

Dear Colleagues and Students,

As part of our ongoing commitment to providing a safe, welcoming and well-maintained campus environment, Estates and Facilities is undertaking a review of our Campus Services operating model across the University estate.

As an immediate consequence of financial pressures and changes to available resources, adjustments to cleaning service levels are now required. These changes represent the first stage of a wider review and may be refined further as we continue to assess how best to meet the needs of our students, staff and stakeholders whilst operating within available resources.

From the start of the new academic year, we will begin implementing changes to cleaning service delivery across the academic areas of the Mile End, Whitechapel and Charterhouse Square campuses.

What is changing?

Cleaning frequencies will reduce across a number of buildings and spaces. Existing cleaning shift times and the current allocation of buildings between shifts will broadly remain unchanged. However, the level and frequency of cleaning that can be delivered within the available resources will change.

The principal changes are:

- Washrooms and associated welfare facilities will continue to receive regular cleaning and replenishment.
- Waste collection will continue to be maintained as an essential service.
- The routine cleaning frequency for teaching and learning spaces will generally reduce from five times to three times per week.
- The routine cleaning frequency for student-facing and high-footfall communal areas will also generally reduce to three times per week.
- Routine scheduled office cleaning will cease. Building users will be expected to keep individual workspaces clear and dispose of waste at designated central waste and recycling points. Urgent hygiene issues can continue to be reported through Planon.
- Cleaning arrangements for laboratories and specialist spaces will change. Routine cleaning will cease in some areas, with limited cleaning retained where an agreed minimum level of input is required for safety or essential operational reasons. Affected Schools and Institutes will be contacted directly to confirm the revised arrangements and clarify local responsibilities.

- Requests for additional or reactive cleaning will continue to be assessed and prioritised within the resources available.

Specific arrangements may vary by building, campus and space type. Further information will be shared with affected Schools, Institutes and Professional Services teams where local arrangements or additional responsibilities will be required.

Why are we making these changes?

Like many organisations across the higher education sector, the University continues to operate within a challenging financial environment.

Given the resources available, we must prioritise essential services and focus cleaning provision on the areas of greatest operational need. In doing so, we will remain mindful of the student experience and the needs of those who study, work and visit our campuses.

These immediate changes are being introduced while we undertake a broader review of the Campus Services operating model. This wider review will consider how services can be delivered more efficiently and effectively in the future, while remaining mindful of operational requirements and the student experience.

What does this mean for building users?

Building users should expect reduced cleaning frequencies across teaching, communal and circulation spaces. Routine scheduled office cleaning will cease, and cleaning arrangements for laboratories and specialist spaces will change. Reactive requests will be assessed according to urgency, safety, operational need and the resources available.

As a result, building users may notice a difference in cleanliness between scheduled visits. We therefore ask everyone to help maintain their immediate working and shared environments, particularly by keeping spaces clear, disposing of waste appropriately and leaving shared facilities ready for the next user.

Working Together

Maintaining a positive campus environment is a shared responsibility. As cleaning services change, the support of our staff, students and visitors will become increasingly important.

As services evolve, we ask all staff, students and visitors to support the University's "Leave It As You Found It" approach by:

- Keeping desks, offices and workspaces clear and tidy.
- Disposing of waste in the appropriate central waste and recycling points.
- Removing food, packaging and personal items from shared spaces.
- Leaving teaching rooms and communal facilities ready for the next user.
- Ensuring laboratory and specialist-space users follow agreed local housekeeping arrangements.
- Reporting spillages, hygiene concerns or other urgent cleaning issues through Planon.

Small actions from all members of our community can make a meaningful difference to the overall campus environment.

Looking Ahead

These changes represent the first stage of a broader review of Campus Services across the University estate.

As the review progresses, we will continue to explore how services can be delivered more efficiently and effectively, how available resources can best support priority requirements, and how the University can balance operational needs, stakeholder expectations and the student experience.

Service frequencies, priorities and delivery arrangements may need to be refined further as the future Campus Services operating model develops.

Thank you for your understanding, cooperation and continued support.

Estates & Facilities Directorate

Campus Services Team

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