



Open Spaces Maintenance Specifications



Contents

- 1.1 Annual bedding
- 1.2 Roses
- 1.3 Mixed shrubs and groundcovers
- 1.4 Herbaceous perennials
- 1.5 Hanging Baskets
- 1.6 Naturalised bulb displays
- 1.7 Horticultural collections
- 1.8 Display houses
- 2.1 Tree establishment
- 2.2 Juvenile trees
- 2.3 Mature trees
- 2.4 Hedges
- 3.1 Amenity Turf management
- 3.2 Sports Turf management NZSTI version
- 3.3 Mowing - Amenity Turf
- 3.4 Mowing - Specialist sports turf NZSTI version
- 3.5 Mowing - Cricket NZSTI version
- 3.6 Mowing - Football and athletics NZSTI version
- 3.7 Mowing - Rugby and League NZSTI version
- 4.1 Litter collection
- 4.2 Litter bin servicing
- 5.1 Playgrounds
- 5.2 Youth parks
- 5.3 Outdoor exercise equipment
- 5.4 Water play parks
- 6.1 Furniture and structures
- 6.2 Barbecues
- 6.3 Irrigation systems
- 6.4 Water features
- 7.1 Toilet and shower cleaning
- 8.1 Sealed paths and cycle trails
- 8.2 Unsealed paths and cycle trails
- 8.3 Pavers and cobblestones
- 8.4 Access roads, ramps and parking
- 8.5 Artificial sports turf
- 8.6 Softball skin diamonds
- 8.7 Tennis and netball courts
- 9.1 Grave digging and reinstatement
- 9.2 Ash interment
- 9.3 Cremation
- 9.4 Cemetery maintenance
- 10.1 Security Access control
- 11.1 Undesirable plant management
- 11.2 Animal pest management
- 12.1 Revegetation Site preparation and planting
- 12.2 Revegetation aftercare

NZ Open Space Maintenance Specification

Background

NZRA, formally engaged an industry lead working group to develop a set of specifications for parks and open space operations and maintenance. The specifications cover a range of parks operations including garden, lawn and tree maintenance, litter and refuse, cleaning, parks asset maintenance, cemetery operations, pest management, revegetation and security. The number of service level indicators for each maintenance activity ranges from one to five, with the majority of activities having three. A star rating system is also used, with five stars representing the highest service level for each operation.

The specifications are applicable to a range of service delivery models whether outsourced, council controlled organisations or direct in-house delivery. They address the issue of “reinventing the wheel” each time an organisation chooses to develop a new service specification or contract and provides a standard modifiable solution to developing a service specification. Specifications are complemented by a sensible, measurable and standardised quality assessment system that is based on outcomes.

Irrespective of the contract type or style, the specifications provide a library of standard tasks and actions suitable for all service levels that organisations can select for use in their service specification. Individual organisations will continue to be able to define their specific levels of service using the standard specification to provide a known and accepted standard of maintenance.

The standard specification will be kept up to date with annual reviews to ensure that the specification is enhanced through experience, and continues to reflect best practice so that it remains the tool of choice for the long term.

Inter-relationship with NZRA Parks Categories

The Open Space Maintenance Specifications are linked with the NZRA Parks Categories, which provide the first step in defining the level of service for open space. The allocation of open space to a category helps define the levels of provision, development and operation that will be used in managing a parks network. The Open Space Maintenance Specification addresses the third element, defining in detail the level of service to be applied in relation to operations and maintenance.

Within each park category, there is a further sub-categorisation applied, based (generally) on the level of use a park is expected to receive. This has been referred to in the NZRA Parks Categories as the “Management Standard”. It is generally expected that three Management Standards will cover most situations. These Management Standards provide the link to the Service Level indicators used in the Open Space Maintenance Specification.

The general expectation is that the Management Standard defined for each park will correlate closely with the Open Space Service Level Indicator to be used. For example, a Management Standard 1 (High Use) park will apply the highest Maintenance specification service level indicator. A Management Standard 3 (Low Use) park, will apply the lowest service level indicator.

The following matrix displays the application of Management Standard and Service Level Indicators for Mowing – Amenity Turf (where 5 maintenance level options are provided):

Management Standard	Service Level Indicators				
	Elite *****	Premium ****	Standard ***	Basic **	Seasonal *
1 - High	✓	✓			
2 - Medium		✓	✓	✓	
3 - Low				✓	✓

Best Practice

The industry working group has applied best practice thinking to the way that the specifications have been developed and to the way a bill of quantities (BoQ) should be developed. The working group acknowledge that some organisations with incomplete asset data will not be able to apply the best practice approach in total to their situation initially. However, the individual specifications will be able to be applied despite this.

Using the Specification

The individual specifications each have a version control number. None of the specifications should be adjusted by any individual organisation. Should there not be an open space specification suitable for any particular asset or maintenance approach the individual organisation should develop its own specification for that particular situation and copy the specific specification to Karl Nesbitt info@nzrecreation.org.nz who will ensure it is included as part of the annual review of the National Specification at the next available review date (planned to be annually).

This approach will ensure that contractors, as they get to know the specifications, will not be confused by organisations changing any of the standard specifications which will retain a version control number.

Recommendations for enhancements to existing specifications are welcome and will be considered as part of the annual review of the specifications and should be directed to info@nzrecreation.org.nz

Cost of Development and Future Enhancement

The Open Space Maintenance Specifications are intended to be annually reviewed and updated. The development costs for the project have been met by a mixture of donations of time from the working group members, and financial donations led by Sport NZ who provided a seeding grant of \$10,000, plus donations from the contracting organisation's and Councils.

NZRA wish the specification to be open for all organisation in the future, irrespective of whether the organisation contributed financially to the project cost. There will be significant cost savings to organisations who adopt the specification along with other operational benefits. NZRA will approach users of the specification who have not donated to the project in the development phase to make a contribution toward the future enhancements. There is no requirement to contribute, but without the collaborative industry support, this project would not be possible.

Participating Organisations

Several organisations have contributed to the development of the specifications by agreeing that their staff be made available to participate in the working group, which was comprised of the following representatives:

Chris Rutherford (Chair)	Xyst Limited
Karl Nesbitt	NZRA
Deb Hurdle	NZRA
Alison Rawley	Xyst Limited
Brian Milne	Xyst Limited
Garry Page	Rotorua Lakes Council
Gordon Bailey	Asplundh
Dylan Hunt	City Care
Gareth Jones	Dunedin City Council
Mark Miller	Auckland Council
Vikki Muxlow	Wellington City Council
Jim Nicol	Downer
Mike Orchard	Nelmac
Arthur Nelson	Horowhenua District Council
Doug Tate	Manawatu District Council
Marie Gordon	Selwyn District Council

Funding for the project was provided by:

Auckland Council	Nelmac
City Care	Rotorua Lakes Council
Downer	Selwyn District Council
Dunedin City Council	Sport NZ
Gore District Council	Upper Hutt City Council
Hutt City Council	Waikato District Council
Invercargill City Council	Waipa District Council
Kapiti Coast District Council	Waitaki District Council
Manawatu District Council	Wellington City Council
Matamata-Piako District Council	



The New Zealand Sports Turf Institute provided peer review and endorsement of the sports turf management and mowing specifications.



The New Zealand Cemeteries and Crematoria Collective peer review and endorsement of the sports turf management and mowing specifications.

Specifications Categories

The specifications are grouped into 12 categories covering the majority of parks and open space operations:

- 1.0 Amenity maintenance
- 2.0 Arbourculture maintenance
- 3.0 Turf maintenance
- 4.0 Litter and refuse
- 5.0 Playground, youth parks and outdoor exercise equipment
- 6.0 Furniture, structures and landscape features
- 7.0 Public toilets and changing rooms
- 8.0 Artificial surfaces
- 9.0 Cemeteries
- 10.0 Security
- 11.0 Pest management
- 12.0 Ecological restoration

Specification structure

Each category contains several individual specifications. Each specification has a description which describes the operations, service levels and customer outcomes. Each specification lists scheduled and unscheduled operations, and best practice principles within each operation. The operations have from 1 to 5 service levels with indicative service level indicators that suggest frequencies and measures that should be targeted in order to meet customer outcomes.

As the specifications are intended to be outcomes or performance focused rather than being prescriptive, the inclusion of frequencies is intended as a guide for service providers to allow effective comparison between service levels for planning and pricing purposes. Frequencies of some operations (particularly mowing and horticulture) will vary across the country with climate and soil types.

Suggested frequencies are therefore indicative, not absolute. Some specifications (notably mowing and hanging baskets) include the ability to make minor edits to the specification, particularly around suggested frequencies and whether edges are maintained chemically or mechanically.



Schedules

Several schedules are required to link the specifications with asset information and unit rates to produce operations and maintenance contract costs.

1. Basis of payment

The Basis of Payment table identifies for each specification whether the service provider needs to make provision for operations in the lump sum, or whether operations will be completed and paid from provisional sums. In general, scheduled operations should be included in the lump sum, and unscheduled operations are paid from provisional sums by applying activity or dayworks rates.

2. Bill of Quantities

The Bill of Quantities (BoQ) is a schedule of assets that is structured in a way that is consistent with the Open Space Maintenance specifications to allow accurate pricing of each operation. For each park, the category is identified (consistent with the NZRA Parks Categories) and the service level for the operation is selected. Each asset is assigned to an asset category and asset type that is consistent with the maintenance specifications. Quantities and units are defined, and these are combined with a unit rate (entered by the service provider) to produce a total sum for each operation, service level, category and park. Total sums are aggregated in a summary spreadsheet to give a cost per park category for each service level and operation.

The majority of the information in the BoQ can be imported directly from the organisation's asset schedule. The BoQ data can be imported into service provider's estimating software to calculate lump sum rates for each operation. Unit rates for each operation will need to be entered by service providers.

3. Level of Service/Budget Schedule

Information for this schedule is aggregated from the BoQ, and allows the summation of prices for each operation by park category and level of service.

4. Price Schedule

The price schedule can be completed manually by summing data in the LoS/Budget schedule, or by using estimating software using data imported from the BoQ.

5. Activity rates

Activity rates are completed by the service provider and give a unit rate for each unscheduled operation. Unscheduled operations are funded from Provisional Sums that are provided for operations such as tree planting, burials and cremations, and graffiti removal where the quantity required is unknown from year to year. Provisional sums need to be defined by contract principals. Dayworks rates are also provided by the service provider for use in completing works that are outside the scope of the contract.



1.1 Annual Bedding

Annual beds add a splash of seasonal colour and texture to high profile areas in public gardens, premier parks and CBD streetscapes. Annual bedding displays require a high standard of maintenance, and have a high demand for water, particularly during establishment. A high quality of presentation is essential where gardens are viewed closely by pedestrians. Annual bedding displays may be mixed or a single species, and although usually flowering, may include foliage plants for texture and contrast. There is only one service standard for annual bedding.

Customer Outcomes

- Annual bedding displays are attractive and colourful.
- Two displays are provided per annum with peak floral or foliage impact in spring (August to October) and summer (December to February).
- Plants are healthy and free of obvious pests, diseases and damage.
- The overall effect of the garden is neat and tidy with effective ground coverage and no weeds or litter visible between the plants.



Scheduled operations		Service Level Indicators ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Inspections	Best Practice Principles • All annual beds are inspected to remove any litter and check for plant health, soil moisture, weeds, plant loss and vandalism or accidental damage.	• Weekly inspection	• High quality presentation is maintained at all times.
Establishment and general care	• Beds are planted and maintained in accordance with the approved planting plan and best horticultural practice to maximize floral display. • Nutrients, pH, soil moisture and organic matter content are maintained at levels that promote optimum plant development and flowering.	• Twice yearly unless specified otherwise • Plants are spaced at around 25cm (20-30cm depending on ultimate mature size)	• A spring display is provided each year in late winter/spring. • A summer display is provided each year in summer. • Displays are colourful and attractive. • Plants are in good condition and well-grown with no obvious water or nutrient deficiencies that detract from the appearance of the garden. • Plant spacing is consistent with the approved planting plan. • Plant coverage is continuous and complete 10 weeks after planting.

1.0 GARDEN MAINTENANCE

Bulbs in annual bedding	- Bulbs are planted between establishing plants in accordance with the approved planting plan and best horticultural practice. - Bulbs are lifted at the end of the display season. - Where bulbs are to be reused, they are sorted, labelled and stored in accordance with best horticultural practice.	- Annual planting and lifting of bulbs. - Dead-heading as required following flowering.	- Displays are consistent with the approved planting plan. - High impact, uniform flowering across the display
Weeds and litter	- Weeds are manually removed, and all material and other debris, litter etc is removed from site. - Weeds are not allowed to set seed. - Weeds are not visible above or between established plants.	Fortnightly	- Weeds are not visible above or between plants, or around the edges of the garden. - No litter is visible between the plants or around the edges of the garden.
Pest and disease control	Pests and diseases are controlled through pesticide application or alternative methods.	Treatment as required	Plants are in good health with no obvious infestations of pests or diseases.
Replacements	Plant numbers are maintained during the display period, with plant loss from natural attrition, damage and theft repaired and replaced in accordance with the approved planting plan.	Replacements as required	The garden is free of noticeable gaps in plant cover or continuity that detract from the overall appearance.
Edging	Edges are maintained in a sharp, neat condition with all clippings removed from site.	Fortnightly	- Grass edges are neatly trimmed - Garden edges are neat and tidy with no overspill of soil.

Unscheduled operations	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:
Damage	- Dead or damaged plants are removed and garden edges and surface level reinstated. - Replacement planting in accordance with the approved planting plan.	72 hours 72 hours	Damage to annual beds does not unreasonably detract from their appearance.

Supporting images



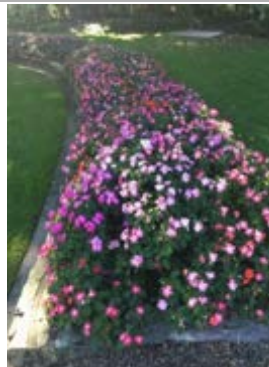
New plantings showing even spacing and straight edge planting



Empty bed with tidy presentation prior to planting



Neatly trimmed grass edges and neat and tidy garden edges with no overspill of soil



Effective plant coverage with no weeds or litter visible



Bulbs in annual bedding displays are high impact with uniform flowering across the display

1.2 Roses

Roses provide seasonal flowers and fragrance, and are usually experienced at close range. Roses are usually mass planted in beds, and may include climbing roses, standards and other forms. Roses maintained to this quality standard require a high standard of maintenance and presentation. Rose gardens are predominantly found in premier parks and public gardens, but may also be used in civic spaces and cultural heritage parks. There is only one service standard for rose maintenance. Flower carpet roses and mixed plantings are covered under 1.3 Mixed shrubs and groundcovers.

Customer Outcomes

- Rose gardens provide an attractive and colourful display.
- The overall effect of the garden is neat and tidy with edges trimmed to a uniform length, effective plant coverage and no weeds or litter visible in the garden.
- Plants are healthy and free of obvious pests, diseases and damage.



Scheduled operations		Service Level indicators ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Inspections	• All roses are inspected to remove any litter and check for plant health, soil moisture, weeds, plant loss and vandalism or accidental damage.	• Weekly inspection	• High quality presentation is maintained at all times
Condition and general care	• Plants are well formed, and growing strongly to provide a good form with strong floral display. • Nutrient, pH, soil moisture and organic matter content is maintained at levels that promote optimum plant development and flowering. • Dead-heading and pruning is carried out in accordance with best horticultural practice to maximise floral and hip display and plant health. • Beds are mulched with an approved product to reduce weed growth and promote soil moisture retention. • Broken canes are removed	• Soil testing as required • Bi-annual fertiliser application • Fortnightly dead-heading • Annual form pruning in winter (or spring as appropriate) • Annual top-up of mulch	• Plants are growing strongly with no evidence of nutrient or water deficiency. • The garden is free of noticeable gaps in plant cover that detract from the overall appearance. • Plants provide a strong and attractive display of blooms, foliage (and hips where appropriate) from late spring to late autumn.

1.0 GARDEN MAINTENANCE

Weeds and litter	- Weeds are manually removed, and all material and other debris, litter etc is removed from site. - Weeds are not allowed to set seed. - Weeds are not visible above or between established plants.	Weeds are less than 5cm height or spread.	- Weeds are not noticeable to the extent that they detract from the overall appearance of the garden. - Weeds are not flowering or setting seed. - No litter is visible in the gardens.
Pest and disease control	- Pests and diseases are controlled through pesticide application or alternative methods. - Fallen leaves and other plant debris is removed from beds.	Treatment as required	Plants are in good health with no obvious infestations of pests or diseases.
Edging	Edges are maintained in a sharp, neat condition with all trimmings removed from site.	Fortnightly	- Grass edges are neatly trimmed. - Garden edges are neat and tidy with no overspill of soil.

Unscheduled operations	Best Practice Principles	Response times ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Damage	- Broken canes are removed. - Damage to edges and beds is repaired.	72 hours	Damage to rose gardens does not unreasonably detract from their appearance.
Theft and loss	Stolen and dead plants are replaced with plants of the same cultivar.	Within the first available planting season	Loss of plants does not affect the integrity or overall appearance of gardens.

Supporting images

1.3 Mixed shrubs and groundcovers

Mixed shrubs and groundcovers provide seasonal floral and foliage displays, define areas of lawn and paving, provide screening and enclosure, and control pedestrian and vehicle movement. Groundcover plants may be used as an alternative to grass where low maintenance is required. Plants are selected for various qualities including an attractive display of foliage and flowers, hardiness and low maintenance requirements, or their vigorous growth and ability to cover large areas. The premium service standard is suitable for gardens that are viewed closely by pedestrians and is the highest quality standard for this sub-category of gardens. The basic service standard is more appropriate for plantings that are viewed from a distance or a moving vehicle.

Customer Outcomes

- Gardens provide an attractive display of colour and texture.
- The overall effect of the garden is attractive with effective plant coverage and no obvious weeds or litter visible in the garden.
- Gardens are safe and do not obscure sightlines or create trip or other hazards.



Service Level Indicators					
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	Performance Assessment measures Customer Outcomes are met when:
Condition and general care	• Dead-heading, pruning, division and replanting is carried out in accordance with best horticultural practice to maximise plant health and floral display. • Soil nutrient levels are maintained at levels that support optimum plant development and flowering.	• Annual fertiliser application specific to plant requirements • Mulch is topped up annually • Twice yearly trim for plant health	• Annual fertiliser application • Mulch is topped up every three years • Annual trim to reduce hazards/maintain	• Mulch is topped up as required. • Trim as required to reduce hazards/maintain sightlines/keep plants within beds	• Plants are in good condition and well-grown with no obvious water or nutrient deficiencies that detract from the overall appearance of the garden. • The garden is free of noticeable gaps in plant cover that detract from the overall appearance. • Street plantings at intersections are kept below 600mm in height to maintain clear sightlines for traffic.

