

CUSTODIAL SUPPORT SERVICES ASSOCIATION OF PHYSICAL PLANT  
ADMINISTRATORS (CSSPPA) LEVELS OF CLEANLINESS

The tables below and items in red text indicate cleaning levels for which CSS has committed to deliver.

<p><b>Level 3</b></p>	<p><b>Casual Inattention</b></p> <p>This level reflects a lower level of normal cleanliness expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.</p> <ul style="list-style-type: none"> <li>x Floors are swept clean, but upon observation dust, dirt and stains, as well as a buildup of dirt, dust and/or floor finish in corners and along walls, can be seen.</li> <li>x There are dull spots and/or matted carpet in walking lanes and <del>streak</del> splashes on base molding.</li> <li>x All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints.</li> <li>x Lamps all work and all fixtures are clean.</li> <li>x Trash containers and pencil sharpeners are empty, clean and <del>odor</del></li> </ul>
<p><b>Level 4</b></p>	<p><b>Moderate Dinginess</b></p> <p>This level reflects areas and environments that lack normal cleanliness.</p> <ul style="list-style-type: none"> <li>x Floors are swept clean, but are dull. Colors are dingy and there is an obvious buildup of dust, dirt and/or floor finish in corners and along walls. Moulding is dull and contains streaks and splashes.</li> <li>x All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints and marks that will be difficult to remove.</li> <li>x Less than 5 percent of lamps are burned out and fixtures are dingy.</li> <li>x Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash cans carry a foul odour.</li> </ul>
<p><b>Level 5</b></p>	<p><b>Unkempt Neglect</b></p> <p>This level reflects the lowest form of cleanliness. Facility buildings are always dirty, with cleanliness at an unacceptable level.</p> <ul style="list-style-type: none"> <li>x Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy and there is a noticeable buildup of dirt, dust and/or floor finish in corners and along walls. Base moulding is dirty, stained and streaked. Gum, stains, dirt dust balls and trash are broadcast.</li> <li>x All vertical and horizontal surfaces have significant accumulations of dust, dirt, smudges and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.</li> <li>x More than 5 percent of lamps are burned out and fixtures are dirty with dust balls and flies.</li> <li>x Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers emit foul odour.</li> </ul>



## Washrooms

<b>Level 1</b>	Washroom, shower, toilet fixtures, and tile gleam and are odour free. Supplies are adequate.
<b>Level 2</b>	Washroom, shower, toilet fixtures, and tile gleam and are odour free. Supplies are adequate.
<b>Level 3</b>	Not acceptable
<b>Level 4</b>	Not acceptable
<b>Level 5</b>	Not acceptable

## Trash Containers

Level 1