

# FAQ

## Does this mean I don't have to clean anymore?

No, our cleaning services are not meant to replace residents' responsibility to tidy up after themselves. Instead, they are available to support residents during busy times so they don't fall behind. We want everyone to live in a clean and healthy environment, and we understand that sometimes a little extra help may be needed to stay on track.

## How often can I book the service?

Although our services aren't intended to replace residents cleaning for themselves, you can book our services as often as you like.

## Can I choose exactly when the Housekeeping team comes?

Unfortunately, you cannot choose, but we will inform you of the day and timeslot when the service will occur.

**Housekeeping's hours are:**  
8 a.m. – 4 p.m. Monday - Friday  
9 a.m. – 5 p.m. Saturday - Sunday

## I live with roommates, how does that work?

We trust residents to discuss and agree on cleaning services with their roommates, split the cost if shared spaces are included, and keep each other informed about service times, even if it's just a bedroom being cleaned.

## How does payment work?

Once the Housekeeping team is finished, you will receive an email confirming that the agreed-upon work is complete along with a breakdown of your charges.

### Note:

- Charges will be applied in your StarRez portal
- Payment is due within seven (7) days of the charge posting

**For more information or to book a cleaning,  
email: [residence.housekeeping@ucalgary.ca](mailto:residence.housekeeping@ucalgary.ca)**



**UNIVERSITY OF CALGARY**  
Residence Services

## On-Demand Cleaning Services



## Residence Services Housekeeping

Helping residents keep their  
living spaces clean on an  
as-needed basis

Email: [residence.housekeeping@ucalgary.ca](mailto:residence.housekeeping@ucalgary.ca)

# What can Housekeeping provide?

Housekeeping cleaning services are provided throughout the year at an additional cost to help support a clean and comfortable environment.

Residence life is busy and can be overwhelming. Our intent is to help residents who need a little extra support every so often, rather than be a substitute for residents cleaning for themselves.

## Cost of cleaning Services:



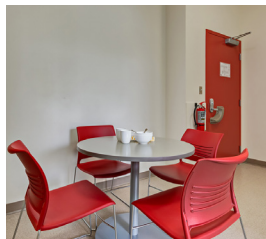
Kitchen \$50



Bathroom \$50



Bedroom \$20



Living area \$20



Studio apartments \$105

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# What will be cleaned in each area?

**Kitchen:** \*(Housekeeping does not offer a dish cleaning service. Please make sure your dishes and countertops are free from clutter)

- Cabinet fronts cleaned and disinfected
- Countertops, shelves, and backsplash cleaned and disinfected
- Sink scrubbed, appliances, including stove, exteriors cleaned and disinfected
- Small appliances cleaned and disinfected
  - ° (Microwave, toaster, coffee maker)
- Doorknobs, door frames cleaned and disinfected
- Tables, chairs dusted and cleaned
- Trash emptied, bins cleaned and disinfected
- Floor vacuumed and mopped

*Residents are required to remove garbage daily, Housekeeping will take out the trash on scheduled cleaning day.*

## Bedroom:

- All surfaces dusted and sanitized
- Carpet and area rugs vacuumed, mirrors cleaned
- Hard surface floors vacuumed, and damp mopped
- Doorknobs, door frames and doors cleaned
- Light switches wiped and disinfected

## Living areas

- All surfaces dusted and disinfected
- Carpet and area rugs vacuumed, mirrors cleaned
- Hard surface floors vacuumed, and damp mopped
- Coffee tables cleaned and disinfected
- Doorknobs, door frames and doors cleaned
- Light switches wiped and disinfected

## Bathroom:

- Sink scrubbed and disinfected
- Bathtub, shower wall scrubbed and disinfected
- Toilet cleaned and disinfected
- Mirrors and cabinet front cleaned and disinfected
- All surfaces dusted and disinfected
- Trash emptied, bins cleaned and disinfected

*Residents are required to remove garbage daily, Housekeeping will take out the trash on scheduled cleaning day.*

## Studio apartments:

Full studio cleaning includes all the items under: kitchen, bathroom, bedroom and living area.