1.0 GARDEN MAINTENANCE

	Beds are mulched to reduce weed growth and promote soil moisture retention.	and appearance, and to reduce hazards	sightlines/keep plants within beds		- Plants alongside paths are trimmed so that they do not create a hazard to pedestrians. - Mulch cover is tidy, even and a suitable material and depth.
Weeds and litter	- Weeds are controlled, and all litter is removed from site. - Weeds are not flowering or setting seed	- Weeds are less than 5cm height and spread - Weekly inspection	- Weeds are less than 10cm height and spread - Fortnightly	- Weeds are not visible to passing pedestrians or traffic - Monthly	- Weeds are not noticeable to the extent that they detract from the overall appearance of the garden. - Weeds are not flowering or setting seed. - No litter is visible in the gardens.
Pest and disease control	Pests and diseases are controlled.	Monthly monitoring	Monthly monitoring	NA	Plants are in good health with no obvious infestations of pests or diseases.
Edging	Edges are maintained to an appropriate standard for the category of turf.	- Edges are maintained in a sharp, neat condition with all trimmings removed from site. - Weekly to fortnightly trim	Chemical control or mechanical trim to same standard as turf.	Chemical control or mechanical trim to same standard as turf.	- Garden edges are neat and tidy. - Original edge alignment is maintained without incremental creep.

Unscheduled operations		Response times			Performance Assessment measures
Best Practice Principles		★★★★★	★★★★★	★★★	Customer Outcomes are met when:
Damage	- Broken branches and plants are removed. - Damage to edges and beds is repaired.	72 hours	1 week	1 month	Damage to gardens does not unreasonably detract from their appearance.
Theft and loss	Stolen and dead plants are replaced with matching plants.	Within one month if irrigated or the first available planting season	Within the first available planting season	Within the first available planting season	Loss of plants does not affect the integrity or overall appearance of gardens.

Supporting images

1.4 Herbaceous perennials

Herbaceous perennials provide a seasonal display of colour and texture, and are often grown in beds or borders of mixed species for seasonal effect. Herbaceous perennials are usually found in premier parks and public gardens. Herbaceous perennials require a high standard of care and maintenance during their active growth period, which is usually spring to autumn. A high quality of presentation is essential where gardens are viewed closely by pedestrians. Herbaceous perennial displays are usually mixed species, and may also include annuals and flowering shrubs for additional seasonal impact. There is only one service standard for herbaceous perennials.

Customer Outcomes

- Herbaceous perennial displays are attractive and colourful.
- Plants are healthy and free of obvious pests, diseases and damage.
- Plants provide effective ground coverage with no weeds or litter visible between the plants.



Scheduled operations		Service Level Indicators ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Inspections	• All perennial gardens are inspected to remove any litter and check for plant health, soil moisture, weeds, plant loss and vandalism or accidental damage	• Weekly inspection	• High quality presentation is maintained at all times
Condition and general care	• Nutrients, pH, soil moisture and organic matter content are maintained at levels that promote optimum plant development and flowering. • Plants are spaced so they have sufficient room for growth and development, and provide effective ground cover. • Tall plants are staked during growth to prevent damage. • Dead-heading, pruning, division and replanting is carried out in accordance with best horticultural practice to maximise plant health and floral display. • Dead stems and flowers are cut back at the end of each growing season, and a suitable mulch applied.	• Annual fertiliser application specific to plant requirements • Mulch is renewed annually • Annual trim or cut back for plant health and appearance	• Seasonal displays are colourful and attractive. • Plants are in good condition and well-grown with no obvious water or nutrient deficiencies that detract from the overall appearance of the garden.
Weeds and litter	• Weeds are manually removed, and all material and other debris, litter etc is removed from site. • Weeds are not allowed to set seed.	• Fortnightly	• Weeds are not clearly visible above or between plants, or around the edges of the garden.

1.0 GARDEN MAINTENANCE

	Weeds are not visible above or between established plants.		No litter is visible between the plants or around the edges of the garden.
Pest and disease control	Pests and diseases are controlled through pesticide application or alternative methods.	Treatment as required	Plants are in good health with no obvious infestations of pests or diseases.
Replacements	Plant numbers are maintained, with plant loss from natural attrition, damage and theft repaired and replaced with plants of the same species and cultivar.	Replacements as required	The garden is free of noticeable gaps in plant cover or continuity that detract from the overall appearance.
Edging	Edges are maintained in a sharp, neat condition with all clippings removed from site.	Fortnightly	- Grass edges are neatly trimmed - Garden edges are neat and tidy with no overspill of soil.

Unscheduled operations	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:
Damage	Dead or damaged plants are removed and garden edges and surface level reinstated.	72 hours	Damage to gardens does not unreasonably detract from their appearance.

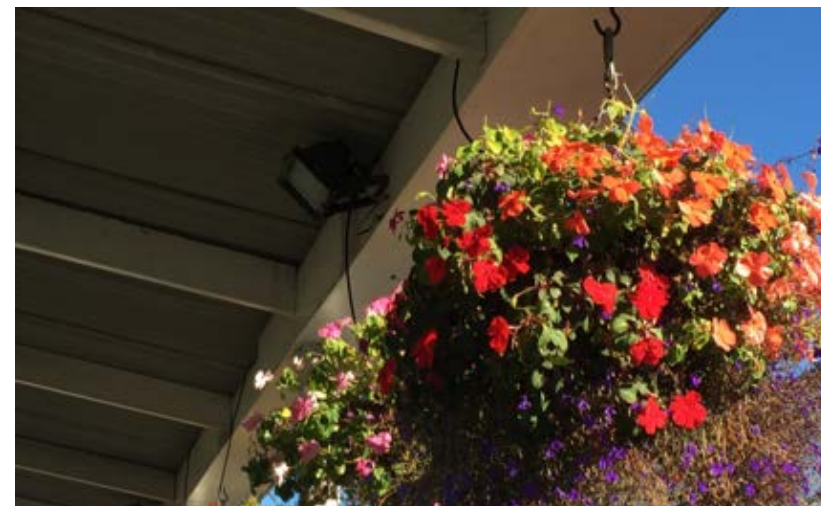
Supporting images

1.5 Hanging baskets

Hanging baskets may be found in some premium CBD streetscapes usually installed under verandahs. Hanging baskets have a high demand for water right through the growing season. It is recommended that for high quality hanging basket displays, best practice is to ensure baskets are regularly watered via an automatic irrigation system from a mains supply. A high quality of presentation is essential as baskets are viewed closely by pedestrians. Good preparation of hanging baskets is crucial to the quality and longevity of their display. There is only one service standard for hanging baskets.

Customer Outcomes

- Hanging baskets are safe, attractive and colourful.
- Hanging baskets provide seasonal floral and foliage impact.
- Plants are healthy and free of obvious pests, diseases, damage, and nutrient or water deficiencies.



Scheduled operations		Service Level Indicators ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Inspections	Best Practice Principles • All baskets are inspected to remove any litter and check for plant health, soil moisture, weeds, plant loss and vandalism or accidental damage	• Weekly inspection	• High quality presentation is maintained at all times
Preparation and general care	• Baskets are prepared, planted and installed as per the approved planting plan and accepted standard operating procedures. • Baskets and hanging systems are checked at each changeover for structural integrity. • Nutrients, pH, soil moisture and organic matter content are provided and maintained at levels that promote optimum plant development and flowering. • Dead-heading and pruning is carried out in accordance with best horticultural practice to maximise floral display.	Baskets are changed Annually 2 times annually 3 times annually	• Hanging baskets provide a continuous colourful and attractive display. • Plants are in good condition and well-grown with no obvious water or nutrient deficiencies that detract from the overall appearance of the hanging basket. • Baskets and hanging systems are in good condition and not a hazard to pedestrians.

1.0 GARDEN MAINTENANCE

Weeds	Weeds are manually removed	Fortnightly	Weeds are not clearly visible between plants.
Pest and disease control	Pests and diseases are controlled through pesticide application or alternative methods.	Treatment as required	Plants are in good health with no obvious infestations of pests or diseases.
Replacements	Basket numbers are maintained during the display period, with loss from natural attrition, damage and theft repaired and replaced.	Replacements as required	The display is free of noticeable gaps in basket numbers that detract from the overall appearance.

Unscheduled operations	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:
Watering	Where there is an irrigation failure, manual watering is carried out until repairs are completed.	48 hours	No loss of plants

Supporting images

1.6 Naturalised Bulb Display

Bulbs provide a seasonal display of colour and texture, and are often grown in mixed borders, or naturalized in grass. Bulbs may be found in premier parks, public gardens, civic space and premium street plantings. A high quality of presentation is essential where gardens are viewed closely by pedestrians. Bulb displays are usually a single species, and are often mass planted for added impact. Mixed species are more likely to be present as naturalised plantings in mixed borders, woodlands or grass.

Customer Outcomes

- Bulb plantings provide an attractive and colourful seasonal display.
- Plants are healthy and free of obvious pests, diseases and damage.



		Service Level Indicators		
Scheduled operations	Best Practice Principles	Premium ★★★★★	Basic ★★★★	Performance Assessment measures Customer Outcomes are met when:
Condition and general care	• Tall flower stalks are staked where required to prevent damage. • Dead foliage and flower stalks are removed when senescent • The location of naturalised bulbs is recorded. • Operations (particularly mowing and cultivation) in areas where bulbs are naturalised are managed to avoid damage to bulbs and growing foliage.	• Annual fertiliser application specific to plant requirements • Annual tidy-up for plant health and appearance	• Annual tidy-up for plant health and appearance	• Displays are colourful and attractive. • Plants are in good condition and well-grown with no obvious water or nutrient deficiencies that detract from the overall appearance of the display. • Bulbs are not damaged by other parks operations. • The seasonal display is not diminished due to damage from other parks operations.
Pest and disease control	• Pests and diseases are controlled through pesticide application or alternative methods.	• Treatment as required	• Treatment as required	• Bulbs are in good health with no obvious infestations of pests or diseases.

Unscheduled operations	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:
------------------------	--------------------------	----------------	--

1.0 GARDEN MAINTENANCE

Replacements	• Plant numbers are maintained, with plant loss from natural attrition, replaced with plants of the same species and cultivar.	• Replacements as required	• Replacements as required	• The seasonal display is not diminished due to loss of plants.
---------------------	--	--	--	---

Supporting images

1.7 Horticultural collections

Horticultural collections are generally only found in public or botanic gardens and premier parks. Collections may be based on botanical taxonomy (e.g. Fabiaceae, palms, cacti, rhododendrons etc) or on geographic, environmental or cultural associations (e.g., alpines, medicinal plants, tropical plants, aquatic plants, harakeke, bonsai, NZ natives etc). Collections may be amongst mixed displays, or contain rare and valuable plants, and often require significant input of horticultural skill, passion and knowledge. Collections based on environmental and geographic criteria may also rely on significant manipulation of environmental conditions to support the successful growth of plants. Collections are often labelled and catalogued, and there is a national register of collections managed by the RNZIH. There is only one service standard for horticultural collections. Arboreta are included in horticultural collections for the purpose of curation, but tree maintenance is covered under 2.0 Tree maintenance.

Customer Outcomes

- Plant collections are accurately curated with plants correctly labelled and catalogued.
- Plants are healthy and free of obvious pests, diseases and damage.
- Plant collections that are open for public display are tidily presented with no weeds or litter visible.
- Plant maintenance is consistent with the purpose and goals of the collection.



Scheduled operations		Service Level Indicators ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Inspections	• All horticultural collections are inspected check for plant health, soil moisture, weeds, plant loss, litter and vandalism or accidental damage.	• Weekly inspection	• High quality presentation is maintained at all times.
Condition and general care	• Plants are growing strongly to provide a good representative form and display. • Nutrient, pH, soil moisture and organic matter content is maintained at levels that promote optimum plant development and flowering. • Plant maintenance is carried out in accordance with best horticultural practice to maximise plant health.	• As required to meet the needs of individual plant species.	• Plants are growing strongly with no evidence of nutrient or water deficiency. • The garden is free of noticeable gaps in plant cover that detract from the overall appearance. • Plant form and size is appropriate to the purpose and character of the collection.

1.0 GARDEN MAINTENANCE

	- Pruning is carried out where required to maintain an appropriate plant form e.g. bonsai trees are pruned to maintain a bonsai form. - Beds are mulched with an approved product where appropriate.		
Weeds and litter	- Weeds are manually removed, and all material and other debris, litter etc is removed from site. - Weeds are not allowed to set seed, nor reach a size in height or spread greater than 5cm, or a density greater than 5% of the garden display area. - Weeds are not visible above or between established plants.	At least monthly, or as required to keep collections free of weeds and litter	- Weeds are not visible above or between plants, or around the edges of the garden. - No litter is visible between the plants or around the edges of the garden.
Pest and disease control	Pests and diseases are controlled through pesticide application or alternative methods.	Treatment as required	Plants are in good health with no obvious infestations of pests or diseases.
Replacements	Plant loss from natural attrition, damage and theft is repaired and replaced with plants of the same species and variety/cultivar unless otherwise approved.	Replacements as required	- The collection is free of noticeable gaps in plant cover or continuity that detract from the overall appearance. - The integrity of the collection and display is maintained.
Curation	- Plant labels are legible, kept clean and replaced as required. - Interpretation signage and other information is cleaned and maintained. - Accurate records are kept of plant locations, maintenance operations, replacements and changes. - In botanic gardens, plant records record provenance and acquisition.	As required	- Labels and interpretation signs are clean, accurate and legible. - Records are accurate and complete.

Reactive maintenance	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:
Damage	- Dead or damaged plants are removed or trimmed to remove damage. - Gardens are reinstated to their former condition.	24 hours	Damage to horticultural collections is repaired in a timely manner.

Supporting images

1.8 Display houses

Display houses are generally only found in public or botanic gardens and premier parks. Display houses generally house botanical collections that either require protection from the elements, or have very small plants and flowers that need to be viewed up close. They may also house butterflies, fish and other small animals. Display houses provide an opportunity to display the best plants from a collection as they develop and come into flower. Plants are often rotated between the display house and other growing areas. The display house is therefore intended to be maintained to a very high standard, with display plants presented at their very best. Displays are often arranged to try to produce an idealised natural landscape. There is only one service standard for display houses.

Customer Outcomes

- Display houses provide an attractive and creative display of seasonal flowers, foliage and unusual plants.
- Plants are healthy and free of obvious pests, diseases and damage.
- Display houses are neat, clean and tidy with displays, floors and water features free of weeds, litter and debris.



Scheduled operations		Service Level Indicators ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Inspections	• Display houses are inspected to remove any litter and check for plant health, soil moisture, weeds, plant loss and vandalism or accidental damage.	• Daily inspection	• High quality presentation is maintained at all times.
Condition and general care	• Plants are growing strongly to provide a good representative form and display. • Nutrient, pH, soil moisture, temperature, humidity and light levels are maintained at levels that promote optimum plant development and flowering. • Plant management operations are carried out in accordance with best horticultural practice to maximise plant health.	• As required to meet the needs of individual plant species.	• Plants are growing strongly with no evidence of nutrient or water deficiency or adverse effects from poor light, humidity and temperature management.

1.0 GARDEN MAINTENANCE

Weeds and litter	- Weeds are manually removed, and all material and other debris, litter etc is removed from site. - Weeds are not visible above or between established plants.	Weekly	- Weeds are not visible in displays. - No litter is visible anywhere in the display house.
Pest and disease control	Pests and diseases are controlled through pesticide application or alternative methods.	Treatment as required	Plants are in good health with no obvious infestations of pests or diseases.
Replacements	Plant loss from natural attrition, damage and theft is repaired and replaced with plants that are consistent with the integrity of the display and which are attractive and healthy.	Replacements as required	- The display is free of noticeable gaps in plant cover or continuity that detract from the overall appearance. - The integrity and attractiveness of the display is maintained.
Presentation	- Plants are combined creatively in a way that shows them to their advantage, and minimises the visual impact of pots, irrigation, stands and supports. - Plant labels are legible, kept clean and replaced as required. - Flowering plants in pots are rotated out of the display and replaced when flowering (or period of interest) is over. - The building fabric and display structures (including water features) that can be readily viewed by the public are maintained and cleaned as required to maintain an attractive appearance.	As required	- Displays are fresh, attractive and creative. - Labels (where present) are accurate and legible. - Floors, furniture and water features are clean and free of debris and excessive algal growth.

Reactive maintenance	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:
Damage	- Dead or damaged plants are removed or trimmed to remove damage. - Displays are reinstated to their former condition.	24 hours	Damage to displays is repaired in a timely manner.

Supporting images

2.1 Tree establishment

New tree establishment covers preparation of planting pits, planting of trees, establishment of tree protection systems and initial watering into position. Aftercare of planted trees is included in the specification for Juvenile trees (2.2).

Tree establishment applies to specimen trees planted in parks, street spaces and other open spaces. The specification may also be applicable to large specimen shrubs, particularly where these are established in open areas rather than gardens.

Customer Outcomes

- New trees avoid the creation of future hazards or nuisance.
- New trees are well planted to ensure strong growth and development.
- New trees are well protected from damage.
- New trees are even and well-formed.



Service Level Indicators					
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★★	Basic ★★★	Performance Assessment measures Customer Outcomes are met when:
New and replacement plantings	• A proposal for new and replacement plantings is prepared to be approved by Asset Manager prior to submission of plant orders.	• Annual	• Annual	• As required	• Priced proposals are received annually for new and replacement plantings.

Service Level Indicators					
Unscheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★★	Basic ★★★	Performance Assessment measures Customer Outcomes are met when:
Plant supply	• Trees are healthy and well grown when planted. • Bare root grades are preferred.	• Minimum grade PB 95 (45 litre) or >2.5m high	• Minimum grade PB 60 (35 litre) or >2m high	• Minimum grade PB 40 (25 litre) or >1.8m high	• Trees are in good condition and well-grown with no obvious defects or deficiencies that affect tree health.

