



## LEED 2009 for Existing Buildings: Operations & Maintenance

### IEQ CREDIT 3.2: GREEN CLEANING

### CUSTODIAL EFFECTIVENESS ASSESSMENT

*All fields and uploads are required unless otherwise noted.*

#### ALL OPTIONS

**This active sample form has been modified for offline access. Modified fields and instructions are indicated in purple. Sample forms are for reference only.**

*Refer to the project's Green Cleaning Policy from IEQ Prerequisite 3 as this document establishes the goals and practices that lead to achievement of this credit.*

Performance period start:

Performance period end:



**Enter the dates of the performance period**

Select one of the two Required Signatory options. Have the project Facility Manager or Property Manager initial the box or upload a statement. Be sure the individual is assigned the correct Project Role in the LEED Online Team Administration tab.

**Required Signatory IEQc3.2. Facility Manager / Property Manager**

The project team has performed a custodial effectiveness audit in accordance with APPA Leadership in Educational Facilities "Custodial Staffing Guidelines" to determine the appearance level of the facility during the performance period.

Select one of the following:

☐ **Facility Manager / Property Manager Signature.** Provide a digital signature affirming the required signatory statement in gray directly above.

OR

☐ **Upload IEQc3.2-RS1.** Provide a document with the required signatory statement, copied directly from the form, signed and dated on letterhead.

**Total gross square footage:**

sf

*The content highlighted in yellow above is linked to Plf2, Plf3, Plf5, EAp2, IEQc1.2, IEQc3.3-3.4, MRc1-9 & IOc3.*

The total gross square footage will automatically populate according to the value entered into the Project Information forms. For this credit it is ok if the total audited area does not exactly match the total GSF (because only regularly cleaned spaces need to be audited). However, if the total audited area is significantly less than the total GSF, provide a narrative explaining the reason for the difference.

Complete Table IEQc3.2-1 by assigning rooms into one APPA Space Category (do not list the same APPA Space Category in more than one row). Hover over the column headers for more detail.

**Table IEQc3.2-1. Custodial Effectiveness Audit Summary**

APPA Space Category	APPA Space Area (sf)	Number of Rooms in APPA Space Category	10% of Rooms	# of Rooms Audited <sup>1</sup>	Area Audited (sf)	Average Audit Score for Space Type		
Cafeteria with hard floor ▼	1,100	1	0.1	1	1,100	1.03	+	-
Conference room ▼	60,984	136	13.6	14	8,240	1.36	+	-
Facility overall appearance level						1.2		

*1 Per APPA recommendations, at least 10% of each space type AND 10% of total floor area cleaned should be audited. Also, at least 5 rooms should be audited for each space type (unless there are fewer than 5 rooms, in which case all rooms should be audited.)*

Complete Table IEQc3.2-1 with the audit results. You can use the LEEDuser APPA Audit Form (found in the Documentation Toolkit tab) to aggregate results before reporting them in LEED Online.

The table above is only partially completed; you should have many more space types included in this list.

Describe the opportunities identified for improved custodial effectiveness based on the audit results.

Some minor cleaning deficiencies in certain areas of the building were detected during the APPA audit, including:

- A need for better dusting of high vertical surfaces
- More attention to cleaning restroom sinks and countertops
- Spot cleaning of the elevator carpets

Describe where cleaning fell short of expectations based on observations made during the audit.

Indicate whether you averaged the results of two separate audits or performed a single audit.

Select one of the following:

- ☐ The overall appearance level score is based on the average of two audits. (The average scores of two audits conducted by different individuals, working separately and independently, to assess the same spaces and rooms using APPA procedures.)
- ☐ The overall appearance level score is based on a single audit. (An audit conducted using APPA procedures by a single independent 3rd party with relevant past experience, other than the current cleaning service provider or contractor.)

A box will appear based on which option you selected.

If your project is the first scenario (two audits averaged), confirm that employee training or QC was performed. The most important aspect of training is ensuring that auditors consistently and accurately assess cleanliness. The QC process should also be aimed at ensuring consistent and accurate audit findings.




