



Okehampton Town Council

**Specification for the Cleaning of Public Toilets at Fairplace and Market Street,  
Okehampton  
1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2025**

Okehampton Town Council invites expressions of interest and quotations for the cleaning of the public toilets at Fairplace and in Market Street, Okehampton. The quotes must include all labour, transport, materials, supplies and any other costs.

The contract will be let, initially on a three month trial period and be subject to satisfactory performance during that period.

Market Street public toilets are leased from WDBC and inclusion of them within this contract is subject to renewal of the lease.

**Fairplace**

The facility comprises of a storage cupboard/room with access to water and electricity; 2 female toilets, 2 male toilets, a disability toilet and unisex/baby changing toilet. Access to all toilets is by way of individual external doors.

This facility is owned and managed by Okehampton Town Council and the contract is for a three year period – 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2025.

**Market Street**

The facility comprises of a storage cupboard/room with access to water and electricity; 3 unisex toilets, a disability toilet and a family/baby changing toilet. Access to all toilets is by way of individual external doors.

This facility is managed by Okehampton Town Council and the contract is for a three year period – 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2025, subject to renewal of the lease.

**COVID19**

In addition to the requirements set out below, the Contractor must make all additional requirements required in relation to the cleaning of public toilets as set out in Government and any other legislation, including personal health and safety steps and ensure that of the public and facility users.

COVID19 specific risk assessments and method statements must be provided and costs must include all additional time, cleaning materials and PPE equipment that may be needed in order to comply with current legislation.

The Contractor must keep up to date with the legislation and requirements and make changes as necessary during the period of the contract.

**Minimum Cleaning Frequency**

The cleaning of public toilets is a high priority, they are conspicuous facilities and very much in the public eye. A high standard of service and skill is therefore required of the Contractor.

It is imperative that following each cleaning visit the Contractor ensures that the facility is left in the required standard of cleanliness.

The required cleaning frequency is laid down in the Specification within this document and must be strictly adhered to unless the prior approval of the Town Clerk has been obtained.

This frequency represents the minimum requirement which is considered necessary by the Council to achieve the required standard. The Contractor must ensure that the frequency is adhered to unless otherwise agreed or instructed.

It may be necessary to increase the frequency of cleaning at the location from time to time because of increased public usage, and the Contractor will be advised of this by the Town Clerk and will be required to make suitable arrangements to carry out this additional work on the basis of an agreed hourly rate.

### **Materials and Waste**

The Contractor will be responsible for sourcing, supplying and the control of all materials and for the disposal of waste material arising.

All cleaning materials and fluids will be environmentally friendly as far as possible. Any stocks will be stored and used in accordance with the manufacturer's instructions and kept in a locked store. The Contractor shall maintain records and provide training and assessments as required by COSHH or equivalent regulations.

The Contractor shall make appropriate arrangements for the removal and collection of all waste from the toilets. All waste must be removed from site at the end of each day and disposed of at a licensed waste and recycling centre.

Any clinical waste must be disposed of and handled correctly by using a sharps box and/or clinical waste sacks and disposed of in the correct manner.

The provision of sanitary bins will be the responsibility of the Town Clerk, if necessary.

### **Attendance and Cleaning Requirements**

To open the toilet block weekends, bank holidays and on other occasions at the request of the Town Clerk

To close the toilet block 7 days a week, including weekends and bank holidays. The facility is to be opened by no later than 0800 hours and closed no earlier than 1800 hours as a minimum requirement.

There may be occasions when extended opening hours are required; i.e. Okehampton Carnival and Edwardian Evening, and this must be able to be accommodated at the request of the Town Clerk.

To clean the facility daily, as per the cleaning specification, following closure of the facility at the end of each day.

The Contractor must ensure that someone is available to attend at all times, including outside of these times, to attend any reported incidents or to replenish materials as required. This must include an 'out of hours' contact number for display outside of the facility for public and/or Okehampton Town Council use.

All evidence of illegal activity or damage must be recorded and reported to the Town Clerk at least monthly.

## **Maintenance**

The Contractor shall be responsible for cleaning and minor maintenance issues such as blockages. Electricity, water supplies and all other maintenance remains the responsibility of Okehampton Town Council.

During visits the Contractor will ensure that the operative carried out any work necessary to maintain the facility in a clean and well-maintained condition in accordance with this specification and ensure the adequate supply of toiletries. Items to be replaced as and when required are:

- Toilet seats
- Locking mechanisms
- Flushing mechanisms
- Toilet roll holders
- Soap dispensers
- Check all signs, both internal and external, and report any damaged or missing signs to the Town Clerk

Blocked drains shall be cleared and put into working order as soon as possible. Failure to resolve any blockage should be reported to the Town Clerk immediately.

All other items requiring repair or replacement must be reported immediately to the Town Clerk.

## **Quality of Service**

Complaints, liaison with the public and any issues necessitating remedial action by the operative must be dealt with promptly and efficiently by the Contractor in such a manner as to promote customer satisfaction.

The Contractor shall advise the Town Clerk of any problems throughout the day that will delay cleaning and any incidents where it is considered that any member of the public may make a complaint to Okehampton Town Council.

Cleaning and maintenance work, where possible, should be undertaken after the facility has been closed for the day so as not to obstruct or interfere with their use by the public.

## Cleaning Specification

The standards and methods of working given below are a minimum to be achieved.

