

Attachment Two

Service Specifications are a set of documented requirements that satisfies council's committed maintenance service levels and will be used to shape up a Request for Proposal to potential suppliers. This attachment outlines council's proposed **Service Specifications** for a range of asset groups.

Maintenance service levels

Service specifications provide for a "standard" maintenance service level (baseline) across the region, which ensures each facility is:

- fit for purpose;
- is in good condition; and
- achieves community outcomes.

In some cases, an "enhanced" maintenance service level may be required to meet known criteria such as chemical-free, tighter specifications or additional planned maintenance. This can be triggered when a facility:

- has high reputational risk;
- requires additional attendance due to its nature (e.g. old troublesome asset); or
- is a heritage site.

This service may also relate to a building's visual appearance (e.g. exterior building wash, window cleans or high-level / special cleans) or to green space requirements (e.g. grass length, planting of annuals, weed allowances, reduction/elimination of chemical use).

An example of an "enhanced" maintenance service level is the Auckland Central Library where it experiences significantly higher than normal use compared to a typical library. These facilities will be identified throughout this procurement process and identified in final contract agreements.

Delivery models

Three delivery models may be used to achieve maintenance service levels depending on the nature of each facility. These models are:

1. outcome based - an agreed expectation of what an asset or facility should look like on any given day
2. prescriptive – frequency based maintenance
3. reactive – ad-hoc as required maintenance

Asset Group	Definition	Delivery Model
1. Neighbourhood Parks	Are generally small parks typically containing passive turf, footpaths, a playground, trees and shrubs or other planted areas. Neighbourhood parks need to cater for the immediate adjacent residential area and are distributed throughout the residential areas of the city/district. Generally these are designed to provide a wide open frontage, which should be well maintained to contribute to a safe ambiance and high amenity impact.	<p>Outcome</p> <ul style="list-style-type: none"> • Clean, tidy and well cared for overall presentation of grounds/buildings • Visually and aesthetically pleasing gardens, trees, hedges, all maintained on a regular basis • Lawns are to be presented in a way that encourages general walkability and allows for passive recreational activity. • Clean, safe, functional and well-presented furniture, fixtures, signage, litter bins, barbeques, footpaths, roads and car parks • Facilities such as playgrounds are well maintained, safe and fit for purpose • Litter collected regularly <p>Prescriptive</p> <ul style="list-style-type: none"> • Toilet cleaning synchronised with use and peak demands. <p>Reactive</p> <ul style="list-style-type: none"> • Standard building maintenance/repair issues
2. Premier Parks	These are large high profile parks that have regional or sub-regional appeal. They tend to offer a mix of experiences of shared importance, ranging from natural areas, tracks and paths, furniture and structures, historic sites, trees, gardens, recreation and sport, facilities and buildings. These parks tend to be highly utilised, and as premier features for the region generally require the greatest level of manicure and the highest standard of upkeep.	