

*Cleaning &
Kitchen Equipment
User Guides*

UNIVERSITY ACCOMMODATION

Cleaning Guide

UNIVERSITY ACCOMMODATION

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Tip

Why not download the cleaning rota from the University website to help divide duties? You can also watch the cleaning video – both can be found at www.exeter.ac.uk/accommodation/students/currentstudents/residents

Introduction

This booklet will help you to keep your living space clean and tidy. Students living in University accommodation are often from different backgrounds and may be used to doing things differently.

Talk about it!

Get together with your flat mates to check your contract and make sure that cleaning responsibilities and costs are equally shared. Your Residence Life Mentor can also offer support with this.

Tip

Cleaning products will usually last around one to two months.

How to avoid problems

Fairly contribute towards cleaning materials by either splitting the cost of cleaning products between your flat mates or each agreeing to buy one or two of the items you'll need:

- * Rubber gloves
- * Washing up liquid
- * Tea towels
- * Oven cleaner
- * Oven sponge
- * Disinfectant
- * Non-scratch cleaning pad

- * Microfibre cloths
- * Bathroom cleaner
- * Toilet cleaner
- * All-purpose cleaner
- * Carpet cleaner solution
- * Oven gloves

Cleaning products can be bought at all the Market Place shops on campus and at the Premier St David's shop. Check the website for opening times. www.exeter.ac.uk/retailoutlets



What to use and where

<i>item</i>	<i>use</i>	<i>with</i>
Sink, shower and taps	> All-purpose bathroom cleaner	> Non-scratch cleaning pad and/or microfibre cloth
Toilet surround/around the outside of the toilet	> All-purpose bathroom cleaner	> Microfibre cloth
Toilet bowl	> Specific toilet cleaner	> Toilet brush
Windows and mirrors	> Washing up liquid	> A clean cloth, paper towels
Cupboards, desktops and worktops	> Washing up liquid or all-purpose kitchen cleaner	> Microfibre cloth
Microwave	> Washing up liquid	> Microfibre cloth
Fridge/freezer	> Washing up liquid	> Microfibre cloth
Cooking hob	> All-purpose kitchen cleaner or washing up liquid	> Non-scratch cleaning pad and/or cloth
Oven and oven grill shelves	> Oven cleaner	> Scouring pad and/or cloth
Disinfecting bathroom, kitchen and rubbish bins	> Disinfectant	> Cloth (remember to use separate cloths for the bathroom, kitchen and rubbish bins)
Carpet spots (remember to test on a small area before using on the whole carpeted area)	> Carpet cleaner solution	> Cloth
Hard floor	> All-purpose cleaner	> First dry sweep with sweeping brush and dustpan, then use water with the all-purpose cleaner in the mop and bucket

An internationally known recommended colour code guide for cloths and mops to prevent cross-contamination is:



