

Specifications – Full Facilities

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1. General Requirements

- This schedule sets out the requirements and maintenance standards for the inspection, maintenance and monitoring of the Principal's owned and/or operated building facilities and parks and open spaces, including cleaning, along with associated assets ("Asset" and "Site(s)" as defined in General Terms of the Agreement).
- This schedule is supplemented by the Full Facilities Standard Operating Procedures (SOP), which will provide additional guidance to methodologies or site-specific requirements. The Supplier must comply with all standards both in this schedule and in the SOP at all times. The SOP will be updated in agreement between the Principal and the Supplier from time to time.
- The Supplier will act as the 'Eyes and Ears' of the Principal and proactively identify and report issues not just exclusively in relation to the scope of works within this contract but also any issues in relation to the Principal's general delivery of services.
- The Supplier shall have a strong culture of continuous improvement.
- The Supplier is expected to be fully aware of the importance of the assets and perform all requirements of the contract, whether expressly specified or otherwise, in accordance with the responsibility and scope of maintaining these areas.
- Sites are classified as either Enhanced or Standard sites. Generally, service levels relate to building and open space maintenance and cleaning – not to minor capital works.

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

- Fit for purpose
- In good condition
- 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 for a specific asset. This can be triggered when a facility;

- Has high reputational risk
- Is high use
- Requires additional attendance due to its nature (e.g. old troublesome asset)
- Is a heritage site (See Appendix F for the business rule in managing a heritage site)

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

1.1 Extent of Works

- The Services to be provided by the Supplier comprise all Planned and Response Maintenance activities (compliance and non-compliance), including all resources, staff, plant, materials and overheads required to complete the Service Tasks listed below.
- It is the responsibility of the Supplier to supply all services including traffic management plant and equipment, materials and personnel and management and reporting systems required to maintain the Principal's sites to the standards required by this specification, the agreement documents and relevant laws and bylaws.
- The Supplier shall be responsible for all costs for any repairs, component and full asset replacement up to the value of \$1,000 with repairs, component and full asset replacement above the value of \$1,000 being treated as Response Maintenance and paid for separately by the Principal. *Except for Arboriculture – performance, measure and value option and Sportsfield Renovations – measure and value option which will be treated as measure and value with works being paid for by the Principal.*
- The Supplier shall report all vandalism with estimated repair costs along with any evidential information to the principle prior to the work being undertaken. The Supplier shall summarise all vandalism within the monthly report.
- For Response Maintenance over \$1,000 the Supplier shall use contract rates and where there is no agreed rates the Supplier shall charge the actual costs plus the agreed profit.
- For Response Maintenance that are competitively contested (which shall be made clear to the Supplier when the price is requested) then it shall be treated as quoted works.
- The Supplier shall ensure when replacing an asset component that the same style and material type is supplied (unless otherwise directed by the Principal). However, in situations where an alternative part would be more appropriate approval from the Principal is required prior to the work being undertaken. If it is not possible to supply a 'like for like' replacement, a suitable alternative shall be approved by the Principal.

1.2 Service Tasks

The tasks required under this contract are as follows:

- Repairs and maintenance of all Assets.
- Replacement as required of Asset parts.
- Develop and manage a Planned Maintenance Schedule that will help optimise building services and ensure that all Planned Maintenance is performed and up-to-date for all sites.

- Manage Planned Maintenance and ensure all Planned Maintenance is performed and up-to-date for all sites.
- Manage and Perform Response Maintenance.
- Dispose and Decommission assets.

1.3 Pre-Commencement Plans

(a) Supplier's Integrated Management Plan

The Supplier's Integrated Management Plan (IMP) is a key document for administering the contract. It informs the Principal of the Supplier's detailed intentions of how and when the Supplier will provide the Services.

Acceptance of the Supplier's IMP by the Principal does not remove or affect the Supplier's liability for the accuracy of the plans, assumptions, methodologies or any other information stated in the Supplier's Plan.

The Supplier's IMP forms Schedule 8 of the Agreement and is to be agreed and finalised prior to contract signing.

The Supplier's IMP can consist of documents, drawing, spreadsheets and other formats that contain the required information. Some parts of the Supplier's IMP, such as the programme of work, will be updated on an on-going basis, whereas other parts may not need updating at any stage.

The primary document that forms the Supplier's IMP will reference where and how to find any other information that is associated with the Supplier's IMP.

The Supplier's IMP will be reviewed and updated annually or upon significant change to any part of the IMP as advised by the Supplier.

The Supplier must implement a version control system that will ensure the latest version of the accepted Supplier's IMP is always in use and available to the Principal.

The Supplier shall have a process for ensuring that all employees and sub-contractors have access to, are briefed on, and are familiar with the content and intent of the Supplier's IMP.

The Supplier's IMP will not be able to prescribe activities or obligations at variance with the terms of the Agreement.

The following contract specific plans are to be included within the Supplier's IMP:

- **Health and Safety Plan:** A detailed plan showing the Supplier's health and safety policy and site specific hazards plans and how it will be specifically applied to the Services.
- **Environmental Management Plan:** A detailed plan showing the processes and procedures the Supplier will use to ensure the Services meets all of the legislative requirements.
- **Quality Assurance Plan:** for further details, refer below
- **Resource Plan:** A detailed plan showing the resources (equipment and labour) the Supplier will use to ensure the Services meets all of the requirements stated in the Agreement. This plan

will include management of response work requests, including 24/7 call centre or equivalent processing.

- **Traffic Management Plan:** A detailed plan showing the processes and procedures the Supplier will use to ensure that appropriate traffic management systems, procedures and plans are used for the Services to ensure the Services meets all of the legislative requirements
 - The Supplier is to develop, implement and manage suitable generic and specific traffic management plans (TMPs) so that the Contract Services can be undertaken in accordance with the relevant legislative requirements. To include:
 - Temporary traffic control shall be in accordance with 'The NZTA Code of Practice for Temporary Traffic Management' and any other Codes of Practice adopted by the Principal, depending upon the specific traffic control requirements for each site.
 - All costs associated with complying with traffic management shall be at the Supplier's expense
- **Relationship Management Plan:** A detailed plan showing the processes and procedures the Supplier will use to ensure that all communications relating the management and operation of this contract are undertaken in accordance with the requirements of the Contract Documents. This plan will include proposed meeting frequencies, draft agendas and responsibilities for implementing.
- **Emergency Work Plan:** A detailed plan showing the processes and procedures the Supplier will use to manage any Emergency Work that is required to be undertaken by the Supplier as part of the Services.
- **Business Continuity Plan:** A detailed plan showing the processes and procedures the Supplier will use to manage uninterrupted continuation of the Services.
- **Risk Mitigation Plan:** A detailed plan showing the processes and procedures the Supplier will use to manage risk assessment and management of risks identified by the Supplier.
- **Risk and Opportunities Register:** A format for recording risks and opportunities available through the Services.
- **Information and Reporting:** A detailed plan showing the processes for gathering, managing, checking and reporting information.
- **Billing:** A detailed plan showing the processes for ensuring invoicing is on time, with enough information for the Principal to be able to easily ask questions, understand what is being billed.
- Any other content as agreed between the Principal and the Supplier.

(b) **Mobilisation Plan**

- (i) Prior to the Commencement Date the Supplier will, in association with the Principal and the current suppliers of the Services, prepare and submit a plan detailing how the Supplier will implement the orderly handover of responsibilities, information and processes from the Principal's current suppliers (**Mobilisation Plan**).

- (ii) Once the parties agree the Mobilisation Plan it shall be incorporated into the Agreement.
- (iii) The Supplier shall perform its obligations under this Agreement in accordance with the Mobilisation Plan.

(c) Quality Assurance Plan

- (i) The content of the Quality Assurance Plan will include but not be limited to:
 - (A) quality assurance processes to ensure all Services are delivered to the appropriate standard and comply with all relevant industry practises and legislation;
 - (B) a compliments and complaints procedure, including a process for effectively responding to complaints; and
 - (C) all other things necessary to ensure the quality of the Services as may be required by the Principal.
- (ii) The Quality Assurance Plan must be approved in writing by the Principal. If a quality assurance plan is rejected by the Principal the Supplier will address all issues regarding the Quality Assurance Plan made known to the Supplier by the Principal and resubmit until approval is provided. Once approved by the Principal the quality assurance plan will be incorporated into the Agreement.
- (iii) The Supplier must comply with the approved Quality Assurance Plan (as amended from time to time and approved by the Principal) in the provision of the Services.
- (iv) The Supplier must regularly update and maintain the Quality Assurance Plan throughout the Term to the reasonable satisfaction of the Principal.

1.4 Hazardous dumpings

- The Supplier shall report any / all hazardous dumpings to Auckland Council's Pollution Hot Line (ph: 90 377 3107) immediately and take no further action unless requested by the Principal.

1.5 Working Hours

- The Supplier shall ensure that Services that generate excessive noise or other hindrances are carried out at times that minimise the impact to the public and local residents and comply with any relevant bylaws and/or specific noise restrictions. The Supplier shall programme and execute the Services accordingly. The Principal shall have the right to restrict certain activities to defined periods without any additional payment to the Supplier. All set restrictions will be included in the SOP.