<p>Outcome</p> <ul style="list-style-type: none"> • High quality overall presentation of grounds/buildings • Manicured lawns and edges, with no excess grass clippings. Visually and aesthetically pleasing gardens, and plantings, seasonal / flowering beds, trees, hedges, all maintained on a regular basis • Clean, safe, functional and well- presented furniture, fixtures, signage, litter bins, footpaths, roads and car parks • Litter free environment • A non-chemical edging approach is used wherever possible to enable the high quality visual presentation. • Facilities such as playgrounds are well maintained, safe and fit for purpose. <p>Prescriptive</p> <ul style="list-style-type: none"> • Toilets cleaned to a high standard 2-3 times per day, linked to seasonal and peak demand during holiday periods <p>Reactive</p> <ul style="list-style-type: none"> • Quick response to building maintenance/repair issues
3. Sports Parks	A network of highly utilised parks focussed on maximising active recreation and organised sport for Auckland's growing population. Sports parks are designed and used for sport and recreation, often providing for multiple uses and a range of recreational activities all year round. Sports parks also serve a valuable local park function in many instances. There are over 5 million booked participations each year across the network.	<p>Outcome</p> <ul style="list-style-type: none"> • Passive grass areas and surrounds well maintained, walkable, typically at a higher maintenance standard than local neighbourhood parks • Litter bin serving and loose litter collection at a higher maintenance standard than local neighbourhood parks and linked to high-usage times • Sports field mowing and line marking • Maintenance of synthetic and hybrid pitches – requires specialist maintenance regimes <p>Prescriptive</p> <ul style="list-style-type: none"> • Toilet and changing room cleaning synchronised with use and peak demand <p>Reactive</p> <ul style="list-style-type: none"> • Sports turf repairs • Building maintenance/repair
4. Community Centres and Houses	From small bungalows to large multi-use facilities, some of these are owned and operated by the council. Others are governed and managed by independent community organisations, while located in council buildings or, through a community lease, on council land.	<p>Outcome</p> <ul style="list-style-type: none"> • High quality overall presentation of grounds/buildings • Litter free outside environments • Toilets and amenity areas cleaned according to use <p>Reactive</p> <ul style="list-style-type: none"> • Quick response times to building maintenance/repair issues
5. Community Facilities Leases	The council owns 176 sites and facilities, of varying size, age and condition. These assets are leased (or licence to occupy) to various organisations across Auckland. Typically, each site or facility has multiple leases attached to it.	<p>Outcome</p> <ul style="list-style-type: none"> • Building compliance maintained at all times <p>Reactive</p> <ul style="list-style-type: none"> • Quick response times to building maintenance/repair issues where not covered by lessee responsibilities
6. Housing for Older Persons	The council owns and operates 1412 social housing rental units, which equates to nine units for every 1000 people in Auckland aged over 65 years. This includes facilitating ownership (through ordinarily ground leases) of 150 own-your-own units.	<p>Outcome</p> <ul style="list-style-type: none"> • Buildings maintained to provide safe and healthy housing • High quality overall presentation of grounds/buildings • Visually and aesthetically pleasing gardens, and plantings, annual beds, trees, hedges, all maintained on a regular basis • Clean and well- presented furniture, fixtures, signage, litter bins, footpaths, roads and carparks • Litter free environment <p>Reactive</p> <ul style="list-style-type: none"> • Quick response times to building maintenance/repair issues

