

CPFM Department: Facilities Services	SOP Number: CPFM-FS-2
	Effective Date: 3/1/2025
Title: Academic & Housing Custodial Inspection Policy	Revision Date: 5 years
	End Date: Indefinite
Signature: Dean Tufts, Vice President Campus Planning & Facilities Management (CPFM)	

**POLICY:** Custodial Inspection of Academic and Residential Spaces.

**PURPOSE:** To establish a standard operating procedure and frequency for the custodial inspections of academic and housing facilities.

**PROCEDURE:** All academic and housing facilities will be inspected **at least once per year** by the Assistant Director or another designated representative. Adelbert Hall and Tinkham Veale University Center will be inspected **at least twice per year**.

Inspections will utilize the Smart Inspect Quality Success Percentage score, which is a percentage of the number of items found to be deficient-free relative to the items inspected. A passing score is 65% or above.

- An excellent score ranges from 92% to 100%. The results represent a world-class cleaning program that has limited opportunities for improvements and archives extremely high customer satisfaction.
- A good score ranges from 85% to 91%. The results meet or exceed the general requirements and specifications and include many best practices. Some items may need specific improvements or more consistency, but customer service remains satisfactory.
- A fair score ranges from 76% to 84%. The results fail to meet many of the requirements and specifications. Service quality lacks consistency and best practices are not observed. Corrective actions are required to bring customer satisfaction to an acceptable level.
- A poor score ranges from 65% to 75%. The results fail to meet most of the requirements and specifications and quality issues are widespread and systemic. Issues are prevalent at both the routine and restorative levels. Major improvements are required to meet the requirements, specifications, and to achieve acceptable customer satisfaction.
- A failing score is 64% or below. The results are unsatisfactory and major changes are required to meet the cleaning requirements and specifications. Cleaning results and customer service are a complete failure and require immediate intervention by management.

Facilities that achieve **an excellent score (92% and above)** will receive recognition by the Assistant Director or other designated representative. The Building Service Workers (BSWs) who contribute towards an excellent score will have the Star Performer banner added to their uniform.

Facilities that receive a **poor score (65%-75%)** will be reinspected by the Assistant Director or other designated representative after two weeks of remedial action by the responsible BSW(s) and their supervisor(s). Since cleaning requirements and specifications are not generally being met, the supervisor(s) will review job expectations and performance standards with the responsible BSW(s). A single poor score will not result in any HR corrective actions, but repeated poor scores may result in HR corrective actions for both the responsible BSW(s) and their direct supervisor(s).

Facilities that receive a **failing score (64% and below)** will be reinspected by the Assistant Director or other designated representative after two weeks of remedial action by the responsible BSW(s) and their supervisor(s). Since cleaning requirements and specifications are not being met, the supervisor(s) will review job expectations and performance standards with the responsible BSW(s). Additionally, the responsible BSW(s) and their direct supervisor(s) will receive a verbal warning. If the facility fails the reinspection again after two weeks of remedial action, the responsible BSW(s) and their direct supervisor(s) may be subject to additional HR corrective actions including a written warning or Positive Corrective Action (PCA).