- The Supplier may, in some locations of the site, be restricted by law, regulation or otherwise in the times it can access the site in order to carry out the Services. The Supplier shall comply with all such time restrictions and may be required to work outside the normal working hours as specified to comply with such restrictions. The cost of working within these restrictions shall be included in the Supplier's price.
- The Supplier shall at all times take into account likely high public use of and around the site and conditions that may prevail at peak periods.
- The Supplier may, in some locations of the site, be restricted by law, regulation or otherwise in the times it can access the site in order to carry out the Services. The Supplier shall comply with all such time restrictions and may be required to work outside the normal working hours as specified to comply with such restrictions. The cost of working within these restrictions shall be included in the Supplier's price

1.6 Behaviour and Appearance

- The Supplier shall be responsible for maintaining good relations with the public on behalf of the Principal and for taking care and being seen to be taking care of assets and in all ways as far as possible satisfy the service requirements of the general public and the Principal.
- The Supplier shall ensure that all personnel are tidily and appropriately attired when carrying out the Services and are clearly identified as being engaged by the Supplier, as per Auckland Council Branding Guidelines.
- The Supplier shall also ensure that any vehicles or plant and equipment used during the contract are clean and tidy appearance. The Supplier shall provide maintenance records to the Principal on request.

1.7 Acceptance of Materials and Workmanship

- Should any inspection by the Principal find evidence of non-conforming workmanship or results at variance with the Supplier's Quality Assurance Plan, the Supplier, on request from the Principal, shall supply within one working day a written explanation for the variance and details of what remedial action has been taken to rectify the situation.
- If working in a public area at the end of each work day the site in the vicinity of the works shall be left clear and safe for the public.
- All surplus materials and equipment shall be removed from the site at the end of the working day where works cannot be completed and at completion of the works.

1.8 Litter

- While undertaking maintenance any loose litter present shall be removed from the area being maintained and disposed offsite in a sustainable manner.
- The Supplier shall report to the Principal any illegal dumping, as servicing of this activity is covered by another contract. (Illegal dumping is defined as rubbish left on site that is ¼ cubic metre or more).

1.9 Waste Minimisation and Energy Efficiency

- Improving environmental sustainability is very important to the Principal. The Principal expects the Supplier to work with the Principal to operate environmentally efficiently and achieve an overall net minimisation and efficiency improvement.
- Where lamps/tubes require replacement they are to be replaced with the most efficient option available to maintain adequate light levels.
- Packaging waste must be separated into component waste streams and disposed of appropriately. However, packaging waste of dangerous substances, such as plant protection products, must be disposed of safely in approved collection points or through an authorised waste manager for further treatment.
- Materials, plant and equipment decommissioned and removed from the Principal's premises are disposed of appropriately. Suppliers will dispose of materials according to the waste hierarchy and will report on quantities of materials disposed, and their destinations.
- The Supplier shall work collaboratively with the Principal to monitor and report on the effects on the environment of the services.
- The Supplier shall work collaboratively with the Principal to look at how the adverse effects on the environment of the services might be reduced.
- The Supplier shall provide information as requested relating to the effects on the environment of the services including but is not limited to:
 - inputs such as the quantity of water or energy consumed;
 - outputs such as greenhouse gas emissions; and
 - management tools such as the Supplier's environmental management system being used.
- The Principal has an ambition to make Auckland the most liveable city in the world. To assist the Principal in meeting this objective the Supplier shall, where requested:
 - work collaboratively with the Principal to monitor and report on the effects on the environment of the services; and

- work collaboratively with the Principal to look at how the adverse effects on the environment of the services might be reduced.
- The Supplier shall provide such information as the Principal reasonably requests relating to the effects on the environment of the services. Such information may include but is not limited to:
 - inputs, such as the quantity of water or energy consumed; and
 - outputs, such as greenhouse gas emissions; or management tools such as the Supplier's environmental management system being used.

1.10 GPS Monitoring

- The Supplier shall ensure that all vehicles (including mowers) which are engaged in services carry a web based GPS tracking system. The vehicle monitoring shall include; ignition, commencement of vehicle/plant moving, stopping of vehicle, any speeding events, arrival on site, departure from site.
- The tracking system shall be able to produce journey reports including length of stay. These reports shall be made available to the Principal on request.
- On request, the supplier must provide similar reports on any other plant or equipment including hand held devices that are GPS enabled and traced by the supplier.

1.11 Storage and Disposal of Material

- The Supplier shall make provision, at its own cost, for the stockpiling or storage of any materials, plant and equipment or any other matter. The Supplier shall be responsible for the protection of all onsite materials, equipment, and possessions and as necessary store council owned materials separate to others.
- Except where materials are stored temporarily and will be applied or used within the working week, no materials, plant or equipment shall be stored by the Supplier at the site without the prior written consent of the Principal.
- No excess materials, refuse, detritus, clippings or other by-product of the Supplier carrying out the Services shall be disposed of at the site. The contract price shall be deemed to allow for all the costs associated with disposal including transport, loading, unloading and tip fees and any other costs associated with compliance with disposal requirements.
- The Principal retains ownership of all chipped bio-mass (foliage, brushwood and wood) resulting from the contract. Where practicable, mulch shall be stockpiled according to grade, quality and type of material with no cross-contamination.

1.12 Machinery / Materials Storage

- Machinery and materials may be stored on car parks with written permission from the Principal. However, the Principal accepts no responsibility for the machinery. In the event that the machinery is damaged or stolen then the Supplier must accept all responsibility.
- The Supplier will not be able to change the accessibility to the Principal's Sites without the written approval of the Principal.
- Where storage is being undertaken on the Principal's Sites and members of the public are present, the Supplier will ensure that such work is undertaken in a manner that does not obstruct or interfere with normal use of the site.

1.13 No surprises and early warnings

- To enable the effective management of response service requests the Supplier will warn the Principal of any potential impacts on customer expectations e.g. where an outcome cannot be met, the Supplier will provide sufficient information to the Principal to be able to appropriately respond to customer queries.
- Early warning of any issues that may impact cost, quality or the Principal's or Supplier's reputation.

1.14 Unauthorised Use

- Where the Supplier becomes aware of illegal or unscheduled use of Principal's Sites, they are to report this to the Principal immediately and the Principal will take appropriate action to have that use terminated. Details of the users shall be obtained, and be reported in the monthly report to the Principal.
- The Supplier shall contact the Principal immediately if the services of a warranted officer are required to issue infringement notices.

1.15 Temporary Exemption from Standards

- The Supplier may obtain a temporary exemption from contract standards where factors outside the Supplier's control preclude the performance standard being achieved. The period of any exemption granted will be at the discretion of the Principal.
- Where the Supplier seeks an exemption from these specifications, adequate evidence in support of the application must be produced, clearly indicating that all possible avenues to

meet that standard have been explored and attempted.

- A request for, or the granting of an exemption does not preclude the Supplier from immediately meeting the performance standard when conditions return to normal.

1.16 Co-operation with Stakeholders and Third Parties

- The Supplier is to plan and carry out the Services so that interference with third party activities on and adjacent to the sites is kept to a minimum.
- Where appropriate, the Supplier is to carry out letter drops to adjacent land owners/occupiers advising of start and duration of works and informing them that there may be an inconvenience caused by the work (e.g. restricted access to property and when excessive noise or dust nuisance may be expected).
- It is expected that at times there will be interaction required with Stakeholders and Third Parties. The Supplier is required to cooperate with these stakeholders and third parties and afford them ample opportunity for the execution of their work.

1.17 Accidental Discovery Protocol for Archaeological Sites

- The Supplier will adopt the following Accidental Discovery Protocol should archaeological sites be uncovered on a Site:
 - Work shall cease immediately at that Site.
 - The Supplier must shut down all machinery, secure the area and advise the Principal.
 - The Principal shall notify the New Zealand Historic Places Trust (NZHPT) Regional Archaeologist and if necessary the appropriate consent process shall be initiated.
 - If the site is of Maori origin the Principal shall also notify the appropriate iwi group(s) to determine what further actions are appropriate to safeguard the site or its contents.
 - If skeletal remains are uncovered the Principal shall advise the Police and NZHPT.
 - Works affecting the archaeological site shall not resume until the New Zealand Historic Places Trust, the Police (if skeletal remains are involved) and iwi groups have each given the appropriate approval for work to continue.

1.18 Historic Sites

- The Supplier is to become familiar with the locations, types and category of Historic Sites. No work is to be carried out at these locations without the prior approval of the Principal in conjunction with the Heritage New Zealand Pouhere Taonga Act 2014.

- There are a number of Historic Sites (refer Asset Data) which the Principal owns and operates/leases. All repairs maintenance and replacement of assets that could possibly change the integrity of these buildings must be cleared by the Principal before any work commences. This includes but is not limited to; invasive carpentry maintenance; exterior and interior painting; introduction of new mechanical equipment that require outdoor units or any other service that could change the integrity / aesthetic of the building both exterior and interior.

1.19 Civil Defence, Emergency and Adverse Events

- Upon notification of an emergency event or adverse event the Supplier is to immediately inspect and make safe the affected property until permanent repairs are undertaken. The Principal reserves the right to bring in separate Suppliers during an emergency event or adverse event.
- Should attendance at an emergency incident have a noticeable impact on the Supplier's contractual performance, options are to be negotiated by the Principal and the Supplier, to bring the Supplier's contractual performance back to within the specified standards. The intent of these negotiations is that the Supplier should not be financially disadvantaged or penalised as a result of responding to a civil defence, emergency event or adverse event.
- The Supplier shall make available key staff to participant as required with any Civil Defence event or exercise.

1.20 Sustainability Outcomes

- The Principal has an ambition to make Auckland the most liveable city in the world. To assist the Principal in meeting this objective the Supplier shall, where requested:
 - work collaboratively with the Principal to monitor and report on the effects on the environment of the Services; and
 - work collaboratively with the Principal to look at how the adverse effects on the environment of the Services might be reduced.
- The Supplier shall provide such information as the Principal reasonably requests relating to the effects on the environment of the Services. Such information may include but is not limited to that detailed in the IMP.

1.21 Use of Agri-chemicals

- The Supplier shall comply with best practice industry standards and Auckland Council Plans and Policies relating to the use of agri-chemicals. The Principal will notify the Supplier of any changes in such policies and procedures and the Supplier shall immediately comply with all such changes.