Cleaning Do's and Don'ts

Tips

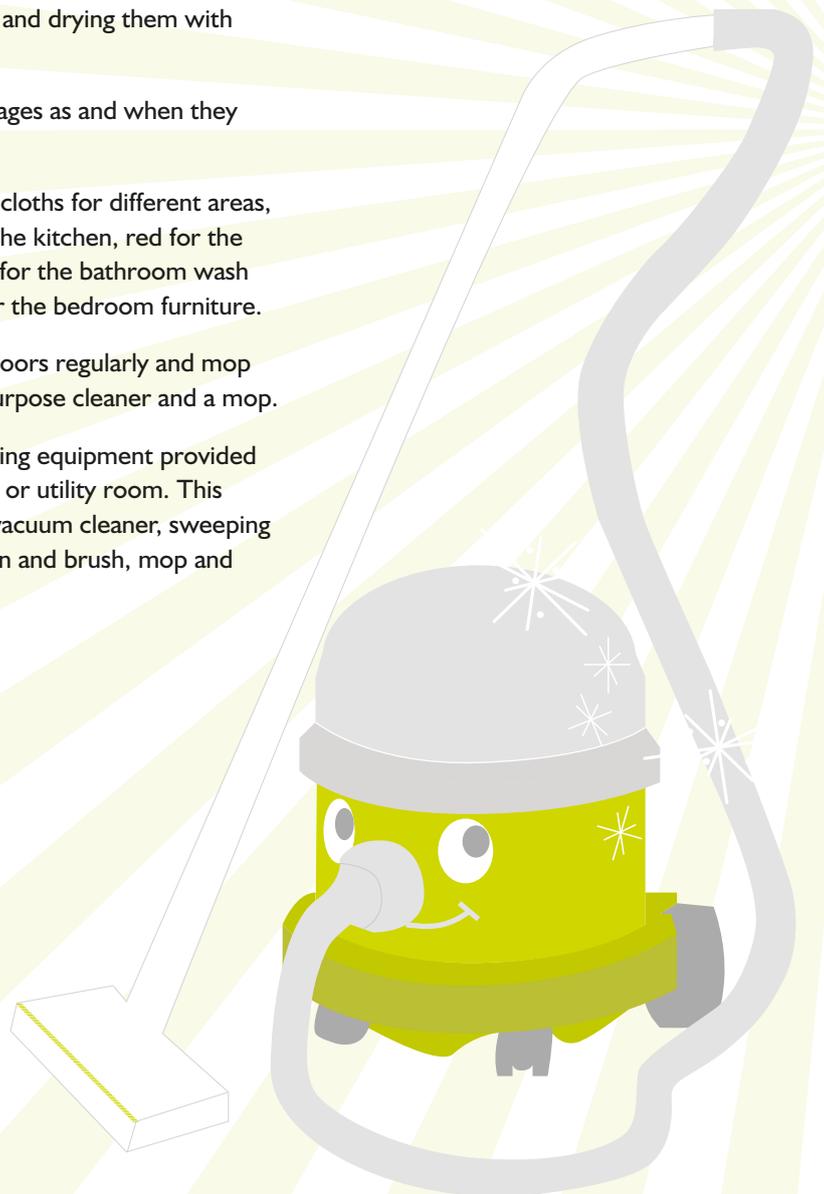
- * Regular flat and room inspections will be undertaken during each term to ensure cleaning standards are maintained.
- * Failure to maintain the kitchen/lounge areas to the standard expected by the University may result in charges being made against those living in the flat. The charges will be in line with those stated on the University website www.exeter.ac.uk/accommodation/students/currentstudents/residents
- * Please do not hesitate to ask a member of the Cleaning staff if you are unsure of your cleaning responsibilities.

Do...

- * Read labels on cleaning products and follow the instructions.
- * Store all cleaning products in a cool, dark cupboard.
- * Wash cloths regularly.
- * Regularly change and wash your bed linen (ie, pillow cases, sheets, duvet cover, etc), and use a tumble dryer for drying your clothes.
- * Put the cutlery (ie, knives, forks and spoons), cups, glasses, plates, pans, etc. into the kitchen cupboards after washing and drying them with tea towels.
- * Clean up spillages as and when they happen.
- * Use different cloths for different areas, ie, green for the kitchen, red for the toilet, yellow for the bathroom wash basin, blue for the bedroom furniture.
- * Sweep hard floors regularly and mop using an all-purpose cleaner and a mop.
- * Use the cleaning equipment provided in the kitchen or utility room. This consists of a vacuum cleaner, sweeping brush, dustpan and brush, mop and bucket.

Don't...

- * Mix chemicals! When combined, they can be toxic and harm your health.
- * Use bleach and bleach-based products. If you or others suffer from health problems, such as asthma, they can make the condition worse.
- * Leave cloths and sponges in water – always wash after use and leave to dry.
- * Cover radiators with wet washing as it can cause damage to furnishings.
- * Use too much water on the floor.



Bathroom

Do...

- * Regularly clean inside the toilet: apply toilet cleaner to the toilet and brush the inside of the toilet using the toilet brush. Flush the toilet to remove excess cleaner.
- * Wipe down the outside of the toilet, using the all-purpose bathroom cleaner and cloth.
- * Regularly wipe the toilet seat and outside of the toilet bowl with antibacterial wipes.
- * The floor: sweep and wash, or wipe with a mop or wipes.
- * Clean the mirror using washing up liquid and a cloth and wipe dry with a clean dry cloth and/or paper towel.
- * Always clean wash basins, baths and shower trays after use.
- * Apply all-purpose bathroom cleaner to the wash basin, bath and shower and using a sponge or cloth, wipe and rinse.
- * Wipe taps with all-purpose bathroom cleaner and a cloth or a sponge.
- * Wipe all fixtures and fittings including tiles, taps, shower-screen and bath panel weekly using an all-purpose cleaner and a cloth.
- * Ensure plugholes are clean and free from hair to avoid blockages leading to flooding.
- * Please ensure that after using the shower/toilet the excess water is mopped to avoid damage to your room.
- * Regularly clean the wash basin. Apply all-purpose bathroom cleaner to the wash basin and using a non-scratch cleaning pad or a cloth, wipe and rinse.



