



Standard Classification for Serviceability of an Office Facility for Cleanliness^{1,2}

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1. Scope

1.1 This classification contains pairs of scales for classifying an aspect of the serviceability of an office facility, that is, the capability of an office facility to meet certain possible requirements for cleanliness.

1.2 Within that aspect of serviceability, each pair of scales, shown in Figs. 1-5, are for classifying one topic of serviceability. Each paragraph in an Occupant Requirement Scale (see Figs. 1-5) summarizes one level of serviceability on that topic, which occupants might require. The matching entry in the Facility Rating Scale (see Figs. 1-5) is a translation of the requirement into a description of certain features of a facility which, taken in combination, indicate that the facility is likely to meet that level of required serviceability.

1.3 The entries in the Facility Rating Scale (see Figs. 1-5) are indicative and not comprehensive. They are for quick scanning and rating a facility and not for evaluating or diagnosing it.

1.4 This classification can be used to estimate the level of serviceability of an existing facility. It can also be used to estimate the serviceability of a facility that has been planned but not yet built, such as one for which single-line drawings and outline specifications have been prepared.

1.5 This classification indicates what would cause a facility to be rated at a certain level of serviceability but does not state how to conduct a serviceability rating nor how to assign a serviceability score. That information is found in Practice E 1334. The scales in this classification are complimentary to and compatible with Practice E 1334. Each requires the other.

2. Referenced Documents

2.1 ASTM Standards:

E 631 Terminology of Building Constructions³

E 1334 Practice for Rating Serviceability of a Building or

Building-Related Facility³

E 1679 Practice for Setting Requirements for Serviceability of a Building or Building-Related Facility³

2.2 ISO Document:⁴

ISO 6240 International Standard, Performance Standards in Building—Contents and Presentation

3. Terminology

3.1 Definitions

3.1.1 *facility*—a physical setting used to serve a specific purpose.

3.1.1.1 *Discussion*—A facility may be within a building, a whole building, or a building with its site and surrounding environment; or it may be a construction that is not a building. The term encompasses both the physical object and its use (see Terminology E 631).

3.1.2 *facility serviceability*—the capability of a facility to perform the function(s) for which it is designed, used, or required to be used.

3.1.2.1 *Discussion*—The scope of this performance is of the facility as a system, including its subsystems, components and materials and their interactions, such as acoustical, hydrothermal, air purity, and economic; and of the relative importance of each performance requirement (see Terminology E 631).

3.1.3 *office*—a place, such as a room, suite, or building, in which business, clerical or professional activities are conducted (see Terminology E 631).

3.1.4 For standard definitions of additional terms applicable to this classification, see Terminology E 631.

4. Significance and Use

4.1 Each Facility Rating Scale (see Figs. 1-5) in this classification provides a means to estimate the level of serviceability of a building or facility for one topic of serviceability and to compare that level against the level of any other building or facility.

4.2 This classification can be used for comparing how well different buildings or facilities meet a particular requirement for serviceability. It is applicable despite differences such as location, structure, mechanical systems, age, and building shape.

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² Portions of this document are based on material originally prepared by the International Centre for Facilities (ICF) and © 1993 by ICF and Minister of Public Works and Government Services Canada. Their cooperation in the development of this standard is acknowledged.

³ *Annual Book of ASTM Standards*, Vol 04.11.

⁴ Available from American National Standards Institute, 11 W. 42nd St., 13th Floor, New York, NY 10036.



B.4. Cleanliness

Scale B.4.1. Exterior and public areas

Facility Management Requirement Scale	
9 <input type="checkbox"/>	<p>○ LEVEL OF CLEANLINESS FOR BUILDING EXTERIOR AND SITE: The building site, exterior, and interior public spaces need to be very clean and tidy at all times. The site must have a consistently well maintained look.</p>
7 <input type="checkbox"/>	<p>○ LEVEL OF CLEANLINESS FOR BUILDING EXTERIOR AND SITE: The building site, exterior, and interior public spaces need to be consistently clean and tidy, with clean windows and accessible trash receptacles. The cleaning cycle must be frequent enough to maintain this throughout the day.</p>
5 <input type="checkbox"/>	<p>○ LEVEL OF CLEANLINESS FOR BUILDING EXTERIOR AND SITE: The building site, exterior, and interior public spaces need to have an average level of cleanliness and tidiness.</p>
3 <input type="checkbox"/>	<p>○ LEVEL OF CLEANLINESS FOR BUILDING EXTERIOR AND SITE: The building site, exterior, and interior public spaces can have a low level of upkeep and cleanliness, whether to conform with the neighbourhood, or to present a cost-conscious appearance to the public.</p>

