

Office cleaning

Sample site-specific cleaning specification

Fictional premises and quantities. A sample specification, not a quotation or an agreed contract scope. Review each line item against the actual premises before use.

1. Premises and quantities

Office and administration building A · 1,000 m² · 48 workstations. Scope covers the specified offices, meeting rooms and supporting areas. The supporting shared and service areas are expressly included; offices are specified separately from the supporting room groups.

Entrance and reception: 50 m² · porcelain tiles including 10 m² textile entrance matting

Individual and shared offices: 480 m² · 480 m² carpet tiles

Meeting and training rooms: 100 m² · 24 seats

Kitchenettes: 30 m² · 30 m² porcelain tiles

Washrooms: 50 m² · 6 toilets, 2 urinals, 6 washbasins

Corridors and circulation areas: 140 m² · no external areas

Stairwell: 70 m² · resilient flooring

Lift car: 5 m² · stainless steel finishes and lift-car mirror

Staff rest areas: 45 m² · no kitchen

Stores and ancillary rooms: 30 m² · no server or plant rooms

2. Item structure and scheduling

Group 1.0 identifies an area; 1.1 is its first individual item. Each item states the surface, task, method and frequency/stage. Quantities define premises scope, not universal time or price allowances.

5×/week: Monday-Friday; 3×/week: Monday/Wednesday/Friday; 2×/week: Tuesday/Thursday; 1×/week: Friday. Monthly work: last regular Friday; quarterly work: last regular Friday in March/June/September/December. Only frequencies actually used in this specification apply. Agree replacement dates within the relevant period.

3. Requirements before commissioning

Confirm room/component schedule, measurements, materials, existing damage, agreed items, access, service times and contact. Agree water/power, storage, supplies and waste/wastewater routes. Special items not agreed do not automatically form part of the job.

1.0 Entrance and reception

Ground floor · 50 m² · porcelain tiles including 10 m² textile entrance matting

Item	Cleaning item	Task / method / scope	Frequency / stage
1.1	Entrance matting	Thoroughly vacuum textile mats and fixed entrance matting, including accessible transitions. Mat washing is excluded.	5× / week
1.2	Hard floor	Remove loose debris; wet-mop porcelain tiles, recover the soiled solution and allow to dry. Remove tracked-in residues that routine cleaning can remove.	5× / week
1.3	Reception counter	Damp-clean cleared worktops, shelves and accessible fronts; finish as appropriate to the surface. Leave documents and reception equipment in place.	5× / week
1.4	Handles and controls	Damp-wipe handles, push plates and accessible controls to remove finger marks. Clean electrical fittings externally without liquid ingress.	5× / week
1.5	Entrance-door glazing	Spot-clean finger marks on both accessible sides and finish the glass. Full window and frame cleaning is a separate scope.	5× / week
1.6	Waste bins	Transfer sorted contents to agreed collection containers. Replace soiled or damaged liners and damp-clean bin exteriors.	5× / week

2.0 Individual and shared offices

Ground / first floor · 12 offices, 48 workstations · 480 m² carpet tiles

Item	Cleaning item	Task / method / scope	Frequency / stage
2.1	Carpet flooring	Vacuum carpet tiles throughout accessible areas and edges. Clean beneath easily movable visitor chairs; desks remain in place.	3× / week
2.2	Desk surfaces	Damp-clean cleared desktops using a compatible method and finish the surface. Do not move papers, personal belongings or connected equipment.	2× / week
2.3	Sideboards and shelves	Remove dust or damp-clean clear horizontal surfaces up to 1.80 m. Treat open shelves only where cleared by users.	1× / week
2.4	Waste and recycling	Empty paper and general waste bins under the agreed sorting arrangements. Remove loose residues; confidential documents remain in secure containers.	5× / week

2.0 Individual and shared offices

Ground / first floor · 12 offices, 48 workstations · 480 m² carpet tiles

Item	Cleaning item	Task / method / scope	Frequency / stage
2.5	Door handles and switches	Damp-wipe accessible handles and switch exteriors. Do not spray directly or open electrical fittings.	3× / week
2.6	Clear window sills	Dust or damp-clean cleared internal sills up to 1.80 m. Users clear plants and ornaments beforehand.	1× / week
2.7	Chairs and bases	Damp-clean accessible hard armrests, frames and chair bases. Vacuum textile upholstery only if approved; stain treatment is excluded.	1× / week
2.8	Telephones and equipment	Wipe only approved telephone housings with a suitable lightly dampened cloth. Screens, keyboards and equipment interiors are excluded.	1× / week