Don't...

- * Never flush sanitary items or wet wipes down the toilet – please dispose of them carefully in the bins provided.
- * Toilet paper can be flushed – flush the toilet after every use.
- * Please do not cut your hair in a wash basin and/or shower because this causes blockages in plugholes.
- * Never use the same cloth for different purposes, eg never use the toilet cloth for the sink.
- * Do not vacuum wet areas because liquids will cause blockages and could break the vacuum cleaner.



Bedroom

- * Vacuum carpeted areas each week.
- * Before using the vacuum cleaner ensure that it has a bag in it. Cleaning staff will check the vacuum once a month and change the bag when full.
- * Remove spots from the carpet as soon as possible. Wear rubber gloves when using a cloth and carpet cleaner solution. (Note: test on a small area of carpet before using on the whole area).
- * Dust the desk, shelves and window sill with all-purpose spray cleaner and a cloth.

Kitchen

Tips

- * Before using the kitchen read the *Kitchen Equipment User Guide* for operating instructions.
- * Keep your kitchen tidy: put things away after use, keep the chairs, the floor and the sink clear from pots and pans.
- * Sweep the floor and mop it when needed. Cleaning staff will provide replacement mop heads each term.

Hob

- * First let the hob cool and then wipe up spillages with a sponge or a cloth – never let them burn.
- * After cooking, clean tiled areas above and around the hob removing all the dirty marks.

Oven

- * When cool clean the oven regularly with a sponge and an oven cleaner – always read the instructions carefully and wear rubber gloves because oven cleaner is a toxic product.

Grill

- * Use foil to cover the grill pan – it makes cleaning easier.
- * Always clean the grill pan after use with a sponge or cloth.

Microwave

- * Wipe all the spillages inside the microwave with a cloth and washing up liquid after each use, as leaving it over time will make cleaning difficult.

Fridge/Freezer

- * Wipe the inside and outside of fridge/freezers regularly.
- * Regularly clear the drain at the back of the fridge of excess water.



Sinks

- * Wash up after every meal using washing up liquid, dry with a clean tea-towel and put away.
- * Keep the sink regularly clear of cutlery, dishes, pots and pans.
- * Clean the sink regularly with an all-purpose cleaner.
- * Never leave dish racks on work surfaces as excess water may become stagnant and cause damage.
- * Never pour fat or food into the sink as this will block the drain. Please dispose of excess fat into an empty jar or container, seal the lid and then put in household waste.

Rubbish and recycling bins

- * Always use a bin liner in the rubbish bin and never overfill it as it will split the bag. Cleaning staff will provide bin liners regularly.
- * Clean the bin after emptying using an all-purpose cleaner.
- * Containers and packaging need to be clean and free from food before placing in the recycling bin.

REMEMBER:

Dispose of uneaten and out-of-date food regularly to avoid bacteria growth which could cause food poisoning.

Tip

A cleaning rota template placed in your kitchen will help you and your flatmates to share the communal cleaning duties fairly. The template can be found at www.exeter.ac.uk/accommodation/students/currentstudents/residents Dishes, pots and pans must be washed and put away daily by the individual users.



Kitchen Equipment User Guide

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Introduction

Information Guide for the safe use of Communal Gas and Electrical Equipment in Student Accommodation.

This guide will help you to use the kitchen equipment in your University accommodation. It advises you how to keep it clean when sharing with other people plus some health and safety points. Please ask a member of the Cleaning staff if you have any questions.

Electrical safety

This information is important as it is about the safety of you and your fellow students. These rules are in place to make sure that electrical fires are avoided.

Only one appliance can be used per wall socket. If more than one is used, the system will overload and the electricity supply will cut off.

Appliances brought from overseas must comply with UK electrical safety standards (ie, be marked with the 'CE' [Conformité Européenne] symbol). The UK mains power supply is 220-240V, 50 Hz. If your equipment has a different rating it may not work properly and could be dangerous to use.

Please refer to further information on the website www.exeter.ac.uk/accommodation/students/currentstudents/residents

To adapt the plugs from overseas equipment, you will need a 'Fused International UK Mains Adaptor' with three pin mains socket. Maximum loading 13A, 250V. Fused 13A.



