**Custodial Services at Bronx Community College**

Custodial Services provides clean and safe facilities that are conducive to a quality learning and work environment for the BCC community. Services related to the cleaning of student-facing spaces (e.g., policing, vacuuming, emptying trash, dusting, etc.) are provided by our custodial team during business hours of 7:00 am. – 11:30 pm. In our ongoing efforts to provide excellent customer service, modernize our custodial practices and be responsive to changing client needs, BCC Custodial Services has integrated green cleaning, waste reduction, recycling and sustainability practices into our core cleaning methods.

Our custodial services use only the most environmentally-friendly products, chemicals, and methods. Overall, the results of this “green” cleaning include a marked improvement in indoor air quality (e.g., all vacuums are equipped with high-efficiency particulate air (HEPA) filters that collect 99.97 percent of all particulates; and a significant reduction in waste generated (both general and hazardous) as a result of custodial activities.

The Custodial team services all areas of the campus and also provides event set-up ranging from small to very large events. Custodial responsibilities also include, snow removal. The following is an overview of many of the services provided by our custodial team and the frequency for each service.

* [Daily services](https://www.doi.gov/ofas/mib/cleaning#daily)
* Bi-[Weekly services](https://www.doi.gov/ofas/mib/cleaning#weekly)
* [Monthly services](https://www.doi.gov/ofas/mib/cleaning#monthly)
* [Quarterly services](https://www.doi.gov/ofas/mib/cleaning#qtrly)
* [Semi-annual services](https://www.doi.gov/ofas/mib/cleaning#semi)
* [Annual services](https://www.doi.gov/ofas/mib/cleaning#annual)
* [Services provided as needed or as requested](https://www.doi.gov/ofas/mib/cleaning#needed)
* [Miscellaneous services](https://www.doi.gov/ofas/mib/cleaning#misc)
* [Helpful Tips and Information](https://www.doi.gov/ofas/mib/cleaning#tips)
* [How to obtain service](https://www.doi.gov/ofas/mib/cleaning#how)
* [Points of Contact](https://www.doi.gov/ofas/mib/cleaning#poc)

**Daily services include:**

* Thorough cleaning and sanitizing of all public and private restrooms, water fountains, and restocking of paper products and hand soap dispensers.
* Emptying of waste containers in all public restrooms, classrooms, elevator lobbies, and pantries.
* Policing of the perimeter of the building.
* Maintaining the floors in all corridor areas.
* Machine scrub and damp mop of lobbies and public areas.

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**Weekly Services**

**Trash Collection Schedule: link**

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**Bi-weekly services include**

* Executive space cleaning which includes dusting of all horizontal surfaces, cleaning glass desk tops, spot vacuuming or sweeping of carpeted areas where there is obvious dirt or debris, and spot cleaning carpet areas to remove stains.
* Thorough cleaning of all offices including a thorough dusting on all horizontal and vertical surfaces
* Cleaning of wood paneling
* Sweeping or vacuuming bare floors
* Vacuuming all carpeting
* Cleaning glass in doors and on desk tops
* Dusting partitions, pictures, and bookcases
* Cleaning washbasins and mirrors and supply paper towels
* Replacing the liner in each waste receptacle.

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**Monthly services include**

* Damp mopping and spray buffing of resilient flooring
* Thoroughly dusting all vertical surfaces (to a height of 70”) and horizontal surfaces under or beneath furnishings (e.g., knee wells in desks)
* Stairways
* Machine Scrubbing of Restrooms

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**Quarterly services include**

* Polishing kick plates, push plates, push bars, doorknobs, and other metal surfaces.
* Machine Scrub and Sealing of floors

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**Semi-annual services**

* Provide for the dusting or vacuuming of both sides of the venetian blinds in offices.
* Machine Scrub of Assembly Spaces

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**Annual services include**

* Cleaning building windows (inside and outside)
* Thoroughly cleaning Venetian blinds
* Cleaning all glass areas in the vestibule and exterior doors at the main entrances to each building
* Stripping resilient floors, and high cleaning (i.e., the cleaning of all surfaces and objects located higher than 70” above floor level).

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**Services provided as needed or as requested**

* Stripping, resealing and refinishing of corridor floors
* As requested, special cleaning is done in vacant offices.
* As needed, we provide a special cleaning service in rooms following special events.
* When requested, carpet cleaning. This work is done during evening hours and must be scheduled in advance. Occupant offices are responsible for removing furnishings from and returning them to the office.

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**Miscellaneous services**

* **Pest-control** services are provided by a pest-control contractor using integrated pest-management (IPM) methods and materials. A representative from this firm normally provides service to our buildings twice per week (**Tuesday and Thursday**).
* **Snow removal** is accomplished according to a plan that was developed, and updated **annually in November**, by the Chief Campus Superintendent and the AVP for Campus Operations.
* **Recycling**. BCC has initiated single stream recycling.

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**Helpful Tips and Information**

* All food, snacks, and sugar should be stored in a proper container to avoid infestation of pests.
* Do not leave food wastes in the waste can in your office overnight. **Please take these items to a waste container that is emptied on a daily basis** (e.g., the waste containers in all restrooms, elevator lobbies, and kitchenettes).
* Please report slippery spots or spills to PPS via a **workorder** immediately. A delay here could result in someone slipping and, possibly, suffering an injury.

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**How to obtain service**

Workorder System – link

Contact Directory

Confirm pest control schedule

Recycling contract section

Add trash collection schedule

Add contact information

Add Workorder policy

Add link to workorder system

Add snow plan

Link to Customer Service Guide and Service Level Agreement