3.0 Meeting and training rooms

Ground / first floor · 2 rooms · 100 m² carpet tiles · 24 seats

Item	Cleaning item	Task / method / scope	Frequency / stage
3.1	Carpet flooring	Vacuum the entire accessible floor and edges, including beneath movable chairs. Return chairs to an orderly arrangement.	3× / week
3.2	Meeting tables	Damp-clean clear tops and accessible edges. Remove drink rings and finger marks where routine cleaning can release them.	3× / week
3.3	Chairs	Damp-clean hard seats, backs and armrests with a compatible method; vacuum textile surfaces only where suitable. Leave loose belongings untouched.	1× / week
3.4	Waste bins	Empty specified bins, replace liners as needed and damp-clean visible external soiling. Maintain waste separation.	5× / week
3.5	Handles and switches	Damp-clean accessible touchpoints using methods compatible with sensitive finishes and electrical fittings.	3× / week
3.6	Clear shelves	Dust or damp-clean clear sideboard tops and internal sills up to 1.80 m. Media equipment and presentation surfaces are excluded.	1× / week

4.0 Kitchenettes

Ground / first floor · 2 staff kitchenettes, no commercial food preparation · 30 m² porcelain tiles

Item	Cleaning item	Task / method / scope	Frequency / stage
4.1	Floor surfaces	Remove loose debris and wet-mop the floor, including accessible areas beneath tables. Recover soiled solution and allow safe drying.	5× / week
4.2	Worktops	Damp-clean cleared worktops and the working-area splashback. Remove product residues from food-contact surfaces as directed by the product instructions.	5× / week
4.3	Sink and tap	Clean the bowl, drainer, accessible drain area and tap using compatible products. Remove product residues and finish the tap.	5× / week
4.4	Cupboard fronts and handles	Damp-clean accessible exteriors to remove routine grease and finger marks. Cupboard interiors and dishwashing are excluded.	2× / week
4.5	Waste bins	Empty general, organic and packaging waste under the existing sorting system. Replace liners and damp-clean lids and exteriors.	5× / week
4.6	Appliance exteriors	Clean approved fridge, microwave and dishwasher fronts externally. Interior cleaning, operation and maintenance are excluded.	2× / week
4.7	Doors and touchpoints	Damp-wipe handles, push plates and switch exteriors. Do not move kitchen utensils or dispose of personal food.	5× / week

5.0 Washrooms

Ground / first floor · 4 washrooms · 50 m² porcelain tiles · 6 toilets, 2 urinals, 6 washbasins

Item	Cleaning item	Task / method / scope	Frequency / stage
5.1	Toilet bowls and seats	Clean bowl interiors including accessible rims, bowl exteriors, seats and lids. Keep internal and external cleaning operations hygienically separate.	5× / week
5.2	Urinals	Clean bowls internally and externally and accessible flushing fittings. Treat strainers only if approved; technical dismantling is excluded.	5× / week
5.3	Washbasins	Clean bowls, overflow openings, accessible drain areas and adjacent ledges. Remove soap and water-soluble residues and remove cleaning product residues.	5× / week

5.0 Washrooms

Ground / first floor · 4 washrooms · 50 m² porcelain tiles · 6 toilets, 2 urinals, 6 washbasins

