



Residence Cleaning Handbook

Created by: Support Services



*Education is the most powerful weapon which
you can use to change the world*

Nelson Mandela



GENERAL

The information in this booklet is in a simple format and the aim is to keep students informed about the possible dangers and discomforts in your surroundings and to advise students on how these dangers and discomforts can be prevented.

The process is quite simple, if you keep control of your hygiene and cleaning then many of the problems will never arise.

If at any point during your stay here at NMMU, you happen to encounter any of the problems described in the booklet, it is of the utmost importance that you inform your house com and follow up with

your house com to ensure that something is done about the problem. As with any organisation there are channels that need to be followed to communicate within your residence.

The first port of call would be to speak to your house com, then to your RSA and then to your residence manager. The residence manager will highlight the problems to the relevant staff on each campus and the problem will be solved in due time.

We at Support Services wish you a pleasant stay here with us at NMMU.

General Contact for Support Services: supportservicesadmin@nmmu.ac.za

CLEANING SERVICES — WE PROVIDE:



The cleaning staff are here to help you keep your residence clean and tidy. This does not mean that you are not responsible for the upkeep and cleanliness of your bedroom, bathroom, kitchen and other communal areas.

In the kitchens, cleaning staff will on a daily basis:

- ▶ Empty refuse bins
- ▶ Clean all surfaces and sink areas
- ▶ Clean the stove tops, ovens and microwaves
- ▶ Sweep and mop the floor
- ▶ Wipe clean the front of fridges, cupboards and drawers

In communal areas, cleaning staff will:

- ▶ Sweep and mop all corridors, stairs and floors
- ▶ Clean, toilets, baths, sinks and showers
- ▶ Dust and wipe down any furniture and surfaces

In bedrooms:

Bedrooms are your own responsibility throughout the semester time. We deep-clean bedrooms in the June and December vacation time. For the rest of the year the cleaning is your responsibility.

Cleaning equipment may be borrowed from the cleaners in the residences, pro-

vided it is for short-term use and it is given back immediately after use.

To keep your bedroom, bathroom and kitchen clean, it will be useful to have the following items:

- ▶ Rubber gloves
- ▶ Dusters
- ▶ General cloths
- ▶ Multi-purpose cleaner

All these items are available at any supermarket, however, please ensure that you check, read and understand the directions for use.

Try to use environmentally friendly products wherever possible. There are many DIY product solution sites available, such as www.eartheasy.com and www.keeper-ofthefhome.org

Other services:

Hygiene: Sanitary bins are provided for the safe disposal of sanitary pads. Sanitary bins are collected weekly and the scheduled day of collection is provided to your residence manager. Please ensure that the bin is accessible for servicing.

Pest control: This is done twice per year and generally takes place during the recess periods.

CLEANING HINTS AND TIPS

ITEM	USE	WITH
Sink and shower	All-purpose bathroom cleaner	Non-scratch cleaning pad or micro-fibre cloth
Toilet bowl	Toilet cleaner	Toilet brush
Taps, windows and mirrors	Spray glass cleaners	Clean cloth, paper towel or newspaper
Cupboards, desks and worktops	Multi-purpose cleaner	General cloths or microfibre cloth
Fridge	Multi-purpose cleaner or washing up liquid	General cloths or microfibre cloth
Stove top	Multi-purpose cleaner	Non-scratch cleaning pad or micro-fibre cloth
Disinfecting bathroom, kitchen and refuse bins	General bleach solution or disinfectant	Cloth (never use the same cloth for different bins)
Microwave	Multi-purpose kitchen cleaner or washing up liquid	Non-scratch cleaning pad or micro-fibre cloth



CLEANING DO's AND DON'Ts

DO

- ▶ Read the product labels, follow the instructions carefully and store the items appropriately.
- ▶ Use rubber gloves to protect your skin.
- ▶ Have different cloths for different areas. Use one for the kitchen, another for sinks, basins and surfaces.
- ▶ Clean up spillages as you go.
- ▶ Wash your clothes and bedding regularly to prevent the build-up of bacteria.

DON'T

- ▶ NEVER mix chemicals – when combined they can become toxic.
- ▶ Leave your cleaning cloths in water after use – make sure you wash and rinse them.



