed. This is typically performed during the summer and/or winter sessions.

Window and Blind Washing: The Building Services team will thoroughly clean all interior and exterior windows - which allow for safe access - on an annual basis. Note: Windows requiring special lift machinery and scaffolding will be cleaned by an outside contractor and will be dictated by budget and scheduling constraints and limitations.

Burnishing / Buffing Floors: This task is designed to improve durability and luster of waxed surfaces. The Building Services team members will burnish / buff tile floors in corridors, lobbies and entrances on a bi-monthly or monthly basis. This completion of this task can be affected by available staffing, and specific schedules of events in the building.

Carpet Bonneting: This task is designed to provide maintenance and remove top layer soil from the surface of the carpet. The Building Services team members will perform this task on an as needed basis, or annually in conjunction with the extraction of carpet.

Carpet Extraction: This task is designed to provide the deep cleaning of carpet. Since this task requires drying time, it can be performed on an adjusted PM work schedule. This is scheduled on an annual basis, or in cases of removal of water due to pipe / roof leaks, or due to other flooded areas.

Top Scrubbing: This task is designed to refurbish waxed surfaces and to reduce the cost of labor and supplies associated with stripping floors. This task removes the first few layers of wax, avoiding the complete removal of wax – down to the tile. The Building Services team members will perform this task on an annual, or as needed basis; typically on a schedule of consecutive 3 years. Note: This task can be performed during an adjusted PM schedule to eliminate and reduce interruption to our customer's day to day operations.

Terrazzo Floor Protection / Recoat: This process requires the removal of all finish on the terrazzo and the application of a stone protectant product being applied to the terrazzo, which repeated burnishing of the floors on a periodic basis. Note: This process is an exciting, 'green' service offered within our unit, and is being implemented in facilities across campus as time allows.

Stripping Floors: This task is designed to remove all wax down to the tile. This is typically performed after 3 years of top scrubbing these surfaces. The Building Services team members will perform this task on an annual basis, or as needed. Note: This particular task is performed only in very limited areas and only when top-scrubbing, or procedures using the Boost floor removal equipment will not provide the needed removal of all floor finish.

Wax application: Provides protection and luster to tiled surfaces. The Building Services team members will provide this service on an annual basis, or as needed.

5.01: Types of Spaces / Frequency of Services

Specific Tasks	Offices Conference Rooms	Classrooms Labs	Stairwells, Lobbies, Corridors, Entrances and Elevators	Restrooms Locker Rooms	Arena Seating Area	Luxury Suites	Gym Floors
Police Floors / Areas	Daily	Daily	Daily	Daily	Daily	Daily	Daily
Trash Collection	As Needed	As Needed	As Needed	As Needed	As Needed	Before, during and after events	Daily
Recycle Collection	2 X Weekly	2 X Weekly	NA	NA	NA	NA	NA
Empty Pencil Sharpeners	Daily	Daily	NA	NA	NA	NA	NA
Spot Clean Desks, Tables and other surfaces	Daily	Daily	Daily	Daily	Daily	Weekly, or as needed for events	Daily
Spot Clean Glass	Daily	Daily	Daily	Daily	NA	Weekly, or as needed for events	NA
Spot Clean Walls and Doors	Daily	Daily	Daily	Daily	Daily	Weekly	NA
Remove Graffiti	Daily	Daily	Daily	Daily	Daily	Weekly, or as needed for events	Daily
Straighten Furniture	Daily	Daily	Daily where needed	Daily	NA	Weekly, or as needed for events	NA
Clean Boards	As Requested	As Requested	NA	As Requested	NA	NA	NA
Flush Floor Drains	NA	NA	NA	1 X Weekly As Needed	NA	NA	NA
Clean Drinking fountains	Daily	Daily	Daily	Daily	NA	NA	NA
Clean mirrors and partitions	NA	NA	NA	Daily	NA	Weekly, or as needed for events	NA
Clean / disinfect all fixtures	NA	NA	NA	Daily	NA	Weekly, or as needed for events	NA
Replenish Paper and Soap	NA	NA	NA	Daily as needed	NA	NA	NA
Detail Dust High and Low	Weekly	Weekly	Weekly	Daily	Weekly	Weekly, or as needed for events	Weekly
Sweep / Dust Mop	Daily	Daily	Daily	Daily	Daily	Weekly, or as needed for events	Daily
Specific Tasks	Offices Conference Rooms	Classrooms Labs	Stairwells, Lobbies, Corridors, Entrances and Elevators	Restrooms Locker Rooms	Arena Seating Area	Luxury Suites	Gym Floors
Spot Mop	Daily	Daily	Daily	Daily	Daily	NA	Daily
Spot Vacuum	Daily	Daily	Daily	NA	NA	NA	NA
Carpet Spotting	Daily	Daily	Daily	NA	NA	NA	NA