☐ Employee training performed before the audit or the quality control process conducted after the audit has been performed to ensure audit accuracy and consistency relative to the appearance level standards provided by APPA.

☐ The 3rd party auditor has the technical capacity to accurately conduct the audit relative to the appearance level standards provided by APPA.



If your project is the second scenario (single audit), confirm the technical capacity of the third-party auditor.

## TENANT INFORMATION

Select one of the following: 

- ☒ The project building is a single management/control building, pursuing no tenant-related exemptions and needs no tenant-related special calculations.
- ☐ The project building is a multi-tenant building.

*The content highlighted in yellow above is linked to IEQc1.2, IEQc3.2-3.4 & MRc1-9.*

Select the tenant scenario that matches your building. If your project is the first scenario, continue on to the Additional Details and Summary sections and complete the credit form.

## ADDITIONAL DETAILS

- ☐ Special circumstances preclude documentation of credit compliance with the submittal requirements outlined in this form.
- ☐ The project team is using an alternative compliance approach in lieu of standard submittal paths.

## SUMMARY

IEQ Credit 3.2: Green Cleaning - Custodial Effectiveness Assessment  
Points Documented:

1

Check Compliance

IEQ Credit 3.2: Green Cleaning - Custodial Effectiveness Assessment  
Exemplary Performance Points Documented:

Y

- ☒ The project team reserves one point in the Innovation in Operations credit category for exemplary performance in IEQ Credit 3.2.

Click if you want to claim IO credit for exemplary performance and meet the threshold (will show a Y)

## TENANT INFORMATION

Select one of the following:

- ☐ The project building is a single management/control building, pursuing no tenant-related exemptions and needs no tenant-related special calculations.
- ☒ The project building is a multi-tenant building.

*The content highlighted in yellow above is linked to IEQc1.2, IEQc3.2-3.4 & MRc1-9.*

Select the tenant scenario that matches your building. If your project is the second scenario, there is additional information to provide.

## MULTI-TENANT BUILDING

Select one of the following:

- ☐ Up to 10% of the building's gross floor area is exempted from this credit and from the declarations and data above.
- ☐ The data and declarations above are inclusive of the entire project building and do not include any exemptions.

Select the multi-tenant scenario that matches your building.  
If your project is the first scenario (area is being exempted from the credit), select that option and continue to the next slide.  
If your project is the second scenario (data covers entire building), select that option continue on to the Additional Details and Summary sections and complete the credit form.



Total gross square footage / gross floor area of the project building:

 sf

*The content highlighted in yellow above is linked to Plf2, Plf3, Plf5, EAp2, IEQc1.2, IEQc3.2-3.4, MRc1-9 & IOc3.*

The information below is linked to PI Form 3 and is read-only. To modify this information, see PI Form 3.

**Table L-1. Space Usage Type**

Space Usage Type	Space Name / Description (Optional)	Gross Area (sf)	Regularly Occupied Area (sf)	Un-conditioned Area <sup>1</sup> (sf)	Owned or Leased	Lease Type	Prerequisites/ Credits From Which Space is Excluded, if any
Totals		0	0	0			
Total leased gross area (sf)		0					
Percentage leased gross area (%)							

<sup>1</sup> Unconditioned space is defined as an enclosed space within a building that is not a conditioned space or a semiheated space. Crawlspace, attics, and parking garages with natural or mechanical ventilation are not considered enclosed spaces.

If area is being exempted from the credit, the above Table L-1 will automatically pop up and will be filled out with information entered into PI Form 3.

For all spaces exempted from IEQ Credit 3.2: Green Cleaning - Custodial Effectiveness Assessment, describe the reason for the exemption and efforts made to acquire information related to IEQ Credit 3.2 documentation.

ABC Cleaners is contracted to provide custodial services for all interior building spaces except for those occupied by retail tenants. Retail space accounts for less than 10% of the building's gross floor area, and is being excluded from all LEED credits and prerequisites.

Provide a narrative describing which spaces are being excluded from the credit and why. Continue on to the Additional Details and Summary sections and complete the credit form.