



LOOKING AFTER YOUR ACCOMMODATION

You're responsible for looking after your accommodation - from keeping communal areas clean to reporting maintenance issues and staying on top of waste and recycling.

Scan to report a problem



KITCHEN CLEANING

You and your flatmates are responsible as a group for cleaning your kitchen. This includes:

- Regularly emptying your bins into the external recycling and general waste bins
- Washing up and putting away crockery and utensils
- Keeping worktops, hobs, sinks and floors clear by wiping them regularly
- Preparing your kitchen for its weekly clean.

WHAT WE DO

Once a week we'll give your kitchen a top up clean and replenish your bin bags to help you keep on top of things.

Make sure your sink, worktops and floor are clear in preparation for this service. If you need to, you can stack items neatly on the kitchen table.

HOW TO REPORT A PROBLEM

- If you identify a problem, report it online at: **york.ac.uk/fix-my-room**
- There are different web forms depending on the location and issue. For issues on **Campus West**, your report will go to the **Facilities Helpdesk**. For **Campus East**, your report will go to the **Derwent FM Helpdesk**.
- Complete the correct web form with as much information as you can, but don't worry about using specific or technical terms. The most important thing is to tell us about any problems so we can fix them.
- We'll review your form and contact you as soon as we can. You can track the progress of your request at **york.ac.uk/fix-my-room**

It's important to tell us about any problems you find, not just in your room, but in communal areas such as hallways, kitchens and shared bathrooms. If you've reported an issue in a communal space, don't forget to let your housemates know too.

YOUR WEEKLY CHECK

✓ If your kitchen is tidy we'll put a tick on your cleaning notice and carry out your weekly kitchen clean. Thank you!

✗ If your kitchen is untidy and our cleaners cannot perform a full weekly clean, they'll leave a cross on your cleaning notice. Crosses are reset each semester. If you receive a cross we'll clean the areas that are okay, but:

First time that semester

Uh oh, you've got a cross! Check the number(s) circled on your cleaning schedule for what you need to improve on for next time. Get together with your flatmates to make sure that it's sorted for your next weekly clean.

Second time that semester

It seems you're still having problems getting your kitchen ready for its weekly clean. Should you get a third cross this semester, you will be charged as a group if we need to hire help to clean the kitchen.

Every following time that semester

If you receive three or more crosses in one semester, and your kitchen now requires a deep clean, you will be charged as a flat. We'll be in contact to arrange this.

WASTE & RECYCLING

Mixed recycling bin

CLEAR BIN LINERS

(use the clear bin liners provided - no **black** bin bags)

- ✓ **Plastic:** rinsed bottles, punnets, butter and yoghurt pots.
- ✓ **Paper:** Post-It notes, envelopes (including windows), newspapers and magazines.
- ✓ **Cardboard:** such as clean empty pizza boxes, cereal boxes and flattened cardboard.
- ✓ **Tin, metal and foil:** empty cans (drinks, food, and aerosol), tin foil.
- ✗ Disposable coffee cups and cardboard beverage cartons.
- ✗ Carrier bags - re-use them or recycle them at a supermarket.
- ✗ Food and liquids.
- ✗ Clothing and bedding.



Food waste bin

- ✓ All food waste including cooked meals, meat, bread, vegetable peelings and tea bags.
- ✗ Empty food packaging.



Non-recyclable waste bin

BLACK BIN BAGS

- ✓ Only things you can't recycle such as TetraPak cartons, chewing gum, disposable coffee cups, black plastic food/microwave trays, hard plastic, crisp packets, sweet wrappers, polystyrene, padded envelopes, used tissues/paper towels and period products.

