Contents

Campus Management overview
Guide to services
Building Maintenance
Building Projects (minor <$10m)
Building Projects (major >$10m)
Campus Development, Planning and Design
Cleaning
Estate and Property Management
Event Support and Services
Grounds and Landscape Management
Lifts
Pest Control
Parking and Transport
Security Services
Signage and Wayfinding
Space Management
Institutional and Corporate Services
Key Contacts
Campus Management overview

Campus Management is responsible for planning, developing and managing the University’s estate and property portfolio to support teaching, research and campus life through a range of services, which are delivered within the framework of the University’s mission and vision. Campus Management is committed to ensuring the facilities and estate of the University meet the needs of current and future students, staff and the community.

2016 budget

$15.3 million – Maintenance and life cycle renewal
$26.6 million – Capital program

Key statistics

- Maintain 232 buildings for institutional purposes
- Handle 12,000 service for maintenance requests annually
- Undertake approximately $15m worth of maintenance annually
- Manage 400,000 m² of gross internal floor areas of the estate
- The average number of capital works projects underway at one time
- Respond to more than 4000 security related calls annually
- Manage 396,000 m² of lawn
- Saves 4000kL water annually
Guide to services

This guide references the services that Campus Management is currently resourced to provide.

We have attempted to describe our services from our clients’ perspectives, with the information grouped by activity, rather than Campus Management’s functional areas. The document concludes with a section summarising those Campus Management institutional and corporate services that form an important component of our responsibilities but may not be immediately apparent to our clients. Key contacts for Campus Management services are also included.

The guide is regularly reviewed and updated. Any questions or suggestions you have about our services and/or the contents of this guide can be directed to campusmanagement@uwa.edu.au

You can request any of the services provided by Campus Management via the online service request form or contact our Service Team on 6488 2025 (7am to 5pm), or Security on 6488 3020 (after hours).
Building Maintenance

Carpentry and general services
Install and repair doors, hinges, doorstops and structural building repairs
Install and repair window treatments (e.g. blinds)
Glazing and flyscreen repairs
Repair damaged walls and ceilings
Maintain furniture and fittings
Repair/replace damaged windows
Picture and whiteboard mounting
Floor covering repairs and replacement
Wall and floor ceramic tiling
Locksmith service including key replacement, lock repairs and re-keying of doors

Electrical
Operate complex electrical infrastructure, including underground high voltage system, to serve the campus
Maintain high voltage distribution and building electrical systems
Replace circuit breakers
Install, relocate and repair electrical outlets/powerpoints
Install and repair interior and exterior lighting
Act as the University’s representative for all electrical installations when interacting with regulatory bodies
Provide energy management services

Heating, ventilation and air conditioning (HVAC)
Test and maintain HVAC systems to ensure they are working to design specifications
Maintain internal space temperatures to a standard of 23 C, ±2
Repair of air conditioning, heating and cooling units
Temperature adjustments
Air compressor repairs
Maintain air handling equipment
Degassing and disposal of redundant equipment

Painting
Paint interior and exterior University facilities as prioritised and scheduled
Remove graffiti

Physical plant
Provide routine and emergency repair and maintenance services to mechanical, electrical, plumbing, piping, fire protections and structural systems in all campus buildings
Monitor building temperatures, humidity and emergency alarms
Maintain the structural and system integrity of buildings: windows, walls, doors, locks, lights, floors, ceilings, roofing, high and low voltage electrical distribution, lift safety systems, air supply and exhaust distribution systems, chilled and hot water distribution piping, sanitary and lab waste systems, and domestic water systems
Preventative maintenance of building systems
Plumbing
Repair and maintain all plumbing (pipes and fixtures) integral to building operation systems
Repair leaky faucets, drains and pipes
Service clogged drains, sinks and toilets
Repair tanks, valves, traps, heat exchangers, etc.
Storm drain repairs
Gas leaking detection and repairs
Roof/gutter repairs
### Building Projects (Minor <$10m)

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Project initiation</strong></td>
<td>In consultation with the stakeholder/client; confirm extent of work; explore options; develop robust business case; prepare an estimate; identify funding; gain approvals</td>
</tr>
<tr>
<td><strong>Establish governance arrangements</strong></td>
<td>Form project team; identify and manage project risks; prepare detailed project scope for client/stakeholder review and approval; develop project communications plan; establish project budget and reporting arrangements</td>
</tr>
<tr>
<td><strong>Project specifications</strong></td>
<td>Guide and monitor project design; coordinate client consultation, site visits and inspections; facilitate value management; gain approvals</td>
</tr>
<tr>
<td><strong>Procure and contract services</strong></td>
<td>Develop procurement strategy and documentation; manage tender process from request to award; finalise contract</td>
</tr>
<tr>
<td><strong>Implement project</strong></td>
<td>Preliminary works including security, parking, laydowns, construction area, induct and manage contractors; communicate with stakeholders; ensure works meet design; acceptance and compliance</td>
</tr>
<tr>
<td><strong>Project completion</strong></td>
<td>Accept and record all project/construction documentation, guarantees and service schedules; ensure outstanding works and defects are addressed; post project review</td>
</tr>
</tbody>
</table>
Preparation and submission of capital bids
Provide architectural design, engineering and cost estimates to enable submission to be completed in accordance with published process