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Facility Rating Scale	
9 <input type="checkbox"/>	<p>○ Site: The site or street(s) are clean, with trash receptacles convenient to all pedestrian routes and waiting areas. Paved surfaces are in as-new condition. The exterior furniture has a looked after appearance, e.g. flagpole(s), seating, signs.</p> <p>○ Building: The building exterior is very clean, fresh-looking. Glazing and window frames are kept very clean at all times. If a historic building, any cleaning is directed by conservation experts and has been expertly cleaned.</p> <p>○ Interior public spaces: All interior public spaces and surfaces are sparkling clean, with no visible dents or defects.</p> <p>○ Fittings, fixtures and furniture: All fittings, fixtures and furniture are in sparkling clean condition.</p>
7 <input type="checkbox"/>	<p>○ Site: The site or street(s) is tidy and clean with trash receptacles strategically placed.</p> <p>○ Building: The building exterior is uniformly clean. The walls are free of loose dirt and graffiti. Glazing is cleaned twice per year, or more frequently. The site is acceptably clean at all times.</p> <p>○ Interior public spaces: Interior public spaces and surfaces are uniformly clean.</p> <p>○ Fittings, fixtures and furniture: Fittings, fixtures and furniture are uniformly clean.</p>
5 <input type="checkbox"/>	<p>○ Site: The site or street(s) is fairly tidy, with minimal litter or graffiti.</p> <p>○ Building: The building exterior is fairly clean. The exterior walls are mostly free of loose dirt. There are some stains, and minimal graffiti. Glazing and window frames are dirty about halfway through each cleaning period, e.g. visibility is slightly affected and, in some lighting conditions, the dirt is noticeable.</p> <p>○ Interior public spaces: Interior public spaces are generally clean. A few surfaces need additional cleaning, e.g. entrances, vestibules, lobby, elevator cabs, corridors on upper levels.</p> <p>○ Fittings, fixtures and furniture: Fittings and fixtures are generally clean. Some items need additional cleaning, e.g. entrance doors, metal surfaces, furniture, signs, blinds, lights.</p>
3 <input type="checkbox"/>	<p>○ Site: The site or street(s) is messy, with some litter.</p> <p>○ Building: The building exterior is generally dirty. Exterior walls have some loose dirt and graffiti. Glazing and window frames are very dirty about halfway through each cleaning period, e.g. visibility and lighting are affected, and inside and outside surfaces are smudgy in appearance.</p> <p>○ Interior public spaces: Interior public spaces are dirty in some places, or do not appear to have been cleaned recently. Most surfaces need spring cleaning.</p> <p>○ Fittings, fixtures and furniture: Some fittings and fixtures are dirty or smudgy and need cleaning, e.g. doors, lights, interior glazing, handrails, elevator cabs, etc. Furniture and blinds need cleaning.</p>

Scale B.4.1. continued on next page

FIG. 1 Scale B.4.1 for Exterior and Public Areas

B.4. Cleanliness

Scale B.4.1. Exterior and public areas (continued)

Facility Management Requirement Scale	Facility Rating Scale
<p>1 <input type="radio"/> LEVEL OF CLEANLINESS FOR BUILDING EXTERIOR AND SITE: Cleanliness of the building site and exterior is not important; the building is located in an area where exterior image is not important; the nature of the operation is such that a poor image is desirable; budget limitations restrict spending; need to be close to clients, no matter what the location.</p>	<p>1 <input type="radio"/> Site: The site or street(s) is dirty, with much litter.</p> <p><input type="checkbox"/> Building: The building exterior is very dirty. Exterior walls have much loose dirt and graffiti. Glazing and window frames are extremely dirty about halfway through each cleaning period, e.g. visibility and lighting are seriously affected, and inside and outside surfaces are dusty, streaked, and grimy.</p> <p><input type="radio"/> Interior public spaces: Interior public spaces are dingy and dirty, with some graffiti. There is loose dirt and ingrained dirt or stains on many surfaces, and surfaces need cleaning.</p> <p><input type="radio"/> Fittings, fixtures and furniture: All or most fittings and fixtures are very dirty, e.g. doors, lights, interior glazing, handrails, elevator cabs, etc. Furniture and blinds, etc., are stained or dirty, and need cleaning.</p>
<p><input type="checkbox"/> Exceptionally important. <input type="checkbox"/> Important. <input type="checkbox"/> Minor Importance.</p>	
<p>Minimum Threshold level = <input type="checkbox"/> NA <input type="checkbox"/> NR <input type="checkbox"/> Zero <input type="checkbox"/> DP</p>	

NOTES Space for handwritten notes on Requirements or Ratings

FIG. 1 Scale B.4.1 for Exterior and Public Areas (continued)

4.3 This classification can be used to estimate the following:

4.3.1 Serviceability of an existing facility for uses other than its present use.

4.3.2 Serviceability (potential) of a facility that has been planned but not yet built.

4.3.3 Serviceability (potential) of a facility for which re-modeling has been planned.

4.4 Use of this classification does not result in building evaluation or diagnosis. Building evaluation or diagnosis generally requires a special expertise in building engineering or technology and the use of instruments, tools, or measurements.