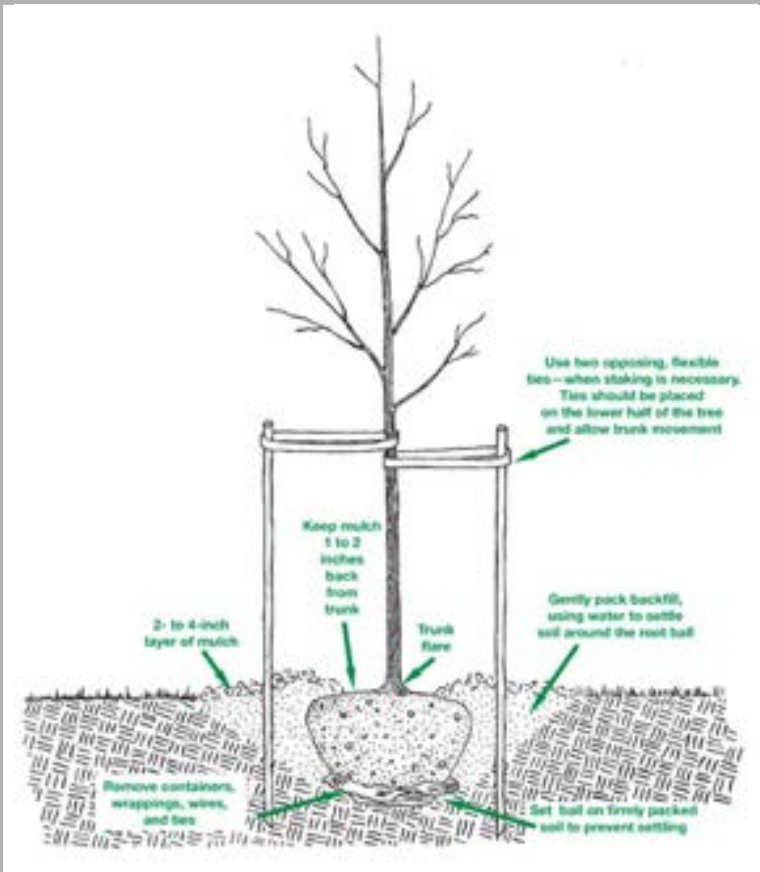
2.0 TREES AND HEDGES

Plant location	• Trees planted in accordance with the approved planting/design plans • If no design plan provided, tree species and locations are approved prior to planting. • No trees planted in obviously unsuitable locations (regardless of plan) e.g. under power lines, close to private property or where other future problems or hazard may result (Seek direction from contract manager to relocate) • Locations of street plantings are confirmed with a Corridor Access Request.	• Planting accuracy within 0.5m of plan location	• Planting accuracy within 1.0m of plan location	• Planting accuracy within 1.5m of plan location	• No damage to services and assets as a result of planting. • Location and species of trees accurately follows planting plan. • Trees are planted to ensure best possible chance of successful establishment. • No trees are planted in unsuitable locations.
Pit preparation	• Pits are dug to the correct depth and width (see diagram). • Hard soil in the base and sides of the pit is broken up to assist root penetration. • Pits are backfilled with good quality topsoil and compost, with manure or fertiliser added where required to promote plant growth and health. • Root barrier is installed where indicated to protect underground services.	• Pit is at least 400mm deep and 1500mm wide	• Pit is at least 350mm deep and 1200mm wide	• Pit is at least 350mm deep and 1000mm wide	• Trees have sufficient good quality soil and nutrient in the root zone to promote good root development.
Planting	• Trees are planted in accordance with best horticultural practice to maximise tree health. • Root balls are well watered before and after planting. • Gel crystals are added to backfill when planting in very dry situations. • Roots are trimmed to remove encircling roots and promote healthy new root growth. • Provision is made for ongoing watering.	• As required	• As required	• As required	• Tree trunks are vertical. • Backfill is well watered. • Backfill is finished to correct level. • Backfill is appropriately consolidated so that tree is firmly supported and there are no voids.

2.0 TREES AND HEDGES

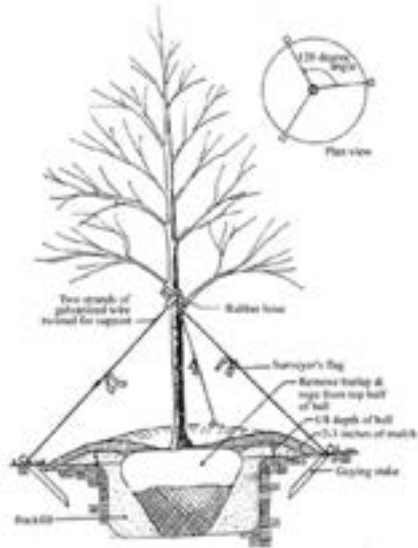
Mulch	- Bare soil is covered with mulch (see diagram). - Mulch is kept away from the tree trunk.	Mulch is 75mm to 100mm deep.	Mulch is 50mm to 100mm deep.	Mulch is 50mm to 100mm deep.	Mulch cover provides tidy and effective coverage of bare soil without damaging tree bark.
Tree protection	Newly planted trees are tied securely to prevent wind throw (see diagram).	Tree guards are installed in addition to stakes and ties	Trees are securely staked and tied	Trees are securely staked and tied	Tree protection (including stakes and ties) is tidy, secure, functional and not creating a hazard or causing harm to the tree.

Supporting images

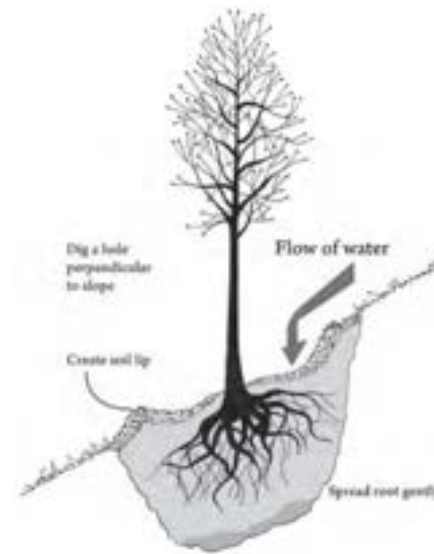


Planting detail showing:

- Mulch over the backfilled soil to 50mm to 100mm depth.
- Mulch kept back from tree trunk.
- Tree pit at least 3 times wider than deep
- Root ball on firm soil to prevent settling.
- Soil backfilled to the same height as the top of the rootball.
- Tree stakes are well clear of the rootball and into unexcavated soil.
- Trees are supported with loose flexible ties



Planting detail showing an alternative method of guying the tree to pegs. This is a useful method for supporting large trees where two wooden stakes would not provide enough support. Guy ropes or wires and pegs can be a hazard so need to be flagged, and should be removed as soon as the tree is stable.



Planting detail for a tree on a slope showing:

- A soil lip downslope of the tree to hold moisture.
- The angle of the hole in relation to the slope.

2.2 Juvenile trees

Juvenile trees are newly planted and up to around five years old. Juvenile trees may be poorly anchored as their root systems have not fully developed, so need to be protected until self-supporting. Trees require frequent inspection to check that protection systems are supporting or protecting the tree, are not damaging the trunk and are required. Juvenile trees are vulnerable to lack of water until roots have developed and can supply the needs of the foliage. Trees require formative pruning to ensure that they develop good form and become good specimens when mature. Juvenile trees are vulnerable to damage from wind, vandalism, vehicles, line trimmers, mowers, weed growth, pests and diseases and chemicals.

Customer Outcomes

- Juvenile trees are protected, pruned and maintained correctly so that they grow into well formed mature trees.
- Juvenile trees are attractive and healthy.



Service Level Indicators					
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	Performance Assessment measures Customer Outcomes are met when:
Inspections	• Trees are inspected for damage, health, condition, stability, form etc. • Tree protection systems are inspected for deterioration, damage and redundancy.	• Twice annually for first five years • Annually thereafter	• Twice annually for first five years • Annually thereafter	• Twice annually for first five years • Annually thereafter	• Unidentified damage and health issues do not have long term adverse effects on tree health and condition.
Condition and general care	• Pruning is carried out in accordance with best arboricultural practice to promote a strong branch framework, healthy growth and an attractive shape. • Dead and diseased wood is removed. • Soil nutrient levels are maintained at levels that support optimum tree development.	• Annual application of slow release fertiliser specific to tree requirements	• Trees are watered as required as determined by soil and climatic conditions.	• Trees are watered as required as determined by soil and climatic conditions.	• Trees have been correctly pruned to promote good structure, growth and safe clearance over paths and roads. • Trees are free of epicormic growth. • Trees are free of dead and diseased branches. • Trees are in good condition and well-grown with no obvious deficiencies that have affected tree health.

	• Trees are mulched to reduce weed growth, reduce mechanical and chemical damage, and promote soil moisture retention. • Juvenile trees are given adequate protection from damage and wind-throw. • Tree protection is removed when no longer required.	• Trees are watered as required as determined by soil and climatic conditions. • Mulch is kept tidy and is topped up annually • Annual form prune for tree branch structure and appearance, and to reduce hazards. • Remove all dead and diseased branches at each inspection. • Replace tree ties annually • Tree protection systems are neat, tidy and attractive	• Mulch is topped up annually • Form prune as required for tree branch structure and appearance, and to reduce hazards. • Remove all dead and diseased branches over 10mm diameter at each inspection. • Replace tree ties annually • Tree protection systems are functional, neat and tidy	• Mulch is topped up as required. • Form prune as required for tree branch structure and appearance, and to reduce hazards. • Remove all dead and diseased branches over 10mm diameter at each inspection. • Replace tree ties as required	• Mulch cover provides tidy and effective coverage of the root zone. • Tree trunks are vertical. • Tree protection (including stakes and ties) is tidy, secure, functional and not creating a hazard or causing harm to the tree. • Trees have not been damaged by vegetation control operations (chemical or mechanical damage).
Weeds	• Weeds around the base of juvenile trees are controlled.	• Weeds are less than 5cm height and spread	• Weeds are less than 10cm height and spread	• Weeds are not flowering or setting seed	• Weeds around the base of trees do not detract from the overall appearance of the planting.
Pests and diseases	• Pest and diseases are controlled.	• Quarterly monitoring	• Quarterly monitoring	• NA	• Trees are in good health with no obvious infestations of pests or diseases.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Damage	- Damaged branches are removed using correct pruning techniques. - Trees that are damaged beyond recovery are removed. - Deterioration and damage to tree protection systems is repaired. - Trees that have been displaced or have become unstable are reinstated and secured.	72 hours	1 week	1 week	- Trees and tree protection systems are in good condition. - Damage to juvenile trees is repaired in a timely manner. - Tree losses are notified to the Asset Manager.
Theft and loss	Stolen and dead trees are replaced with trees of the same species, cultivar and size (where available) or approved alternatives.	Within one month if irrigated or the first available planting season	Within the first available planting season	Within the first available planting season	Loss of trees does not affect the integrity or overall appearance of tree plantings in parks and open spaces.

Supporting images

2.3 Mature trees

Mature trees are well established with a fully developed root system that under most conditions will be capable of supporting the tree. They are not necessarily fully grown but have a well developed crown and branch structure that will be representative of the final form of the tree. Mature trees may still require some formative pruning as the crown develops and matures to ensure that branches are well spaced, and the crown is balanced and stable. As trees mature, they may require other forms of maintenance for tree health and safety reasons, such as removal of dead and damaged wood, crown lifting, and bracing.

High risk trees are those where the consequence of failure could be significant or severe (serious harm or death) because of the location of the tree and the activities that happen around it, and the likelihood of failure is likely or very likely because of the condition or inherent qualities of the tree (hazards).

*All arboricultural work should be done to ACOP standards
<http://www.worksafe.govt.nz/worksafe/information-guidance/all-guidance-items/acop-arboriculture?searchterm=arboriculture>*



Customer Outcomes

- Mature trees are safe and healthy.
- Mature trees are attractive and enhance their surroundings.

		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspections	• Identify high risk trees. • Assessment for damage, health, condition, stability, form, hazards etc. • Develop a prioritised proactive tree maintenance programme.	• Inspect high risk trees annually, following storm events and prior to major events	• Inspect high risk trees annually and following storm events	• Inspect high risk trees annually • Inspect park and street trees every 4 to 5 years	• High risk trees are identified and monitored • Tree maintenance is prioritised and carried out proactively to avoid or minimise hazards and maintain tree health.

		• Inspect CBD street trees annually • Inspect other parks and street trees every three years	• Inspect park and street trees every three years		
Condition and general care	• Trees are mulched to reduce mechanical and chemical damage, and promote soil moisture retention. • Soil nutrient levels are maintained at levels that support optimum tree development. • Tree protection is removed when no longer required.	• Mulch is kept tidy and is topped up annually	• Mulch is topped up every 2 to 3 years	• Mulch is topped up as required	• Mulch cover provides tidy and effective coverage of the root zone. • Trees are in good condition and well-grown with no obvious defects or deficiencies. • Trees are not damaged by vegetation control operations (chemical or mechanical damage).
Pruning	• Pruning is carried out in accordance with best arboricultural practice to enhance and maintain tree form and health. • Crowns are lifted to maintain clearance over pedestrian areas and roads. • Crowns are lifted to maintain clearance for mowing machinery on parks (this may not apply to conifers with a weeping form that have a skirt of branches to ground level). • Vegetation is cleared from signage, lighting and buildings. • Dead and diseased wood over 50mm diameter is removed. • Epicormic growth is removed.	• Prune every 1 to 2 years based on tree maintenance programme • Remove epicormic growth as required to maintain clean trunk.	• Prune every 3 to 5 years based on tree maintenance programme • Remove epicormic growth as required to maintain clean trunk.	• Prune every 5 years or longer based on tree maintenance programme	• Poor pruning practices do not adversely affect tree health, form or create hazards. • Tree branches are at least 2.5m clear over pedestrian areas • Tree branches are at least 4.5m clear over local roads and 5m clear over major arterials. • Tree branches are at least 2m clear of buildings. • Trees are free of potentially hazardous dead wood. • Trees are free of epicormic growth that can be removed from ground level with hand tools.

2.0 TREES AND HEDGES

Pests and diseases	Pest and diseases are controlled.	As required	NA	NA	Trees are in good health with no obvious infestations of pests or diseases.
---------------------------	---	---	--	--	---

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★	★★★	
Death, disease and damage	- Damaged branches are removed using correct pruning techniques. - Trees that have died, or are diseased or are damaged beyond recovery are safely removed. - Hazards (pruning or removal operations) are eliminated - Hazards are isolated if they cannot be eliminated within an acceptable timeframe.	1 week 1 week 24 hours - Immediate	2 weeks 1 month 72 hours - Immediate	1 month 3 months 1 week - Immediate	Trees are in a safe condition with hazards isolated or eliminated.

Supporting images



Well mulched tree

2.4 Hedge maintenance

Hedges are used in parks and open space to define spaces, control pedestrian movements, provide screening and privacy, for architectural effect and to provide a clearly defined edge in formal gardens. Maintenance standards are defined by the characteristics of the plant material used, and the formality and service standard of the setting. Hedges require regular maintenance to keep them neat and tidy.

Customer Outcomes

- Hedges are neat and tidy with a straight, even finish.
- Hedges are dense, healthy and well grown.
- Hedges produce an attractive display of foliage and/or flowers.
- Hedges are not a safety hazard.



		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
Trimming and general condition	• Hedges are trimmed regularly to remove new growth and maintain a neat, tidy finish. • Hedges are cut to the same dimensions each time with an allowance for gradual growth of immature hedges. • Trimming is carried out at a time that promotes flowering and fresh growth. • Clippings are collected and removed from site. • Hedges have a strong framework with the appropriate shape and width in relation to hedge height. • Hedges are kept clear of paths or walkways.	• New growth does not exceed 50mm between cuts • At least 2 cuts per year	• New growth does not exceed 120mm between cuts • At least 1 cut per year	• New growth does not exceed 200mm between cuts • 1 cut per year	• Hedges are neat, even and tidy with no long or uneven growths. • Flowering hedge plants are allowed to produce an attractive display of flowers. • Surrounding areas are neat and tidy with no clippings apparent. • Hedges do not encroach onto paths or walkways or create a visibility hazard.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Damage	Broken branches and plants are trimmed or removed.	72 hours	1 week	1 week	Damage to hedges is rectified in a reasonable timeframe.
Theft and loss	Stolen and dead plants are replaced with matching plants.	Within one month if irrigated or the first available planting season	Within the first available planting season	Within the first available planting season	Plants are appropriately replaced in a reasonable timeframe.

Supporting images

3.1 Amenity turf management

Typical turf maintenance operations including fertiliser application, thatch removal, compaction relief, top-dressing, weed control, and pest and disease control. These operations may be carried out during regular scheduled maintenance or as part of a renovation programme designed to address specific issues.

See 3.3 Mowing – Amenity Turf for mowing operations and a description of service levels.

Customer Outcomes

- The turf is maintained and presented in a suitable condition for the intended recreational use or visual effect.
- Turf health, appearance and performance is not significantly affected by weeds, pests and diseases or nutrient deficiencies.



		Service Level Indicators				Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Elite ★★★★★	Premium ★★★★★	Standard ★★★	Basic ★★	
Fertiliser application	• Soil testing is carried out to determine nutrient status and determine appropriate fertiliser application rates. • Fertiliser is applied to maintain soil nutrients, pH and organic matter content at levels that promote optimum turf health and performance, and comply with relevant environmental protection rules.	• Annual testing • Annual application as indicated by soil testing	• Annual testing • Annual application as indicated by soil testing	• As required • As indicated by soil testing	• As required • As required	• Grass appears healthy with no obvious nutrient deficiencies that adversely affect the appearance and performance of the turf.

Compaction relief, drainage and evenness	• Areas of surface soil compaction are relieved using appropriate recognised methods to promote even drainage, soil aeration and root penetration. • An appropriate combination of sand and soil is spread and incorporated into the surface of affected turf to address minor surface deformations or to improve drainage and aeration following compaction relief operations.	• At least annually	• Annual	• As required	• As required	• Turf performance is not adversely affected by soil compaction and poor surface drainage, aeration and root penetration. • Surface water following heavy rain drains adequately with minimal ponding • Turf is smooth, even and free of significant surface deformations that could affect safe use and maintenance.
Scarification	• Turf is scarified to remove thatch and moss.	• At least annually	• As required	• As required	• NA	• Thatch and moss build up does not adversely affect turf health, appearance or performance.
Weed control	• Weeds that impact on the performance of the turf are controlled.	• Broadleaf and prickly weeds are controlled so that the turf is weed free	• Broadleaf and prickly weeds are controlled so that they don't affect the appearance or use of the turf.	• As required	• As required	• Weeds do not significantly impact on the appearance or performance of turf for its intended use.
Pest and disease control	• Pests and diseases of turf are controlled to prevent infestation impacting on turf health and performance.	• Seasonal inspections • At least annual chemical application	• Seasonal inspections • Control as required	• Control as required	• NA	• Pests and diseases do not impact on the health, visual appearance or performance of the turf.

Unscheduled operations	Best Practice Principles	Response times				Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★	★★★	★★	
Damage	Damage to turf is repaired to the same standard it was prior to damage occurring.	Within 48 hours or before the next scheduled event	Within 72 hours or before the next scheduled event	Within 1 week or before the next scheduled event	Within 1 week or before the next scheduled event	Damage to turf is temporary and does not affect the medium to long term visual appearance and performance.

Supporting images	

3.2 Sports turf management

Typical turf maintenance operations including fertiliser application, thatch removal, compaction relief, top-dressing, weed control, pest and disease control, line marking and goal post supply and provision. It may also include maintenance and preparation of specialist turf surfaces such as cricket pitches, tennis courts and croquet greens.

