

Crowle Parish Hall Trust – Cleaning Policy

21. End of Hire

The Hirer shall be responsible for leaving the premises and surrounding area in a clean and tidy condition, properly locked and secured unless directed otherwise. Failure to comply will invalidate the Trust's insurance policy and consequential losses will be recovered from the Hirer.

Any contents temporarily removed from their usual positions shall be properly replaced; otherwise the Trust shall be at liberty to make an additional charge.

(a) Cleaning:

The Hirer shall ensure that all rooms used including Entrance Hall, Kitchen & Toilets are swept clean & mopped if liquids have been spilt. If the kitchen has been used, the Hirer accepts responsibility for cleaning all appliances (Hob, Cooker, Hot Cupboard, Refrigerators, Sinks & worktops). Cleaning materials are provided for the purpose. (Large 'V' broom is in Gents toilets) Crockery & Cutlery shall be washed & dried using the tea towels provided then put away in the marked cupboards as instructed.(i.e. Plates, Side Plates & Fruit Bowls in 20's, Saucers in 12's, & Cups inverted in 2's) Used Tea Towels should be left in the bin provided.

(b) Removal of Refuse:

Internal waste bins should be emptied into black bin bags and the bags placed in the large Wheelie Bin near the rear Kitchen door. All recyclable material as defined by the current local authority instructions should be placed in the green wheelie bins near the rear kitchen door. If these are full, the surplus should be transported to the facilities at "The Old Chequers Inn" or the local authority tips.

No hirer will be expected to do the job of a cleaner in so far as polishing, dusting etc. is concerned. The simple aim is for every hirer to enter the hall in a clean and tidy condition, exactly in the way they would want to find it and of course, to leave it in that same condition. The floor should be clear of all refuse, bins emptied, toilets and kitchen presentable etc.

If our tablecloths are used (please inform Hall Manager before booking) then these need to be taken home to wash and dry, once returned clean your deposit will be refunded.

We have provided a checklist that can be followed located in the cleaning cupboard in the ladies' toilets.

Please can this be initialled to confirm the points have been done, or "N/A" if it wasn't needed.

Covid –19: Please ensure all areas used and touchpoints cleaned at the end of hire. There is a cleaning cupboard inside the female toilets and a box containing hand sanitiser, cleaning spray and wipes under the sink by the kitchen window.

The Trust is aware that this reads very regimental but the trustees are left with no option but to strictly enforce this paragraph by way of the following process which has been endorsed by all:

- AT THE **COMMENCEMENT** OF EACH HIRE, A CURSORY INSPECTION OF THE PREMISES SHOULD BE MADE. Any problems found, (rubbish on floors, bins not emptied, toilets/kitchen not clean etc.) should **IMMEDIATELY** be notified to the hall manger, If practicable, arrangements may be made to visit the hall.
- **If the complaint is not notified at the commencement** of the hire, any problem subsequently brought to notice can only be deemed to be the responsibility of that hirer. (THE OBJECT IS TO NEGATE THE ALLEGATION THAT THE PROBLEM WAS PRESENT AT THE COMMENCEMENT OF THE HIRE.
- The hirer reporting the issue **at the commencement** of their hire, automatically therefore, absolves themselves of the responsibility for it and will not normally be responsible for clearing up the mess of the previous hirer.
- If the hall is left in an unacceptable condition, we will charge the responsible hirer a £30 penalty fee, plus £16 per hour for cleaning, plus expenses.

Please understand that your hall trustees have agonised over reasonable ways to previous cleaning employers, and that with this process, we are only doing what we can, to preserve the excellent reputation of the hall by keeping all users of it happy.

THERE WILL BE NO PROBLEMS AT ALL IF EVERYONE CLEARS UP PROPERLY BEFORE LEAVING THUS IN THE SAME CONDITION AS THEY FOUND IT.