Cooking and fire safety

Your accommodation is protected by fire detectors. The kitchen area has a heat detector which will activate the fire alarm if it detects a rapid rise in temperature. The hallway and study bedrooms are fitted with **sensitive** smoke detectors which activate the alarm if they detect smoke from a fire. They will also detect smoke from burning food or toast.

To avoid the fire alarm being set off and the building being evacuated:

- * Keep the fire door to your kitchen closed while you are cooking.
- * Make sure you turn the equipment off fully when you have finished cooking.
- * Make sure that the extractor fan is switched on to remove any smoke from the area.
- * When the oven has cooled down, wipe away spillages. Food left on the cooker may burn whilst cooking and cause the fire alarm to go off.

- * Packaging from certain products will give you guidelines on what temperature is required and how long food should be cooked for.
- * In line with your Service Level Agreement (SLA), the equipment should be cleaned after every use to prevent build-up of food and grease and should be left in a clean and tidy condition for others to use. **If left dirty or greasy and used without cleaning you may cause a fire.**
- * Stand to the side of the oven and carefully open the door, to avoid the effects of intense heat and steam.
- * Safe removal of items from the oven is important as some food items emit fat and juices that can spill off the tray onto you. Always place hot trays and pans onto a hard surface or metal stand.
- * Should any of the equipment not work, please report to reception or the generic email address for your residence.

Tip

Do not leave food unattended whilst cooking.

Gas facilities

Tips

- * The gas ring will become instantly hot. Remember to turn off the ring immediately after cooking has finished. You may need to use an igniter to light the ring, depending on the hob model.
- * Use foil to line the grill pan – it makes cleaning easier.
- * Use a baking tray when cooking in the oven.

Gas cookers have a hob, grill and oven. Models may vary.

How to use your hob

- * Place the appropriate pan you are using on one of the hob rings.
- * Turn the relevant hob dial to the temperature you need.
- * When the food is cooked, turn off the heat and remove the pan.

How to use your grill

- * Open the grill door, arrange the shelves to the required height and make sure that the grill tray is free from dirt and grease, as this could cause fires.

Keep the grill door open.

- * Turn the grill on to the maximum setting and leave for three minutes to warm up.
- * After this, select the temperature that you wish to cook with.
- * Place food onto the grill pan and put it under the grill.
- * Depending on what you are cooking, you may need to regularly remove the items and turn them over.
- * When food is cooked, turn off the grill and remove food.

Don't:

- * Put the grill pan back under the grill until the grill has cooled down, as the handle will melt.
- * Leave food unattended at any time.
- * Close the grill door whilst food is cooking.

How to use your oven

- * Open the oven door, arrange the shelves to the required height and make sure that the oven is free from dirt and grease, as this could cause fires.
- * Turn the temperature dial to the level you need.
- * Place food inside and shut the door.
- * Depending on what you are cooking, you may need to regularly remove the items and turn them over.
- * When food is cooked, remove using oven gloves and turn off the heat.



Electric facilities

Electric cookers have a hob, grill and oven. Models may vary.

How to use your hob

- * Place the appropriate pan you are using on one of the hob rings.
- * Turn the relevant hob dial to the temperature you need.
- * When the food is cooked, turn off the heat and remove the pan. An electric hob will take longer to warm up and cool down than a gas hob.

How to use your grill

- * Open the grill door, arrange the shelves to the required height and make sure that the grill pan is free from dirt and grease, as this could cause fires.
- * Turn the grill on, and leave to warm up for three minutes.
- * Once warm, place your food on the grill tray and place the tray into the grill. **Keep the grill door open.**
- * Depending on what you are cooking, you may need to regularly remove the items and turn them over.
- * When food is cooked, turn off the grill and remove food.

Don't:

- * Put the grill pan back under the grill until the grill has cooled down, as the handle will melt.
- * Leave food unattended at any time.
- * Close the grill door whilst food is cooking.

How to Use Your Oven

- * Open the oven door, arrange the shelves to the required height and make sure that the oven is free from dirt and grease, as this could cause fires.
- * Turn the temperature dial to the level you need.
- * Place food inside and shut door.
- * Depending on what you are cooking, you may need to regularly remove the items and turn them over.
- * When food is cooked, remove using oven gloves and turn off the heat.

