

Appearance Levels

The following Appearance Levels have been adopted from the Association of Physical Plant Administrators (APPA) publication “Custodial Staffing Guidelines for Educational Facilities”. Appearance Levels are used in the audit process to objectively evaluate the cleanliness of our facilities. Our intent is to consistently deliver a Level 2 to our customers. Factors that adversely affect achieving the desired level are environmental, facility age, facility usage, and availability of manpower. Audits are randomly conducted by Custodial Supervisors. Custodial Supervisors should audit approximately 10% of a buildings total space each week.

LEVEL 1 – ORDERLY SPOTLESSNESS

- Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Lights all work and fixtures are clean
- Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

LEVEL 2 – ORDINARY TIDINESS

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days worth of dust, dirt, stains, or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation. Lights all work and fixtures are clean.
- Washrooms and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

LEVEL 3 – CASUAL INATTENTION

- Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
- There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

LEVEL 4 – MODERATE DINGINESS

- Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.
- There is a dull path and/or obvious matted carpet in the walking lanes. Base molding is dull and dingy with streaks or splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks. Lamp fixtures are dirty and some lamps (up to 5 percent) are burned out.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

LEVEL 5 – UNKEMPT NEGLECT

- Floors and carpets are dull, dirty, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention is obvious.
- Light fixtures are dirty with dust balls and flies. Many lamps (more than 5 percent) are burned out.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

Working from the definitions above for each appearance level, an auditor should look beyond any messy accumulation created since the last routine cleaning. One term given to this skill is that the auditor looks for “old dirt.” The auditor should also be aware that the following terms contained under Appearance Items represent the following:

- “Horizontal Surfaces” include furniture, drinking fountains, shelves, file cabinet tops, and window ledges.
- “Vertical Surfaces” includes walls, doors, mirrors, windows, vents, blinds, and partitions.
- “Toilets” refers to all fixtures in the washroom including urinals, sinks, soap dispensers, and drying fixtures.