Item	Cleaning item	Task / method / scope	Frequency / stage
5.4	Taps	Clean taps and operating parts gently, remove product residues and finish. Check compatibility with chrome and other coatings.	5x / week
5.5	Mirrors	Clean and finish the entire mirror with a suitable method. Remove avoidable splashes, finger marks and streaks.	5x / week
5.6	Touchpoints	Damp-clean handles, latches, push plates and dispenser controls. Use cloths separate from toilet and urinal cleaning.	5x / week
5.7	Partitions and doors	Spot-clean accessible finger marks and splashes on partitions and doors. Full surface cleaning is additional under item 11.3.	5x / week
5.8	Splash-zone tiles	Damp-clean visible soap and splash residues on accessible tiles around basins and sanitary fixtures. Full wall deep cleaning is excluded.	5x / week
5.9	Floor surfaces	Remove loose debris; wet-mop with separate washroom textiles and recover soiled solution. Include accessible edges and areas behind toilet bowls.	5x / week
5.10	Hygiene and general waste	Empty specified bins or replace sealed liners; clean exteriors. Exchange of sealed third-party service units is excluded.	5x / week
5.11	Consumables	Check and replenish soap, hand towels and toilet paper from stock supplied on site. Report shortages; procurement is separately agreed.	5x / week
5.12	Toilet brushes and holders	Clean holders and external supports. Treat brushes under the agreed hygiene routine; report damaged or worn equipment.	5x / week

6.0 Corridors and circulation areas

Ground / first floor · 140 m² LVT · no external areas

Item	Cleaning item	Task / method / scope	Frequency / stage
6.1	Floor surfaces	Remove loose dirt with a dust-binding method; wet-mop LVT and recover soiled solution. Match product and moisture level to the floor.	5x / week

6.0 Corridors and circulation areas

Ground / first floor · 140 m² LVT · no external areas

Item	Cleaning item	Task / method / scope	Frequency / stage
6.2	Touchpoints	Damp-clean accessible handles and control panels on through-doors. Do not spray electrical components directly.	5× / week
6.3	Waste bins	Empty specified bins and take waste to the agreed collection point. Damp-clean visible exterior soiling as needed.	5× / week
6.4	Seats and shelves	Dust or damp-clean clear hard benches and accessible shelves up to 1.80 m. Vacuum upholstered fittings only if approved.	1× / week
6.5	Internal door glazing	Spot-clean finger marks on both accessible sides and finish. Full glass cleaning requires a separate agreement.	3× / week
6.6	Door surfaces	Spot-clean finger marks from accessible door leaves. Report defects in doors or closers; functional testing and maintenance are excluded.	1× / week

7.0 Stairwell

One stairwell, ground / first floor · 70 m² steps and landings · resilient flooring

Item	Cleaning item	Task / method / scope	Frequency / stage
7.1	Steps and landings	Remove loose debris; wet-mop treads and accessible edges using a material-compatible method. Work in sections and maintain safe passage.	2× / week
7.2	Handrails	Damp-clean accessible handrails along the agreed run. Remove finger marks while protecting sensitive coatings.	3× / week
7.3	Balustrades	Damp-clean accessible solid infill panels and posts. This sample has no glass infill; elevated surfaces are covered under item 11.7.	1× / week
7.4	Doors and handles	Damp-wipe handles and push plates; spot-clean accessible finger marks on door leaves. Fire-door maintenance is excluded.	3× / week
7.5	Internal window sills	Damp-clean clear internal sills safely accessible from the working level. Do not stand in stairwell voids or near unprotected edges.	1× / week

8.0 Lift car

One passenger lift · 5 m² LVT · stainless steel finishes and lift-car mirror

Item	Cleaning item	Task / method / scope	Frequency / stage
8.1	Lift-car floor	Remove loose dirt; wet-mop and recover liquid. Prevent liquid entering door tracks, gaps or electrical components.	5× / week
8.2	Controls and handrail	Wipe buttons, grip areas and handrail externally with a suitable lightly dampened cloth. Do not spray the control panel directly.	5× / week
8.3	Lift-car walls and doors	Gently clean accessible stainless steel and coated exteriors. Remove avoidable finger marks; shaft, machinery and maintenance areas are excluded.	3× / week
8.4	Lift-car glass	Clean and finish the mirror and internal lift-car glass. Agree release and lift availability with the site contact.	3× / week

9.0 Staff rest areas

Ground / first floor · 2 rooms · 45 m² LVT · no kitchen

Item	Cleaning item	Task / method / scope	Frequency / stage
9.1	Floor surfaces	Remove loose dirt; wet-mop accessible flooring using a compatible method and recover soiled solution. Briefly move and replace loose chairs.	3× / week
9.2	Tables and seats	Damp-clean cleared tabletops and hard seat surfaces and finish appropriately. Do not move personal belongings.	3× / week
9.3	Waste bins	Empty specified bins under the agreed sorting system; replace liners and damp-clean visible exterior soiling.	5× / week
9.4	Clear shelves	Dust or damp-clean clear sideboard tops and internal sills up to 1.80 m. Do not empty shelves.	1× / week
9.5	Handles and switches	Damp-clean finger marks from accessible handles and switch exteriors. Protect electrical fittings from liquid ingress.	3× / week