CLEANING YOUR BEDROOM

Our services do NOT include the regular cleaning of your bedroom. It is YOUR responsibility to keep your room clean and tidy.

Tidying doesn't have to be a chore. Put on some music while you bustle about in your room, or take it as a productive break from looking at your computer screen or textbooks. Don't let mess build up, keep on top of it by doing a couple of these things every day. Your room will be clean, tidy and an inviting environment for you to study and socialise in.

WHAT YOU CAN DO TO KEEP YOUR ROOM CLEAN

Sweep your room regularly – you can borrow a broom from the cleaner in your area – remember to return the broom as soon as you have finished sweeping.

Remove your rubbish daily – place your bin in the corridor every morning so that the cleaner can collect the rubbish and wipe your bin out (recycle your grocery bags by using them as bin liners).

Dust and wipe – dust and wipe down your desk, shelves and window sills, using all-purpose spray and a damp cloth.

Open windows and curtains – ventilate your room, as natural light and fresh air helps to boost your energy and removes bad odours. During the dark winter months, trap the heat in by closing your curtains when you get home from lectures.

Wash up regularly – avoid attracting pests and mould build-up by removing and washing cups and plates once you have finished with them.

Linen and laundry – change and wash your bed linen regularly. Place all your dirty clothes in the laundry basket and wash them regularly.

DID YOU KNOW???

The average person sheds up to 10g of dead skin in a week. The bedroom is the perfect breeding ground for dust mites, which feed on dead skin.

Our shoes pick up all kinds of dirt when we're outdoors, including animal faeces. When we walk around in them at home, these germs get spread around liberally, settling into carpets and increasing the risk of infection.



CLEANING YOUR BATHROOM

SHOWERS, BATHS, TOILETS AND SINKS

- ▶ Damp towels and face cloths should not be left in the bathroom. Each and every person carries their own bacteria, good and bad. Residence bathrooms are mostly communal and can therefore be considered as high risk in terms of spreading bacteria. The humidity in bathrooms will also encourage bacteria to spread and grow and towels and face cloths are a very good breeding ground for bacteria.
- ▶ Rinse the shower tray and basin down after use, making sure that traces of shampoo, soap and toothpaste have been washed away. This will ensure that your bacteria are not left behind for others to pick up.
- ▶ Spray the sink, mirror, shower tray, door and tiles with an all-purpose bathroom cleaner and wipe down with a cloth. (This can be done a few minutes before you use the shower, just be careful not to slip.)
- ▶ Remove your hair from the drain or plug hole to prevent blockages.



- ▶ Sanitary bins are provided for feminine hygiene waste such as sanitary towels. Sanitary waste is hazardous and must be destroyed in a certain way to avoid the spread of disease. Sanitary towels should be wrapped in toilet paper and thrown into the bin next to the toilet. **ONLY SANITARY TOWELS MUST BE THROWN IN THE SANI BIN** – no food waste or general waste as this affects the ability to break down the bacteria.
- ▶ When you flush the toilet, bacteria fly up to six feet into the air. This is why the toilet has a lid. Apply toilet cleaner to the toilet bowl, then scrub with a toilet brush. Always use rubber gloves when cleaning the toilet. Leave the toilet the way you would like and expect to find it.
- ▶ Mould or mildew can affect your chest and lungs and sinuses and has been known to affect the skin on occasion. Mould and mildew grow in damp and humid areas; therefore bathrooms need to be aired to prevent this from growing. This is done by opening the windows after showering.
- ▶ Report any faults such as blockages or leaks to the house com.