- The Supplier shall adopt an agri-chemical minimisation approach to their work practices and it is expected that the Supplier will actively work with the Principal in reporting and reducing the amount of agrichemicals used year on year.
- The Supplier will be responsible for implementing the Spray Notification Register (appendix Q). It will be the responsibility of the Supplier to ensure that the Auckland Council's Weed Management Policy (available on Auckland Council website) is followed and that all no-spray areas and sites are maintained using a mechanical methodology.
- At least two days' notice shall be given when notifying a customer on the spray notification register of notice to spray.
- The Supplier must record and report all usage of agri-chemicals to the Principal in the format required by the Principal that may be amended from time to time.

1.22 Use of Chemicals (excluding Agri-chemicals)

- The Supplier must record and report all usage of all other chemicals (e.g. cleaning chemicals) to the Principal in the format required by the Principal that may be amended from time to time.
- The Supplier shall comply with best practice industry standards in relation to the use of chemicals. The Principal will notify the Supplier of any changes in Auckland Council plans, policies and procedures in relation to chemical use and the Supplier shall immediately comply with all such changes.
- The Supplier shall adopt a chemical minimisation approach to their work practices and it is expected that the Supplier will actively work with the Principal in reporting and reducing the amount of chemicals used year on year.

1.23 Kauri Die Back

- The contractor shall follow the Standard Operating and Hygiene Procedures for Kauri Dieback, as set out in Auckland Council's "Standard operating procedures for kauri dieback" and included in the SOP.

1.24 Threatened Plants

- The Supplier must take all practicable steps to prevent the damage or destruction of endangered plant species.

1.25 Asset Information

- The Supplier shall provide an updated, accurate tracing/drawing and construction plans of all new, renewed or altered assets and asset attribute data in an acceptable electronic format.
- The Supplier shall provide any updated or new operational manuals and any maintenance plans.
- Where the Supplier notices items in the data inventory that are incorrectly attributed, not included in the inventory, are missing in the field or are at an alternate location the Supplier is to advise the Principal.
- The Principal will process variations for missed or expired assets as per the agreed asset variation process.

1.26 Support Asset Planning

The Supplier must assist the Principal in conducting its Asset planning activities in a proactive and efficient manner to maintain sustainable long-term delivery of Auckland Council services to our communities.

The Supplier's responsibilities include, without limitation:

- Via an update on the relevant work order, updating the condition assessment grading of a component if this changes once the maintenance service has been undertaken. To be included in Council's asset management system
- Notifying the Principal of any degradation of a component.
- Advising on the best approach to maintaining consistent levels of service for the respective asset classes which ensure that all Assets, on average, will meet or exceed their expected life, manufacturer's warranties/operating specifications and performance levels at minimal cost.
- Providing advice on the types of standards that could be developed/adopted to encourage operators and Auckland Council personnel to utilise Assets in accordance with best industry practise to ensure cost effective operation and prolonged lifecycles.

(a) Optimise Asset Use

The Supplier must assist to optimise Asset use in a sustainable and cost effective way.

The Supplier's responsibilities include, without limitation:

- Recommending strategies and plans for end-of-life replacement of Assets.
- Performing analysis and reporting of asset performance such as availability, reliability, maintainability and root cause.

- Identifying and capturing assets requiring intervention in order to meet expected condition and performance requirements. Auckland Council, at its sole discretion, will evaluate the Supplier's proposal for Asset replacement, decide if it is valid and determine an appropriate action.
- Identifying Assets with damage, deterioration or obsolescence at an early stage.
- Providing input and guidance into a planned maintenance approach, moving away from response emergency maintenance by considering the consequences and risk of potential failure.
- Advising on optimising energy usage and sustainability initiatives.
- Recommending strategies and plans for disposal and end-of-life.
- The Supplier will be required to report to the Principal on other Asset management activities. The exact detail of the content, format and distribution of the respective analyses may vary over time and are to be agreed with the Principal.
-

1.27 Work Management

- The Principal currently operates and uses SAP as its asset and contract management system for the control and management of all contract Assets and activities.
- The Principal will generate work orders for all Planned maintenance items based on the Contract Pricing Schedule and Asset Inventory.
- The Supplier will update the Principal's asset and contract management system via an electronic interface on a daily basis to provide details of progress of all works and services completed, as well as updated condition rating on any relevant Assets.
- The Supplier will associate work completed to the appropriate work order.
- The Supplier shall update the work order data for any Response works to show the status and final cost of the works and services comprising the work order and provide details of any changes to the work order quotation.
- The Supplier is responsible to ensure the accuracy of data where works and services are delivered by the Supplier's subcontractors.
- The Supplier's responsibilities include, without limitation responding to all requests for service received by way of:
 - Notification/work order from an integrated and automated Supplier solution through a web services interface with the Principal's asset management system; or
 - Supplier observing defects and reporting for approval to action.

1.28 Response Maintenance

- The Supplier must manage Response Maintenance in a highly reactive, efficient and cost effective manner that delivers high quality service provision. Response maintenance covers:
 - Manage Failures - Unscheduled rectification works, including works of an emergency nature, required to repair, restore or replace the Asset or Site to an acceptable condition.
 - Manage Vandalism - Unscheduled rectification works required to return the Asset or Site to normal working order following damage or malfunction resulting from vandalism (a deliberate act to cause damage to Assets or Sites).
- Responsive Maintenance may be required for the following types of requests for service (RFS):
 - Critical Repairs
 - Urgent Repairs
 - Normal Repairs
- Response work orders which are not deemed part of the lump sum, and are estimated to be in excess of \$1,000 require approval before Suppliers can proceed with any work service
- All response work services less than \$1,000 or can be completed by the Supplier without approval
- All Suppliers must seek to bundle work services proactively and grouped by their response priority
- The Supplier must supply evidence (e.g. explanation, pictures) if rework is performed
- Identifying defects or other works required to return equipment and facilities to normal working order:
 - Any identified safety or emergency issues identified by the Supplier's staff shall be addressed immediately by a phone call to the Principal's call centre to raise the issue and reported to the Principal.
 - Any identified normal or low priority issue that is not covered by this contract shall be raised with the Principal within 5 days and works covered by the contract shall be added to a work programme within 5 days.

Note:

- Should the Supplier be un-contactable or fail to attend an emergency call-out within the specified response time the Principal reserves the right to nominate another Supplier to undertake and/or complete the relevant activities. All costs incurred by the Principal as a result of such an event shall be a debt due from the Supplier to the Principal.

1.29 Customer Request Completion Timeframes

- The Supplier must complete Response Maintenance and provide progress updates in accordance with the timeframes and categories specified in the table below.
 - Critical
 - Urgent
 - Normal
- The definitions of each of these categories, along with response and completion times are shown below: All work orders must have the current status of the job changed/recorded in the same working day to enable the Principal to monitor status work and inform customers

	Maximum response time	Work is expected to be completed within	Description
Critical	1 hour	2 hours	Asset/area is unsafe or ongoing impact is occurring that could result in serious asset damage or injury
Urgent	24 Hours	48 Hours	Asset/area could potentially become unsafe or condition is hindering business operations
Normal	5 working days	10 working days	Asset/area condition does not compromise safety or usage

1.30 Customer Call Back Process

- Call to customer to inform them that works have been undertaken and that the works have been completed and if the customer is satisfied with the works actioned. If the customer still has an issue regarding the nature of the work then they will be referred to the Principal.
- Calls to the customer shall be made between 8am - 6pm unless otherwise requested.
- All events and actions for the RFS including customer call backs will be detailed on the RFS and Suppliers system and any issues will be recorded. This process will be applied to all customer enquiries whether they come through the RFS system or through internal requests from the Principal.
- The call back process is not relevant to RFS raised by the Principal unless feedback is specifically requested.

1.31 Communications System

- The Supplier shall maintain a communications system enabling the Principal to contact the Supplier or its supervisory staff at all times.
- For the purposes of this clause the Supplier's communications system must include:
 - a facsimile machine (available 24 hours a day, 7 days a week);
 - a manned telephone response service (available 24 hours a day, 7 days a week); and
 - any other communication mode(s) nominated by the Principal from time to time.
- The Principal's requirements for the 24-hour interface between the public, the Principal and other users of the Assets and the Sites on one hand and the Supplier (on the other) in relation to matters such as notifications of faults and complaints and to act as a communications hub for all matters relating to the Services are set out in detail in the SOP. The Supplier shall respond to the RFS in accordance with the Response Works Business Process (appendix J).

1.32 Operational Contact List

- The Supplier must maintain, and provide to the Principal an operational contacts list of the Supplier's key staff contacts in order to allow the Principal to efficiently contact the Supplier when requesting Services or for any other obligation under this Agreement.
- Escalation contact tree to be provided by the Supplier and linked to the Principal's operational structure.

1.33 Meetings

- The Supplier shall attend or be represented at all meetings convened by the Principal to which the Supplier may be summoned, to advise and assist the Principal on all matters relating to the Services to be provided under this Agreement.
- The parties will establish and maintain frequent communication during the Term, including attendance of regular meetings between the parties, including without limitation:
 - a weekly operational meeting;
 - a monthly contract management meeting;
 - an annual review meeting; and
 - any other meetings reasonably required by the Principal.