Project initiation
Respond to work request by contacting the stakeholder/client, confirming extent of work and indicating expected timeframes; ensure appropriate policies and delegations are applied
Provide outline of project process to all relevant stakeholders/clients
Prepare an estimate and provide to client
Advise on building and infrastructure requirements associated with grants

Project scope
Define project briefing requirements balancing user group needs, site constraints, costs, masterplanning principles, social considerations, standards and regulations
Prepare detailed project scoping for relevant stakeholder/client review and approval
Manage the project and resources within the agreed budget
Encourage active collaboration with all stakeholders/clients

Project design
Oversee design development for the project that achieves the brief within budget and timeframes
Communicate this design to all relevant stakeholders/clients
Continue review and feedback process until all stakeholders/clients are satisfied that the design addresses their needs within the budget

Project construction procurement
Prepare adequate documentation
Ensure processes take into account critical operational impacts
Undertake due diligence to enable the selection of competent contractors
Review tenders / quotes in line with project budget / program / scope
Select appropriate contractor in accordance with University procedures

Project construction
Ensure government planning approval requirements are in place
Manage the interface between the construction site, the University and external stakeholders
Ensure construction contracts are managed in the best interests of the University Manage the changes/variations requested by clients to ensure budget and program implications are contained

Relocation and occupation
Identify relevant defects
Manage the relocation of any equipment, resources and staff within agreed timeframes
Provide checklist to support planning for relocation/occupation and provide information about amenities
Ensure that other relevant areas (e.g. security, BI&TS) are kept informed
Establish occupancy agreements, where required
Ensure all occupants and users are provided with induction into the operation of the new facility
Building Projects (Major >$10m)

Project completion
Accept and record all project/construction documentation, guarantees and service schedules; ensure outstanding works and defects are addressed; maintain and update building documentation

Post implementation review
Arrange review of project works in relation to the agreed project brief and scope
Post occupancy review to allow any required works to be completed within the 12-month defects liability period
Campus Development, Planning and Design

Campus masterplans
Develop, manage and implement Campus masterplans
Review and develop masterplans to align with University Strategic Plan
Document the University's position on questions pertaining to the future physical and capital development of its campuses
Collaborate with external agencies and organisations to represent University interests in long term planning frameworks

Project feasibility studies and strategic direction
Develop project briefs that accommodate stakeholder expectations, and identify and assess solutions
Commission specialist advice
Provide advice on proposed projects, including impact on University assets, indicative costs and implications
Coordinate and ensure stakeholder involvement in feasibility studies
Advise and develop long term property acquisition strategies

Strategic development assessments
Assess and recommend sites for projects and particular uses
Review building or site proposals – existing site conditions, proposed use, Campus masterplan
Design guide for University projects / campus aesthetic and heritage guidelines
Design guidelines for University projects

Statutory planning
Represent the University on all matters related to zoning, urban planning, site development and traffic with relevant local, state and federal government authorities
Advise on development approval processes for major, minor works, landscaping, signage, other capital projects
Coordinate supporting documentation related to planning and environmental approvals, property evaluations, heritage protocols
## Cleaning

### Toilets/washrooms
Ensure the following tasks are completed daily:
- Empty bins
- Refill all dispensers
- Clean and sanitise all toilet fixtures
- Sweep and damp mop floors
- Monthly, or as needed, replace sanitary units in toilets and install new units where required

### Office areas
Empty bins daily; vacuum carpets and dust surfaces (where accessible and safe) weekly

### Internal spaces, including public space, corridors and foyers
Empty bins daily; vacuum or mop floors weekly; spot clean horizontal surfaces and/or glass as required

### Teaching spaces, including general research spaces and laboratories
Empty bins daily; vacuum carpets and spot clean desk tops weekly; clean whiteboard surfaces weekly

### Lunch rooms and kitchens
Ensure the following tasks are completed daily:
- Empty bins
- Clean and sanitise sinks and bench tops
- Damp mop vinyl floors

Strip and seal floors annually

### Waste
Remove general waste on a daily basis, remove recyclable waste on a weekly basis
Manage other waste removal, including furniture or bulky items as needed
Estate and Property Management