Tips

- * An electric hob takes longer to warm up and cool down.
- * Fan assisted cookers will be quicker at heating up than non-fan assisted ovens. There may be a light on the front of the cooker which will go out when the cooker is at the required temperature.
- * After use, always switch off the cooker on the unit itself and at the mains socket.



Extractor fan

Your kitchen will have an extractor fan. Make sure you switch it on before and after cooking to remove smoke and smells from the area. (Models may vary.)

How to use the model shown

- * To switch on the extractor fan, push the power/speed button to the desired level.
- * To turn off, push the button back to '0'.



Tip

Cleaning staff will replace the filter in the fan when needed.

Microwave

Models may vary.

How to use

- * Open the microwave by pulling the door handle towards you.
- * Place the food/liquid in the microwave and shut the door firmly.
- * Turn the power dial to the level you need.
- * Turn the timer dial to the duration you need.
- * Leave the microwave to cook and then once the chime has sounded, open the door and take the food/liquid out.
- * Be careful – this will be hot and there may be excessive amounts of steam.

power level dial



timer dial

Tips

- * Don't put packaging or dishes with metal or foil in them into your microwave, as your appliance will break down and not work.
- * When placing your food in the microwave, please check cooking guidelines on packaging.
- * Loosely cover food to avoid spills.
- * **Do not leave food unattended whilst cooking.**

Fridges and freezers

Each flat is provided with a number of fridge freezers. Some flats have separate fridges and freezers.

- * To change the temperature of the fridge-freezer turn the thermostat dial at the top of the fridge.
- * To make the temperature colder turn the dial to the higher number, eg 5; to make it warmer, turn it to a lower number, eg 1.
- * It is advisable to position the dial and food carefully to reduce the risk of food poisoning and other such illnesses.

Don't:

- * Overload the fridge.

How to defrost the freezer

- * Remove all food items and store in a cool location, either another freezer

or a cool box. If possible, switch off the power supply to the freezer unit, leaving the freezer door open.

- * Place a suitable container to collect all water at the base of the freezer as the ice defrosts. Use an old towel to capture excess water and make sure it is mopped up quickly to avoid a health and safety risk.
- * Once all of the ice has defrosted, wipe the shelves and the walls of the freezer with a soft dry cloth.
- * Once defrosted, switch the power supply back on and position food back in the freezer.

Don't:

- * Use any sharp objects, eg knives, blades, spoons, etc. to remove any ice or any electric devices to speed up the process.

Tip

Make sure the freezer door is closed.



Kettle

Models may vary.

- * Open the top by pulling the lid upwards and fill the kettle up with the cold water you need from the tap. Water must be above the **minimum** level, and below the **maximum** level.

- * Place the kettle back onto the base and press the switch on the kettle, where a light will illuminate to show it is working.
- * Once the kettle has boiled, it will switch off automatically and be ready for you to use.

Tip

The kettle is meant for water only – don't boil anything else in the kettle ie, no eggs, rice, pasta or any other liquids!



Sinks

- * After your meal, please remember to place all waste from your plates into your rubbish bin and not into the sink to avoid the sink getting blocked.

- * Used cooking oil and grease should be placed into an empty jar or container, seal the lid and then disposed of in household waste. Please do not pour oil, fat or food, such as rice, down the sink as it will become blocked.

Tip

Vacuum cleaners should not be used to clear up water or other liquids as they will break the vacuum and you will be charged for its repair/ replacement.

Vacuum cleaners

How to use

- * First, unravel all of the power cable.
- * Put the plug into a socket that is close to the area that is going to be vacuumed and does not cause a potential hazard for other members of your flat.
- * Turn the socket on and turn the vacuum cleaner on. Once cleaning is finished, turn the vacuum cleaner off, firstly on the unit and then at the socket. Unplug the machine and tidy the wire away again into the vacuum cleaner.
- * Store the vacuum cleaner in a safe place away to avoid causing a trip hazard.
- * Cleaning staff will replace the vacuum bags when full. If you are in a residence where cleaning is not provided, please ask a member of the Cleaning staff to replace the bag.



Steam iron

- * Always iron your clothes on an ironing board.
- * Fill the iron with water to the fill level through the water inlet.
- * Plug the iron into a socket and move the heat and steam dials to the levels needed.
- * After use, unplug the iron and empty the water into the sink.
- * While the iron cools down, store it in a safe upright position away from anything which may come into contact with the hot surface.
- * Once it is fully cooled, clean any dirt from the iron using a damp cloth.