1.34 Reporting

(a) General

- The Supplier shall report to the Principal in respect of the performance of the Services. The Supplier must manage reporting in an efficient, transparent and open manner. The Supplier

shall deliver its reports in such a format as the Principal and the Supplier shall agree from time to time. The objectives of these reports are to:

- show trends and exceptions;
- show performance against plans, and performance targets;
- show performance against Service Levels;
- support financial charges; and
- identify issues, opportunities and improvement actions.
- The content, format and distribution of the reporting requirements will vary from time to time however, the Principal requires provision of information and data necessary to enable the Principal to:
 - determine the ability of the Supplier to fulfil its obligations under this Agreement;
 - evaluate the performance of the Supplier;
 - assess the ability of the Supplier to continuously improve and innovate in accordance with requirements of this Agreement;
 - demonstrate transparency, value for money and fulfil any financial reporting requests; and
 - assess the performance, condition and issues surrounding the Principal's Assets and Sites.
- The Supplier will be required to provide the following reports:
 - monthly reports within five (5) Business Days following the end of the month. The particulars of such report shall include details of compliance by the Supplier with the Service Levels ((for further details, refer below);
 - an annual review report within 1 month of the end of that year;
 - such other reports as may be required under this Agreement; and
 - such additional reports and information relating to the Services as the Principal may reasonably request.
- Any costs incurred by the Supplier associated with producing any reports required under this Agreement will be borne entirely by the Supplier.
- The provision of reports by the Supplier to the Principal and any other information provided by the Supplier to the Principal about the Services does not relieve or affect the Supplier's obligations under this Agreement.

The Supplier is to refer to the SOP section 11, Reporting, for further reporting requirements / details.

1.35 Auditing and Inspection

(a) Inspection of Services

- The Principal shall have the right at all times to audit inspect and/or monitor the Services performed by the Supplier for any purpose. Such auditing inspecting and/or monitoring may include undertaking of tests or condition surveys of any part of the Assets or Sites.

- The Supplier will use its best endeavours to assist the Principal in any performance monitoring exercise. The Principal may notify the Supplier of the outcome of the performance monitoring exercise, and the Supplier shall have due regard to the Principal's comments in relation to the ongoing provision of the Services.
- Should the results of any such inspection and/or monitoring show (in the Principal's reasonable opinion) that the Services provided by the Supplier are defective, unsatisfactory or have not been provided in accordance with this Agreement, then the Principal, without limiting any other right it may have under the Agreement (including the right to terminate for material breach), at its sole discretion, shall have the right to:
 - require the Supplier to promptly remedy such Services, in which case the Principal will not be required to pay the Supplier for undertaking such remedial services;
 - have the remedial services carried out by a third party, in which case the Principal will be entitled to deduct any costs incurred in having such Services remedied by a third party, from any moneys due or which may become due to the Supplier or recover any costs incurred in having such Services remedied by a third party, direct from the Supplier; and/or
 - increase the level of its monitoring of the Supplier; and/or the Supplier's monitoring of its own performance of its obligations under this Agreement until such time as the Supplier demonstrates to the reasonable satisfaction of the Principal that it is capable of performing and will perform all of its obligations under this Agreement (in such case, the Supplier shall bear its own costs and indemnify and keep the Principal indemnified at all times from and against all reasonable costs and expenses incurred by or on behalf of the Principal in relation to such increased level of monitoring).
- The Supplier must have their own auditing and inspection processes and procedures linked to the Suppliers IMP, and supply proof of these 'self' audits to the Principal on request or as part of the ongoing reporting programme.

(b) Audits

- The Principal or its appointed nominee or agent may undertake an intensive audit (over and above auditing inspecting and/or monitoring as detailed in II a. above) of the Supplier's compliance with this Agreement (either financial, process management or other) and the likely capacity of the Supplier to continue to comply with its obligations under this Agreement.
- The Principal must:
 - give the Supplier reasonable notice of when the intensive audit is to be conducted;
 - give the Supplier an estimate of the audit's duration;
 - advise the Supplier of the individuals to whom the Principal wishes to have access;
 - advise the Supplier of the identity of the person or persons who are to conduct the audit; and
 - not initiate more than two such intensive audits in each contract Year, unless a Performance Breach under this Agreement has occurred and is continuing.
- The Supplier must:
 - provide such information, explanations and documentation requested by the persons undertaking the audit for the Principal that are relevant to the conduct of the audit;
 - arrange for those undertaking the audit on behalf of the Principal to meet with the Supplier's internal quality assessors and external auditors if so required;

- make all records as reasonably required by the Principal available to those undertaking the audit on behalf of the Principal;
- co-operate with any person or persons authorised by the Principal to carry out any audit and to promptly answer any queries in relation to any aspect of the audit;
- provide access to Supplier's premises for the purpose of such audit; and

(c) Non-compliance

- If the results of an audits, inspections or monitoring (as detailed in a. and b. above) reveal an area of non-compliance with this Agreement, the Principal will notify the Supplier, who will have ten (10) Business Days to remedy the non-compliance unless such non-compliance is a material breach of this Agreement, in which case the Principal will have the right to terminate this Agreement pursuant to its terms.
- If an audit, inspection or ongoing monitoring establishes a discrepancy, error or omission or that the Supplier is in material breach of this Agreement, or has acted negligently or fraudulently in the performance of any of the Services, the Principal's reasonable costs of performing the audit are to be borne by the Supplier. In all other cases the Supplier will not be liable for any costs incurred by the Principal in performing the audit.

2. Open Space

Output Statement: Parks, reserves and roadsides within Auckland are maintained and developed to provide a sustainable, safe, clean and healthy environment while assets are maintained and Enhanced to meet the amenity and use needs of the Principal, Auckland residents and visitors.

2.1 Summary of Performance and Output activities

Performance	Output
Gardens	Plant Pests
Arboriculture – measure and value option	Bush Areas
Irrigation	Horticulture
Sportsfields	Arboriculture
Sportsfields – measure and value option	Closed Landfill
Turf – Mowing, Edging and Streetscape Vegetation	Litter
Playground and Recreational Equipment	Beach Grooming
	Hardsurfaces
	Track and Footpaths
	Furniture and Fixtures
	Structures
	Lighting
	Locking and Unlocking

2.2 Scope of the Services

The open space services to be provided by the Supplier comprise the following (italicised items may or may not form part of the final services):

- Open space management
 - Sportsfields maintenance, *renovations and upgrades*
 - Street / park gardens
 - Litter collection
 - Open space and streetscape turf control
 - *Streetscape vegetation control*
 - Cemeteries ground maintenance not currently delivered in-house by the council
 - *Arboriculture*

- *Tree and plants supply*
- Closed landfills
- Open space amenities management
 - Recreational and play equipment
 - Lighting
 - Water features and fountain pump maintenance
 - Services irrigation
 - Hard surfaces
 - Beaches
 - Fixtures and furniture maintenance
 - Public toilets and changing rooms
 - Access management for gates and toilets
 - Structures

2.3 Gardens - performance, lump sum

Output Statement: Garden areas are maintained in such a way so as to provide maximum plant health, be visually pleasing, innovative displays and create maximum enjoyment for residents and visitors.

- The Supplier shall maintain gardens including edging as appropriate for the different types of maintenance required for different sites, planting designs, colour, plant types and plant species.
- The Supplier shall maintain all street gardens so that visibility is not obstructed at intersections, pedestrian crossings and roundabouts and that street signs are not obstructed by vegetation in accordance with Auckland Transport's Vegetation in the Road Corridor Guidelines (available on the Auckland Transport website).
- Industry best practice pruning shall promote plant health, flowering and enable free and safe passage by road and pedestrian users and full and unrestricted use of park and road assets.
- The Supplier shall control pests, diseases and fertility to ensure optimum growth and health of the plants.
- Garden beds shall be mulched appropriately to suppress weed growth.
- All work shall be undertaken to minimise the use of agri-chemicals.

2.4 Pest Plants – output, lump sum

Output statement: All community facility owned open spaces shall be a plant pest free environment.

- The Supplier shall undertake all necessary works and reporting to comply with the Auckland Regional Pest Management Strategy and the Bio Security Act 1993 (available in the Auckland Council website).
- The Supplier shall control plant pests within the streetscape urban area and specific streetscape areas.

- Pest plant control at erosion sensitive areas and areas of cultural and archaeological importance shall be by non agri-chemical means.
- The Supplier shall control plant pests at all Principal's open spaces excluding identified High Value Ecological Areas (as defined by the Auckland Unitary Plan – available on the Auckland Council website) as they are covered within another contract.
- The Supplier shall work towards eradicating all pest plants from Enhanced esplanade reserves, and all Sports, Premier and Neighbourhood Reserves (defined in Appendix C).
- All erosion sensitive cliff edges will generally be exempt from gorse control however in some urban settings the gorse shall be removed after discussion with the Principal.

2.5 Bush & Natural Areas – *output, lump sum*

Output statement: Bush areas are managed to provide an environment which encourages reforestation and a natural experience for residents and visitors.

- Visible areas of the Bush are maintained to a tidy appearance with no build-up of weeds or litter.
- Non desirable species shall be controlled to improve the condition, diversity and habitat value of the bush area using an approved methodology appropriate to the site and weed species being controlled. Control measures and programmes to be agreed in advance with Principal and appropriate to species and location.
- For “Agri-chemical Free” sites - All weed control and edging shall be carried out using a mechanical methodology.
- For “Agri-chemical” sites - All weed control and edging may be carried out by agri-chemical means.

2.6 Horticulture – *output, lump sum*

Output statement: Plants are maintained to provide an enjoyable display and promote plant health

(a) **Bulbs in Turf Areas**

- Bulbs in turf areas will be maintained to provide a colourful display from year to year as appropriate for the species of bulb planted.
- The Supplier shall ensure known bulb areas avoid being accidentally mown.
- The Supplier shall only mow bulb areas when flowering has finished and when the foliage dies back or it becomes unsightly.

(b) Wildflower displays

- The Supplier shall maintain wildflower planted areas so they have adequate ground coverage and maintain an optimal flowering display.
- At the end of the flowering period, the Supplier shall cut and remove all wildflower vegetation and reinstate the area to its original condition.

