

University of East London Case Study

About UEL

UEL has three main campuses in Docklands and Stratford (Stratford Campus and University Square Stratford) with several additional outlying sites covering a total area of 2771 sq m and has a population of 19,000 students.

Nviro has been working with UEL since August 2011 after being awarded the contract after a competitive tender process. Nviro were re-awarded the contract in 2016 for a potential seven more years.

Day to day cleaning

The contract provides daily routine cleaning to all university buildings (academic, non-academic and accommodation) throughout the academic year and during holiday periods of non-standard occupancy.

It is a complex contract with a variety of different buildings with various structures and fabrics, including: lecture halls, classrooms, offices, studios, the UEL Sports Dock, libraries, student hospital and student accommodation (bedrooms, communal areas including lifts, landings and 930 kitchens across eleven building blocks). The contract is managed by a Dedicated Contract Manager and two deputies.

Special attention is paid to the maintenance of prayer rooms which require a flexible, higher level focus with an increased level of daily checks. Additionally the toilets need a much higher level of maintenance due to a proportion of students using them to wash their feet.

Ad-hoc services

We provide periodic and ad-hoc cleaning to both the teaching/administrative buildings and 10 accommodation buildings located on the Docklands campus. This also includes daytime janitor provision, toilet refresher cleans, cleaning provision during conference seasons, in particular conferencing facilities and onsite accommodation. Requests for ad-hoc cleaning are made via email by the Head of Accommodation at the University,



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detailing the specific cleaning requirement, its urgency and budget allocations.

Nviro was the incumbent cleaning provider during the London 2012 Olympics, during which time UEL hosted an influx of foreign nationals who stayed at the accommodation blocks in the Docklands. As well as providing steady reactionary support during this unusual conferencing season, Nviro supplied widespread ad-hoc cleaning support to the Sports Dock, which was heavily used by international sporting teams.

Non-Standard Facilities

Sports Area

Nviro provides daily cleaning to the Sports Dock (Arena 1, Arena 2, Gym, Fitness room, Dance studio, and Lecture theatre). There are various floor coverings in the different facilities; a combination of Altro, vinyl or wooden flooring cleaned in accordance with manufacturers' instructions. All floors are mopped swept and damp mopped on a daily basis and scrubbed as and when requested.

Student Residences

We provide daily and periodic cleaning five days a week to all the communal areas which include kitchen areas, staircases and corridors. Deep cleaning to student residences is provided twice a year.

Cleaning in a Clinical Environment

Nviro carry out daily cleaning in the Clinical Education Building at Stratford in line with the NHS National Cleaning Specification. Our cleaning is subject to regular audits carried out by NHS auditors.

Window Cleaning

Nviro provides window cleaning services to the University across the entire portfolio. These services range from internal to external window cleaning across the campuses.

Thriving Environments

Our aim is to consistently provide **safe, clean** and **hygienic** environments so that all of the building users at UEL can thrive.



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