Asset Group	Definition	Delivery Model
7. Libraries	The council manages and operates 55 libraries. Auckland Libraries connects the diverse communities and people of Auckland with the world of information and ideas, providing opportunities for growth and employment through inspiration, innovation and creativity. Libraries engage with communities to increase citizen participation, understanding and action. Increasingly, libraries are becoming a social hub for Aucklanders.	<p>Outcome</p> <ul style="list-style-type: none"> • Buildings maintained to provide welcoming and accessible spaces • High quality overall presentation of grounds/buildings • Clean and well- presented furniture, fixtures, and interior • Litter free environments <p>Prescriptive</p> <ul style="list-style-type: none"> • Critical mechanical plant and equipment • Toilet cleaning <p>Reactive</p> <ul style="list-style-type: none"> • Quick response times to building maintenance/repair issues
8. Pools and Leisure Centres	The Leisure unit delivers opportunities to inspire Aucklanders to be more active. The unit is responsible for a network of 42 pools and leisure centres across the Auckland region. Of these council-owned facilities, 22 are operated by council and 20 are operated by third-party contractors. The network of leisure centres offers a wide range of indoor sports, health and wellbeing programmes and children's activities, including outdoor education and fun school holiday programmes, while the fitness centres cater to all ages and abilities, with qualified staff, modern facilities, group fitness classes and support programmes.	<p>Outcome</p> <ul style="list-style-type: none"> • Buildings maintained to provide welcoming and accessible spaces • High quality overall presentation of grounds/buildings • Clean and well- presented furniture, equipment, fixtures, and interior • Litter free environments • Safe and healthy environment <p>Prescriptive</p> <ul style="list-style-type: none"> • Critical mechanical plant and equipment • Toilet cleaning <p>Reactive</p> <ul style="list-style-type: none"> • Quick response times to building maintenance/repair issues
9. Public Toilets	Council provides and maintains public toilets throughout Auckland. Cleaning will be mainly outcomes based, with frequency of cleaning being prescriptive.	<p>Outcome</p> <ul style="list-style-type: none"> • Toilet facilities should be available during designated opening hours • Clean, free of unpleasant smells <p>Prescriptive</p> <ul style="list-style-type: none"> • Toilets cleaned to a high standard from 2-3 times per day, linked to utilisation, seasonal and peak demand during holiday periods <p>Reactive</p> <ul style="list-style-type: none"> • Quick response times to building maintenance/repair issues
10. Venues for Hire	Range from small one-room facilities to larger facilities with staged areas, kitchens, and rooms for sizeable meetings and events.	<p>Outcome</p> <ul style="list-style-type: none"> • High quality overall presentation of grounds/buildings • Litter free environments • Toilets and amenity areas cleaned according to use <p>Reactive</p> <ul style="list-style-type: none"> • Quick response times to building maintenance/repair issues
11. Art Facilities	There are a mixed range of art facilities across the region, with a mixed range of functions. Some arts facilities are owned and operated by the council. Others are governed and managed by independent community organisations, while located in council buildings or, through a community lease, on council land. A considerable amount of local arts and culture activity also happens in the council's other facilities.	<p>Outcome</p> <ul style="list-style-type: none"> • High quality overall presentation of grounds/buildings • Visually and aesthetically pleasing gardens, and plantings, annual beds, trees, hedges, all maintained on a regular basis • Clean and well- presented furniture, fixtures, signage, litter bins, footpaths and carparks • Litter free environment <p>Prescriptive</p> <ul style="list-style-type: none"> • Toilet cleaning that is linked to usage <p>Reactive</p> <ul style="list-style-type: none"> • Quick response times to building maintenance/repair issues
12. Civic Spaces	Need to provide a space for casual gatherings, meetings and relaxation. They may also provide for large public gatherings, events and entertainment. These have predominantly hard surfaces (paving), furniture, gardens and landscaped areas, trees, toilets and services. A high level of amenity maintenance is required to attract and cater for periodic high levels of use.	<p>Outcome</p> <ul style="list-style-type: none"> • High quality overall presentation of grounds/buildings • Well-manicured lawns and edges, with no excess grass clippings and windrows • Visually and aesthetically pleasing gardens, and plantings, annual beds, trees, hedges, all maintained on a regular basis • Clean, safe, functional and well-presented furniture, fixtures, signage, litter bins, footpaths, roads and car parks • Litter free environments