(c) Green Roofs and Walls, and Japanese Gardens

- Green roofs and walls, and Japanese Gardens (defined in the asset list) shall be maintained to the specific standards outlined for each site. Each site is accompanied by a maintenance schedule and as-built manual outlining its requirements.

(d) Hedges

- Hedges shall be maintained to a healthy standard with any dead plants replaced and the
- Hedges shall be trimmed to their intended shape and height and in line with industry best practice.
- Hedges shall be trimmed to provide clearance and enable safe passage by pedestrians, cyclists and vehicles. In addition, hedges shall be trimmed to ensure that activities within the park are able to be enjoyed as designed.
- The Supplier shall remove all pruning material and vegetation off adjacent grass or hard surface areas.

2.7 Irrigation – performance, lump sum

Output statement: Irrigation systems are managed with sustainable management practices while achieving optimal plant growth and reducing disruption to any site users

- The Supplier shall provide a qualified (level 4 minimum or comparable) irrigation employee to primarily manage and maintain the irrigation network in the sports field assets, gardens and fine turf passive parks all year round.
- The Supplier shall carry out any necessary repairs or component replacement to ensure the irrigation system is operating fully and as designed and irrigation system performance meets design performance.
- The Supplier shall manage irrigation on the basis of the principles of sustainable management so that minimum volumes of water are used, and water distribution is uniform, sprinkler head efficiency, sprinkler head levels and water flow and pressure combine to deliver high levels of system performance.

2.8 Sportsfields – performance, lump sum

Output statement: Sportsfields and their assets are managed to provide surfaces that are ‘fit for use’ for the type and level of sport being played and which maximise usage and support organised sporting activities.

- Sportsfields shall be maintained to a safe and fit for purpose state and comply with the relevant sport code requirements
- Sportsfields shall be maintained with a healthy sward of cover which maximises utilisation
- All sportsfield equipment and supporting infrastructure will be mechanically edged
- The Supplier shall develop and maintain positive working relationships with all sportsfield user groups
- The Supplier shall carry out minor surface repairs to ensure the playing surface is fit for purpose with major repairs and other renovation works being carried out under another contract.
- The Supplier shall work with the Principal and the sports field renovation Supplier to satisfactorily resolve any issues or work that is needed.
- The Supplier shall inform the Principal and the sports field renovation Supplier of any problems identified in the period between the reports that requires attention.

2.9 Sportsfields – performance, measure and value option

Overview

- *The Sportsfield renovations will be carried out under this contract as a measure and value, with the exception Cricket wicket renovations which will remain a lump sum approach in full facility contract.(i.e. sportsfields plus renovations)*
- *The rate categories and specific activities are contained within the attached Sportsfield Renovations and Upgrades specification document.*

Output statement: Sportsfields and their assets are managed to provide surfaces that are ‘fit for use’ for the type and level of sport being played and which maximise usage and support organised sporting activities.

- The Supplier shall carry out all surface repairs to ensure the playing surface is fit for purpose. Minor repairs are to be treated as a maintenance activity with major repairs and other renovation works being treated as response work.
- The renovation programme will be developed with the Principal taking into account the recommendations within the bi-annual sportsfield works programme report, sports field condition, sports field use and available budget.

- The Supplier shall be experienced in field assessment techniques, able to recognise and diagnose defects, turf health issues and produce comprehensive assessment reports.

2.10 Turf – Mowing, Edging and Streetscape Vegetation – *performance, lump sum*

Output statement: Turfed areas are to be visually pleasing with a healthy, even and dense turf surface and are safe and suitable for the intended activity.

- Mowing, edging and vegetation control shall be carried out so the site is fit for purpose, aesthetically pleasing and appropriate for the type of site
- Mowing sport areas shall be appropriate for the sport code and undertaken in a timely fashion to present the playing surfaces in the best possible condition for play
- The timing of mowing and edging shall be coordinate and shall overlap and be of the same height
- Mowing of all culturally or sensitive sites shall respect the values and sensitivities of the sites

2.11 Playground and Recreational Equipment – *performance, lump sum*

Output statement: The Supplier is to provide a safe, clean, attractive, challenging and enjoyable experience for a wide range of age groups.

- Playgrounds shall remain compliant with the appropriate standards at all times.
- The Supplier shall ensure all assets and any safety surface beneath such assets are safe, clean, free of litter, weeds, lichen/algae, fit for purpose and are attractive in appearance.
- The Supplier shall be responsible for the inspection, maintenance, repair, component replacement, monitoring and record keeping of all recreational, play, skate, courts, and outdoor fitness equipment and their safety surfaces.
- All equipment shall be complete, secure, free moving with no missing parts with any unauthorised parts or play items removed.
- For any methodology requiring the use of chemicals, the Supplier shall first obtain the permission of the Principal before commencing work.

2.12 Closed Landfill – *output, lump sum*

Output Statement: Closed landfills are to be maintained to ensure environmental protection and safe for users.

(a) **General**

- The Supplier shall obtain approval from the Principal for any work at a closed landfill site that includes digging into the cap or bringing soil onto the site.
- During each visit the full site shall be checked and any identified repairs shall be carried out
- Emergency response may be required in cases where there is an imminent threat to or actual incident involving health, safety and environment. The Supplier shall inform the Principal when they become aware of an emergency. The Supplier shall take appropriate actions to make the site safe and work with the Principal and obtain approval on any remedial works prior to carrying them out.

(b) **Closed Landfill – open to the public**

- The Supplier shall carry out inspections, cap and monitoring well housing repairs at listed closed landfill sites that are open to the public which are treated as a maintained park/reserve. These requirements exceed the base line levels of service that are in place for these sites as set out within this document.

(c) **Closed Landfill – closed to the public**

- The Supplier shall carry out inspections, cap and monitoring as well as housing repairs, mowing, vegetation control, edging, furniture and fixture maintenance, accessway and track maintenance along with pest control at listed closed landfill sites which are not open to the public and are treated as a closed landfill site.

2.13 Litter – output, lump sum

Output statement: Areas are maintained so that litter doesn't detract from the amenity of the site and meets the demands of the users and the profile of the site whilst all rubbish is disposed of in a sustainable way.

(a) **General**

- Litter includes but is not limited to: loose refuse, dead animals, paper, cardboard, plastic, stones, bricks, bottles, glass, cans, metal, cigarette butts and other organic and inorganic materials; excluding seaweed removal which will be requested and paid for by the Principal on request. Litter is defined as any item of litter that is easily uplifted and removed from the area by one person; excluding branches, where all detached branches are considered litter regardless of size or weight.
- The Supplier shall report any illegal dumping to the Principal (their removal is covered under a separate contract).

- Litter collection shall include the full extent of the site, including the dune and beach areas down to mean high water level; with the exclusion of bush areas as the Supplier shall only manage the visible area of the bush edge and along track edges.
- The Supplier shall ensure there is no build-up of aged loose litter and any environmentally damaging, unsafe or offensive litter is removed as soon as practicable upon notification or discovery.

(b) Bins

- Rubbish bins, including Doggy Doo bins, shall not exceed the bin's capacity and items shall not overflow (i.e. rubbish shall not exceed the height of the bin edge) and shall be emptied at least once per week. At the time of bin emptying, all loose litter and debris shall be picked up within a three metre radius of litter bins.
- The Supplier shall ensure bin and bin lids are maintained, clean, hygienic and free of leachate, odours and decomposing matter that may cause a health risk, attract pests or be offensive to the public.
- Doggy Doo bag dispensers shall always have bags available for use.
- Any extra bins required as advised for events/bookings shall be in place at minimum one hour prior to the event and removed as soon as practicable after the event has finished.
- Any permanent bins on site where there is an event/booking are to be emptied on the day of the booking, at least one hour prior to the commencement of the notified activity.

2.14 Mechanical Beach Grooming – *output, measure and value*

Output Statement: Beaches are maintained to ensure a safe, clean and manicured appearance to enhance the residents and visitors experience

(a) General

- The supplier shall complete beach grooming to remove all inorganic and organic litter and debris and ensure the beach surface poses no safety issues for users at specified sites.
- The supplier shall groom litter and debris from the full extent of the sand area extending from the toe of the sea wall or dune to below the mean high water level.
- The final beach surface shall be left in a levelled and raked condition on completion of each beach grooming operation.

2.15 Hard surfaces – *output, lump sum*

Output statement: Hard surfaces provide a safe, uniform surface to a standard appropriate for their intended use and are maintained to preserve their structural integrity.

(a) General

- Hard surfaces include but are not limited to:
 - sealed and unsealed areas,
 - access ways and carparks including car parks servicing an Auckland Council building or park , including but not limited to: pedestrian crossing and road line marking and minor asphalt repairs,
 - heli pads,
 - boat ramps,
 - dry dock areas,
 - town centre, and
 - plaza and pleasance areas.
- The Supplier shall ensure that hard surfaces are even; safe; non-slip; clean; free of moss, algae and weed; serviceable; functional; and any lines are marked clearly.
- The Supplier shall ensure that there is no obstructing vegetation below 2 metres height above and within 300mm from the edges.
- Potholes and any other damage to the surface or kerbing/channels are to be repaired in line with industry best practice standards.
- Unsealed areas shall be reshaped; material topped up and compacted to reinstate the area back to its original condition.
- Surfaces of boat ramps are to be clean, even, non-slip and provide safe access to the water with no build-up of detritus, silt, mud, algae, slime or molluscs.
- Hard surface repairs that are maintained by Auckland Council in town centre, plaza, pleasance areas or car park (car parks servicing an Auckland Council building or park), including but not limited to:
 - Car park, pedestrian crossing and road line marking
 - Minor asphalt repairs.

2.16 Tracks-Footpaths – *output, lump sum*

Output statement: Walking surfaces provide a safe and uniform surface which is appropriate for their intended use and setting.

(a) General

- Tracks-footpaths are safe, uniform, weed free, clean, clear of vegetation encroachment and functional.