- The elite standard of turf requires a very high standard of presentation for television coverage of international events.
- The premium standard of turf needs to be suitable for domestic competitions and events.
- Standard turf needs to be suitable for senior club matches.
- Basic turf should be suitable for juniors, social grades and training.

See 3.4 to 3.7 for sports turf mowing specifications.

Customer Outcomes

- The turf is maintained and presented in a suitable condition for the intended sporting use.
- Turf health, appearance and performance is not significantly affected by weeds, pests and diseases or nutrient deficiencies.
- Disruptions to availability of sports fields are minimised.



Service Level Indicators						
Scheduled operations	Best Practice Principles	Elite ★★★★★	Premium ★★★★	Standard ★★★	Basic ★★	Performance Assessment measures Customer Outcomes are met when:
Renovation programming	• A renovation programme is prepared to address identified deficiencies in the performance of the surface being renovated.	• Two renovation programmes per year (spring and autumn)	• Two renovation programmes per year (spring and autumn)	• Two renovation programmes per year (spring and autumn)	• Annual renovation programme	• Renovation programme is prepared and submitted for approval. • Turf is maintained and presented in a suitable condition for the intended sporting use.

3.0 TURF MAINTENANCE

Fertiliser application	• Soil testing is carried out to determine nutrient status and fertiliser requirements. • Fertiliser, primarily nitrogen is applied to maintain soil nutrients and soil pH at levels that promote optimum turf health, maintain turf density and performance. • Fertiliser application rates comply with relevant environmental protection rules.	• Annual testing • At least six times annually and as needed to prepare turf for televised matches	• Two to three yearly testing • At least three times annually	• Three to five yearly testing • At least two to three times annually	• As required	• Grass appears healthy and turf density (recovery) is maintained.
Thatch management	• Thatch accumulation in cricket blocks, elite sand fields and warm season grass fields is managed through regular top dressing, coring and scarification.	• No thatch on cricket blocks • Thatch depth is <15mm for other turf	• No thatch on cricket blocks • Thatch depth is <15mm for other turf	• No thatch on cricket blocks • Thatch depth is <25mm for other turf	• NA	• Thatch build up does not adversely affect turf health and appearance.
Weed and moss control	• Weeds and moss that impact on the performance of the turf are controlled.	• <0.25% grass weeds • No broadleaf weeds or moss present	• <0.25% grass weeds • No broadleaf weeds or moss present	• No broadleaf weeds or moss present	• Broadleaf weeds are controlled annually	• Weeds and moss do not significantly impact on the health or visual appearance of premium turf, or the performance of turf for its intended sporting use.
Pest and disease control	• Pests and diseases of turf are controlled to prevent infestation impacting on turf health and performance. • Earthworms in sand carpet and fine specialist turf are controlled	• At least weekly inspection • Preventative control of pests and diseases • >5 worm casts	• Weekly inspection • 6-10 worm casts per m2 requires immediate control • Control other pest and disease as	• Monthly inspection • Pest and disease are controlled as required	• Insect pests and disease are only controlled if loss of greater than one quarter of a fields turf cover	• Pests and diseases do not impact on the health, visual appearance or performance of the turf. • Earthworm casts and activity do not adversely affect the performance of sand carpets and fine specialist turf.

	- Preventative control of pests refers to areas that have an on-going history with Porina, Grass grub or Black beetle - Glyphosate and other non-selective herbicides are not used on sand surfaces.	per m2 requires immediate control	required			
Line marking and goalposts	- Where line marking is required for sporting use the appropriate field markings are applied using approved non-toxic line marking paint. - Glyphosate or other toxic material is never used for line marking. - Goalposts are safely installed (and removed) for each season (unless provided and installed by users). - Where installed, goalposts are maintained in a safe and secure condition.	As specified by Sportsground User Agreements in accordance with requirements for each code	As specified by Sportsground User Agreements in accordance with requirements for each code	As specified by Sportsground User Agreements in accordance with requirements for each code	As specified by Sportsground User Agreements in accordance with requirements for each code	- Field markings (where provided) are clear, even, correct and suitable for the level of play. - Goalposts (where provided) are safe, correct and suitable for the level of play.
Specialist turf preparation and maintenance	Specialist turf (including cricket pitches, croquet lawns, and grass tennis courts) is maintained and prepared for play in accordance with recognised national or international recommendations.	As required to maintain and prepare turf for international events	As required to maintain and prepare turf for domestic events	As required to maintain and prepare turf for club events	NA	Turf pitches are maintained and presented in a suitable condition for the intended sporting use.

Unscheduled operations	Best Practice Principles	★★★★★	★★★★	Response times ★★★	★★	Performance Assessment measures Customer Outcomes are met when:
Compaction relief and surface evenness	- Areas of soil compaction are relieved using appropriate recognised methods. - An appropriate combination of sand or soil is spread and incorporated into the surface of affected turf to address minor surface deformations or to dilute any organic matter accumulation. - Turf is ideally rested following renovations for at least 6 weeks prior to use.	- At least twice annually (more if required) - Surface deformation is <10mm for fields or <3mm under a 3m straight edge for cricket pitches	- At least twice annually (more if required) - Surface deformation is <15mm for fields or <3mm under a 3m straight edge for cricket pitches	- At least once annually (more if required) - Surface deformation is <20mm for fields or <10mm under a 3m straight edge for cricket pitches	- As required <30mm variation under a 3m straight edge	- Turf performance for the intended sporting use is not adversely affected by soil compaction and poor surface drainage, aeration. - Surface water following heavy rain drains adequately with no ponding, and water does not come to the surface when the turf is stood on. - Evenness under a 3m straight edge is within acceptable limits. - Effective rooting depth is >100mm
Damage	- Damage to sports turf is repaired so that scheduled play is not unreasonably disrupted. - Damage to turf is repaired to the same standard it was prior to damage occurring.	12 hours or before the next scheduled event - As part of scheduled renovations	24 hours or before the next scheduled event - As part of scheduled renovations	1 week or before the next scheduled event - As part of scheduled renovations	- Before the next scheduled event - As part of scheduled renovations	- Turf damage does not unreasonably disrupt scheduled play. - Turf damage does not have long term adverse effects on the playing surface.

Supporting images

3.3 Mowing - Amenity Turf

Amenity turf mowing includes several different standards of turf defined mainly by use and height.

- *Elite and premium - usually limited to top tier parks and green spaces for high quality visual appearance and low impact passive recreation and social activities such as walking and sitting.*
- *Standard - applies to most parks grass mowing for many informal recreation activities.*
- *Basic - grass that is maintained for visual and environmental purposes rather than recreation e.g. stormwater swales, nature parks.*
- *Seasonal - banks, roadside mowing, weed control, fire hazard control and other utilitarian purposes.*

Customer Outcomes

- Grass is maintained throughout the year with a presentation and grass height that is suitable for a range of visual amenity, social and informal recreation purposes.



★★★★★



★★★★★



★★★

		Service Level Indicators					Performance Assessment
Scheduled operations	Best Practice Principles	Elite ★★★★★	Premium ★★★★★	Standard ★★★	Basic ★★	Seasonal ★	Customer Outcomes are met when:
Grass height	• Grass heights are suitable for the intended use of the area. • Flower and seed stalks don't adversely affect the use and appearance of the lawn.	• 20mm to 40mm grass height • Stalks no more than 100mm height	• 30mm to 50mm grass height • Stalks no more than 100mm height	• 40mm to 80mm grass height • Stalks no more than 150mm height	• 50mm to 150mm grass height • Stalks no more than 300mm height	• 100mm to 300mm	• Turf is suitable for the intended social, informal recreation and environmental use.

Indicative mowing frequency	Grass is cut at the appropriate frequency to maintain grass height within the specified range.	- Every 7 to 10 days while grass is actively growing - cuts per year	- Every 7 to 10 days while grass is actively growing - cuts per year	- Every 10 to 14 days while grass is actively growing - cuts per year	- Every 14 to 21 days while grass is actively growing - cuts per year	cuts per year	Grass height is maintained within the specified range.
Clippings	Clippings are either caught and removed, or discharged evenly over the mown area without clumping or windrowing.	All clippings are to be caught with no visible clippings left following mowing.	EITHER: - All clippings are to be caught with no visible clippings left following mowing, or - Clippings are discharged evenly over the mown area without clumping or windrowing.	Clippings are discharged evenly over the mown area without clumping or windrowing.	Clippings are discharged evenly over the mown area without clumping or windrowing.	Clippings are discharged evenly over the mown area without significant clumping or windrowing.	EITHER: - Clippings are all caught and removed from site, or - Clippings do not significantly detract from the health, use or appearance of the grass.
Mowing coverage	- Mowing is undertaken to cut the full extent of the area and as close as possible (without damage) to fixed obstructions. - Moveable obstructions are moved to allow mowing and replaced before leaving the site. - Edge mowing by smaller equipment is completed to	- At every cut - Same day	- At every cut - Within 24 hours	- At every cut - Within 48 hours	- At every cut - Within 72 hours	- At every cut - NA	The entire mowable area is cut to a consistent standard.

	the same standard as the main area so that there is no discernible height difference.						
Edges	Edges around and along structures, trees and fences shall be maintained with the appropriate equipment or chemical.	Edges between grass and hard surfaces or structures are trimmed mechanically to the same standard as the lawn, and so that grass extends no more than 25mm over the edge of the hard surface.	Either: Grass edges are trimmed to the same standard as the main area so that there is no discernible height difference, or a vegetation free strip no more than 50mm wide is maintained around and along structures. a vegetation free strip no more than 100mm wide is maintained along boundary fences	Either: Grass edges are trimmed to the same standard as the main area so that there is no discernible height difference, or a vegetation free strip no more than 100mm wide is maintained around and along structures. a vegetation free strip no more than 200mm wide is maintained along boundary fences and around the base of trees	Either: Grass edges are trimmed to the same standard as the main area so that there is no discernible height difference, or a vegetation free strip no more than 200mm wide is maintained around and along structures. a vegetation free strip no more than 300mm wide is maintained along boundary fences and around the base of trees	NA	EITHER: - Edges are neatly trimmed, or - Vegetation free strips are no wider than specified.
Debris and litter removal	All visible stones, bottles, litter, fallen branches and other debris that will damage turf or machinery, create an untidy	- Remove litter before each mowing - Fallen leaves, flowers, twigs and	Remove litter before each mowing	Remove litter before each mowing	Remove litter before each mowing	Remove litter before each mowing	Litter and debris does not damage or detract from the appearance of the turf.

3.0 TURF MAINTENANCE

	appearance after mowing, or create a hazard to operators or public is collected and disposed of prior to mowing. Grass cutting is carried out to prevent mower flung projectiles presenting a danger to park users or property.	fruit are collected weekly.					
--	--	-----------------------------	--	--	--	--	--

Unscheduled operations	Best Practice Principles	Response times					Customer Outcomes are met when:
		★★★★★	★★★★★	★★★★	★★	★	
	•	•	•	•	•	•	•

Supporting images	

3.4 Mowing – Specialist Sports Turf

Specialist sports turf mowing includes sports such as tennis and croquet that require a very short turf cover during play. Cricket pitches are covered in 3.5 Mowing – Cricket. This specification has one service level for each of tennis and croquet. Bowling greens are not included as they are generally maintained by users.

Customer Outcomes

- The turf is cut regularly and correctly and is presented in a suitable condition for the intended sporting use.
- Grass is in good condition.



Scheduled operations		Service level Indicators		Performance Assessment measures Customer Outcomes are met when:
		Tennis ★★★★★	Croquet ★★★★★	
Grass height	Best Practice Principles • Grass heights are maintained in accordance with recommendations for each sporting use.	• 7mm to 10mm during the playing season • 15mm to 20mm outside of the playing season	• 4mm to 8mm during playing season • 10mm to 15mm outside of playing season	• Turf is suitable for the intended sporting use.
Indicative mowing frequency	• Grass is cut at the appropriate frequency to maintain grass height within the specified range. • Grass is cut such that not more than one third of the measured grass height is removed at any one time.	• Every 7 to 10 days outside of the playing season • Up to three times a week during playing season depending on growth	• Every 7 to 10 days outside of the playing season • Up to three times a week during playing season depending on growth	• Grass height is maintained within the specified range.

3.0 TURF MAINTENANCE

Clippings and equipment	• Clippings are caught and removed. • A reel mower is used for mowing.	• At every cut	• At every cut	• Cuttings are not left lying on the turf following mowing.
Mowing coverage	• Mowing is undertaken to cut the full extent of the area and as close as possible (without damage) to fixed obstructions. • Moveable obstructions are moved to allow mowing and replaced before leaving the site.	• At every cut	• At every cut	• The entire mowable area is cut to a consistent standard.
Edges	• Grass edges are trimmed to the same standard as the main area so that there is no discernible height difference.	• At every cut	• At every cut	• Edges are neatly trimmed.
Debris and litter removal	• All visible stones, bottles, litter, fallen branches and other debris that will damage turf or machinery, create an untidy appearance, or create a hazard to operators or public is collected and disposed of prior to mowing. • Grass cutting is carried out to prevent mower flung projectiles presenting a danger to park users or property.	• Before each mowing	• Before each mowing	• Litter and debris does not damage the playing surface or detract from the appearance of the turf.

Unscheduled operations	Best Practice Principles	Response times ★★★★★	Performance Assessment measures Customer Outcomes are met when:
	•	•	•

Supporting images

3.5 Mowing – Cricket

Cricket turf mowing includes turf blocks and pitches as well as outfield areas. Turf pitches need a hard, even surface for bowling, whereas the outfield area needs a good cover of short, even grass to allow cricket balls to roll quickly and predictably.

- The elite standard of turf (First Class and International venues) requires a very high standard of presentation for television coverage of international test cricket and ODI's.
- The premium standard (District Association venues e.g. Hawke Cup) of turf needs to be suitable for domestic competitions and national tournaments. Each province or district will have one or two venues that are suitable for games at this level.
- Standard turf needs to be suitable for senior club matches.
- Basic turf should be suitable for juniors, social grades and training.

The actual mowing height and frequency will be determined by the turf species, soil type, climate, time of year, irrigation, and turf condition. Some fields will need to be maintained to more than one standard during the year.

Customer Outcomes

- The turf is cut regularly and correctly and is presented in a suitable condition for the intended sporting use.



		Service Level Indicators				Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Elite ★★★★★	Premium ★★★★★	Standard ★★★	Basic ★★	
Grass height of block and pitch	Grass heights are maintained within a suitable range.	- Pitch grass height 10mm to 15mm for play - Block grass heights 15mm to 20mm during growing season	- Pitch grass height 10mm to 15mm for play - Block grass heights 15mm to 20mm during growing season	- Pitch grass height 8mm to 10mm for play - Block grass heights 10mm to 15mm during growing season	Pitch is artificial or a temporary grass pitch cut as required to a suitable height for junior or social grades.	Turf condition, lack of crowns, leaf fineness and evenness is suitable for the intended sporting use.

		and 16mm to 25mm out of season	and 16mm to 25mm out of season	and 16mm to 25mm out of season		
Grass height of outfield area	Grass heights are maintained within a suitable range.	12mm to 20mm during playing season	12mm to 20mm during playing season	15mm to 25mm during playing season	20mm to 25mm for play	Turf is suitable for the intended sporting use.
Indicative frequency	- Grass is cut at the appropriate frequency to maintain grass height within the specified range. - Grass is cut with the appropriate timing and technique to provide a quality finish for use and visual effect.	- Every 2-3 days outside of the playing season - Cut at least every 1-2 days during playing season - Cut pitch daily to reduce height prior to play - Outfields are striped in accordance with regulations	- At least every 3-5 days outside of the playing season - Cut at least 3-5 times a week during playing season - Cut pitch daily to reduce height prior to play - Outfields may be striped in accordance with regulations	- Weekly outside of the playing season - At least once a week during playing season - Cut pitch daily to reduce height prior to play	Weekly during the playing season	Grass height is maintained within the specified range.
Clippings and equipment	Clippings are either caught and removed, or discharged evenly over the mown area without clumping or windrowing.	- All pitch clippings are to be caught with no visible cuttings left following mowing. - Outfield clippings are collected. - A reel mower is	- All pitch and block clippings are to be caught with no visible clippings left following mowing. - Outfield clippings are either:	- All pitch and block clippings are to be caught with no visible clippings left following mowing. - Outfield clippings are discharged	- Clippings are discharged evenly over the mown area without clumping or windrowing. - Where a temporary pitch is cut, clippings	- Clippings are not left lying on blocks and pitches following mowing - Clippings do not significantly detract from the health, use or appearance of the outfield grass.

3.0 TURF MAINTENANCE

		used for mowing.	collected, or discharged evenly over the mown area without clumping or windrowing. • A reel mower is used for mowing.	evenly over the mown area without clumping or windrowing. • A reel mower is used for the pitch and block.	are collected.	
Mowing coverage	- Mowing is undertaken to cut the full extent of the area and as close as possible (without damage) to fixed obstructions. - Moveable obstructions are moved to allow mowing and replaced before leaving the site.	• At every cut	• At every cut	• At every cut	• At every cut	• The entire mowable area is cut to a consistent standard.
Debris and litter removal	- All visible stones, bottles, litter, fallen branches and other debris that will damage turf or machinery, or create a hazard to operators or public is collected and disposed of prior to mowing. - Grass cutting is carried out to prevent mower flung projectiles presenting a danger to park users or property.	• Before each mowing	• Before each mowing	• Before each mowing	• Before each mowing	• Litter and debris does not damage the playing surface or detract from the appearance of the turf.

Unscheduled operations	Best Practice Principles	★★★★★	★★★★★	Response times ★★★	★★	Performance Assessment measures Customer Outcomes are met when:
	•	•	•	•	•	•

Supporting images

3.6 Mowing – Football and athletics

Turf that is suitable for football and athletics needs to be dense and provide good ground coverage. It also needs to be even, smooth and short enough to allow the ball to roll. This specification may also be suitable for other sports that require similar turf characteristics. Standards range from elite to basic.

- The elite standard of turf requires a very high standard of presentation for television coverage of international events.
- The premium standard of turf needs to be suitable for premiership and championship events. Each province or district will have one or two venues that are suitable for events at this level.
- Standard turf needs to be suitable for senior club events.
- Basic turf should be suitable for juniors, social grades and training.

The actual mowing height and frequency will be determined by the turf species and cultivar, soil type, climate, time of year, irrigation, and turf condition. Some fields will need to be maintained to more than one standard during the year.



Customer Outcomes

- The turf is cut regularly and correctly and is presented in a suitable condition for the intended sporting use.