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	e.g. Aotea Square, Waitemata Plaza, Hurstmere Green, Albany Lakes Civic Park	<ul style="list-style-type: none"> A non-chemical edging approach is used wherever possible to enable the high quality visual presentation <p>Prescriptive</p> <ul style="list-style-type: none"> Toilets cleaned to a high standard 2-3 times per day, linked to seasonal and peak demand during holiday periods <p>Reactive</p> <ul style="list-style-type: none"> Quick response times to building maintenance/repair issues
13. Natural Areas	Are either discrete or form part of another park. Access is encouraged via footpaths and tracks. Higher use sites may include ancillary visitor facilities such as car parking, signage and toilets, and in some instances camping facilities. These areas provide opportunities for people to experience nature including native bush areas, wetlands, coastal margins, forestry, esplanade and restoration areas and other natural landscapes. These are often large scale sites, where protection of unique or threatened flora, fauna, and other geological features is important in order to enable authentic visitor experiences.	<p>Outcome</p> <ul style="list-style-type: none"> Clean, tidy and well cared for overall presentation of grounds/buildings Visually and aesthetically pleasing gardens, trees, hedges, all maintained on a regular basis Passive turf is to be presented in a way that encourages general walkability and allows for passive recreational activity Clean and well- presented furniture, fixtures, signage, litter bins, barbeques, footpaths, roads and car parks Facilities such as playgrounds are well maintained, safe and fit for purpose Litter collected on a regular basis <p>Prescriptive</p> <ul style="list-style-type: none"> Toilet cleaning synchronised with use and peak demands. <p>Reactive</p> <ul style="list-style-type: none"> Standard building maintenance/repair issues
14. Historic Places	Are primarily provided to protect and experience our history. Many local parks and buildings are important historic places or contain important heritage features. Examples include Pa sites, stockades, original homesteads, monuments or cultural landscapes such as stonefields and volcanic craters	<p>Outcome</p> <ul style="list-style-type: none"> Existing maintenance or conservation plans implemented through the contract Clean, tidy and well cared for overall presentation of grounds/buildings Visually and aesthetically pleasing gardens, trees, hedges, all maintained on a regular basis Passive turf is to be presented in a way that encourages general walkability and allows for passive recreational activity. Cut grass should be blown-off hard surfaces and features such as monuments and headstones Clean and well- presented furniture, fixtures, signage, litter bins, barbeques, footpaths, roads and car parks Facilities such as playgrounds are well maintained, safe and fit for purpose Litter collected on a regular basis <p>Prescriptive</p> <ul style="list-style-type: none"> Toilet cleaning synchronised with use and peak demands. <p>Reactive</p> <ul style="list-style-type: none"> Standard building maintenance/repair issues
15. Esplanades, Beaches and Coastal Reserves	Are often linear, offering access around the coast and along major streams. Connectivity makes footpaths, tracks or boardwalks important features. Larger parks may also have beach frontage and many of the urban beaches are very high use areas in summer with a high demand on facilities such as toilets, changing rooms and playgrounds. Key assets also include boatramps, jetties, seawalls and wharves.	<p>Outcome</p> <ul style="list-style-type: none"> Regular grooming of major urban beaches. Examples of such include the following sites - Mission Bay, Kohimarama, St Heliers, Okahu Bay, Bucklands Beach, Eastern Beach, Howick Beach, Kiwi Esplanade, Maraetai, Waiomanu, Omana Esplanade, Sunkist Bay, Clarks Beach, Cockle Bay, Mellons Bay, South Piha etc. Sand replenishment/repositioning is required on a number of beaches, linked to monitoring and consent requirements. Examples include Mission Bay, Kohimarama, St Heliers, Orewa, etc. Removal of seaweed on beaches such as Takapuna beach, following the adopted seaweed removal matrix where applicable. Regular grooming on tidal beaches is not supported. Best practice should be followed to ensure minimum sand loss Clean, tidy and well cared for presentation of grounds/buildings Visually and aesthetically pleasing gardens, trees, hedges, all maintained on a regular basis Clean and well- presented furniture, fixtures, signage, litter bins, barbeques, footpaths, roads and car parks Facilities such as playgrounds are well maintained, safe and fit for purpose Facilities such as boatramps, jetties, seawalls and wharves are well maintained, safe and fit for purpose Litter collected on a regular basis synchronised with use and peak demand. <p>Prescriptive</p> <ul style="list-style-type: none"> Toilet/changing room cleaning for major urban beaches and adjacent reserves - toilets cleaned to a high standard 2-3 times per day, linked to seasonal and peak demand during holiday periods <p>Reactive</p> <ul style="list-style-type: none"> Standard building maintenance/repair issues
16. Holiday Parks and Baches	Provide a unique visitor experience. These parks are particularly highly utilised over summer months, and care is needed to ensure that they can continuously function supporting high visitor numbers and they do so without	<p>Outcome</p> <ul style="list-style-type: none"> High quality overall presentation of grounds/buildings Well-manicured lawns and edges, with no excess grass clippings and windrows