Estate strategy
Develop and deliver an asset planning strategy that maximises the value of the University’s land and property holdings
Prepare plans and reports related to future property needs of the University, which include identification of options such as purchase, lease, partnership agreements, etc

Purchase and disposal of real estate
Project manage real estate transactions, including:
- Internal and external approvals requirements
- Selecting and appointing consultants (e.g. conveyancing, building inspections, valuations, etc.)
- Liaising with other areas of the University, such as Financial Services or Strategy, Planning and Performance
- Legal services related to property acquisitions and disposals
Comply with and maintain the Acquisition of Real Property policy

Property management
Manage and maintain University residential and commercial properties
Provide contract administration, financial and property account management
Oversee lease arrangements related to properties leased by and to the University
Provide expert advice and oversight on occupancy agreements, where facilities are shared with external parties
Event Support and Services

Support various campus events through the provision of services before during and after events, as follows:

- Security services, including crowd management
- Parking services
- Pre and post event cleaning, litter and waste management
- Advise and/or supply signage
- Grounds and landscape preparation and clean-up
- Set-up and pack-down of marqueses, temporary structures and furniture
- Ensuring appropriate and safe supply of services such as water, electricity or other mechanical services

Grounds and Landscape Management

Design and maintenance of gardens and planting beds
Green space care and management, including

- Lawn care and maintenance
- Pruning trees and shrubs
- Maintaining and managing ovals and sports grounds
Bush and fire management of University land holdings
Hardscape maintenance including repairs, renovation and renewal

Lifts

Ensure lifts are operational
Complete periodic maintenance as scheduled
Ensure timely communication about scheduled lift maintenance shut-downs and install appropriate signage as soon as possible

Pest Control

Install bait stations for rodents in lunch rooms / cafeterias / plant rooms
Provide a prompt response to pest control issues
Implement and monitor integrated pest management processes
Parking and Transport

Parking
Manage and maintain University carparks, including parking bays and parking zones
Receive applications and issue parking permits, including temporary permits
Monitor compliance with University parking regulations to ensure safe and legal parking and act on infringements
Review parking fees and charges annually

Transport strategy and planning
Collaborate with external agencies, including federal, state and local government to create effective physical links between UWA sites, activity centres and infrastructure
Advocate for public transport as a viable commuting option
Support accessibility and place decision making that supports and encourages active commuting

Sustainable transport options
Implement sustainable transport initiatives including:
- Prioritising walking and cycling as safe, healthy and convenient transport options
- Providing and maintaining end of trip facilities for cyclists
- Funding and supporting additional public transport services to University sites
- Providing charging stations for electric vehicles
- Encouraging car pooling
- Maintaining the present cap on car bays
Security Services

Building access and control
Provide key and lock control and card access services, including:
- Regulating and recording the issue of keys and cards
- Providing an alarm monitoring and response service
- Monitoring CCTV units

Campus patrol services
Conduct routine preventative / reassurance patrol services of University buildings and grounds, including:
- Perimeter and interior of buildings
- Parking areas and pathways
When necessary conduct individual identification checks to safeguard staff, students and University property

Crimes and crime prevention on campus
Undertake crime prevention initiatives, including:
- Providing telephone or security visit checks for University staff and students working or studying late at night
- Providing a security escort service for staff and students working or studying late at night
- Monitoring via patrols and CCTV
- Consultative services to the University community on preventing crime and improving security in their areas of responsibility
- Responding to duress alarms
- Providing security support to events on Campus

Investigate crimes on campus, giving priority:
- First to crimes against people
- Second to crimes against University property
- Third to crimes against personal property
Liaise with state and federal police in investigating serious crimes that involve the University
Respond to concerns /complaints received via a work request or telephone within 24 hours

Emergencies
Respond to and prioritise all emergencies
Contact external agencies and support their response
Monitor and assist in expediting external agency response times
Contribute to the management of all critical incidents as required

Lost and found
Manage lost and found items where articles found by or handed in to security will be collected and catalogue
Make reasonable attempts to contact the owner of found items and hold items for a period of no longer than 60 days
Immediately dispose of perishable items
Clear unclaimed items through donation to charity or disposal
**Security Services**

**Security operations centre**

Provide a security control room that is staffed on a 24/7 basis to provide emergency and other security services to the University community

Register all service calls or alarms received at the Security Operations Centre, provide appropriate response and record and track the incidents
## Signage and Wayfinding