CLEANING YOUR KITCHEN

One of the main causes of disputes between residents can be the cleanliness of the kitchen. Sharing a space with so many other people can be both difficult and messy, but if everyone is considerate and does their bit to clean up after themselves, the kitchen can be a great environment for everyone to use. Here is some information to keep in mind when sharing a kitchen:

- ▶ Draw up a roster and take turns cleaning.
- ▶ Bacteria can be found all over the kitchen, for example, on utensils, stove tops, fridge door handles, cupboard doors, counters, chopping boards, dish towels and dish cloths or sponges. This is the type of bacteria that can lead to food poisoning or gastro!
- ▶ The most common source of bacteria is food such as meat, poultry, eggs and fish. When humans touch food items and then touch other objects, we spread these bacteria.
- ▶ When you are working with any food items it is important to wash your hands before touching other food items. In other words when you are finished chopping up chicken, wash your hands before you touch the spice bottle; then wash your hands again before touching your veggies.
- ▶ Never under any circumstances cut different meats on the same chopping board, always wash and disinfect the board between different uses.
- ▶ After you have finished cooking, always wash your dishes and utensils with HOT water and detergent.
- ▶ Left overs should be kept in the fridge and only kept for two days. If not eaten within two days ensure that you throw it away. OLD food can make you sick.
- ▶ Refuse bins must be emptied regularly otherwise they will attract unwanted pests, such as cockroaches, flies and rats.
- ▶ Pests spread disease and bacteria that can make humans very sick. Just because you don't see the pests does not mean that they have not been there. Urine and faeces from rats, cockroaches and flies are more dangerous to humans than to the animal itself!
- ▶ Dish towels, cloths and sponges should be washed regularly in bleach to kill bacteria.
- ▶ Fridges should be cleaned at least once per week.
- ▶ Stove tops, ovens and microwaves should be cleaned after use.
- ▶ Sinks should be wiped down and disinfected after use.



DANGERS OF APPLIANCES IN YOUR KITCHEN

Leaving a pot on the stove unattended will lead to disaster!!

Putting metal in the microwave can cause a fire!!

Load shedding affects us all. Please make sure that you have turned **OFF** your appliances should the power go out while you were cooking.



PERSONAL HYGIENE

The human body can provide place for disease-causing germs and parasites to grow and multiply. These places include the skin and in and around the openings to the body. Good personal hygiene habits can prevent the germs from entering the body.

GOOD PERSONAL HYGIENE HABITS INCLUDE:

Wash your body often – a daily bath or shower is key to keeping your body clean and hygienic.

Brush your teeth – after every meal is best, but if we can't do this, then once a day is the minimum requirement. The best times to brush your teeth are after breakfast and before going to bed.

Wash your hair with soap or shampoo at least once a week.

Wash your hands with soap after going to the toilet

Clean clothes – dirty clothes should be washed with laundry soap before wearing them again.

Cover your mouth and nose when sneezing or coughing – this helps stop the spread of germs.

Deodorant – as active humans it is normal that we sweat, which can cause bad odours in some people. Deodorant eliminates bacteria that cause bad odours.



WASTE MANAGEMENT

What is waste management?

In simple terms, it is the collection, transportation, disposal and recycling of waste. Two of NMMU's core values are Respect for the Natural Environment and Taking Responsibility and our waste management plan is aligned to these values.

We want everyone to turn this....



INTO.....



Why must I recycle??

We live on a planet that has limited resources – there's only so much fresh water in our lakes and rivers, there's only so much coal and oil reserves under the ground and there's only so much land that's suitable for growing food crops. If we use up all those resources, what then?

THERE IS ONLY ONE EARTH!

We need to look after what we've got. And that means living less wasteful lifestyles, and learning that we can no longer just use things once and throw them away into a landfill site. We need to learn the three R's: reduce, reuse, recycle.

The Three R's: Reducing your impact

When products are recycled they are broken down into their constituent parts and some of those parts, perhaps even all of them, are then used to produce new products. For example, plastic cold drink containers can be recycled and turned into the stuffing for pillows and duvets.

Recycling is just one way that you can reduce your impact on the planet and help save resources. There are two other steps that come before recycling – reducing the amount of natural resources you consume and reusing what you buy at least once.

Together these steps are the three R's:

Reduce, Re-use, Recycle.

Consider these steps before you recycle:

Reduce the amount you consume. If you don't need it, don't buy it. It sounds obvious, but how many of us are tempted to buy something simply because it's on special offer or because a new, improved model has come on the market.

When you do buy something, choose a brand that has the least amount of packaging or the kind that can be re-used, recycled or composted. And look for products that are as earth-friendly as possible.