Service Level Indicators						Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Elite ★★★★★	Premium ★★★★	Standard ★★★	Basic ★★	
Grass height	Grass heights are maintained within a suitable range.	15mm to 30mm during playing season	20mm to 40mm during playing season	25mm to 40mm during playing season	25mm to 40mm during playing season	Turf is suitable for the intended sporting use.
Indicative frequency	Grass is cut at the appropriate frequency to maintain grass height within the specified	- At least weekly during playing season - At least fortnightly	- At least weekly during playing season - At least fortnightly	- Weekly during playing season - At least fortnightly outside of playing	At least fortnightly while turf is growing actively and during the	- Grass height is maintained within the specified range. - Fields are well presented for match play.

	- range. - Grass is cut such that not more than one third of the measured grass height is removed at any one time. - Grass is cut with the appropriate timing and technique to provide a quality finish for use and visual effect.	- outside of playing season - Playing surface is striped prior to games - Cutting is timed to allow painted pitch branding when required.	- outside of playing season - Playing surface is striped if requested - Cutting is timed to allow painted pitch branding when required.	season	playing season	
Clippings	- Clippings are discharged evenly - Elite fields are cut with a reel mower	Clippings are collected.	Clippings are discharged evenly over the mown area without clumping or windrowing.	Clippings are discharged evenly over the mown area without clumping or windrowing.	Clippings are discharged evenly over the mown area without clumping or windrowing.	Clippings do not significantly detract from the health, use or appearance of the grass.
Mowing coverage	- Mowing is undertaken to cut the full extent of the area and as close as possible (without damage) to fixed obstructions. - Moveable obstructions are moved to allow mowing and replaced before leaving the site.	At every cut	At every cut	At every cut	At every cut	The entire mowable area is cut to a consistent standard.
Debris and litter removal	All visible stones, bottles, litter, fallen branches and other debris that will	Before each mowing	Before each mowing	Before each mowing	Before each mowing	Litter and debris does not damage the playing surface or detract from the appearance of the turf.

3.0 TURF MAINTENANCE

	damage turf or machinery, or create a hazard to operators or public is collected and disposed of prior to mowing. Grass cutting is carried out to prevent mower flung projectiles presenting a danger to park users or property.					
--	---	--	--	--	--	--

Unscheduled operations	Best Practice Principles	★★★★★	★★★★★	Response times ★★★★	★★	Performance Assessment measures Customer Outcomes are met when:
	•	•	•	•	•	•

Supporting images

3.7 Mowing – Rugby and League

Turf that is suitable for rugby, touch, league and variations needs to have sufficient depth and density to provide some protection to players from ground impact. This specification may also be suitable for other sports that require similar turf characteristics. Standards range from elite to basic.

- The elite standard of turf requires a very high standard of presentation for television coverage of test matches and international tournaments.
- The premium standard of turf needs to be suitable for domestic provincial tournaments, premierships and championship games. Each province or district will have one or two venues that are suitable for games at this level.
- Standard turf needs to be suitable for senior club matches.
- Basic turf should be suitable for juniors, social grades and training.

The actual mowing height and frequency will be determined by the turf species and cultivar, soil type, climate, time of year, irrigation, and turf condition. Some fields will need to be maintained to more than one standard during the year.

Customer Outcomes

- The turf is cut regularly and correctly and is presented in a suitable condition for the intended sporting use.



Service Level Indicators						Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Elite ★★★★★	Premium ★★★★	Standard ★★★	Basic ★★	
Grass height	Grass heights are maintained within a suitable range.	20mm to 40mm during playing season	30mm to 50mm during playing season	35mm to 60mm during playing season	35mm to 60mm during playing season	Grass height is suitable for the intended sporting use.
Indicative frequency and timing	Grass is cut at the appropriate frequency to maintain grass height	At least weekly during playing season	At least weekly during playing season	- Weekly during playing season - At least fortnightly	At least fortnightly while turf is growing actively	- Grass height is maintained within the specified range. - Fields are well presented for match play.

	- within the specified range - Grass is cut such that not more than one third of the measured grass height is removed at any one time. - Grass is cut with the appropriate timing and technique to provide a quality finish for use and visual effect.	- At least fortnightly outside of playing season - Playing surface is striped prior to games - Cutting is timed to allow painted pitch branding when required.	- At least fortnightly outside of playing season - Playing surface is striped if requested - Cutting is timed to allow painted pitch branding when required.	outside of playing season	and during the playing season	
Clippings	- Clippings are collected or discharged evenly - Elite fields are cut with a reel mower	Clippings are collected.	Clippings are discharged evenly over the mown area without clumping or windrowing.	Clippings are discharged evenly over the mown area without clumping or windrowing.	Clippings are discharged evenly over the mown area without clumping or windrowing.	Clippings do not significantly detract from the health, use or appearance of the grass.
Mowing coverage	- Mowing is undertaken to cut the full extent of the area and as close as possible (without damage) to fixed obstructions. - Moveable obstructions are moved to allow mowing and replaced before leaving the site.	At every cut	At every cut	At every cut	At every cut	The entire mowable area is cut to a consistent standard.
Debris and litter removal	All visible stones, bottles, litter, fallen branches and other debris that will damage turf or machinery, create an untidy	Before each mowing	Before each mowing	Before each mowing	Before each mowing	Litter and debris does not damage the playing surface or detract from the appearance of the turf.

3.0 TURF MAINTENANCE

appearance after mowing,
or create a hazard to
operators or public is
collected and disposed of
prior to mowing.

- Grass cutting is carried
out to prevent mower
flung projectiles
presenting a danger to
park users or property.

Unscheduled operations	Best Practice Principles	★★★★★	★★★★	Response times ★★★★	★★	Performance Assessment measures Customer Outcomes are met when:
	•	•	•	•	•	•

Supporting images and information	
Current venues for NRL, Super Rugby and International tests (elite)	Mount Smart Stadium (Auckland), Eden Park (Auckland), FMG Stadium Waikato (Hamilton), Yarrow Stadium (New Plymouth), Westpac Stadium (Wellington), Forsyth Barr Stadium (Dunedin), QBE Stadium (Albany), AMI Stadium (Christchurch), Basin Reserve (Wellington)

4.1 Litter collection

Loose litter is collected and disposed of to ensure a tidy appearance, prevent injury from broken glass and other sharp items, reduce vermin activity, and reduce machinery damage. The standard service standard applies to most park areas that are visited or used regularly, particularly where there are playgrounds and barbecues. The premium service standard applies where a high level of use is experienced.

Loose litter includes (but is not limited to) paper, plastic, stones, bricks, bottles, glass, needles, cans, rubbish, loose refuse, plant debris, tree branches that can be lifted by 1 person and have a stem girth of less than 100mm, dead animal remains, organic or inorganic waste matter or any other material of a like nature.

Customer Outcomes

- Areas are tidy and free of litter and debris.



		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspection and collection	• Visual inspection for litter • All litter and other debris is collected and removed from site.	• Daily	• Weekly	• Fortnightly	• A clean and tidy appearance is maintained.

		Response times			Performance Assessment measures Customer Outcomes are met when:
Unscheduled operations	Best Practice Principles	★★★★★	★★★★	★★★	
Notification of excessive litter	• Illegal dumping and excess litter is reported for action. • All litter and other debris is collected and removed from site.	• Immediate reporting • 4 hours for action	• Immediate reporting • 24 hours for action	• Immediate reporting • 72 hours for action	• A clean and tidy appearance is maintained.

Supporting images

4.2 Litter bin servicing

Servicing of litter bins (including dog waste bins) includes emptying and ensuring they are maintained in a hygienic condition. Bins need to be emptied at a frequency that will prevent overflow. This means that bins that experience high use or receive large volumes of refuse will need to be serviced more often. The standard service standard applies to most park areas that are visited or used regularly. The premium service standard applies where a high level of use is experienced. Recoating, repainting and replacement of bins is covered under 6.1 Furniture and Structures.

Customer Outcomes

- Litter and dog waste bins are emptied before they overflow.
- Litter and dog waste bins are clean, tidy and free of odours.
- Litter and dog waste bins are safe and functional.



Scheduled operations		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
	Best Practice Principles				
Monitoring	• Litter bins are monitored for litter levels.	• At least daily	• Daily during school holidays and special events • Twice weekly off peak	• Weekly during school holidays and special events • Fortnightly off peak	• Bins are not overflowing.
Collection	• Litter bins are emptied before they reach 80% capacity. • All refuse is removed and disposed of. • Any litter or refuse within 5m of the bin is collected. • Bin liners are used to prevent leakage and fouling of the inside of the bin.	• At least daily	• At least twice weekly	• At least fortnightly	• Bin surrounds are litter free. • Bin contents are not leaking from the bin.

4.0 LITTER AND REFUSE

Cleaning	Bins are returned to a clean and hygienic condition	At least twice a year	At least twice a year	Twice a year	Bins are clean and free of decomposing matter and odours.
Repairs and maintenance	Minor repairs and component replacements are carried out to keep bins safe, functional and fit for purpose	72 hours	1 week	1 month	Bins are fully operational, safe and fit for use.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★	★★★	
Notification of overflow	Bins are emptied and all litter and other debris is collected and removed from site.	Immediate	Same working day	24 hours	A clean and tidy appearance is maintained.
Graffiti and unscheduled cleaning	- Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off bare timber and reinstating coating where required. - Gross contaminants are removed and the affected area cleaned.	24 hours - Offensive graffiti and gross contaminants are removed within 4 hours	24 hours - Offensive graffiti and gross contaminants are removed within 4 hours	72 hours - Offensive graffiti and gross contaminants are removed within 4 hours	No graffiti is present on bins

Supporting images

5.1 Playgrounds

Playground equipment is inspected and maintained to ensure that playgrounds continue to be safe, attractive and functional. Playground inspections and maintenance should be carried out in accordance with the requirements of NZS 5828:2015. Playgrounds that have a very high level of use or significance will demand a premium service standard which may be higher than required by NZS 5828:2015. The standard service standard is suitable for playgrounds that have a moderate level of use or significance.

Customer Outcomes

- Playgrounds are safe, attractive, and operational.
- Playground are clean and free of litter and graffiti



Service Level Indicators					
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	Performance Assessment measures Customer Outcomes are met when:
Inspections	• Routine visual inspections are undertaken to identify obvious hazards resulting from litter, vandalism, use or weather conditions. • Detailed inspections are carried out by a suitably qualified playground inspector to identify safety and compliance issues and recommend future maintenance actions. • All inspections are electronically documented. • Inspection forms are consistent with the requirements of NZS5828:2015 or subsequent standard.	• Daily • Annually	• Weekly • 2 yearly	• Fortnightly • At least 3 yearly (2 yearly in geothermal or coastal environments)	• Play equipment is safe with all hazards and equipment issues identified and mitigated.

5.0 PLAYGROUNDS, YOUTH FACILITIES AND EXERCISE EQUIPMENT

Operational maintenance	- Operational maintenance is undertaken to check the operation, functionality and stability of the equipment, especially wear and tear associated with moving parts. - Minor repairs and component replacements are carried out to keep playgrounds safe and functional.	- Monthly 48 hours	- Monthly 72 hours	- Quarterly 1 week	Play equipment is safe, functional and well maintained
Ground surface maintenance	- All litter and other foreign objects are removed from the play area and disposed of. - Loose soft fall material is redistributed to fill hollows and scuffed areas. - Loose soft fall material is topped up to ensure that depth in fall zones complies. - Synthetic turf is cleaned and groomed. - Timber edges (where present) are maintained in a safe and sound condition with no displaced, split or broken timber, or deteriorated wood with splinters or protruding nails.	- Daily 2 to 3 times a week 6 monthly top-up of loose soft fall. - Annual grooming of synthetic turf	- Weekly - Weekly - Annual top-up of loose soft fall. 2 yearly grooming of synthetic turf	- Weekly - Monthly 2 yearly top-up of loose soft fall.	- Playground area is free of litter and hazardous items. - Loose soft fall material is an even and complying depth in impact areas.
Paint coatings	Painted and stained surfaces are recoated using an approved product so that the finish is free of flaking or chipped paint, rust or discolouration.	3 to 5 yearly to maintain a high-quality finish	6 to 10 yearly depending on condition	6 to 10 yearly depending on condition	Playgrounds are well presented and visually pleasing.
Cleaning	Moss, lichen, weeds, algae and other surface contaminants that may affect playground use, safety, asset life and performance are removed.	Annually	2 yearly	NA	The safe use and performance of playgrounds is not significantly affected by surface contamination.

Unscheduled operations

Best Practice Principles



Response times



Performance Assessment measures
Customer Outcomes are met when:

5.0 PLAYGROUNDS, YOUTH FACILITIES AND EXERCISE EQUIPMENT

Hazards	Hazards caused by foreign objects, or damage or deterioration of components are isolated or removed if repairs can't be carried out immediately.	Immediate	Immediate	Immediate	Hazards have been isolated or removed.
Repairs and replacements	- Repairs that require specialist parts or materials or are greater than "minor" in scope, shall be undertaken using approved parts and materials and in accordance with manufacturer instructions and to a high quality of workmanship - For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible.	1 week 24 hours	2 weeks 48 hours	2 weeks 48 hours	- Equipment is maintained in effective working and structural condition - Disruptions to users are minimised
Graffiti and unscheduled cleaning	- Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off bare timber and reinstating coating where required. - Gross contaminants are removed and the affected area cleaned.	24 hours - Offensive graffiti and gross contaminants are removed within 4 hours	24 hours - Offensive graffiti and gross contaminants are removed within 4 hours	72 hours - Offensive graffiti and gross contaminants are removed within 4 hours	No graffiti is present on playgrounds

Supporting images

5.2 Youth parks

Youth parks are areas designed and developed specifically for the use of young people from 15 to 24, although they may be used by younger or older age groups. Youth parks include facilities such as skate parks, pump tracks, dirt jump parks and basketball half courts. Youth parks are inspected and maintained to ensure that they continue to be safe, attractive (to their users) and functional. Graffiti may be acceptable where it is part of the character of the facility and doesn't detract from the use of the facility or have an adverse effect beyond the site.

Customer Outcomes

- Youth parks are safe and functional.
- Youth parks are clean and free of litter.
- Graffiti is kept to a minimum.



Scheduled operations		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspections	Best Practice Principles • Routine visual inspections are undertaken to identify obvious hazards resulting from litter, vandalism, use or weather conditions.	• Daily	• Weekly	• Weekly	• Youth parks are safe and functional.
Operational maintenance	• All litter and other foreign objects are removed and disposed of. • Operational maintenance is undertaken to check the operation, functionality and stability of the equipment, especially wear and tear associated with moving parts. • Minor repairs and component replacements are carried out to keep youth parks safe and functional.	• Daily • Monthly • 48 hours	• Weekly • Monthly • 72 hours	• Weekly • Quarterly • 1 week	• Park area is free of litter and hazardous items. • Equipment and surfaces are safe, functional and well maintained.

5.0 PLAYGROUNDS, YOUTH FACILITIES AND EXERCISE EQUIPMENT

Cleaning	Moss, lichen, algae and other surface contaminants that may affect facility use, asset life, safety and performance are removed.	Annually	2 yearly	NA	The use and performance of youth parks is not significantly affected by surface contamination.
Painted surfaces	Painted or stained timber is recoated using an approved product so that the finish is free of flaking or chipped paint, rust or discolouration.	3 to 5 yearly depending on condition	6 to 10 yearly depending on condition	6 to 10 yearly depending on condition	Youth parks are well presented and visually pleasing.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★	★★★	
Hazards	Hazards caused by damage or deterioration of components are isolated or removed if repairs can't be carried out immediately.	Immediate	Immediate	Immediate	Hazards have been isolated or removed.
Repairs and replacements	- Repairs that require specialist parts or materials or are greater than "minor" in scope, shall be undertaken using approved parts and materials and in accordance with manufacturer instructions and to a high quality of workmanship - For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible.	1 week 24 hours	2 weeks 24 hours	2 weeks 24 hours	- Equipment is maintained in effective working and structural condition - Disruptions to users are minimised
Graffiti and unscheduled cleaning	- Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off bare timber and reinstating coating where required. - Gross contaminants are removed and the affected area cleaned.	24 hours - Offensive graffiti and gross contaminants are removed within 4 hours	24 hours - Offensive graffiti and gross contaminants are removed within 4 hours	72 hours - Offensive graffiti and gross contaminants are removed within 4 hours	- Graffiti does not unreasonably detract from the use, functionality or safety of the youth park. - Graffiti doesn't have an adverse impact beyond the site.

Supporting images

5.3 Outdoor exercise equipment

Outdoor exercise equipment is installed to provide opportunities in parks and open spaces for exercise and fitness activity in a safe, enjoyable environment. Outdoor exercise equipment may be provided in nodes alongside paths, or close to other destinations such as playgrounds. Outdoor exercise equipment includes machines with moving parts, stationary items and simple fitness trails.

Customer Outcomes

- Exercise equipment is safe, attractive and operational.
- Exercise equipment areas are clean and free of litter and graffiti.



		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspections	• Routine visual inspections are undertaken to identify obvious hazards resulting from litter, wear, vandalism, use or weather conditions. • All litter and other foreign objects are removed and disposed of.	• Daily	• Weekly	• Fortnightly	• Equipment is safe with all hazards and equipment issues identified and mitigated. • Equipment area is free of litter and hazardous items.
Operational maintenance	• Operational maintenance is undertaken to check the operation, functionality and stability of the equipment, especially wear and tear associated with moving parts. • Minor repairs and component replacements are carried out to keep equipment safe and functional.	• Monthly • 48 hours	• Monthly • 72 hours	• Quarterly • 1 week	• Equipment is safe, functional and well maintained.

5.0 PLAYGROUNDS, YOUTH FACILITIES AND EXERCISE EQUIPMENT

Paint coatings	Painted surfaces are recoated using an approved product so that the finish is free of flaking or chipped paint, rust or discolouration.	3 to 5 yearly to maintain a high quality finish	6 to 10 yearly depending on condition	6 to 10 yearly depending on condition	Exercise equipment is well presented and visually pleasing.
Cleaning	Moss, lichen, algae and other surface contaminants that may affect facility use, asset life, safety and performance are removed.	Annually	2 yearly	NA	The use and performance of equipment is not significantly affected by surface contamination.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Hazards	Hazards caused by damage or deterioration of equipment are isolated or removed if repairs can't be carried out immediately.	Immediate	Immediate	Immediate	Hazards have been isolated or removed.
Repairs and replacements	- Repairs that require specialist parts or materials or are greater than "minor" in scope, shall be undertaken using approved parts and materials and in accordance with manufacturer instructions and to a high quality of workmanship - For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible.	1 week 24 hours	2 weeks 48 hours	2 weeks 48 hours	- Equipment is maintained in effective working and structural condition. - Disruptions to users are minimised
Graffiti	Graffiti is removed using an appropriate removal product.	24 hours 4 hours for offensive graffiti	24 hours 4 hours for offensive graffiti	72 hours 4 hours for offensive graffiti	No graffiti is present on outdoor exercise equipment.