Create and install interior and exterior signage for University buildings, rooms or other facilities
Advise and assure the design and accuracy of University signage
Collaborate with clients to understand signage requirements and achieve alignment with University signage and wayfinding strategy and standards
Ensure all internal and external approvals are in place for the installation of permanent and temporary signs
Allocate or re-allocate building and room numbers connected to new or refurbished projects
Review and maintain signage and directory boards

## Space Management

### Analysis and reporting
Maintain accurate floor plans and allocation of spaces within University buildings
Respond to requests for statistical space data emanating from government, other external agencies, faculties and schools
Conduct periodical space audits to assist with campus space needs planning and report results to faculties and others
Participate in space benchmarking through TEFMA and Go8 universities

### Building documentation
Building specifications collected and collated for maintenance and operational purposes
Maintain and update infrastructure records
Provide copies of building plans and services as requested

### Planning and allocation
Provide space planning advice, including recommendations on allocation, reallocation, refurbishment and adaptive re-use of existing spaces
Review space needs, generate alternatives, analyse impacts and make recommendations on whole of University spatial requirements
Collaborate with faculties and other areas to solve physical development and space allocation issues at a local level
# Institutional and Corporate Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Activities</th>
</tr>
</thead>
</table>
| Communications         | Communication support and advice for the delivery of capital projects, minor works and maintenance across the estate  
Issues management support in the delivery of works on the university estate  
Provide notices of works /disruptions/works occurring |
| Corporate Services     | Financial management and administration of the campus infrastructure budget, including the capital and maintenance programs, along with buildings and grounds operating budgets  
Budgeting and management of University utilities overheads  
Specialised capital procurement and contract administration  
Corporate reporting and benchmarking |
| Institutional Services | Management of endowment properties to maximise benefit to the University  
Compliance with industry standards and legislative frameworks as they apply to the estate  
Plan, develop and co-ordinate systems, policies and procedures to ensure the safety of University infrastructure  
Compliance with University standards, governance and policy support to Campus Management activities  
Business improvement programs focussed on increasing responsiveness and enhancing all services |
| Service Desk           | Respond to work requests, faults and enquiries raised through Service Request process  
Job costing advice  
Track and report progress of requests  
Coordination of all client services  
Contractor management |
## Key contacts

<table>
<thead>
<tr>
<th>Service/issues</th>
<th>Contact</th>
<th>Hours</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faults, repairs, alterations (buildings and grounds)</td>
<td>Campus Management Helpdesk</td>
<td>7 am to 5 pm</td>
<td>2025 or 5588</td>
</tr>
<tr>
<td></td>
<td>Log online service requests: cm.uwa.edu.au</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security and Parking</td>
<td>Security</td>
<td>24 hours</td>
<td>3020</td>
</tr>
<tr>
<td>Critical emergencies</td>
<td>Security</td>
<td>24 hours</td>
<td>2222</td>
</tr>
</tbody>
</table>

## Key functions

<table>
<thead>
<tr>
<th>Key functions</th>
<th>Contact</th>
<th>Portfolio responsibilities</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities operations - building, infrastructure and landscaping maintenance and repairs, Parking, security, cleaning and waste services</td>
<td>George Anderson Associate Director Facilities Operations</td>
<td>Building asset and grounds operations, maintenance and cleaning, security and parking services</td>
<td>7578</td>
</tr>
<tr>
<td>Major capital projects</td>
<td>Chris Binks Project Manager</td>
<td>Responsible for the planning and delivery of major strategic projects (including new builds, extensions and refurbishments) over $10m</td>
<td>7874</td>
</tr>
<tr>
<td>Planning and design</td>
<td>Rebecca Cameron Associate Director Planning and Design</td>
<td>Responsible for urban planning, architecture and design, strategic land-use planning, feasibility studies and capital development funding bids</td>
<td>3878</td>
</tr>
<tr>
<td>Capital works</td>
<td>Beau Ruthofer Associate Director</td>
<td>Manages the minor works program and construction projects (including new builds, extensions, refurbishments, adaptations and remodelling) up to $10m</td>
<td>2790</td>
</tr>
<tr>
<td>Continuous Improvement and Client Services</td>
<td>Gail Mitchell Project Director Continuous Improvement</td>
<td>Includes a new one-stop client services team, contractor management to support building operations and ensure compliance with University standards, governance and policy support and business improvement activities</td>
<td>4366</td>
</tr>
<tr>
<td>Communications</td>
<td>Alana Pham Communications Manager</td>
<td>Provides communications activities for the range of Campus Management projects to both internal clients and external stakeholders</td>
<td>7544</td>
</tr>
<tr>
<td>Space and property matters</td>
<td>Dani Ivanoski Associate Director Corporate Services</td>
<td>Provides a range of support services including that related to building space and leasing property</td>
<td>1616</td>
</tr>
</tbody>
</table>