- Tracks-footpaths and any directional markers are maintained to match the visitor experience.
- Drainage systems are maintained and cleaned to conserve the loss of surface materials, and to prevent flooding or damage to the asset.

2.17 Furniture and Fixtures – output, lump sum

Output statement: All furniture and fixtures are safe, clean, functional, fit for purpose and visually attractive.

(a) General

- Furniture which is covered by this contract includes but is not limited to: power plinths, swimming pontoons, Kauri die back control stations, water features, drinking fountains, internal fences, barriers, cattle stops, flagpoles, flags, seats, tables, signs, community noticeboards, in ground steps, gates, bollards, locks and padlocks, and barbeques (BBQs).
- Furniture including the painted / stained surface, footprint and fixings shall be maintained to a safe, clean, weed free, serviceable, functional standard and aesthetically pleasing. All components shall be complete and secure and are operating in accordance with design and Manufacturer specifications. This shall include the concrete pads/mowing strips if present.
- The Supplier shall manage phytosanitary (Kauri die back control) stations so that the required disinfectant is maintained at levels of at least 30% and if a soil/debris capture point is part of the station design then this will be maintained at less than 75% of capacity.
- Drinking water fountains shall be maintained to an appropriate standard. The Supplier shall ensure that water runs ‘clean’, there are no blockages and water drains freely to outlet drains.
- Water features are to be maintained and cleaned including: outlet drains, leaves floating on top, remove loose litter, and fabric of the water feature (e.g. broken tiles) and are fit for purpose. Water feature plant maintenance is covered under a separate contract.
- The Supplier shall ensure all parts of the BBQ including all covers, fixings, nuts, bolts, locking pins, screws and welds, locking mechanisms, electrical and gas fittings are complete, secure and fit for purpose. Gas bottles shall be filled and replaced as needed.
- Swimming pontoons and moorings shall be checked, re-positioned as required and any repairs carried out prior to their installation in early December. Pontoons that are removed after Easter shall be cleaned prior to being stored.

(b) Streetscape furniture and fixtures

- Repairs and maintenance of furniture fixtures and fittings maintained by Auckland Council which are located in a town centre, plaza, pleasure space or car park (car parks servicing an Auckland Council building or park), including but not limited to:
 - Seats of all types
 - Lighting
 - Cycle stands
 - Wheel stops of all types

- Pedestrian safety fencing and handrails (including those on bridges, retaining walls and boardwalks)
- Bollards of all types
- Road furniture, other traffic aids or structures within a town centre, plaza and/or pleasance area maintained by Auckland Council
- Fixed rubbish bins.

2.18 Structures – output, lump sum

Output statement: Structures are safe, functional, clean, visually pleasing and serves its intended purpose.

- Structures covered by this contract include but are not limited to rock walls, boardwalks, steps/ladders, skate ramps, bridges, predator fence, gazebos, band rotunda, retaining walls, monuments, pontoons, viewing platforms, wharfs, jetties and seawalls.
- Structures, including footprint and fixings, shall be maintained to a safe, clean, structurally sound, weed free, serviceable and functional standard. This shall include the concrete pads and any mowing strips if present.
- Repainting, re-staining and oiling of surfaces will be required where the existing surface is worn through or not covering as intended. Repainting will also be required if existing colours are not consistent. Paint, stain and oil colours shall match the existing colour, or as approved by the Principal.
- Any rotten, rusted, damaged, worn or deteriorated individual components shall be repaired or replaced to installation standards, current building codes and at least equal to or to a higher quality.
- Before carrying out work on coastal structures it will be reviewed by engineers as required and all necessary resource consents will be obtained prior to any works.

2.19 Lighting – output, lump sum

Output statement: Lighting meets the demands for its specific use in the most sustainable way.

- All sports lights and amenity lighting shall be maintained to a safe, clean, serviceable, functional standard and aesthetically pleasing. All components shall be complete and secure and are operating in accordance with design and manufacturer specifications. This shall include the concrete pads/mowing strips if present.
- The Supplier shall carry out regular inspections including night time inspections to check as a minimum the alignment, brightness, any damage to the light/pole and that the lights are working as designed.
- Any defects identified will be repaired as soon as practicable with high risk areas being prioritised.

- Where lamps / tubes require replacement they are to be replaced with the most efficient option available to maintain adequate light levels.
- Where lights are connected to a timer the timer shall be checked to ensure it is working as intended and adjusted for daylight savings on the day that the time changes.

3. **Arboriculture – output, lump sum**

Output statement: Trees are maintained to an aesthetically pleasing state which promotes healthy growth with the tree adding to the resident or visitors experience with targeted maintenance activities to achieve healthy and safe trees.

- The Supplier shall maintain all re work to the first three metres off the ground of park trees, regardless of tree height, excluding notable and street trees where any identified work is to be referred to the Principal.
- Tree work shall be carried out by suitably qualified and experienced personnel.
- Trees shall receive a cyclic general prune to promote tree health and over all vigour and work shall be to industry recognised standards.
- Pruning shall be carried out to promote tree health whilst not compromising its natural intended form. Lifting should only be done in line with 'Crime Prevention Through Environmental Design' or aesthetic principles and after discussion with Principal.
- The Supplier shall follow all procedures for Kauri Tree removal and pruning as set out in Auckland Council's 'Standard operating procedures for kauri dieback'.
- Dead or diseased trees under three metres that are removed shall have the stump ground and the area reinstated to the appropriate standard. The removal details including the recommended replacement species shall be reported to the Principal.
- The Supplier shall stake and tie trees as necessary and remove stakes/ties as they are no longer required.
- Climbing plants shall be removed from tree trunks.

4. **Arboriculture – performance, measure and value option**

Output statement: Trees are maintained to an aesthetically pleasing state which promotes healthy growth with the tree adding to the resident or visitors experience with targeted maintenance activities to achieve healthy and safe trees.

General

- This covers the management and maintenance of all trees within the streetscape and open space areas.
- The removal of graffiti from trees shall be carried out at the discretion of the Principal and upon agreement of a provisional price the graffiti shall be removed within twenty-four hours of approval.
- At the time of any site visit the arborist shall assess immediate maintenance requirements of trees within the visible distance of the service request location targeting trees in immediate need of maintenance i.e. dead, dying, dangerous or as requested by the Principal. Works shall be undertaken or programmed as required.
- Inspections of the tree asset underpins the cyclic maintenance regimes. The Supplier shall undertake inspections of the street and park assets to refine the work programme and to the

frequency as set out in the service level table. The intent of the inspection is to ensure maintenance activities targets the right assets.

- The Supplier shall undertake a visual inspection at least once per week of specified areas of the central business district (CBD), High Profile Sites, and Town Centres. Additionally, all of the CBD, High Profile Sites, and Town Centres (all site types defined in the asset list) shall be inspected monthly to check trees for damage and other maintenance requirements, unless otherwise specified by the Principal. Any trees, mulch, or hardware that is found to be not within the required specification shall be programmed for maintenance, and or treated as priority work.
- Species-specific programmes of work shall be prepared to cater for larger tree species where a higher service level is required for safety reasons. Programmes shall also include those tree species that require an annual or six monthly visits (i.e. Pollarded London Planes).

5. Locking and unlocking – *output, lump sum*

Output statement: Assets are actively managed to minimise vandalism and anti-social behaviour.

- Gates and public toilets / changing rooms shall be locked and unlocked in line with the schedule and site specific signage. The Supplier has a 60 minute tolerance either prior to stated opening time and a 60 minute tolerance after stated closing time. The tolerance stated is increased to 90 minutes for rural areas.
- The Supplier shall unlock and lock assets booked for scheduled use, e.g. sports changing rooms.
- The Supplier is expected to make a reasonable effort to locate any person left within a site prior to the gate being locked. If people are present, the Supplier shall politely announce closure and allow sufficient time for people to vacate.
- If a customer is locked in with no method of payment or refuses to pay, the Supplier shall release the customer with no charge after reasonable attempts to secure payment.
- For people who have been locked in and request to be released the Supplier shall be on site within 30 minutes and charge a release fee as per the signage on site or if no release fee is displayed on the signage at site a maximum of \$35 may be charged. No cash payments are acceptable.
- Where gates cannot be secured due to damage, theft or malfunction of the locking mechanism, the Supplier shall implement alternate gate securing methodology wherever possible until repairs can be completed. Gate damage or malfunctioning shall be reported to the Contract Supervisor immediately.

6. Buildings – Full Facility Maintenance - *hybrid of performance and output, lump sum*

Output Statement:

All Auckland Council owned and/or operated facilities require on-going Planned and Response Maintenance (compliance and non-compliance) to ensure that all facilities provided for public and Auckland Council staff use are functional, fit-for-purpose, safe and where possible ensure that the building services are optimised to reduce disruption to the facilities operation.

6.1 Building Services:

Adequate provision of Response and Planned maintenance services will require representation for all trades and services, including but not limited to:

- Where a building is identified as a high use; high profile and/or a heritage or historical building, the level of service may be increased to Enhanced using the code in the table below. This indicates that the building may require an increased combination of high level Non-Compliance Planned Preventative Maintenance (NCPMP), including but not limited to building wash down, gutter clearing and cleaning, high level interior clean, exterior and interior window blade cleans of lower floors / main entry & exits and cleaning of concourse areas and building surrounds.