Supporting images

5.4 Water play parks

A water play park is a water themed play area that allows children and adults to interact with water. They can include interactive water features, zero depth splash pads, water channels, hand pumps, shallow pools, lighting, music and sculpture. A water play park is predominantly themed around water play.

A zero-depth splash pad typically has ground nozzles and showers that spray water upwards from the non-slip surface, or down from an elevated nozzle. The raindeck has no standing water, eliminating the need for lifeguards. Showers and ground nozzles are typically controlled by motion sensors to run for a limited time. Water drains quickly and is either recirculated or continually drawn from a fresh supply. Service levels reflect use and significance. There is no basic service level for water play parks.

Customer Outcomes

- Water play parks are safe, operational and attractive
- Water play parks are clean and free of litter and graffiti



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspection	• Water play parks are visually checked for functionality and cleanliness, and to identify obvious hazards from litter and vandalism. • Operational inspections are undertaken to check the operation and stability of the equipment, especially wear and tear. • Specialist plumbing and electrical systems are inspected by a person competent to undertake the inspection.	• Daily during use • Monthly • Annual inspection of specialist systems	• Weekly during use • Monthly • Annual inspection of specialist systems	• NA	• Water play parks are safe with all hazards and equipment issues identified and mitigated.

5.0 PLAYGROUNDS, YOUTH FACILITIES AND EXERCISE EQUIPMENT

	Record and report system failures and specialist maintenance requirements.				
Operation	- All litter and other foreign objects are removed from the area and disposed of. - Where water restrictions are in place, permission is sought for continued operation.	At least daily during operation	At least weekly during operation	NA	- Water play park area is free of litter and hazardous items. - Water play park is functional and well maintained - Water is used efficiently with minimal wastage
Cleaning and regular maintenance	- Moss, lichen, algae and other surface or water contaminants that affect asset life, safety, appearance and performance are removed. - Filters (where present) are checked and serviced in accordance with supplier's recommendations and/or standard operating procedures for plant. - Minor repairs and component replacements are carried out to keep equipment and fittings and mechanical systems safe and functional.	Monthly clean or as required to keep water play park clean, attractive and safe.	As required to keep water play park clean, attractive and safe.	NA	Water play parks are clean, safe and attractive
Surface coatings	Painted surfaces are recoated using an approved product so that the finish is free of flaking or chipped paint, rust or discolouration.	3 to 5 yearly to maintain a high-quality finish	6 to 10 yearly depending on condition	NA	Water play parks are well presented and visually pleasing.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Hazards	Hazards caused by foreign objects, or damage or deterioration of components are isolated or removed if repairs can't be carried out immediately.	Immediate	Immediate	NA	Hazards have been isolated or removed.
Repair	Repairs that require specialist parts or materials or are greater than "minor" in scope, shall be	72 hours	1 week	NA	- Water features are fully operational. - Disruptions to users are minimised

5.0 PLAYGROUNDS, YOUTH FACILITIES AND EXERCISE EQUIPMENT

	undertaken using approved parts and materials and in accordance with manufacturer instructions and to a high quality of workmanship For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible.	24 hours	24 hours	NA	
Graffiti and unscheduled cleaning	- Graffiti is removed using an appropriate removal product. - Gross contaminants are removed and the affected area cleaned and disinfected, and filters decontaminated.	24 hours - Offensive graffiti and gross contaminants are removed within 4 hours	24 hours - Offensive graffiti and gross contaminants are removed within 4 hours	NA	No graffiti is present on water play parks.

Supporting information and images

6.1 Furniture and structures

Typical parks furniture and structures include (but are not limited to) seats, tables, benches, signs, fences, gates, retaining walls, barriers, bollards, drinking fountains, public art, amenity and sports lighting, rubbish bins, flag poles, water tanks, shelters, shade structures and gazebos.

Structures include **outdoor visitor structures** as defined in SNZ HB 8630:2004 (viewing platforms, bridges, boardwalks, stairways, ramps, handrails etc).

Critical structures include:

- High risk structures (SNZ HB 8630:2004) involving potential for serious falls;
- Structures that have the potential to cause serious harm or death on failure;
- Furniture and structures with high cultural and heritage significance.

Customer Outcomes

- Parks furniture and structures are safe, functional and presented in a condition that is suitable for their intended use and service standard.



Scheduled operations		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspection	Best Practice Principles • Parks furniture and structures are visually checked during routine operations for vandalism, graffiti, theft, damage, safety, cleanliness and functionality. • Specialist plumbing and electrical systems are inspected by a person competent to undertake the inspection. • Record and report system failures and specialist maintenance requirements.	• Monthly • Annual inspection of specialist systems	• 6-monthly • Annual inspection of specialist systems	• Annually	• Hazards and disruptions to service from unrecognised faults are minimised.

6.0 FURNITURE, STRUCTURES AND LANDSCAPE FEATURES

Cleaning	Moss, lichen, algae and other surface contaminants (such as food scraps, faeces etc) that may affect health, asset life, use and performance are removed.	- Interpretation signs, drinking fountains, seats and tables weekly - Other assets 1 to 2 times annually	- Drinking fountains weekly - Other assets 1 to 3 yearly	As required or identified by inspection	The safe and pleasant use, performance and expected life of furniture and structures is not significantly affected by moss, lichen, algae and other surface contamination.
Surface coatings	- Painted or coated surfaces are maintained using an approved product so that surface rust, discolouration and paint deterioration is minimised and asset life is maximised. - Furniture is free of flaking or chipped paint, rust or discolouration - Integrity of surface finish is maintained - Rust free finish	1 to 3 yearly for oiled timber 3 to 5 yearly for paintwork	5 to 10 yearly depending on condition	As required or identified by inspection	- Furniture and structures are well presented and visually pleasing. - Asset life is maximised by maintenance of protective coatings.
Repairs and maintenance	Minor repairs and component replacements are carried out to keep furniture and structures safe and functional and fit for purpose	72 hours	1 week	1 month	Furniture and structures are fully operational, safe and fit for use.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Repair	For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible.	24 hours	1 week	1 week	- Required repairs notified to Asset Manager within response times - Hazards have been removed or isolated if repairs cannot be carried out immediately.
Hazards	Hazards caused by damage or deterioration of furniture and structures are isolated or removed.	Immediate	Immediate	Immediate	

6.0 FURNITURE, STRUCTURES AND LANDSCAPE FEATURES

Graffiti	Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off timber and reinstating coating where required.	24 hours 4 hours for offensive graffiti	72 hours 4 hours for offensive graffiti	72 hours 4 hours for offensive graffiti	No graffiti is present on furniture and structures.
Structural assessment	Critical structures are inspected by a competent structural engineer.	Three to six yearly	Six yearly	Six yearly	Critical structures have been inspected and a report prepared identifying any structural issues.
Condition assessment	Furniture and structures are inspected for condition and structural integrity by a person competent to undertake the inspection.	Two to three yearly	Three yearly	Three yearly	Furniture and structures have been inspected and reported.

Supporting information and images

6.2 Barbecues

Barbecues are provided to enhance social and cultural activities by providing the means to cook food. Once provided, barbecues must be maintained to a hygienic and functional standard irrespective of the category of parks. There is only one service standard for barbecues.

Customer Outcomes

- Barbecues are clean, safe and operational.



Scheduled operations		Service Level Indicators ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Best Practice Principles			
Inspection	- Barbecues are tested during cleaning to ensure they are undamaged and functioning correctly. - Fat trays and gas bottles are checked. - Taps and drains are checked regularly. - Barbecues are tested to ensure they reach a safe and effective cooking temperature (250°C)	- At least twice weekly (before and after weekends and public holidays) - Annual testing of cooking temp in spring	- Disruptions to service from unrecognised faults are minimised. - Barbecues are operating at a safe, effective temperature.
Operation	- Minor repairs and maintenance are carried out to keep barbecue functional - Gas bottles are refilled as required to prevent service disruption (where applicable). - Coins are removed and secured to minimise damage and loss.	As indicated from inspections	- Barbecues are operational. - Coins are returned securely to the asset owner (where collected) - Taps are functional and drains clear.

6.0 FURNITURE, STRUCTURES AND LANDSCAPE FEATURES

Cleaning	• Barbecue plates are cleaned in accordance with supplier's recommendations. • Food preparation surfaces and tables within the barbecue areas are cleaned. • Litter and refuse is collected from around the barbecue area and removed from site. • Fat trays are emptied before they are half full, and all waste material is removed from site.	• During daylight saving hours at least twice weekly before and after weekends and public holidays • As required during winter to restore area to a clean state	• Barbecue plates and food preparation surfaces are clean and tidy. • Tables and barbecues areas are clean and tidy. • Fat trays are not overflowing. • There are no unpleasant odours from the barbecue. • Safety signage is clean and legible.
-----------------	---	--	--

Unscheduled operations	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:
Repair	• Any equipment that is damaged, broken, inoperable, otherwise requiring repair, or unsafe is repaired. • For repairs that requires specialist contractors or major component replacement, the Asset Manager is advised of the nature of the issue immediately so that repairs can be actioned as soon as possible	• 72 hours from notice	• Barbecues are safe and functional.
Hazards	• Hazards caused by damage or deterioration of barbecues are isolated or removed.	• Immediate	
Graffiti	• Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off bare timber and reinstating coating where required.	• 48 hours • 4 hours for offensive graffiti	• No graffiti is present on barbecues.

Supporting images

--	--

6.3 Irrigation systems

Irrigation systems are installed to provide regular and reliable water to gardens, sports fields, hanging baskets, trees and other growing assets. Irrigation systems require regular inspection, testing and maintenance to ensure they function correctly and supply the required volume of water to the plants when required. The premium standard of Irrigation systems may incorporate electronic sensors, timers and controls to allow automation of operation according to weather conditions and time of day. Standard systems may be relatively simple manually operated systems that rely on operator control. There is no basic standard for irrigation.

Customer Outcomes

- Plants are growing strongly and are not affected by moisture stress.
- Water is used efficiently with minimal wastage.
- Timing of irrigation has minimal inconvenience to park users.



Scheduled operations		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspection and testing	Best Practice Principles • Obvious leaks are detected. • Sprinkler heads are checked for correct rotation and water coverage. • System failures and specialist maintenance requirements are recorded and reported.	• 6-monthly testing in September and March	• Annual testing prior to the summer season	• NA	• Plant health is not adversely affected by undiagnosed faults in the irrigation system.
Operation	• Irrigation is used where available to maintain soil moisture at a level that promotes optimum plant health and performance. • Where water restrictions are in place, permission is sought for continued operation.	• As required to promote healthy growth	• As required to promote healthy growth	• NA	• Lack of water does not adversely affect plant health and performance • Water is used efficiently with minimal over-spray. • Irrigation operation does not unreasonably inconvenience park users

6.0 FURNITURE, STRUCTURES AND LANDSCAPE FEATURES

Regular maintenance	- Minor repairs and component replacements e.g. replace worn and damaged sprinkler heads, split pipes etc. - Clean main filter in irrigation control box to allow effective water flow. - Set irrigation programmes according to local climatic and soil conditions. - Change back-up batteries in controllers. - Irrigation systems are drained for winter in cold areas to prevent damage.	48 hours - At least twice annually - As required for local conditions - Annual - Annually in autumn	1 week - At least twice annually - As required for local conditions - Annual - Annually in autumn	NA	Irrigation systems are functioning effectively.
----------------------------	--	---	---	--	---

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Repair	For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible.	24 hours	1 week	NA	Irrigation systems are fully operational.

Supporting information and images

6.4 Water features

Water features includes ornamental ponds, pools, fountains, cascades, artificial streams and similar assets. Interactive water features or water play parks that have been designed and constructed specifically for play are included under 5.4 Water play parks.

Many older water features have high heritage significance due to their age or connection with specific events and people. Basic water features are very simple and rely on a constant gravity fed supply of fresh natural or reticulated water. More sophisticated water features may include pumps, power supply, filtration, timers and decorative lighting.

Customer Outcomes

- Water features are operational and attractive
- Water features are clean and free of litter, algae and weed growth



Scheduled operations		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
	Best Practice Principles				
Inspection	• Water features are visually checked for functionality and cleanliness. • Specialist plumbing and electrical systems are inspected by a person competent to undertake the inspection. • Record and report system failures and specialist maintenance requirements.	• Daily visual check for functionality and cleanliness • Annual inspection of specialist systems	• Weekly visual check for functionality and cleanliness • Annual inspection of specialist systems	• Monthly visual check for functionality and cleanliness	• Water features are fully operational
Operation	• Manual operation (where required) of water features (valves, pumps etc) is carried out so that water features are operational during agreed periods e.g. every day, or during summer months	• Daily	• Daily during period of operation	• As required during period of operation	• Water features are in operation during the agreed operational period • Water is used efficiently with minimal wastage

6.0 FURNITURE, STRUCTURES AND LANDSCAPE FEATURES

	Where water restrictions are in place, permission is sought for continued operation.				
Cleaning and regular maintenance	- Moss, lichen, algae and other surface or water contaminants that affect asset life, safety, appearance and performance are removed. - Minor repairs are carried out where possible to ensure continuation of service. - Filters are checked and serviced in accordance with supplier's recommendations	- Monthly clean or as required to keep water feature clean, attractive and safe. 48 hours response time for minor repairs	As required to keep water feature clean, attractive and safe.	As required to prevent build-up of contaminants	Water features are clean, safe and attractive with no litter.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★	★★★	
Repair	For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible.	24 hours	24 hours	24 hours	Water features are fully operational.
Graffiti and unscheduled cleaning	- Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off bare timber and reinstating coating where required. - Gross contaminants are removed and the affected area cleaned.	24 hours - Offensive graffiti and gross contaminants are removed within 4 hours	24 hours - Offensive graffiti and gross contaminants are removed within 4 hours	72 hours - Offensive graffiti and gross contaminants are removed within 4 hours	No graffiti is present on water features.

Supporting information and images

7.1 Toilet cleaning

Public toilets, changing rooms and shower facilities are provided for the convenience and relief of the general public or specific user groups. They are also provided for health and hygiene reasons and to prevent environmental contamination. Toilet, changing and shower facilities are cleaned to the same standard with the difference between the standards being in the frequency required to keep them clean and sufficiently stocked. The premium standard will apply to facilities that have a high amount of use and significance, and where there is a low tolerance of a lesser standard of care and maintenance. Custodian toilets are considered to be in the premium service level.

Customer Outcomes

- Public toilet, changing and shower facilities are safe and operational.
- Public toilet, changing and shower facilities are clean, odour-free, and free of litter and graffiti.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspections	• Public toilets and shower facilities are checked (inside and out) for damage and vandalism. • Drains and gutters are checked to ensure they are clear and functional. • Taps, shower mixers and roses, flush mechanisms, dispensers and hand dryers are checked to ensure they are operational. • Check that sensors are working including septic tank and vault sensors, tap sensors, flushing systems, soap dispensers, lights etc. • Privacy latches and lights are checked to ensure they are functional.	• At each clean for all clearly visible items and sensors. • At least weekly for sensor lights and gas bottles (where present) • NA for water supply tanks and pumps.	• Daily during cleaning process for all clearly visible items and sensors. • At least weekly for sensor lights, gas bottles and water tanks (where present).	• Weekly (while facilities are in use) for all clearly visible items and sensors. • Fortnightly during peak use season for vaults and water tanks (where present)	• Disruptions to users are minimised

	• Bottled gas (where present) is checked for remaining supply. • Water supply tanks and pumps (where present) are checked. • Check vaults (where applicable) for remaining capacity.				
Regular cleaning	• Signage is placed at the entrances during cleaning to warn the public they are being serviced. • Bins (including sanitary) are supplied and emptied, rubbish is removed, and floors swept. • Toilet bowls, urinals, shower cubicles and changing benches are thoroughly cleaned with cleaner and disinfectant, and toilet seats and benches dried. • Hand basins (including adjacent benchtops and wall areas) and mirrors are cleaned and wiped dry, with all marks removed. • Dispensers are restocked with sufficient stock to last until the next clean. • Dispensers, hand dryers, door handles, grab rails and other fittings are wiped down with disinfectant and dried. • Floors are wet mopped using disinfectant and left as dry as possible.	• Several times a day during periods of peak use or as required to meet required outcomes	• 3 times per week during periods of regular use • Daily during periods of peak use or as required to meet required outcomes	• At least weekly during periods of peak use or as required to meet required outcomes	• Toilets are sufficiently stocked with paper (and soap, hand sanitiser and paper towels where dispensers are present). • All sanitary plumbing fixtures and hand washing facilities are clean and hygienic. • Hand washing facilities (where present) are clean and hygienic. • Shower cubicles and changing areas (where present) are clean and hygienic. • Bins are not overflowing. • Sanitary disposal bins are serviced. • Floors are clean and dry and free of litter. • Toilets are free of unpleasant odours.
Repairs and maintenance	• Minor repairs related to any fittings, fixtures or wall panels that are damaged, broken, inoperable, otherwise requiring repair, or unsafe are repaired or replaced.	• 8 hours from notification	• 24 hours	• 24 hours	• Toilet and urinal flushing, privacy latches, taps, basins, dispensers, hand dryers and lights (where these are supplied) are operational. • Toilet facilities are safe and in good repair with no obvious damage.

7.0 PUBLIC TOILETS

Deep cleaning	- Cobwebs and bird droppings are removed from all surfaces including rafters, ceilings and tops of internal partitions. - Tiled walls are washed and wiped down. - All other walls and floors (internal and external) are water blasted or hosed down and scrubbed with a broom if necessary to remove grime. - All windows are cleaned (inside and out) and wiped dry removing any marks.	Monthly	Quarterly	Annually	- Internal walls, floors and partitions are clean and free of grime, cobwebs and bird droppings. - Sanitary plumbing fixtures are clean and free of scale, rust and grime. - Windows are clean.
Surface coatings	- Painted or coated surfaces are maintained using an approved product so that surface deterioration is minimised and asset life is maximised. - Surfaces are free of flaking or chipped paint, rust or discolouration - Integrity of surface finish is maintained - Rust free finish to fixtures and fittings	1 to 3 yearly for oiled timber 3 to 5 yearly for paintwork	5 to 10 yearly depending on condition	As required or identified by inspection	- Internal walls, partitions and floors are well presented and visually pleasing. - Asset life is maximised by maintenance of protective coatings.
Vaults and septic tanks	- Vaults are emptied before they are 80% full. - Septic tanks are checked and emptied annually.	Monthly check	Quarterly check	Bi-annual check	Vaults and septic tanks are not over-flowing.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Hazards	Hazards caused by damage or deterioration of equipment are isolated or removed if repairs can't be carried out immediately.	Immediate	Immediate	Immediate	Hazards have been isolated or removed.
Repairs and replacements	For non-minor repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the	48 hours from notification	1 week	1 week	Disruptions to users are minimised

7.0 PUBLIC TOILETS

	issue immediately so that repairs can be actioned as soon as possible.				
Graffiti	Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off bare timber and reinstating coating where required.	24 hours - Offensive graffiti is removed within 4 hours	24 hours - Offensive graffiti is removed within 4 hours	72 hours - Offensive graffiti is removed within 4 hours	No graffiti is present inside or on the outside of public toilets, changing rooms and shower facilities.

