

# Cleaning Performance - Scorecard Reference

## Section 1 : Performance Out of 5

Score	Area Breakdown									
	Item A	Item B	Item C	Item D	Item E	Item F	Item G	Item H	Item I	Item J
	Carpet	Hard Surface Floors	Glass Accessible from Floor Level (ie < 2m)	Walls, Columns & Solid Doors	High Surfaces (ie >2m)	Furnishings	Washrooms	Wayfinding Signage & FIDS at low level	Public Telephones	Vertical Transport
<b>1</b>	Unacceptable degree of stains, litter & chewing gum - urgently requires remedial attention & steam cleaning	Unacceptable degree of stains, visible dirt, chewing gum - urgently requires deep clean	Unacceptable degree of finger prints, smudges & visible dirt - urgently requires remedial attention	Unacceptable degree of finger prints, smudges & visible dirt - urgently requires remedial attention	Unacceptable degree of dust or cobwebs on ledges, air con ducts, signs, TV screens, FIDs and other surfaces - requires urgent remedial attention	Unacceptable degree of stains, visible dirt, litter & chewing gum - urgently requires remedial attention	Check Sheets are not visible. There is a very unacceptable odour. The floors, cubicles, urinals, basins & showers are very stained and don't appear to have been cleaned - urgently requires remedial attention	Unacceptable degree of dust, dirt build up and cobwebs - urgently requires remedial attention	Unacceptable degree of finger prints, stains and litter - urgently requires remedial attention	Unacceptable degree of finger prints, stains, litter, graffiti, chewing gum, smudges & visible dirt - urgently requires remedial attention
<b>2</b>	Clear presence of stains, litter & chewing gum - requires remedial attention & may require steam cleaning	Clear presence of stains, visible dirt, chewing gum - requires remedial attention & may require deep cleaning	Clear presence of finger prints, smudges & visible dirt - requires remedial attention	Clear presence of finger prints, smudges & visible dirt - requires remedial attention	Clear presence of dust or cobwebs on ledges, air con ducts, signs, TV screens, FIDs and other surfaces - requires remedial attention	Clear presence of stains, visible dirt, litter & chewing gum - requires remedial attention	Check Sheets are visible but incomplete. There is a strong odour evident. The floors, cubicles, urinals, basins & showers are stained - urgently requires remedial attention	Clear presence of dust, dirt build up and cobwebs - requires remedial attention	Clear presence of finger prints, stains and litter - requires remedial attention	Clear presence of finger prints, stains, litter, graffiti, chewing gum, smudges & visible dirt - requires remedial attention
<b>3</b>	Minor presence of stains, litter & chewing gum - requires closer attention	Minor presence of stains, visible dirt, chewing gum - requires closer attention	Minor presence of finger prints, smudges & visible dirt - requires closer attention	Minor presence of finger prints, smudges & visible dirt - requires closer attention	Minor presence dust or cobwebs on ledges, air con ducts, signs, TV screens, FIDs and other surfaces - requires closer attention	Minor presence of stains, visible dirt, litter & chewing gum - requires closer attention	Check Sheets are visible but incomplete. There is a slight odour evident. The floors, cubicles, urinals, basins & showers are reasonably clean - requires remedial attention	Minor presence of dust, dirt build up and cobwebs - requires closer attention	Minor presence of finger prints, stains and litter - requires closer attention	Minor presence of finger prints, stains, litter, graffiti, chewing gum, smudges & visible dirt - requires closer attention
<b>4</b>	No obvious presence of stains, litter & chewing gum - presentation is satisfactory however there is room for improvement.	No obvious presence of stains, visible dirt, chewing gum - presentation is satisfactory however there is room for improvement.	No obvious presence of finger prints, smudges & visible dirt - presentation is satisfactory however there is room for improvement.	No obvious presence of finger prints, smudges & visible dirt - presentation is satisfactory however there is room for improvement.	No obvious presence of dust or cobwebs on ledges, air con ducts, signs, TV screens, FIDs and other surfaces - presentation is satisfactory however there is room for improvement.	No obvious presence of stains, visible dirt, litter & chewing gum - presentation is satisfactory however there is room for improvement.	Check Sheets are visible & complete. There is no odour evident. There is only a very small obvious presence of stains or litter - the amenities are hygienic & presentation is satisfactory however there is room for improvement.	No obvious presence of dust, dirt build up and cobwebs - presentation is satisfactory however there is room for improvement.	No obvious presence of finger prints, stains and litter - presentation is satisfactory however there is room for improvement.	No obvious presence of finger prints, stains, chewing gum, litter, graffiti, smudges & visible dirt - presentation is satisfactory however there is room for improvement.
<b>5</b>	No obvious presence of stains, litter & chewing gum - presentation is satisfactory	No obvious presence of stains, visible dirt, chewing gum - presentation is very satisfactory	No obvious presence of finger prints, smudges & visible dirt - presentation is very satisfactory	No obvious presence of finger prints, smudges & visible dirt - presentation is very satisfactory	No obvious presence of dust or cobwebs on ledges, air con ducts, signs, TV screens, FIDs and other surfaces - presentation is very satisfactory	No obvious presence of stains, visible dirt, litter & chewing gum - presentation is very satisfactory	Check Sheets are visible & complete. There is no odour evident. There is no obvious presence of stains or litter - the amenities are hygienic & presentation is very satisfactory	No obvious presence of dust, dirt build up and cobwebs - presentation is satisfactory	No obvious presence of finger prints, stains and litter - presentation is very satisfactory	No obvious presence of finger prints, stains, litter, chewing gum, graffiti, smudges & visible dirt - presentation is very satisfactory

## Section 2 : Performance Out of 3

Score	Area Breakdown	
	Item K	
	Landside Litter Control	
<b>1</b>	One or more occasions when bins were overflowing. Unacceptable number of occasions when litter was found in grated drains and loading docks. Unacceptable number of occasions when measurable amounts litter was found blown off from the surrounding areas. Requires Immediate Remediation	
<b>2</b>	No occasions when bins were overflowing. Acceptable number of occasions when litter was found in grated drains and loading docks. Unacceptable number of occasions when measurable amounts litter was found blown off from the surrounding areas. Improvement required in these areas	
<b>3</b>	bins were overflowing. Acceptable number of occasions when litter was found in grated drains and loading docks. Acceptable number of occasions when measurable amounts litter was found blown off from the surrounding areas. Satisfactory performance in these areas	