Enhanced	NCPMP.SCHED High Use/Profile Bldg/Heritage Bldg	An increased NCPMP cleaning schedule should apply to this building which includes but not limited to: exterior building wash downs incl. gutter cleans; high level interior clean; main entry/exit and cleaning of concourse areas and building surrounds
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- General carpentry, including:
 - Joinery
 - Door replacement/maintenance
 - Fencing
 - Cladding
 - Ceiling/wall finishes
 - Exterior structures e.g. notice boards owned by Council/shelters/shade shelter
- Glazing including:
 - Skylights
 - Specialist coatings on glass windows including anti-graffiti and anti-glare film
- Roofing (and re-roofing)

- Electrical services (excluding lifts, escalators, security and access control systems), including:
 - Circuit breakers, fuses, and switchboards that control the distribution of electrical power and transformers
 - Electrical installations, components and hard wired appliances such as lighting and power switches including emergency lighting systems and illuminated exit signs
 - All electrical regulation compliance testing including portable appliance testing of pre-determined items
 - Backup power systems for security and emergency lighting
 - UPS maintenance
 - Electrical surveys
 - Real time energy meters
 - Maintenance of hand dryers
- Painting and decorating, including:
 - Plastering and wall cladding
 - Flooring covering finishes (vinyl, carpet, tiles)
 - Exterior and interior painting
 - Blinds (including electronic) and curtain replacement
 - Decorative window finishes i.e. decorative film
- Mechanical maintenance service, including light engineering
- *Cemetery / crematoria machinery and equipment*
- Plumbing and drainage maintenance and repair (equipment which controls and provides the water supply, distribution, collection, transference and disposal for the facility) including:
 - Boilers and boiling water systems
 - Filters, tanks, pipework and pumps
 - All plumbing systems, fixtures and fittings
 - Drain cleaning, disinfecting, unblocking, clearing cesspits
 - Gutter and down pipe and drain cleaning/clearing
 - Gas systems maintenance
 - Gas bottle checks for compliance.
- Small supply water and wastewater plumbing services within the building drip line on sites that have either, or both, water supply and waste water systems in place that are not serviced by Watercare Services Limited and are not on 'mains' (reticulated) water supply. Includes ensuring water tanks have sufficient levels.
- All maintenance on heating, cooling and ventilation equipment including:
 - Air handling units
 - Associated reticulation systems including:
 - Pipe work and valves
 - Duct work, intake and extract fans
 - Pumps and filters

- Hangers, clamps, dampers
 - Boilers
 - Chillers
 - Cooling towers
 - Electric heater batteries
 - Fan coil units
 - Fans – fresh air and extract
 - Heat pumps and air curtains
 - Heating coils and infrared and black heat heating units.
 - Mechanical services panels, variable speed drives, and associated control systems (smoke control, etc.)
 - Gas supply and gas detection systems
 - Air quality testing and balancing
 - Water quality testing for cooling towers
 - Daylight savings adjustments to timers
 - Tanks and pressure vessels
 - Split units
 - Vents and filter cleaning / replacement
 - Fire places in baches and bookable buildings
 - Chimney sweeps
 - UV treatment, maintenance and filtration
- All maintenance on auto-door related asset components included the following:
 - Auto-door controllers including sensors
 - Auto-door openers
 - Door hold open devices
 - Emergency door release units
 - Request to exit device.
 - Door hardware
 - Door controller units (URI's).
 - All maintenance activity to ensure all generators (including emergency generators), are available 100% of the time and complying with any relevant statutory or regulatory requirements. This will include the following tasks:
 - Running regular tests under load
 - Supplying fuel as a backup for Auckland Council generators. The Supplier will maintain backup fuel in the event of a prolonged crisis
 - General laboring tasks and services including emergency health and safety repairs
 - Fall Arrest inspection and certification.
 - Building Management Systems (BMS), including all maintenance and updating software as and when necessary. This excludes BMS' where a building has a swimming pool complex and majority of the system controls the swimming pool complex.

The Supplier will perform the service tasks in accordance with the Service Specifications outlined below:

6.2 Develop a Planned Maintenance Schedule

The Supplier must develop a maintenance strategy that is asset appropriate and meets all legislative and other compliance requirements ('Planned Maintenance').

The Supplier's responsibilities include, without limitation:

- Developing (in collaboration with Auckland Council) a comprehensive maintenance plan with the aim of rationalising long term costs ('Planned Maintenance Schedule').
- Ensuring the Planned Maintenance Schedule presented outlines a programme of work that meets the following requirements:
 - Ensures that plant and equipment meet lifecycle requirements and good practise
 - Ensures that plant and equipment are tested and maintained to ensure that they meet recognised best industry performance requirements
 - Ensures that plant and equipment failures (faults) are minimised
 - Delivers a schedule of preventative maintenance which includes the scheduled rectification and maintenance works required to repair, restore or replace building fabric, internal/external services and associated equipment to maintain them in an acceptable condition and risk level
 - Ensures that statutory (compliance) maintenance is carried out to ensure that all buildings, plants and equipment are maintained in accordance with all relevant Acts, Regulations, Codes and Standards, Local Government and other regulatory requirements (for example Building Warrant of Fitness);
 - Optimises asset capacity
 - Minimises risks

The Supplier will be required to submit the first proposed Planned Maintenance Schedule at least four weeks prior to the agreement commencement date and then on an annual basis for Auckland Council's review. Auckland Council will expect the Supplier to apply their knowledge and best industry practices in the development of the Planned Maintenance Schedule in order to meet Auckland Council's desired outcomes. The Planned Maintenance Schedule, once finalised and agreed, must be loaded into Auckland Council's Asset Management System.

The Supplier has assumed that as at the Commencement Date, all assets meet all relevant statutory requirements (as at that date).

6.3 Manage Planned Maintenance agreed with the Principal

The Supplier must manage Planned Maintenance in an efficient and cost effective manner that delivers high quality Service provision.

Planned Maintenance covers:

- **Statutory (Compliance) Maintenance:** Routine work to be carried out so as to ensure that all buildings, plant and equipment are maintained in accordance with all relevant Statutes, Regulations, Codes and Standards, meeting Auckland Council requirements
- **Warranty Maintenance:** Includes compliance with all manufacturers' specifications while under its warranty period
- **General Planned Maintenance:** General routine work required by Auckland Council under the agreement.
- Performing IQP checks in accordance with Best Industry Practice.

6.4 Manage Response Maintenance

The Supplier must manage Response Maintenance in a highly reactive, efficient and cost effective manner that delivers high quality Service provision.

Response Maintenance covers:

- **Manage Failures:** Unscheduled rectification works, including works of an emergency nature, required to repair, restore or replace the building fabric, internal / external services and associated equipment to an acceptable condition
- **Manage Vandalism:** Unscheduled rectification works required to return equipment and facilities to normal working order following damage or malfunction resulting from vandalism (a deliberate act to cause damage to equipment or facilities)
- **Preventative Maintenance:** Can be performed without prior Principal approval and a work order being issued: if it is under \$1,000 and or if it presents an immediate risk to health and safety

7. Buildings – Full Facilities Cleaning – *hybrid of prescriptive, performance, output and measure and value*

Output Statement: All Auckland Council owned and/or operated buildings that require planned and response cleaning shall be cleaned to a standard that allows all buildings users to utilise a sanitary, hygienic, safe, functional and fit for purpose space for their operation. All litter and debris shall be removed from site and done so in a sustainable manner.

7.1 Service specifications

In performing these services, the Supplier must ensure that all Assets are clean and comply with the following service specifications.

- Ensure all buildings are clean, sanitary and fit for use and meet the needs of the user and ensures longevity of the asset
- Ensure cleaning practices are aligned with the Principal’s sustainability and environmental objectives
- Ensure consumables meet user demand
- Ensure cleaning is undertaken minimising disruption to users / occupants
- Interior high level clean using elevated work platforms where necessary and exterior water blasting/building wash-downs including building surrounds.

(a) **Specific building types - additional specifications:**

- (i) **Council Office/Service Centre buildings including Regional and Specialist Parks / Visitor Centre Offices and Animal Shelter Office areas**
 - (A) Ensure all organic waste placed into worm farms are free from contamination and that rubbish bags are appropriate for worm farms
 - (B) Ensure exterior of kitchen appliances including interior of microwaves are cleaned, free of marks and are kept sanitary and hygienic.
- (ii) **Regional Park Baches, Lodges and other rented accommodation**
 - (A) Ensure appropriate provisioning / replenishing of all cleaning and consumable supplies is in place for Regional Parks’ client use
 - (B) Ensure provisioning supplies are re-stocked in the appropriate Cleaners Cupboard / Store area
 - (C) Ensure clean / fresh mattress and pillow protectors are in place and adequate replacement stock levels are maintained in the appropriate Cleaners Cupboard / Store area. The minimum levels are: 3 pillow protectors and 3 mattress protectors per bed (1 of each on the bed, 1 in the Cleaners Cupboard / Store area and 1 in laundry / transit)

- (D) Ensure an inventory check is carried out and report any missing items. Restock the missing items from the Inventory Store or Cleaners Cupboard / Store area
- (E) Ensure BBQ's are cleaned, sanitary and hygienic
- (iii) **Community Centres, Houses, Hubs and Art Facilities**
 - (A) Ensure all walls, doors, floors, balustrades, railings, blinds and curtains, fixtures, fittings and stairs are free from any decorative debris from previous functions
 - (B) Ensure all interior and exterior of kitchen appliances are cleaned, free of marks and are kept sanitary and hygienic.
 - (C) Ensure all kitchen facilities (including fridges, ovens and microwaves), are free of all food, associated debris and rubbish at the end of each day.
- (iv) **Public Toilets / Changing Rooms**
 - (A) Ensure all toilets and urinals have planned deep cleans and are free from residual build-up of chemical residue, staining and grime. Toilets, urinals and toilet surfaces should be disinfected to ensure they are free of residual smells
 - (B) Ensure all surfaces are dry and free of chemical residue and algal build-up.
 - (C) Septic tank, vault and composting toilets shall be treated as required with approved odour inhibitor and revitaliser or enzyme promotant
 - (D) No chemical cleaning products shall be flushed into vault toilets, only approved biodegradable cleaners are to be used in all composting toilets.
 - (E) All public toilets and changing rooms have must be cleaned as per their specified frequencies with the outcomes met every time they are cleaned.
- (v) **Pools and Leisure/Recreation Centres including child care facilities within these buildings**
 - (A) These buildings shall be cleaned as per the SOP. Note all Pools and Leisure Centres have childcare facilities except for Beach Haven Leisure Centre, Birkenhead Leisure Centre and Howick Leisure Centre.