Supporting images	

8.1 Sealed paths and cycle trails

Sealed paths and cycle trails are classified into three maintenance standards. Sealed cycle trails will generally be shared use paths. Sealed paths have a durable hard surface such as concrete, asphaltic concrete (AC) or smooth pavers. The premium service is generally used for high use, high profile paths and cycle trails and those in premier parks. The standard service level is appropriate for moderately used sealed paths and cycle trails. The basic service level can be applied where paths get less use but still require a basic level of maintenance. Where disability and cycle access is available, maintenance standards need to support this use. For structures associated with paths and cycle trails, see 6.1 Furniture and Structures.

Customer Outcomes

- Sealed paths and cycle trails are safe and comfortable to walk and cycle on, and suitable for their intended use and service standard.
- Sealed paths and cycle trails are free of debris and vegetation.
- Drainage is maintained so that sealed paths and cycle trails can be safely used in wet weather.



		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspection and reporting	• Sealed paths and cycle trails are inspected and defects noted for repair. • For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the issue so that repairs can be scheduled for action.	• Monthly inspection • Report within 1 week of inspection	• Twice annual inspection • Report within 1 month of inspection	• Annual inspection • Report within 1 month of inspection	• Defects are reported within specified timeframes.

8.0 ARTIFICIAL SURFACES

Surface maintenance	- Hard surfaces are swept to remove gravel, broken glass and other debris that may affect use. - Loose and displaced pavers are lifted and relaid.	- Very even, smooth surface - Surfaces are swept clear of surface debris at least monthly.	Surfaces are swept clear of surface debris as required e.g. following a storm event.	Surface debris is cleared as required.	- The surface of sealed paths and cycle trails is smooth, even, safe and suitable for the intended use and service standard. - Disability access is not compromised by surface conditions.
Steps	In-ground steps are checked regularly and any displacement, damage or wear of materials is repaired.	Check for damage or displacement monthly and repair as required.	Check for damage or displacement twice annually and repair as required.	Check for damage or displacement annually and repair as required.	- Handrails are stable and secure. - In-ground steps are safe and functional with no hazards. - Tread material is level with the top of tread risers.
Drainage	Drainage systems are maintained to prevent inundation and surface debris.	Drainage systems are checked and cleared monthly.	Drainage systems are checked and cleared twice annually.	Drainage systems are checked and cleared annually.	- Drainage systems are functioning as intended. - Sealed paths and cycle trails can be safely used in wet weather.
Vegetation	Paths and trails are kept clear of encroaching and surface vegetation.	- No surface vegetation. - Grass doesn't encroach more than 25mm over edge of hard surfaces. - Algae and moss is cleaned from paths to prevent them becoming slippery.	- No surface vegetation. - Grass doesn't encroach more than 50mm over edges of hard surfaces.	- Weed growth in surface is controlled annually. - Grass doesn't encroach more than 100mm over edges of hard surfaces.	- The safety and performance of paths and cycle trails is not adversely affected by vegetation growth. - Users have clear passage and an unimpeded view of the surface. - Overhanging vegetation is trimmed to at least 2.5m above the surface, and all debris removed. - The safety and appearance of premium paths and trails is not adversely affected by algae and moss growth.
Surface Signage	Surface markings and messages on hard surfaces are repainted as required to keep them fresh and readable.	Underlying surface should not be visible through paintwork.	Some underlying surface may be visible but painted markings and message are still clear.	Some underlying surface may be visible but painted markings and message are still clear.	Surface markings and messages are clear, well presented and easy to read.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures: Customer Outcomes are met when:
		★★★★★	★★★★	★★★	
Repairs and maintenance	Repairs to hard surfaces (e.g. potholes, missing tiles or pavers, cracking and lifting of concrete or AC, erosion damage etc).	As required	As required	As required	Sealed path and cycle trail surfaces are in good safe condition.
Graffiti	Graffiti is removed from hard surfaces using an appropriate removal product or method.	24 hours 4 hours for offensive graffiti	72 hours 4 hours for offensive graffiti	1 week 4 hours for offensive graffiti	Graffiti is not present on hard surfaces.

Supporting images

8.2 Unsealed paths and cycle trails

Unsealed paths, tracks and cycle trails are classified into three standards corresponding generally with the three highest standards in SNZ HB8630:2004 and the NZCT Cycle Trail Design Guide. They have a surface comprised of compacted material. Premium paths are even, well compacted with a fine surface such as crushed lime, and may be found in high use, often urban areas. The standard service level may be coarser and suitable for moderate use areas. The basic standard may use natural materials and is unlikely to be suitable for narrow tyres, or people with mobility difficulties. For structures associated with paths and tracks, see 6.1 Furniture and Structures.

Customer Outcomes

- Unsealed paths and cycle trails are safe and comfortable to walk and cycle on, and suitable for their intended use and service standard.
- Unsealed paths and cycle trails are free of vegetation and obstructions.
- Drainage is maintained so that paths, tracks and trails are suitable for use and not affected by subsidence.



Service Level Indicators					
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	Performance Assessment measures Customer Outcomes are met when:
Inspection and reporting	• Sealed paths and cycle trails are inspected and defects noted for repair. • For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the issue so that repairs can be scheduled for action.	• Twice annual inspection • Report within 1 month of inspection	• Annual inspection • Report within 1 month of inspection	• Annual inspection • Report within 1 month of inspection	• Defects are reported within specified timeframes.

Surface maintenance	- Natural and compacted surfaces are filled, levelled and compacted to repair wear and scouring, and reduce the impact of exposed rocks and roots. - Suitable surface materials are used to maintain surface condition.	- Smooth, even surface. - Compacted surfaces are checked for displacement monthly or following significant storm events, and brought back to a smooth, level, well compacted condition.	Compacted surfaces are checked for displacement annually or following significant storm events, and brought back to an even, well compacted condition.	Surface scouring and displacement is repaired as required to allow safe use in all weather conditions.	- The surface of paths, tracks and cycle trails is suitable for the intended use and service standard. - Disability access is not compromised by surface conditions. - Surface camber and crowning is maintained following maintenance operations.
Steps	In-ground steps are checked regularly and any displacement, damage or wear of materials is repaired.	Check for damage or displacement monthly or following significant storm events and repair as required.	Check for damage or displacement annually and repair as required.	Repair as required.	- Handrails are stable and secure. - In-ground steps are safe and functional with no hazards. - Compacted material is level with the top of tread risers.
Drainage	Drainage systems are maintained to prevent surface scouring and pugging, inundation and track cracking and subsidence.	Drainage systems are checked and cleared twice annually, and before predicted major rainfall events.	Drainage systems are checked and cleared annually.	Drainage systems are cleared as required.	- Drainage systems are functioning as intended. - Surfaces are well drained and suitable for the intended use and service standard. - Tracks are not affected by subsidence due to poor drainage and inundation.
Vegetation	- Paths, tracks and trails are kept clear of encroaching and surface vegetation. - All cut vegetation is removed and disposed of offsite, or out of site in bush areas.	Vegetation does not encroach over or grow on the surface.	Weeds are controlled so they are less than 50mm spread and height and 1% cover.	Weeds are controlled so they are less than 100mm spread and height and 5% cover.	- The safety and performance of paths, tracks and trails is not adversely affected by vegetation growth. - Vegetation clearance on cycle tracks is sufficient to allow at least 10m visibility. - Overhanging vegetation is trimmed to at least 2.5m above the surface, and all debris removed.

8.0 ARTIFICIAL SURFACES

Unscheduled operations		Response times			Performance Assessment measures: Customer Outcomes are met when:
Best Practice Principles		★★★★★	★★★★★	★★★	
Repairs and maintenance	Major repairs to compacted surfaces from severe erosion or other damage.	As required	As required	As required	Unsealed paths and cycle trails are in good safe condition

Supporting images



★★★

In-ground steps are checked regularly to ensure that tread material has not become displaced, tread risers and other timbers have not deteriorated, and that steps are generally in a safe condition with no trip hazards, broken timbers or protruding nails.

8.3 Pavers and cobblestones

Pavers and cobblestones comprise loose blocks of various sizes and shapes that are laid on a bed of basecourse and sand to create a continuous surface. The joints between the pavers provide some permeability for water and air. The joints also provide opportunities for weed and moss growth. The premium service is generally used in high use, high profile areas in premier parks, civic spaces, streetscapes and public gardens. The standard service level is appropriate for moderately used paved areas in less significant areas. The basic service level can be applied where paving gets less use but still requires a basic level of maintenance. Small format pavers, cobbles or sets are not suitable as a surface for wheelchairs or narrow tyres due to the rough surface.

Customer Outcomes

- Pavers and cobblestones are maintained in a safe, functional condition with no loose pavers or trip hazards.
- Weeds are not growing between pavers and cobblestones.



Scheduled operations		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Best Practice Principles					
Inspection	• Pavers and cobblestones are checked for stability, moss and algae, loss of jointing sand, root damage and trip hazards.	• Annually and following storm events.	• Following major storm events.	• NA	• The surface of paved areas is safe, stable and suitable for the intended use and service standard.
Surface maintenance	• Pavers and cobblestones are kept clear of surface obstructions and debris. • Loose, unstable and displaced pavers are lifted and relaid. • Drainage systems are maintained to prevent inundation and surface debris. • Jointing sand is replenished to maintain joint stability.	• Surfaces are cleared of surface debris at least monthly. • Replenish jointing sand every three years.	• Surfaces are cleared of surface debris as required e.g. following a storm event. • Replenish jointing sand as required.	• Surface debris is cleared as required.	• Safe use and disability access is not compromised by surface conditions.

8.0 ARTIFICIAL SURFACES

Vegetation	- Weeds in the surface of pavers and cobblestones are controlled. - Grass is not permitted to encroach over the edge of pavers and cobblestones. - Overhanging vegetation is trimmed to at least 2.5m above the surface, and all debris removed. - Algae and moss is controlled.	- No surface weed growth. - Grass doesn't encroach more than 25mm over edges. - Annual control of algae and moss.	- No surface vegetation. - Grass doesn't encroach more than 50mm over edges. - Control of algae and moss as required for safety.	- Weed growth in surface is controlled annually. - Grass doesn't encroach more than 100mm over edges.	- The safety and appearance of pavers and cobblestones is not adversely affected by vegetation, algae and moss growth. - Access and use is unimpeded by overhead vegetation
-------------------	---	---	--	--	--

Unscheduled operations	Best Practice Principles	Response times				Performance Assessment measures: Customer Outcomes are met when:
		★★★★★	★★★★★	★★★★★	★★★★★	
Repairs and maintenance	Lifting and relaying of areas more than 1m2.	As required	As required	As required	As required	Pavers and cobblestones are in good safe condition.
Graffiti	Graffiti is removed from pavers and cobblestones using an appropriate removal product or method.	24 hours 4 hours for offensive graffiti	72 hours 4 hours for offensive graffiti	1 week 4 hours for offensive graffiti	1 week 4 hours for offensive graffiti	Graffiti is not present on pavers and cobblestones.

Supporting images

8.4 Access roads, parking areas and boat ramps

Access roads, parking areas and boat ramps need to be maintained in a suitable condition for vehicle traffic. However, as they are often not legal road, they are not eligible for government funding. The premium service is generally used for high use, high profile access roads and parking areas and those in premier parks. The standard service level is appropriate for moderately used access roads and parking areas. The basic service level can be applied where roads get less use but still require a basic level of maintenance. For structures associated with access roads, parking areas and boat ramps, see 6.1 Furniture and Structures.

Customer Outcomes

- Access roads, parking areas and boat ramps are safe and suitable for their intended use and service standard.
- Access roads, parking areas and boat ramps are free of debris and vegetation.
- Drainage is maintained so that access roads, parking areas and boat ramps remain useable and undamaged in most conditions.



		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
Boat ramp maintenance	• Boat ramps are kept clear of sediment, debris, algae and weed. • Concrete ramps are water-blasted to remove algae. • Mesh is maintained (where present) on timber ramps.	• Twice annually or as required following storm events. • Annual water-blasting or more frequently if required	• Twice annually or as required following storm events. • Water-blasting as required	• As required	• The use of boat ramps is not adversely affected by sediment, debris, algae and weed accumulation. • The surface of boat ramps is maintained in a safe, non-slip condition.

8.0 ARTIFICIAL SURFACES

Drainage	Drainage systems are maintained to prevent inundation and surface debris.	As required to maintain clear flow of stormwater.	As required to maintain clear flow of stormwater.	As required to maintain clear flow of stormwater.	Drainage systems are functioning as intended.
Vegetation	Access roads and parking areas are kept clear of encroaching and surface vegetation.	No surface or encroaching vegetation.	- No surface vegetation on sealed surfaces. - Weed growth on metalled surfaces doesn't exceed 1% coverage by area. - Vegetation encroaches no more than 300mm over surface.	- Weed growth on metalled surfaces doesn't exceed 10% coverage by area. - Vegetation encroaches no more than 300mm over surface.	- The safety and performance of access roads, parking areas and boat ramps is not adversely affected by vegetation growth. - Users have clear passage and an unimpeded view of the surface. - Overhanging vegetation is trimmed to at least 4m above the surface, and all debris removed.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures: Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Obstructions	Fallen trees and branches and other major obstructions are cleared from access roads, parking areas and boat ramps.	4 hours	48 hours	72 hours	Vehicle access to parks is not unreasonably obstructed by fallen trees, branches and other major obstructions.
Surface repairs and maintenance	- For repairs or maintenance that requires specialist contractors or equipment, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible. - Hazards are isolated until they can be eliminated.	24 hours - Immediate	1 week - Immediate	1 week - Immediate	- The surface of access roads, parking areas and boat ramps is maintained in a safe, useable condition. - Hazards have been removed or isolated if repairs cannot be carried out immediately.

8.0 ARTIFICIAL SURFACES

Graffiti	• Graffiti is removed from hard surfaces using an appropriate removal product or method.	• 24 hours • 4 hours for offensive graffiti	• 72 hours • 4 hours for offensive graffiti	• 1 week • 4 hours for offensive graffiti	• Graffiti is not present on sealed surfaces.
-----------------	--	---	---	---	---

Supporting images

8.5 Artificial sports turf

The artificial turf system generally comprises three main layers – synthetic turf upper layer, a shock absorbing layer, and the sub-base. This specification deals with maintenance of the synthetic turf upper layer. The turf is filled with either sand, rubber crumb, or in the case of hockey turf, water. Much of the maintenance requirement deals with keeping the infill and synthetic fibres clean and well groomed. The premium service level is generally suitable for high profile, international sporting events. The standard service level is appropriate for regional and sub-regional facilities. The basic service level is applied to artificial turf that is used primarily for local play and training. For structures associated with artificial sports turf, see 6.1 Furniture and Structures.

Customer Outcomes

- Artificial sport turf is clean, safe and functional, and suitable for its intended use and service standard.
- Artificial sports turf is free of debris and vegetation.



Service Level Indicators					
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	Performance Assessment measures Customer Outcomes are met when:
Inspection	• Artificial sports turf is checked regularly for damage, soiling, wear, graffiti, moss and vegetation growth and debris. • Infill depth is monitored regularly.	• Daily during playing season • Annual check for infill depth	• Weekly during playing season • Annual check for infill depth	• Fortnightly during playing season • Annual check for infill depth	• Hazards and disruptions to service from unrecognised faults are minimised. • All damage is reported for repair.
Surface cleaning and grooming	• The turf surface is cleaned in accordance with supplier's specs to remove food, mud, animal droppings, blood, chewing gum etc. • Brush in accordance with supplier's specs to stand pile up and re-distribute infill.	• Annual clean • Surfaces are swept clear of surface debris at least fortnightly during	• Annual clean • Surfaces are swept clear of surface debris monthly during playing	• As required • Surface debris is cleared as required to prevent build-up	• The turf surface is clean, free of debris and safe for use. • Turf is in good order and condition. • Infill is evenly distributed at around 12 to 18mm below the blade tips.

8.0 ARTIFICIAL SURFACES

	- The turf surface is swept in accordance with supplier's specs of loose debris such as gravel, broken glass, leaf litter and refuse. - Infill material is applied as required during grooming operations to maximise turf life and maintain fall protection.	playing season, and as required out of season. Annual professional grooming	season, and as required out of season. As indicated by infill monitoring	of surface contaminants. As indicated by infill monitoring	Warranty is not voided by incorrect maintenance practices.
Drainage	- Drainage systems are maintained to prevent inundation and surface debris. - Turf surface is kept clean to avoid clogging and poor drainage.	Drainage systems are checked and cleared twice annually.	Drainage systems are checked and cleared twice annually.	Drainage systems are checked and cleared annually.	Drainage systems are clear of debris and blockages and are operating effectively.
Vegetation	- Artificial sports turf is kept clear of algae, moss and encroaching or overhanging vegetation. - Weeds are removed by hand where possible without damage to the turf. - Only herbicides or moss-killers approved by suppliers are used.	As required	As required	As required	- Overhanging vegetation is cleared completely where possible, or trimmed to at least 4m above the surface and all debris removed. - No moss, algae or weeds are growing on the surface of the turf. - The turf is not damaged by vegetation, or by manual or chemical control operations.
Line markings	- Surface markings are repainted as required with approved line-marking paint to keep them fresh and readable. - Where multiple sports are played on a surface, primary field markings are white, and secondary markings are clearly marked in contrasting colours.	- Underlying surface should not be visible through paintwork. - All lines can be clearly seen from either end of the playing surface.	Some underlying surface may be visible but line markings are still clear.	Some underlying surface may be visible but line markings are still clear.	- Line markings are clear, well presented and easy to read. - Line markings are correct and comply with requirements for each sporting code. - Line width does not exceed 120mm at any point.

Unscheduled operations

Best Practice Principles



Response times



Performance Assessment measures:
Customer Outcomes are met when:

8.0 ARTIFICIAL SURFACES

Damage	• Damage is reported to the Asset Manager	• 24 hours	• 24 hours	• 24 hours	• Damage is reported in a timely manner.
Graffiti	• Graffiti is removed from court surfaces using an appropriate removal product or method.	• 24 hours • 4 hours for offensive graffiti	• 72 hours • 4 hours for offensive graffiti	• 1 week • 4 hours for offensive graffiti	• Graffiti is not present on court surfaces.

Supporting images

8.6 Skin diamonds

Skin softball diamond infields are constructed from compacted material (commonly crushed lime), providing a surface that allows players to slide. A high quality infield surface is smooth, uniform, firm without being hard, and provides consistent footing and ball response. A poor surface can result in fielding errors, player injury and chronic puddling in wet weather. Regular grooming is required to maintain the infield surface in a safe, playable condition. The premium service level is suitable for surfaces maintained for national and international fixtures. The standard level is suitable for local and regional play. There is no basic level.