Auto Scrub / Mop	Weekly	Weekly	Weekly	Daily	Weekly	NA	Weekly
Detail Vacuum	Weekly	Weekly	Weekly	NA	NA	Weekly, or as needed for events	NA
Clean Light fixture and vents	Quarterly or as needed	Quarterly or as needed	Quarterly or as needed	Bi Weekly	NA	Quarterly or as needed	NA
Disinfect phone, door knob, light switch and face plate	Daily	Daily	Daily	Daily	Daily	Pre Event and After Event	NA
Clean trash and recycle collection containers	Monthly or as needed	Monthly or as needed	Monthly or as needed	As Needed	As Needed	Pre Event and After Event	NA
Complete Wall Washing	Annually as requested by occupant	Annually	Annually	Monthly	NA	Annually	NA
Clean Interior Windows (Those safely accessed)	Bi-Annually	Bi-Annually	Bi-Annually	NA	NA	NA	NA
Clean Exterior Windows (Those safely accessed)	Bi-Annually	Bi-Annually	Bi-Annually	NA	NA	NA	NA
Refinish Floors	Annually	Annually	Annually	As Needed	As Needed or Requested	NA	NA Done by outside contractor
Carpet Bonneting and Extraction	Annually as requested by occupant	Annually	Annually	Annually or as needed	NA	Annually or as needed	NA
Snow / Ice Removal Distribute Salt	NA	NA	Entrances as needed	NA	NA	NA	NA

Changes to Frequency of Services

From time to time, it may be necessary for either the client or the Building Services unit to require a change of frequency in one or more areas. These changes need to be closely controlled and communicated. It is recommended that any change requests from the client be submitted in advance with explanations and anticipated length of requested change to the Building Services Manager, Judy Blankenship, via email to judy.blankenship@wku.edu.

WKU Building Services Cleaning Standards

Your Building Services Team Members are dedicated to providing the highest quality of services possible, to you our valued customer. We will strive to provide safe, clean spaces for each of you who work on, live at, or visit our campus.

We believe it is our duty to be positive role models everyday for everyone we come in contact with to enrich their personal memories of WKU. We strive to maintain an individual pride in our daily contributions to enhance the University's success and global standing. Furthermore, we believe that if we are actively proactive in our efforts, we can insure quality customer service in all buildings across this great campus.

WKU Building Services strive to provide and maintain cleaning services at the APPA cleaning standard of Level 2 (Level B). Below outlines these APPA cleaning standards:

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

APPA Level 3 (Level C)

It is possible that at times, concerns with budget reductions or staffing levels could affect the level of cleaning provided. Below is the APPA standard of cleaning level that reflects budget cuts or related staffing problems. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness. Building Services team member's focus will remain at Level 2 standard for all public spaces.

- 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 traffic areas. There can be streaks or splashes on base moldings.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints.
- Trash containers and pencil sharpeners hold only daily waste, but are clean and odor-free.

Note: During times of extremely low staff levels (due to absent workers and /or vacancies within our unit), focus will be placed on servicing public areas first. Individual faculty staff office spaces could receive little or no services – or be restricted to trash collection only for that particular day / night.

Diddle Arena Building Services Team Members and Work Schedules

Team Member	Assigned Work Schedule
Supervisor, Kevin Gutierrez	10:45p – 7:15a (Sun – Thurs)
Steve Reynolds, Team Leader	9p – 5a (Sun – Thurs)
Susan Beaman, BSA	9p – 5a (Sun – Thurs)
Brian Ausbrooks, BSA	9p – 5a (Sun – Thurs)
Allen Sanders, BSA	9p – 5a (Sun – Thurs)
Debbie Scruggs, BSA	9p – 5a (Sun – Thurs)
Greg Stuart, BSA	9p – 5a (Sun – Thurs)
Amber Duke, BSA	9p – 5a (Sun – Thurs)

Portering Services: These are policing services that are provided to Academic facilities and some event type locations – public areas such as restrooms, lobbies, corridors, stairwells, etc. are the ‘focus’ areas. This facility will receive weekend porter services on Saturday and Sunday, according to availability of staff and other University needs.

Note: Adjustments to work schedules can be made to accommodate customer requests, pre event cleaning needs, or detail project work completion. Customer requests for work schedule changes should be communicated via email to the Building Services Supervisor, Kevin Gutierrez at kevin.gutierrez@wku.edu. Advance notice is appreciated.



For questions or concerns about this SLA, please contact the Building Services Manager, Judy Blankenship, via email at judy.blankenship@wku.edu.

Cc: *Craig Biggs*
Les Forsythe