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	becoming degraded.	<ul style="list-style-type: none"> • Visually and aesthetically pleasing gardens, trees, hedges, all maintained on a regular basis • Clean, safe, functional and well- presented furniture, fixtures, signage, litter bins, footpaths, roads and car parks • Litter free environments • Linked to seasonal and peak demand during holiday periods <p>Prescriptive</p> <ul style="list-style-type: none"> • Toilets cleaned to a high standard to match usage <p>Reactive</p> <ul style="list-style-type: none"> • Quick response times to building maintenance/repair issues
17. Regional Parks	World class, well known, accessible parks that contribute to community well-being, quality experiences and preserve the natural essence of the region. Regional parks are a combination of highly utilised spaces and conservation lands that provide a high standard of natural and cultural experience. These parks provide 'premier' opportunities for people to experience nature including native bush areas, wetlands, coastal margins, farm parks, restoration areas and other natural landscapes.	<p>Outcome</p> <ul style="list-style-type: none"> • High quality overall presentation of grounds/buildings • Visually and aesthetically pleasing gardens, trees, hedges, all maintained on a regular basis • Clean, safe, functional and well- presented furniture, fixtures, signage, footpaths, roads and car parks • Litter free environments <p>Prescriptive</p> <ul style="list-style-type: none"> • Toilets cleaned to a high standard, linked to seasonal and peak demand during holiday periods. • Barbeque cleaning <p>Reactive</p> <ul style="list-style-type: none"> • Quick response times to building maintenance/repair issues
18. Co-governed sites - Tūpuna Maunga	Are among the most treasured and distinctive connected landscape features of Tāmaki Makaurau that are both natural and modified. The Tūpuna Maunga create and contribute to Aucklanders sense of pride, 'place' and home	<p>Outcome</p> <ul style="list-style-type: none"> • Maintenance reflects high cultural heritage values • All works are to reflect the highly sensitive fabric of the maunga and cultural sensitivities • A move towards a sustainable approach to land management with a focus on reducing chemicals with a view to a chemical free environment • Regular grooming of entrances, arrival areas and tihi to ensure a high standard is maintained • Clean, tidy and well cared for overall presentation of grounds/buildings • Visually and aesthetically pleasing gardens, trees, hedges, all maintained on a regular basis • Clean and well- presented furniture, fixtures, signage, litter bins, footpaths, roads and car parks • Facilities such as playgrounds and sports fields are well maintained, safe and fit for purpose • Litter free environments <p>Prescriptive</p> <ul style="list-style-type: none"> • Toilet cleaning synchronised with use and peak demands <p>Reactive</p> <ul style="list-style-type: none"> • Standard building maintenance/repair issues.
19. Cemeteries	A comforting place to celebrate and reflect on life. Open cemeteries range are large regional cemeteries with associated chapels, function lounges, crematoria, offices and depots. Creating a strong sense of community ownership is important. Closed cemeteries are those that have no further burial plots available, although some interments may continue. These are smaller urban and rural cemeteries with toilets and car parks as the main onsite facilities. A high level of community ownership and in some cases involvement (e.g. friends groups) must be enabled.	<p>Outcome</p> <ul style="list-style-type: none"> • High quality overall presentation of grounds/buildings • Well-manicured lawns and edges, with no excess grass clippings and windrows • Visually and aesthetically pleasing gardens, and plantings, annual beds, trees, hedges, all maintained on a regular basis • Clean, safe, functional and well- presented furniture, fixtures, signage, litter bins, footpaths, roads and car parks • Litter free environments <p>Prescriptive</p> <ul style="list-style-type: none"> • Toilets cleaned to a high standard 2-3 times per day, linked to demand <p>Reactive</p> <ul style="list-style-type: none"> • Quick response times to building maintenance/repair issues • Critical response time for cremator repairs
20. Council Offices and Service Centres	This includes office accommodation, customer service centres and Local Board accommodation. Corporate accommodation is necessary for council to conduct its business activities and allow face-to-face customer interactions as location-based services are considered essential for council to remain visible and accessible in the community.	<p>Outcome</p> <ul style="list-style-type: none"> • Buildings maintained to provide welcoming and accessible spaces • High quality overall presentation of grounds/buildings • Clean and well- presented furniture, fixtures, and interior • Litter free environments <p>Prescriptive</p> <ul style="list-style-type: none"> • Critical mechanical plant and equipment <p>Reactive</p>