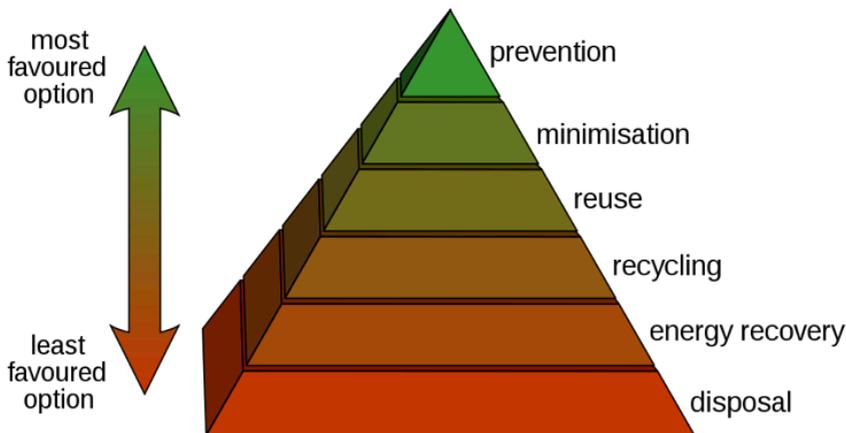
Look also for products that are made from recycled material. If there is a demand for recycled plastic products, for example, more plastic will be recycled and less will end up in landfill or polluting the oceans.

Also, less virgin material will have to be mined or grown. Remember, what you buy influences what is made.

Before you throw something away, either for recycling or into your normal rubbish, think first if there is any way it can be re-used. Can you grow seedlings in it or use it to hold paper clips or wrap a birthday present? Can it be given to a charity shop, a nursery school or a children's or old-age home?

What can we as students do to help?

- Follow the principles of the 3 R's
- Separate your waste daily
- Ensure your waste is collected correctly
- Understand what is recyclable and what is not



https://commons.wikimedia.org/wiki/File:Waste_hierarchy.svg

What does Support Services do?

Each campus has a coordinator that is responsible for the monitoring of the waste section. The contracted cleaners collect the waste and deliver it to the designated waste area on campus. The waste is sorted into the various categories and then removed off site and taken to the various sites for processing.

The coordinators are responsible for ensuring that staff are adequately trained and that the necessary descriptive signage is available. Support Services has a contemporary approach to waste management. We believe that all role players are critical to reducing total waste volumes and increasing resource recovery rates.

What is not recyclable?

There are a few examples of items, listed below, that are not recyclable. It is important to remember what these are so that you limit your buying of these items and should you buy these items, to remember to throw them away with your general refuse.

- Used diapers
- Used tissue products
- Wax paper
- Ceramic dishes and cups
- Light bulbs
- Mirrors
- Batteries
- Used paper plates

WHAT CAN BE RECYCLED?

The following signs can be found at our recycling stations and are used to guide the staff sorting these items:

Cans include:

Cool drink cans

Canned food

Beer or alcohol cans

The lids from jars and bottles

It is better to rinse them out with water before throwing them away.



CANS ONLY



CARDBOARD ONLY

Cardboard boxes include:

Any cardboard box that has not been touched by food

Shoe boxes

Packaging boxes

Paper boxes

GENERAL REFUSE ONLY

WE CANNOT RECYCLE:

Polystyrene containers

Chips and sweets packets

Anything that had food in it

Needles or medical waste

Ceramics (tea cups and plates)

Batteries



https://en.wikipedia.org/wiki/McDonald%27s_advertising#/media/File:Big_Mac_combo_meal.jpg



https://en.wikipedia.org/wiki/Foam_food_container#/media/File:Yum_hk_lunch_box.jpg



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PLASTIC ONLY

Plastic is the most common item that is available for recycling:

It includes:

Bottles (water, cool drink, milk, juice)

Plastic knives, forks and teaspoons

Plastic shopping bags

Yoghurt tubs

Laundry products containers

Shampoo, conditioner and shower gel containers



PEST CONTROL

Another service that is provided to residences is pest control, which is done as per our annual pest control programme year and this involves spraying for ants, cockroaches, bed bugs, bird lice and other common insects.