4.5 This classification applies only to facilities that are building constructions, or parts thereof. (While this classification may be useful in rating the serviceability of facilities that are not building constructions, such facilities are outside the scope of this classification.)

4.6 This classification is not intended for, and is not suitable for, use for regulatory purposes nor for fire hazard assessment nor for fire risk assessment.

5. Basis of Classification

5.1 The scales in Figs. 1-5 contain the basis for classification.

5.2 Instructions for use of this classification are contained in Practices E 1334 and E 1679.

6. Keywords

6.1 building; cleanliness, in office buildings; facility; facility occupants; function; office; performance; rating; rating scale; requirements; serviceability; toilets and washrooms, cleanliness of; waste disposal, from office buildings

B.4. Cleanliness

Scale B.4.2. Office areas (interior)

Facility Management Requirement Scale	Facility Rating Scale
<p><input type="checkbox"/> 9 ○ LEVEL OF CLEANLINESS OF THE BUILDING INTERIOR: Require that the interior of the building, and fittings and fixtures, are and appear to be extremely 'sparkling' clean at all times.</p>	<p><input type="checkbox"/> 9 ○ Building surfaces: Building interior surfaces are sparkling clean. <input type="checkbox"/> ○ Fittings, fixtures and furniture: Fixtures and fittings are sparkling clean and undamaged.</p>
<p style="text-align: center;">8</p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p><input type="checkbox"/> 7 ○ LEVEL OF CLEANLINESS OF THE BUILDING INTERIOR: Require that the interior of the building be very clean at all times. Fittings and fixtures should be clean, with special care needed for some.</p>	<p><input type="checkbox"/> 7 ○ Building surfaces: Building interior surfaces are uniformly clean. <input type="checkbox"/> ○ Fittings, fixtures and furniture: Fixtures and fittings are uniformly clean and undamaged. A few items need additional or more frequent cleaning or repair, e.g. lights, doors, signs, blinds.</p>
<p style="text-align: center;">6</p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p><input type="checkbox"/> 5 ○ LEVEL OF CLEANLINESS OF THE BUILDING INTERIOR: An average level of cleanliness is needed for building interior surfaces, fittings and fixtures. Some items may require additional or more frequent cleaning or repair.</p>	<p><input type="checkbox"/> 5 ○ Building surfaces: Building interior surfaces are generally clean. <input type="checkbox"/> ○ Fittings, fixtures and furniture: Fixtures and fittings are generally clean and undamaged. A few items need additional or more frequent cleaning or repair, e.g. lights, doors, signs, blinds.</p>
<p style="text-align: center;">4</p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p><input type="checkbox"/> 3 ○ LEVEL OF CLEANLINESS OF THE BUILDING INTERIOR: A low level of cleanliness can be tolerated, with building interior surfaces, fittings, and fixtures appearing dirty or dusty and in need of cleaning.</p>	<p><input type="checkbox"/> 3 ○ Building surfaces: Some building interior surfaces are dirty or dingy or stained, and need a thorough spring cleaning, e.g. wall finishes, floor coverings, ceilings, glazing. <input type="checkbox"/> ○ Fittings, fixtures and furniture: Some fixtures are dirty or dusty, and need cleaning, e.g. lights, doors, door handles, signs. Fittings mostly need cleaning, e.g. drapes, blinds.</p>
<p style="text-align: center;">2</p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>
<p><input type="checkbox"/> 1 ○ LEVEL OF CLEANLINESS OF THE BUILDING INTERIOR: Cleanliness of interior surfaces, fittings, and fixtures is either completely irrelevant or completely unimportant to occupants.</p>	<p><input type="checkbox"/> 1 ○ Building surfaces: All, or most, building interior surfaces are dirty or dingy or stained, and need a thorough spring cleaning, e.g. wall finishes, floor coverings, ceilings, glazing. <input type="checkbox"/> ○ Fittings, fixtures and furniture: Most fixtures and fittings are dirty or dusty, and need cleaning, e.g. lights, doors, door handles, signs, drapes, blinds.</p>
<p style="text-align: center;">1</p> <p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>

<input type="checkbox"/> Exceptionally important. <input type="checkbox"/> Important. <input type="checkbox"/> Minor Importance.	
Minimum Threshold level =	<input type="checkbox"/> NA <input type="checkbox"/> NR <input type="checkbox"/> Zero <input type="checkbox"/> DP

NOTES Space for handwritten notes on Requirements or Ratings

FIG. 2 Scale B.4.2 for Office Areas (Interior)