

Overview: The Kendal~Crosslands Communities Environmental Services Department provides weekly cleaning services to the residents of Coniston and Cartmel. Our cleaning teams are comprised of 2 housekeepers with additional heavy duty cleaning tasks being performed by an additional housekeeper on a rotational basis. During a routine cleaning you can expect to have your restrooms, dining room, and living areas cleaned as outlined as below. Heavy duty cleaning is performed on a rotational basis (as staffing allows) and includes: windows, vents and lights, woodwork, and upholstered furniture cleaning. Our goal is to provide these services on a bi-annual basis. All services are performed as time permits with the following amounts of cleaning time assigned to each of the following unit types:

- A- 2 housekeepers for 90 minutes
- B- 2 housekeepers for 75 minutes
- C- 2 housekeepers for 60 minutes

At the conclusion of your cleaning your housekeepers will walk through the living areas of your home to address any outstanding housekeeping or maintenance issues.

Please note: while every effort is made to ensure that you receive the best possible service, we are not able to clean personal items, knick-knacks, art work, electronics, or litter boxes. Additionally, due to time constraints we are not able to clear or move personal items in excess of 3-4 items in order to clean or dust a surface. Please ensure that all areas are as clear as possible to ensure a thorough cleaning.

Bathroom

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| Thoroughly clean shower and tub – will move 3-4 items | Thoroughly clean toilet – move 3-4 items |
| Clean sink basin and handles | Wipe cleared areas of counter top – move 3-4 items |
| Dust light fixtures | Wipe medicine cabinet mirror |
| Remove linen – replace with new linen if requested | Wipe any medical equipment – grab rails, transfer chairs, etc |
| Spot clean outside of trash basin | Dust all heaters and vents |
| Dust window sills | Use duster on blinds as needed |
| Wipe door handles and light switches | Vacuum, wet mop and dry all floors – carpets edged |
| Shake and remove all bath mats | Remove and replace litter boxes as necessary |
| Remove and return bath anti-slip mats | Dust all cabinet doors |
| Dust door and door frame | Lampshades dusted where possible |
| Picture frames dusted | |

Items not covered: soap dishes, soap dispensers, tooth brush holder, shower curtains and liners, make up mirrors

Kitchen

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| Clean stove – removing heating elements if necessary – we will not clean damaged basins | Wipe out oven after self-cleaning mode |
| Inside and outside of hood range removing filter | Remove stove knobs and clean as necessary |
| Dust top of fridge | Wipe outside and exposed sides of fridges |
| Wipe outside of microwave | Empty crumbs and wipe outside of toaster as requested |
| Clean sink – move 3-4 items | Spot clean cabinets wipe handles and knobs |
| Wipe dish dryer tray | Spot clean trash cans |
| Dust vents and heaters | Wipe Cleared areas on counter top – Will not remove clutter – 3-4 items |
| Wipe table top where cleared – 3-4 items | Dust additional furniture |
| Dust tops and fronts of washer and dryer – 3-4 items | Dust framed items |

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| Window sills – must be accessible | Blinds dusted |
| Vacuum, mop and dry | Door and frames wiped |
| Sides and front of dishwasher wiped | Light switches and door handles wiped |
| Picture frames dusted | |

Items not covered: Inside of microwave, inside of refrigerator, inside of dishwasher, soap dispensers/dishes, plants, computers, printers and cords

Bedroom(s)

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| Strip bed and redress with clean linen | Vacuum under and behind bed as space and weight allow |
| Dust all furniture if clear of personal items including sides, legs and bases | Vacuum/sweep floors moving small furniture items – carpets edged |
| Furniture cushions pulled and vacuumed as necessary | Ceiling fans dusted |
| Spot clean exposed floors | Lampshades dusted where possible |
| Picture frames dusted | Mattress flipped/turned upon request |
| Baseboards dusted | |

Not Covered – Overly large/bulky mattresses (this is determined by your housekeeper who will direct your request to the supervisor for scheduling), we will clean up to but not inside the closet

Living Room/Den

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| Dust all furniture clear of personal items – 3-4 permitted no valuables | Vacuum/sweep floors moving small furniture items – carpets edged |
| Vacuum carpeted floors – moving light furnishings | Spot clean floors |
| Picture frames dusted | Furniture cushions pulled and vacuumed as necessary |
| Remove cobwebs from front entrances | Vacuum and dust hallways |
| Vacuum around fireplace and dust mantle | |

Items not covered: Patio enclosures/three-season rooms

Items not covered: There are instances where an area may be “swapped” out for a cleaning task that is not covered. Included in this are: finished basements, refrigerators and patio enclosures/three-season rooms. If you would like to “swap” tasks please work with your housekeepers or contact the Environmental Services Supervisor to coordinate like timed cleaning tasks.

Three-season rooms and patio enclosures can be swapped with a living room and dining room area or the kitchen.

The finished basement can be swapped with an equivalent upstairs area.

Cleaning Available by Request: The following items can be scheduled by calling the Environmental Services office

- Mattress Rotation
- Carpet Cleaning for installed carpeting – Please note that we do not clean personal rugs, however we can schedule for them to be taken out for cleaning at the residents expense.

Environmental Services Contact Information

- Kent House: (610) 388-0760
- This number will go to the housekeeping staff and should be used to schedule carpet cleaning, leave messages regarding your cleaning, to cancel or to notify your housekeeper that you will be away.
- Environmental Services Supervisor – Christine Lilley – (484) 770-5701 clilley@xlands.kendal.org
- Director of Environmental Services – Kalli Butt – (610) 388-5556 kbutt@xlands.kendal.org