It is very important to remember that although we do service your rooms for pests, it DOES NOT mean that there will never be a pest in your room. We as humans are very good hosts for pests and the way we live provide luxury accommodation for pests.

These are common pests found in the residences:

BED BUGS

Bed bugs have been around for centuries and are commonly found in communal living areas. They are more irritating than harmful and do not cause illness other than an allergic reaction such as welts or swelling.

Description:

- ▶ The adults are small, wingless, 6.3mm long, oval shaped, and flattened from top to bottom (unless engorged with blood).

- ▶ Reddish brown in colour, do not fly, but do crawl readily.
- ▶ Both males and females feed; nymphs also feed; human blood is the preferred food source, but warm blooded mammals in general can host bed bugs.
- ▶ Generally active at night, but can be active in daylight when there is a large infestation or a host present.

Where to look

- ▶ In and around beds, on or behind headboards
- ▶ On furniture, in or on clocks and televisions
- ▶ In carpets and fabrics such as curtains

What to look for:

- ▶ Small blood stains or smears
- ▶ Live or dead insects

It's important to remember that bed bugs travel with you and generally transfer in that manner such as via luggage. They can also live without feeding for months at a time which increases their chances of survival and distribution.

If you see any signs of bed bugs, notify your house com or res manager immediately. The res manager will contact Cleaning Services and the pest control company will attend to the situation.



photo credit: Dr. Michael Potter, University of Kentucky

Adult female bed bug, pictured next to an apple seed to show size



photo credit: Dr. Harold Harlan, www.afpmb.org

Adult female



Adult bed bug and stains found on bed sheets.

COCKROACHES

Description:

Their colour is generally light brown, brown, black and red brown. Some have wings and some don't, all have long antennae and they are omnivorous.

Where are cockroaches found?

They are common in commercial premises associated with food production. They are also found in public buildings and domestic homes. They spend the day hiding in cracks and crevices around sinks, drains, stoves, the back of cupboards and in the motor compartment of fridges.

They can be brought in as eggs or adults on laundry, raw materials such as fruit and veg and also in the crates and packaging that food and goods are purchased in.

The control of cockroaches:

Cockroaches and their faeces and urine can cause allergic reactions amongst sensitive individuals when materials derived from cockroaches is ingested or inhaled. For this reason it is vitally important to maintain a high standard of hygiene. It is difficult to stop or prevent cockroaches, but we can make life a bit harder for them by ensuring that the area we live in is clean, food is properly closed and access points to the areas that they frequent have insecticides for the cockroaches to encounter.



FLEAS

Description:

Their colour is brown with a streamlined body that is covered with backward-directed bristles.



Where are fleas found?

Adult fleas live exclusively as parasites of warm blooded animals, especially mammals. Fleas don't generally carry disease, but are still considered as pests due to the fact that they bite. Flea bites can be identified by the tiny dark red spot which is surrounded by a reddened area. The bite persists for two days and is intensely irritating.

The control of fleas:

Fleas are generally from animals. If there is, however, no animal contribution then it is normally due to the fact that the area in which they are found is dirty and dusty. A thorough clean of the area is necessary and an insecticide spray can be used to prevent recurrence of the fleas.



BOOK LICE

Description:

Soft bodied insects, no bigger than 6mm. They have long threadlike antennae and are generally light brown in colour.

Where are book lice found?

They can be found in warehouses, food manufacturing premises, granaries, museums and in domestic and retail premises. Book lice infest materials of plant and animal origin including stored food, plaster, leather, woodwork and even books.

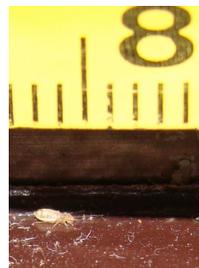
The control of book lice:

Book lice don't necessarily cause damage by feeding and are harmless in small numbers. They are a nuisance because they get into everything. Insecticides will work; however, it will be easier to control them by thoroughly airing the premises to ensure that it remains dry which will deter the development of moulds and thereby removing the insects' food source.



Magnified view of adult book louse

How small book lice actually are.



ANTS

Description:

Ants can be black, red and brown. Red ants are, however, generally smaller.

Where are ants found?