All of the above service specifications do not include the following:

1. Cleaning of personal equipment such as computers
2. Exterior building washes

(b) **Community Centres / Venues for Hire / Community Halls, Houses & Hubs:**

- (i) Community Centres; Halls and other venues for hire must be cleaned as per the specified frequencies listed in the table below with the outcome specifications met every time the site is visited.

Standard	VFH.CLEAN7 Very High Use	All venues for hire (community halls and centres), shall be cleaned a minimum of 7 days per week
	VFH.CLEAN6 High Use	All venues for hire (community halls and centres), shall be cleaned a minimum of 6 days per week
	VFH.CLEAN5 Medium Use	All venues for hire (community halls and centres), shall be cleaned a minimum of 5 days per week
	VFH.CLEAN3 Low Use	All venues for hire (community halls and centres), shall be cleaned a minimum of 3 days per week
	VFH.CLEAN2 Low Use	All venues for hire (community halls and centres), shall be cleaned a minimum of 2 days per week
	VFH.CLEAN1 Very Low Use	All venues for hire (community halls and centres), shall be cleaned a minimum of 1 day per week
	VFH.REQUEST On Request	All venues for hire (community halls and centres), shall be cleaned on request only

(c) **Enhanced Levels of Service**

Where a building is identified as a high use; high profile and/or heritage or historical building, the level of service may be increased to Enhanced using the codes below. This indicates that the frequency of cleaning may need to be increased due to the nature of the building.

- (i) **Council Office/Service Centre buildings; Regional and Specialist Parks / Visitor Centres / Animal Shelters areas:**

Enhanced	ADMIN/SC/V.CLEAN Public Areas / High Profile Bldg. / High Use	An increased frequency of cleaning for main public entry/exit, foyer and concourse areas; Public Service Centre areas; public toilets and high profile building toilets including a day clean
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- (ii) **Libraries:**

Enhanced	LIB.CLEAN Public Areas / High Profile Bldg. / High Use	An increased frequency of cleaning for main entry/exit, foyer and concourse areas; art gallery / special collection display areas; furnishings; public toilets including a day clean
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7.2 Response Cleaning

The Supplier will provide certain periodical cleans on request which include but are not limited to the following:

1. High cleans – where use of scaffolding / elevated work platforms is required
2. Soft furnishing / upholstery cleans
3. Blind / curtain cleaning
4. Regional Parks – operational housing and volunteer buildings
5. Regional Parks – Ad hoc and emergency cleaning outside of regular planned cleans
6. Regional Parks – Ad hoc and emergency laundry services outside of regular planned servicing
7. Regional Parks – Ad hoc and emergency internal pest control services

7.3 Town Centre Street and Street Furniture Cleaning – *prescriptive, lump sum*

(a) Street Furniture

Output Statement: The intent and scope of these works is to undertake cleaning of street furniture located within Town Centre areas in a manner that will prolong the life of these assets and enhance public experience.

The work covers street furniture in the road corridor including service lanes, on-road car parks, Waterfront Auckland areas and Town Centre's as defined within the designated areas. The work includes cleaning only.

Any furniture that is requires repairs or replacement shall be reported to Auckland Council as the maintenance repairs and replacement of street furniture is the responsibility of Auckland Transport.

Furniture includes but is not limited to rubbish bins, clocks, seats, poles, posts, parking meters, bollards, railings, sight rails, fences, handrails, cycle rails, bus stops, cycle stands and racks, pedestrian safety fences and crossing barriers and other miscellaneous street furniture owned by Auckland Council and Auckland Transport, other traffic aids or structures within road reserve, service lanes, bridges, on-road car parks and town centres structures and facilities from the road corridor, Town Centre areas and road berms and verges.

Contract Services do not include public art, special artistic features, sculptures, monuments, fountains, associated lighting of furniture and post boxes.

(i) **General**

- Furniture included in the footprint and fixings shall be maintained to be safe, clean, weed free, serviceable, odour free and functional. This shall include any concrete pads and foundations if present.
- Any rotten, rusted, worn or deteriorated components shall be made safe in the first instance and reported to Auckland Council as soon as practicable
- All street furniture shall be cleaned to a standard so that
 - furniture is in a clean and hygienic condition
 - furniture is washed to remove any accumulated grime, detritus, stickers, build-up of fine dirt or silt and chewing gum and any other objectionable material.
 - furniture that requires washing shall be done so with disinfectant with excess water removed from the furniture and surrounding area
 - all detritus and litter and other objectionable material is removed from all surfaces.

(b) **Street Cleaning**

The scope and intent of this work is for the Contractor to ensure that all hard surface areas identified in designated Town Centres will be cleaned to provide safe, functional and fit for purpose areas for public use. The work shall include the supply of plant, labour and materials required to clean the road network access.

The hard surfaces requiring this work includes but are not limited to roads, special vehicle lanes, paths, on-road car parks, median strips, catch-pit grates, backing plates, traffic islands, speed humps, kerbing, bridged channels and roundabouts identified within designated town centres.

The services required are as follows:

- Clearing and cleaning all catch-pit grates and backing plates (includes removal of all litter and detritus on the catch-pit grate and in the catch-pit back inlet in all town centre areas and their appropriate disposal), kerbing, channels, roundabouts, median strips, parking bays, bus bays, traffic island, chicanes, speed tables, speed humps, dish channels, bridged channels (i.e. Hyvols), within the road access corridors in designated town centres. Particular attention shall be given to clearing critical catch-pits and areas susceptible to flooding
- Clearing and cleaning all catch-pits including sumps, grates and backing plates, soak-holes in town centre areas where there is no Healthy Waters pipe system.
- Sweep road intersections, special vehicle lanes (includes road lanes that have vehicle use restrictions i.e. bus lanes; cycle lanes, high occupancy vehicle lanes), and service lanes to remove and dispose of all loose material for all town centre areas.
- Clear and clean roads in specified town centres: off-road car parks, on-road car parks and intended car parking, all footpaths, pedestrian areas, bus shelters and miscellaneous street features of detritus and litter.

- Clear and clean Panuku Development Auckland footpaths and open spaces, on-road car parks of detritus and litter.
 - (i) **General**
- Dispose of all materials, detritus and liquids from street cleaning activities in a sustainable manner to an approved disposal facility
- Carry out regular inspections of road network specified town centre assets requiring cleaning
- Programme and carry out cleaning as well as detritus and litter removal and record and schedule all work undertaken including quantities of detritus materials collected during road cleaning activities
- Be available for any additional street cleaning for urgent and emergency work including but not limited to spillages and incidents on roads and footpaths
- Report faults, defects for repair or deteriorating asset condition (i.e. road / car park line marking fading), to Auckland Council as soon as practicable
- Investigate and respond to requests for service via Auckland Council

Not included in the street cleaning are designated car park buildings / areas that are not 'on-road' parking and are not within the designated Town Centre areas such as Park and Ride car parks.

(c) **Furniture and street cleaning and inspection frequency**

Street furniture shall be inspected during each cleaning visit and any repairs prioritised and carried out reflecting RFS response times.

(d) **Category A: Enhanced Services**

(i) **CBD Town Centre**

- All furniture shall be cleaned and inspected at least three times per week
- All street sweeping shall be carried out daily
- Loose litter collections shall be carried out daily, only prior to sweeping and washing
- All washing of hard surfaces shall be carried out at least three times per week
- All cleaning and inspections of bus shelters shall be carried out at least three times per week
- Chewing gum removal, prior to sweeping and washing shall be carried out at least once per month
- Vegetation control shall be carried out at least once per month
- All maintenance for lichen and moss / slippery surfaces shall be carried out as and when required.

(e) **Category B: Enhanced Services**

(i) **Town Centres excluding CBD area – very high–high traffic/use**

- All furniture shall be cleaned and inspected out at least once per week
- All street sweeping shall be carried out daily

- All washing of hard surfaces shall be carried out at least once per week
 - Loose litter collections shall be carried out daily, only prior to sweeping and washing
 - All cleaning and inspections of bus shelters shall be carried out at least once per week.
- (f) **Category C: Standard Services**
- (i) **Town Centres excluding CBD area – moderate-low traffic/use**
- All street furniture shall be cleaned and inspected at least once per week
 - All street sweeping shall be carried out at least once per week
 - Loose litter collections shall be carried out at least once per week, only prior to sweeping and washing
 - All washing of hard surfaces shall be carried out at least once per week
 - All cleaning and inspections of bus shelters shall be carried out at least once per week.
- (g) **Category D: Standard Services**
- (i) **Town Centres excluding CBD area – moderate-low traffic/use**
- All street furniture shall be cleaned and inspected at least once per week
 - All street sweeping shall be carried out at least once per week
 - Loose litter collections shall be carried out at least once per week, only prior to sweeping and washing
 - All washing of hard surfaces shall be carried out at least once per month
 - All cleaning and inspections of bus shelters shall be carried out at least once per week.
- (h) **Category E: Standard Services**
- (i) **Minor Shopping Centres**
- All street furniture shall be cleaned and inspected monthly
 - All street sweeping shall be carried out at least once per month
 - Loose litter collections shall be carried out at least once a month, only prior to sweeping and washing
 - All washing of hard surfaces shall be carried out least once a month
 - All cleaning and inspections of bus shelters shall be carried out at least twice a month.