Full cleaning should be undertaken following closure of the facility at the end of the day. However, should it be necessary for any cleaning to take place during opening hours, all necessary temporary protection and warning notices shall be displayed. Protective clothing should be worn at all times.

| <b>Daily Cleaning</b> |  |
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| 1                     | Pick up and dispose of all litter  |
| 2                     | Sweep out floors (including immediately outside the area) to remove all debris, dust and other accretions from the floor surface. Remove all other deposits using an approved technique and chemical as necessary.   |
| 3                     | Thoroughly wash the floor using an approved detergent. Rinse with clear water/ disinfectant and mop dry to leave a clean, dry surface.   |
| 4                     | Clean all surfaces of urinals together with cisterns, flush pipes and all fittings using an appropriate cloth brush/mop using a germicidal detergent (diluted as necessary). Rinse with clear water to leave a clean surface and dry wipe.<br>If necessary, to comply with the definition of clean, the above work must be supplemented with the use of an approved mild abrasive cleaning cream or paste. |
| 5                     | Clean the inside of the WC pans using a WC brush and germicidal detergent. Particular attention should be paid to the WC traps and flushing rims. Rinse with water to leave the pan in a clean condition.<br>If necessary, to comply with the definition of clean, the above work must be supplemented with the use of an approved mild abrasive cleaning cream or paste.                                  |
| 6                     | Clean the outside of the WC pans and the seats, cisterns and handles using appropriate cloth/mop, using germicidal detergent (diluted as necessary). Rinse off and give a dry wipe to leave a clean, dry surface. Particular attention must be given to the rear of the WC pan and the seat hinges.  |
| 7                     | Clean the surfaces and taps of wash basins including splash backs using appropriate cloths/brushes using a germicidal detergent (diluted as necessary) using sufficient pressure to assist the cleaning. Rinse off, damp wipe to leave a clean surface.<br>If the detergent is insufficient, then mildly abrasive cleansing cream or paste may be used.  |
| 8                     | Clean all mirrors using appropriate cleaning materials.  |
| 9                     | Spot clean doors, walls and cubicle partitions using detergent as necessary. Rinse off and wipe dry.   |
| 10                    | Clean door bolts/handles, internally and externally, with approved germicidal detergent. Rinse off and wipe dry.   |
| 11                    | Provide and replenish missing or depleted solid disinfectant blocks as appropriate in urinals and cisterns in all toilets.   |
| 12                    | Replenish paper, paper towels, soap, etc to ensure an adequate supply.   |
| 13                    | Empty litter bins and dispose of waste as appropriate.   |

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| 14 | Inspect interior and exterior of building and remove graffiti by normal cleaning methods. If normal cleaning methods fail to remove graffiti additional methods must be employed to remove such vandalism. The methods are to be agreed with the Town Clerk. |
| 15 | Check the building for damage or structural defects including water services. Effect minor repairs immediately and report all defects and vandalism to the Town Clerk by the next working day.   |
| 16 | Clean all external surfaces of towel and toilet paper dispensers with detergent, rinse and wipe dry.   |
| 17 | Lock and unlock the facility at the specified opening and closing times.   |

#### Weekly

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| 1 | Clean and polish any and all fittings with suitable metal cleaner/polish approved by the Town Clerk   |
| 2 | Clean the inside and outside of all doors and frames, partitions, light fittings, handles, shelves, waste bins, signs, glazed tiles and walls with germicidal detergent, rinse off and damp wipe. |
| 3 | Dust to remove cobwebs from ceiling, light fittings and horizontal surfaces.  |
| 4 | Eliminate all blacking/engrained dirt   |
| 5 | Clear gutters and drains externally   |

#### Monthly

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| 1 | Clean externally all light fittings.  |
| 3 | Treat all sanitary ware to remove scaling   |
| 4 | Polish all tiles, to be done more frequently (if required) at no additional cost  |
| 5 | Performing legionella preventative measures in each toilet where needed and produce a report of findings to the Town Clerk. |

#### Bi-Monthly

To be completed within two weeks of commencement of the Contract and thereafter bi-monthly throughout the contract period.

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| 1 | WC Bowls – Descale, clean and remove all deposits from internal and external parts of the fitment to include flushing rim, seat, seat lids, hinges, S and P traps and cleaning of exterior of flushing tank.                                   |
| 2 | Urinals – Descale, clean and remove all deposits from the whole of the face to include outlet traps, immediate pipe work, domical grating, spurge pipes and exterior of flushing tank.   |
| 3 | Refilling of any open joints revealed by the removal of deposits from urinal stalls. Replacing of trap covers on each visit or when necessary or as required.  |
| 4 | Wash Basins and Sinks – Descale, clean and remove all deposits from the entire areas, to include the underneath. Remove sludge and deposits from waste outlet, trap, pillar cocks and waste pipe. Refilling of any open joints when necessary. |

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| 5 | Miscellaneous Units – Gullies, open channels, soap dispensers, trough, etc to be treated in the same manner as other units, to result in complete restoration. Any defects are to be reported to the Town Clerk within 24 hours. |
| 6 | Floors – Specific attention to sides, corners and behind sanitary ward should be applied. Elimination of accretion in these areas is essential.  |

**Note: Cleaning materials, e.g. dusters, cloths, brushes, mops used for cleaning of urinals and WC pans must be kept exclusively for that purpose**

### **Consumable Supply**

The Contractor is to supply all consumables and cleaning equipment (toilet rolls, soap, cleaning materials and tools)

Sanitary bins will be the responsibility of Okehampton Town Council as part of a separate contract, unless otherwise agreed. All other waste disposal will be the responsibility of the Contractor.