Ants live outside or in cavities of buildings and will search far and wide for food, which is why they can be found inside homes and buildings. The main attraction for ants is sweet food although they are omnivorous and like protein as well.

The control of ants:

The obvious control would be to remove access to anything that would attract the ants. A very clean and hygienic area would definitely assist in doing this; however, controlling ants is very difficult and generally requires the nest to be destroyed completely. This means that the insecticides need to be taken to the nest by the ant itself if we are unable to get to the nest directly. Surface sprays work by directly killing the ants, however, the residual needs to be left there so that the new ants can walk through it and take it back to the nest.



Ant nest found indoors.

RODENTS

Description:

Rodents is a common term for continually growing chisel teeth animals. This group consists of rats, mice, hamsters, squirrels, guinea pigs. At NMMU we deal only with rats and mice. Rats and mice have very weak vision, but have an acute sense of hearing and their sense of touch and taste is very sensitive. These are creatures of habit and prefer to stick to their territory by using the same walk ways.

They are very wary of new objects and will initially only taste food instead of eating it. Rats and mice are extremely agile and can jump up to 60cm and down several metres. They are able to swim (even underwater) and are able to squeeze through tiny cracks in walls. Rats are neophobic (fear new things) and are generally shy and travel long distances, while mice are inquisitive and prefer to stay close to home.

The biggest noticeable difference between rats and mice is the shape of the ear. A rat has a sharper ear shape compared to the rounded shape of a mouse.

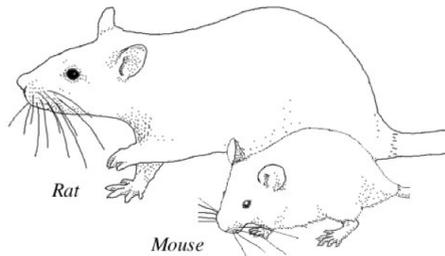
Where are rodents found?

Rodents are well adapted to living with man and can generally be found in small well-protected cavities. This generally means places such as ceilings, garages and shrubbery etc. They like warmth and comfort with a close proximity to food.

The control of rodents:

The obvious control would be to remove access to anything that would attract the rodents. If they know that there is food in the area they will frequent the area and will build homes close by. If there is no easy access to food they will look elsewhere for easier ways to get to the food. A very clean and hygienic area would definitely assist in this.

At NMMU we have external bait stations on all campuses which are monitored for activity. If activity is found then action is taken. Most of NMMU is based on a nature conservation site and we cannot use any bait or poisons that could be harmful to other animals. This makes the control of rodents very complicated. The best form of action is to put down snap traps which will kill the rodent immediately, however, the best form of action remains to make life uncomfortable for the animal to prevent them from returning.



Rat vs mouse in terms of size of rodent



The noticeable difference in ear shape



BIRD LICE

Description:

Bird lice are small, oval in shape, (less than 1mm long) with eight legs, they are very mobile and semi-transparent until blood has been digested then they appear red-dish to blackish.

Where are bird lice found?

Bird lice are associated with moist, humid conditions and are mostly active in spring and summer and are naturally found where birds and their nests are located. They can move into living spaces such as homes, climbing on walls, ceilings and bedding in search of a blood meal.

The control of bird lice:

The obvious control would be to locate and remove the nest and repairing the hole that allowed them to nest in the area or preventing access to the exposed area where the nest was. A surface spray will be required to spray the area where the nest was or where the lice were found and also any possible access points. If you think you have a bird lice problem and the pest control company cannot get to you immediately, it would be advised to apply an insect repellent for your skin. This will prevent further biting until the area can be attended to.



A bird's wing infested with lice



Magnified bird lice

FUN FACTS...

Your nose can remember 50 000 scents.

An average person produces about 25 000 quarts of saliva in a lifetime.

The strongest muscle in the body is the jaw muscle.

People generally read 25 times slower on screen than on paper.

The ears and nose never stop growing.

Similar to finger prints, everyone has a unique tongue print.

The human eye can distinguish about 10 million different colours.

Two hours of cleaning will burn 200 calories.

The tongue is the only body muscle that is attached at one end only.

Laughter is a proven way to lose weight.

