

CleanPlus Cleaning and Hygiene Standards

Cleanliness and hygiene is paramount during this climate and more so in the hospitality and accommodation sector. We developed this set of cleaning standards for all apartments managed by MetroResidences and we encourage every accommodation partner to adopt these protocols designed for the cleaning of residential spaces. Apartments that are cleaned according to these guidelines will include a CleanPlus Certified label in its apartment listing on our platform.

Focal points

- 1) Frequently used items and areas – Full attention to cleaning and disinfecting of household items and surfaces that are frequently used. (e.g. remote controls, handles, couches).
- 2) Avoiding cross contamination – New and sanitized set of microfiber cloth to be used for each room, new set of PPE to be worn when cleaning a different apartment, all disposable cleaning tools, PPEs and soiled laundry and linen are to be sealed and removed immediately.
- 3) Hospital grade disinfectants and chemicals used.
- 4) Safe distancing with guests – Guests will be required to be in another room or exit the apartment during cleaning.
- 5) Full accountability – All cleaning crews are accountable for the cleanliness of each apartment cleaned and housekeepers assigned to clean specific rooms and apartments are recorded.

High touch surfaces

- Doorknobs
- Toilet flush/handle
- Bathroom grab bar
- Sink & taps
- Shower faucets
- Soap dispensers
- Doors
- Doorbells
- Phone
- Light switches
- Power socket and switches
- Wardrobe and drawer handles
- Remote controls and keyboards
- Window handles
- Balcony doors
- All appliances

Using gloves and masks

- Gloves and masks must be worn by all housekeepers in the apartments.
- Prior to putting on gloves, hands must be washed thoroughly with soap and water for 20 seconds.
- Dry hands before putting gloves on.
- When removing gloves, pull the gloves from the wrist, turning them inside out when disposing them.
- Dispose gloves after each apartment has been cleaned.
- Use sanitizer to clean hands once gloves have been removed.
- Avoid touching eyes, nose or mouth with unwashed hands.
- Masks that are moist or wet is no longer effective and should be replaced immediately.

Cleaning of surfaces

- Use neutral detergent and water to clean all surfaces. Always clean from the cleanest surfaces to the dirtiest surfaces to prevent transfer of germs.
- Use disinfectant and wipe all cleaned surfaces.
- After cleaning every surface, the cloth should be laundered before reusing.
- Disinfect door handle and doorbell before entering the property.
- Glassware and utensils are to be washed with hot water and dish detergent or sanitized in dishwasher where applicable.

Removal of trash and linen

- Clear all trash in the apartment, seal the bags properly before disposal.
- Wash and disinfect all refuse bin and ensure that bins are covered.
- All soiled linen must be removed and placed in a sealed bag.

General cleaning

- Clean and sanitise all glassware, stationery and amenities.
- Thoroughly wipe all room surfaces and high touch points with detergent and disinfectant.
- Ensure no areas are missed through dusting and sanitizing, including air-conditioner, room fans and vents.
- Make bed with freshly laundered bed linen.

End of shift cleaning

- All cleaning equipment used during the shift must be wiped down using disinfectant.
- Paper dust bag for vacuum cleaner must be changed daily after use and vacuum cleaner to be disinfected.
- All re-usable washcloth must be soaked in household bleach at the proper concentration according to manufacturer's instructions, washed and dry thoroughly before next use.

Delivering items to apartments

- Staff should not enter room if guest is also present whenever possible.
- Safe distance of 1.5m is maintained when delivering items to guest.
- All items should be delivered in a bag.
- Linens, pillows, towels must be placed in a bag for delivery.