10.0 Stores and ancillary rooms

Ground / first floor · 2 rooms · 30 m² PVC · no server or plant rooms

Item	Cleaning item	Task / method / scope	Frequency / stage
10.1	Floor surfaces	Vacuum clear accessible floors and wet-mop with a material-compatible method. Do not move stock or filled shelving.	1× / week
10.2	Clear shelving	Dust or damp-clean cleared, accessible shelf sections up to 1.80 m. Cleaning inventory or goods is excluded.	1× / month
10.3	Door and handle	Damp-wipe the handle and spot-clean accessible finger marks on the door leaf. Agree access to locked rooms with the contact.	1× / week
10.4	Waste bins	Empty specified bins and take waste to the agreed collection point. Bulky waste, large packaging volumes and hazardous materials are excluded.	1× / week

11.0 Periodic supplementary work

Supplement to the specified room groups; no double-counting of routine items

Item	Cleaning item	Task / method / scope	Frequency / stage
11.1	Skirting and edges	Groups 1-4 and 6-10: damp-clean accessible skirting and fixed floor edges. Moving furniture beyond the agreed handling scope is excluded.	1× / month
11.2	Door leaves and frames	Groups 1-4 and 6-10: damp-clean entire accessible door leaves and frames with material-compatible methods.	1× / month
11.3	Washroom partitions	Group 5: damp-clean accessible door and partition surfaces throughout. Use separate washroom textiles.	1× / month
11.4	Radiator exteriors	Groups 1-4, 6, 9 and 10: remove dust from accessible exteriors and grilles. Dismantling and internal cleaning are excluded.	1× / month
11.5	Bin interiors	Groups 1-6, 9 and 10: clean empty bins inside and outside, dry and fit the specified liners.	1× / month
11.6	Furniture fronts	Groups 2, 3, 9 and 10: damp-clean accessible cupboard and sideboard fronts using compatible methods. Interiors are excluded.	1× / month
11.7	Elevated surfaces	Groups 1-10: remove cobwebs and loose dust from specified surfaces between 1.80 and 2.50 m using suitable equipment. Agree safe access first.	1× / quarter

11.0 Periodic supplementary work

Supplement to the specified room groups; no double-counting of routine items

Item	Cleaning item	Task / method / scope	Frequency / stage
11.8	Limescale deposits	Groups 4 and 5: remove soluble limescale from approved sanitary fixtures using compatible products. Check product and joint compatibility first.	1× / week

Execution principles and scope limits

Materials and methods: Check flooring, coatings, manufacturer guidance and pre-existing damage first. Select compatible products and mechanical action; assess uncertain surfaces on an approved trial area.

Access and safety: Release work areas, agree suitable access and equipment, mark wet floors and maintain escape routes. Record key control, alarm arrangements and restricted times in the premises plan.

Limitations: Cleaning does not repair scratches, chemical damage, material defects or permanent discolouration. Record inaccessible surfaces and agree additional work separately.

Scope limits: Full window/frame cleaning, deep cleaning, coatings, carpet spray extraction, appliance interiors and technical systems are excluded. Elevated surfaces are limited to the separate item up to 2.50 m with approved access.

Hygiene and supplies: Keep toilet/urinal cloths, other washroom cloths and kitchen/furniture cloths separate. No blanket disinfection service. Paper and soap come from supplied stock; agree procurement and special waste handling separately.

Quality checks and completion record

Carry out a self-check after each visit; a documented monthly supervisor inspection is assumed for this sample. Record room ID, item, date, finding and action. After each due task, floors should be free of avoidable loose debris, approved surfaces of avoidable dust and finger marks, and mirrors of avoidable streaks. Account for pre-existing damage and intensive work outside the agreed scope.

Adapting to actual premises

Do not confirm obstructed tasks as completed without verification. Agree changes by version and item number; separately define extra work, repeats and supplies. Derive work planning and any quotation from the agreed item list. Prices, term and other contract conditions are agreed separately.