Asset Group	Definition	Delivery Model
21. Transport	Non general Road Corridor Land owned by AT and retained to strictly facilitate transport. The Assets may or may not be managed by third parties. Typical examples include Bus-ways, bus stations etc.	<ul style="list-style-type: none"> Quick response times to building maintenance/repair issues <p>Outcome</p> <ul style="list-style-type: none"> Clean, tidy and well cared for overall presentation of grounds/buildings (including bus shelters) Toilet facilities should be available during designated opening hours Clean, free of unpleasant smells Visually and aesthetically pleasing gardens, trees, hedges, all maintained on a regular basis Lawns are to be presented in a way that encourages general walkability. Clean, safe, functional and well-presented furniture, fixtures, signage, litter bins and footpaths Litter collected regularly <p>Prescriptive</p> <ul style="list-style-type: none"> Toilets cleaned to a high standard with frequency linked to utilisation, seasonal and peak demand during holiday periods <p>Reactive</p> <ul style="list-style-type: none"> Standard building maintenance/repair issues Berm mowing (rural undertaken by AT) Weed spraying (rural undertaken by AT)
22. Stormwater Reserve	A Stormwater Reserve is a specifically designed stormwater catchment area that is NOT open to the public. It is typically fenced to prevent public access. Ponds and Watercourses: – CF will maintain: <ul style="list-style-type: none"> Any vegetation, litter, sediment and contaminants outside of the water level* Grass mowing of all HW assets <p>*Healthy Waters maintains hard assets associated with stormwater catchments, and all maintenance under the water level</p>	<p>Outcome - Reserve</p> <ul style="list-style-type: none"> Visually and aesthetically pleasing gardens, trees, hedges, all maintained on a regular basis Clean, safe, functional and well-presented fixtures, signage, footpaths Lawns are to be maintained to a tidy, visually pleasing standard <p>Outcome – Ponds and Watercourses</p> <ul style="list-style-type: none"> Vegetation outside of the water level maintained in order to ensure appropriate stormwater filtration, and to prevent overflows Litter, sediment and contaminants outside of the water level collected regularly <p>Reactive</p> <ul style="list-style-type: none"> Standard maintenance/repair issues
23. Streetscape	Catch all category for Gardens, Bush, Mown, Berm and Hard Assets in the general road corridor that are not otherwise a part of a Park or other discrete area.	<p>Outcome</p> <ul style="list-style-type: none"> Visually and aesthetically pleasing gardens, trees, hedges, all maintained on an appropriate basis Lawns are to be presented in a way that encourages general walkability. Clean, safe, functional and well-presented furniture, fixtures, signage, litter bins and footpaths Litter collected regularly <p>Prescriptive</p> <ul style="list-style-type: none"> Toilet cleaning synchronised with use and peak demands. <p>Reactive</p> <ul style="list-style-type: none"> Standard maintenance/repair issues
24. Undeveloped Land	Land that does not contain Hard Assets nor is it a Park or have another designation. Such land is usually the result of acquisitions in abeyance or left over from acquisitions and not used during development.	<p>Reactive</p> <ul style="list-style-type: none"> Mowing Dumped litter

Plus Botanic Gardens		
Botanic Gardens	A spectacular South Pacific Garden that is widely recognised for its outstanding plant collections, Auckland regional identity and the interest inspired in the community. It is a large high profile park attracting around 900,000 visitors annually that has regional and national appeal. This park is a location of choice for many events, and is a premier location to enable community education and deep connections with the green environment.	<p>Outcome</p> <ul style="list-style-type: none"> High quality overall presentation of buildings Clean, safe, functional and well-presented furniture and fixtures associated with buildings Litter free environments within and immediately adjacent to buildings <p>Prescriptive</p> <ul style="list-style-type: none"> Toilets and other buildings cleaned to a high standard. For toilets this may be up to 2-3 times per day (linked to seasonal and peak demand during holiday periods) <p>Reactive</p> <ul style="list-style-type: none"> Quick response times to building maintenance/repair issues Static guards for events