Customer Outcomes

- The skinned infield surface is well drained and free of surface depressions and puddles.
- The skinned infield surface is smooth and free of vegetation, organic matter and debris.
- The infield surface is maintained and presented in a suitable condition for play.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Surface grooming and levelling	• The top 6mm to 12mm of the infield is dragged or raked to loosen and re-distribute material and remove surface debris and depressions. • Loose surface material is raked away from edges to prevent build-up of a lip at the grass edge. • The moisture content is managed to ensure that the surface has an appropriate consistency for grooming and play. This may include irrigation, covers and surface rolling.	• Daily monitoring and maintenance of surface during use.	• Twice weekly monitoring and maintenance before and after scheduled games.	• NA	• The infield is free of surface depressions and puddling. • The infield surface is smooth and free of vegetation, organic matter and debris. • The infield surface is maintained and presented in a suitable condition for play.
Grass edge maintenance	• Grass edges are trimmed manually or mechanically to prevent turf growing into the infield surface.	• Fortnightly	• As required to maintain	• NA	• Grass edges are neat and sharp with all clippings removed.

8.0 ARTIFICIAL SURFACES

	- Displaced infill material is gently blown, brushed or washed out of the grass and back onto the infield surface to prevent lip build-up. - Badly deteriorated turf edges are repaired with suitable fresh turf.	- Weekly during playing season - As required in autumn	boundary and prevent lip build-up.		There is no lip build-up around the edge of the infield.
Line marking	Lines are marked with approved line marking paint.	As specified by Sportsground User agreements in accordance with code requirements	As specified by Sportsground User agreements in accordance with code requirements	NA	Field markings (where provided) are clear, even, correct and suitable for the level of play.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures: Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Damage	Damage is reported to the Asset Manager	24 hours	24 hours	NA	Damage is reported in a timely manner.
Lip removal	- The turf and accumulation of infield material is lifted and removed from the edge of the infield. - New turf is laid to restore the original level. - Infield material is renovated to re-establish an acceptable grade along the skin surface and turf boundary.	As required to restore levels prior to following playing season.	As required to restore levels prior to following playing season.	NA	Lips are removed and original levels at the boundary are restored.
Renovation	- The surface 30 to 50mm is rotary hoed, redistributed, contoured and rolled to repair major surface wear and damage. - Approved infill material is replenished to restore original levels.	As required to restore levels prior to following playing season.	As required to restore levels prior to following playing season.	NA	The surface and slope of the infield surface are restored to good playing condition.

Supporting images

8.7 Tennis and netball courts

This specification deals with maintenance of the surface of tennis and netball courts. Courts are generally constructed of AC (asphaltic concrete) or concrete, which may either be left bare or covered with artificial turf or a non-slip acrylic coating. The premium service level is generally used for high use, high profile tennis and netball courts. The standard service level is appropriate for moderately used courts. The basic service level can be applied where courts get less regular use but still require a basic level of maintenance. For structures associated with tennis and netball courts, see 6.1 Furniture and Structures.

Customer Outcomes

- Tennis and netball courts are safe and functional, and suitable for their intended use and service standard.
- Tennis and netball courts are free of debris and vegetation.
- Markings are clearly visible and accurate.



		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
Surface maintenance	• Court surfaces are kept clear of gravel, broken glass, leaf litter and other debris that may affect the surface and its use.	• Very even, smooth surface • Surfaces are swept clear of surface debris at least weekly during playing season	• Surfaces are swept clear of surface debris as required e.g. following a storm event.	• Surface debris is cleared as required.	• The court surface is smooth, even, safe and suitable for the intended use and service standard.
Drainage	• Drainage systems are maintained to prevent inundation and surface debris.	• Drainage systems are checked and cleared monthly.	• Drainage systems are checked and	• Drainage systems are checked and cleared annually.	• Drainage systems are clear of debris and blockages and are operating effectively.

8.0 ARTIFICIAL SURFACES

			cleared twice annually.		
Vegetation	- Courts are kept clear of algae, moss and encroaching or overhanging vegetation. - Overhanging vegetation is trimmed to at least 4m above the surface, and all debris removed from site.	Grass doesn't encroach more than 25mm over edge of hard surfaces.	Grass doesn't encroach more than 50mm over edges of hard surfaces.	Grass doesn't encroach more than 100mm over edges of hard surfaces.	- No vegetation, algae or moss is growing on the surface of the courts. - Access and use is unimpeded by overhead vegetation.
Line markings	- Surface markings are repainted as required to keep them fresh and readable. - Approved non-slip paint is used for line markings. - Where multiple sports are played on a surface, lines are clearly marked in contrasting colours.	- Underlying surface should not be visible through paintwork. - All lines can be clearly seen from either end of the court.	Some underlying surface may be visible but line markings are still clear.	Some underlying surface may be visible but line markings are still clear.	- Line markings are clear, well presented and easy to read. - Line markings are correct and comply with requirements for each sporting code.
Synthetic turf	Synthetic turf is cleaned and groomed	Annual grooming of synthetic turf.	2 yearly grooming of synthetic turf	NA	Synthetic turf is clean and well groomed.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures: Customer Outcomes are met when:
		★★★★★	★★★★	★★★	
Graffiti	Graffiti is removed from court surfaces using an appropriate removal product or method.	24 hours 4 hours for offensive graffiti	72 hours 4 hours for offensive graffiti	1 week 4 hours for offensive graffiti	Graffiti is not present on court surfaces.

Supporting images

--	--

9.1 Grave digging and reinstatement

The grave digging and reinstatement specification covers operations associated with burials in public cemeteries and Urupa. Reference to a Burial Warrant is intended to cover all such orders including an Authority to Reopen.

Customer Outcomes

- Graves are prepared in the correct location and are dug to the specified dimensions
- Prepared graves are left in a neat, tidy and safe condition for burial
- Graves are reinstated immediately following burial and left in a neat and tidy condition
- Headstones and beams are not damaged by grave digging and reinstatement operations



Scheduled operations		Service Level Indicators ★★★★	Performance Assessment measures Customer Outcomes are met when:
Burial warrant and plot location	Best Practice Principles • The Burial Warrant containing details of location, dimensions and arrival time is provided to service providers well in advance of the burial. • The correct plot is located and verified. • All details and signatures required to complete the Burial Warrant are collected. • The completed Burial Warrant is returned to the appropriate person.	• At least 1 working day in advance of burial • Within 24 hours	• The correct plot is prepared for use. • The documentation is completed correctly.
Digging	• The plot is marked out to the correct dimensions and the turf removed. • The grave is dug to the correct depth and size for the intended burial. • Shoring is used for hand digging and finishing, or where there is a risk that the sides will collapse. • Soil is removed from the immediate graveside. • Trip hazards are cleared from the graveside and the ground surface covered with mats.	• Dimensions are correct within 50mm	• The grave is dug to the correct size and depth (as specified) for the casket or shrouded body, and to allow future burials if required. • The grave is safe, stable and suitable for burial.

	- The open grave is covered and all digging equipment removed if the plot is being prepared in advance. - Excess water entering the grave is removed by pump until the arrival of the funeral procession.		
Presentation for burial	- Digging and presentation is completed before arrival time. - The grave is presented uncovered, with pumps removed, mats in place, trip hazards removed, soil removed (apart from a small amount of backfill for family use) and lowering device or straps (if required) in position. - Burial team must be present and available to assist where required. - Clean shovels are available for the family to use for backfilling if requested.	At least 5 minutes before arrival time	- The graveside environment is safe, tidy and attractive for burial. - Service providers are tidy, helpful and respectful.
Backfilling	- All backfilling is supervised by service providers. - Soil is replaced and appropriately compacted to reduce subsidence. - Soil is neatly mounded to around 300mm above surrounding ground with excess soil removed from site. - Any plaques removed for burial are reset. - The finished grave is left neat and tidy with flowers placed on the mound.	To be completed immediately following burial	- Family and friends are able to contribute to backfilling where this can be safely carried out. - The grave is finished to a safe, neat and tidy standard with all disruption to surrounding areas remedied.
Reinstate-ment	- The burial mound is kept free of weeds and reformed as required until grass reinstatement. - Mounded soil is consolidated, levelled and grass reinstated. - Fresh flowers that have been left on burial mounds are removed. - Artificial flowers and ornaments are placed on adjacent beams.	- As required 3 to 4 months after burial	The finished grave is grassed or turfed neatly so that it appears to be part of the surrounding lawn.

Unscheduled operations	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:

Supporting images

	Graves that have subsided due to heavy rain and inadequate compaction of backfill.

9.2 Ash interment

The ash interment specification covers several forms of ash interment including burial in a lawn or garden ash plot, and interment in a columbarium or niche wall. Reference to a Burial Warrant is intended to cover all such orders including an Authority to Reopen.

Customer Outcomes

- Lawn and garden plots are prepared in the correct location and to the specified dimensions.
- Ashes are interred safely and correctly.
- Plots are reinstated immediately following interment and left in a neat and tidy condition.
- Memorial plaques and mounts are not damaged by plot preparation and reinstatement operations.



Scheduled operations		Service Level Indicators ★★★★	Performance Assessment measures Customer Outcomes are met when:
Burial warrant and plot location	Best Practice Principles • The Burial Warrant containing details of location, dimensions and arrival time is provided to service providers well in advance of the ash interment. • The correct plot is located and verified. • All details and signatures required to complete the Burial Warrant are collected. • The completed Burial Warrant is returned to the appropriate person.	• At least 1 working day in advance of burial • Within 24 hours	• The correct plot is prepared for use. • The documentation is completed correctly.
Digging of earth plots	• The plot is marked out to the correct dimensions and the turf removed (for grass plots). • The plot is dug to the correct depth and size for the ash casket. • The plot is left in a neat and tidy condition prior to interment.	• Dimensions are correct	• The plot is the correct size and depth (as specified) for the ash casket, and to allow future ash interments if required. • The plot is safe, stable and suitable for burial.
Presentation for burial	• Preparation is completed before arrival of ashes (if mourners or family are to be present during interment).	• As required unless agreed otherwise with family	• The immediate environment is safe, tidy, attractive and prepared for interment. • Operators are tidy, helpful and respectful.

Backfilling and reinstate-ment	• All backfilling is supervised or completed by service providers. • Soil is replaced and appropriately compacted to reduce subsidence. • Turf is replaced level with surrounding turf. • Niches are secured and memorial plaques replaced.	• To be completed immediately following interment	• Family and friends are able to contribute to backfilling where this can be safely carried out. • The plot is finished to a safe, neat and tidy standard with all disruption to surrounding areas remedied.
---------------------------------------	--	---	---

Unscheduled operations	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:
	•	•	•

Supporting images	

9.3 Cremation

The cremation specification covers the operation of Cremators for the purpose of carrying out cremations in accordance with the Burials and Cremations Act 1964 and the Cremation Regulations 1973. The specification is not intended to be an operating manual for the crematorium.

Customer Outcomes

- Caskets are received, stored and handled safely and respectfully.
- Cremations are carried out safely, legally and in accordance with agreed operating procedures.
- Cremations are completed in a timely manner.
- Accurate records are kept of cremation operations.
- Remains are processed respectfully and returned to family safely and correctly.



Scheduled operations		Service Level Indicators ★★★★	Performance Assessment measures Customer Outcomes are met when:
Application and permission to cremate	• All application forms and supporting information have been correctly completed and provided. • Permission to cremate has been granted by the Medical referee or alternative authority. • Evidence is provided of removal of pacemakers.	• Complete legal compliance	• Cremation equipment is not damaged by exploding pacemakers. • Cremations are carried out legally.
Receipt of caskets	• Service providers will be available to meet and assist Funeral Directors or family with casket deliveries. • Caskets are not received without all required documentation. • Caskets are of an approved type for safe storage and handling.	• During normal operating hours	• Caskets are handled safely and treated respectfully. • Authorising documentation is complete and correct.
Timing	• Cremations take place within a reasonable timeframe of receiving the caskets unless delayed by exceptional circumstances.	• Within 24 hours of receipt of the casket	• Cremations are carried out within timeframes agreed with customers in accordance with their cultural or religious practices. • Cremations are carried out within 24 hours unless delayed by exceptional circumstances.

Operation	- The cremator is operated in accordance with Manual or approved operating procedures. - Oversized caskets are logged and processed accordingly. - Record sheets are completed throughout each step of the process. - Caskets are tracked through the cremation process to allow accurate identification of remains.	With every cremation	- Cremations are carried out efficiently and effectively within approved emission levels. - Cremations are carried out safely and respectfully in accordance approved operating procedures. - Operating records are complete and correct. - Caskets are correctly identified throughout the handling and cremation process.
Remains	- Remains are appropriately processed through the cremulator and packaged to avoid spillage. - Remains are accurately labelled following cremation and cremulation to allow accurate identification and return to family (where required)	As required to allow return to customers and avoid mixing	Remains are returned to customers (where this has been requested) correctly and appropriately processed and packaged.
Operation of crematorium facility and chapel	The crematorium facility is operated in accordance with the agreed operating procedures.	As required	The crematorium facility and chapel are managed in accordance with agreed operating procedures.

Unscheduled operations	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:

Supporting images

9.4 Cemetery maintenance operations

Cemetery maintenance operations is intended to include the operations that are commonly required in a cemetery over and above a park of similar standard. These operations are related directly to the use of the land for burials and commemoration, and the high density of built structures that are often found in cemeteries. The Cemetery maintenance operations specification has three service levels, with the basic service level being applicable to closed and historic cemeteries.

Customer Outcomes

- Cemeteries are neat, tidy and well cared for.
- Cemeteries are an attractive place to visit.



Scheduled operations		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Topping up of graves	Graves are kept topped up so the surface turf is maintained in a level condition.	Ground surface depression is no more than 50mm	Ground surface depression is no more than 70mm	Ground surface depression is no more than 70mm	Grass cover over graves is level with surrounding turf with depressions no deeper than specified.
Removal of dead flowers and debris	- Flowers, toys and ornaments that fall onto the grass are placed on adjacent beams prior to mowing and edging. - Floral tributes are removed from site when they are no longer fresh or when they are scattered and become debris.	As required	As required	As required	Cemeteries are neat and tidy with no litter or debris present.
Memorials	Damage to memorials, beams and other structures caused by maintenance operations is repaired.	As required	As required	As required	Structures are well cared for and undamaged by cemetery operations.

Edging around beams and graves	- Grass edges along concrete beams and around graves and gravestones are maintained in a neat and tidy condition. - Grass trimmings are cleared from hard surfaces.	Grass edges are trimmed to the same standard as adjacent lawn so that there is no discernible height difference	Either: - Grass edges are trimmed to the same standard as adjacent lawn so that there is no discernible height difference, or - a vegetation free strip no more than 100mm wide is maintained around and along edges.	Either: - Grass edges are trimmed to the same standard as adjacent lawn so that there is no discernible height difference, or - a vegetation free strip no more than 100mm wide is maintained around and along edges.	EITHER: - Edges are neatly trimmed, or - Vegetation free strips are no wider than specified.
Vegetation control	- Undesirable or damaging vegetation is controlled on enclosed and covered plots using appropriate chemical or non-damaging alternative methods. - Naturalised or well-maintained garden plants that are not causing damage to grave furniture or structures are retained where this is in keeping with the character of the cemetery.	As required	As required	As required	Enclosed and covered plots are free of undesirable vegetation.

Unscheduled operations	Response times			Performance Assessment measures	
	Best Practice Principles	★★★★★	★★★★★	★★★	Customer Outcomes are met when:
	•	•	•	•	•

Supporting images

	Graves that need to be topped up

10.1 Access control

Access control covers the regular opening and closing of locked parks gates and buildings to permit public vehicle and pedestrian access. Vehicle gates are often locked overnight to prevent uncontrolled vehicle access to parks at night. Toilet blocks may also be locked overnight so they are only available for use during daylight hours. This opening up and locking of areas needs to be managed so that facilities are protected and public access is not unreasonable restricted. There is only one standard for access control.

Customer Outcomes

- Reasonable vehicle and pedestrian access is provided to parks and facilities.
- Parks and facilities are protected from damage.



Scheduled operations		Service Level Indicators ★★★★	Performance Assessment measures Customer Outcomes are met when:
Best Practice Principles			
Locking and opening up	• Identified locked parks gates providing vehicle access to parks roads and parking areas are locked each evening and unlocked each morning. • Identified locked toilet facilities are locked each evening and unlocked each morning. • Parks and facilities are checked prior to locking to prevent accidental locking in of people and vehicles. • Signage that advises closing hours and service provider's emergency contact details is provided and maintained in a legible condition.	• Nominated gates and barriers are open during daylight hours	• Users of parks and facilities can obtain reasonable vehicle and pedestrian access during daylight hours. • Parks and facilities are not damaged due to unauthorised access outside of daylight hours.
Call-outs	• The Service Provider responds to call-outs to release people and vehicles that have been locked in.	• Within 1 hour for vehicles • Immediately for toilet lock-ins	• Customers that are inadvertently locked in are released in a reasonable timeframe. • Call-outs are reported to the Asset manager.

Unscheduled operations	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:
	•	•	•

Supporting images	

11.1 Undesirable plant management

Undesirable plant management involves the identification and control of undesirable plants in parks and open spaces. Many undesirable plants are garden escapes that colonise parks and open spaces due to green waste dumping and spread of seeds by birds. Undesirable plants include pest plants and aquatic pest plants. These are defined by regional pest management strategies (RPMS), which also determine the required response. Landowners are bound by the provisions of the relevant RPMS which define the minimum response.

Undesirable plants may have a significant impact on visual amenity, plant health, and use and enjoyment of parks and open spaces. Weeds in turf and gardens are covered under 1.0 Garden Maintenance and 3.0 Grass maintenance.

Customer Outcomes

- Undesirable plants are controlled so that their impact on the use and enjoyment of parks and open spaces is minimised.
- Pest plants are managed in accordance with the relevant regional pest management strategy.



Service Level Indicators					
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	Performance Assessment measures Customer Outcomes are met when:
Assessment and Programming	• Infestations are identified, monitored and prioritised. • A programme is developed to control infestations. • Undesirable plants do not impact significantly on the use and enjoyment of parks and open spaces. • Pest plants do not significantly adversely affect neighbouring properties. • Landowner obligations under the RPMS are met in an efficient and effective way.	• Inspection during relevant season for identification • Develop programme and review/update	• Inspection during relevant season for identification • Develop programme and review/update	• Inspection during relevant season for identification • Develop programme and review/update	• All infestations are identified and a programme is supplied.

11.0 PEST MANAGEMENT

Control	Undesirable plants are controlled safely and effectively as per the programme agreed with the Asset Manager	As required to eliminate all undesirable plants	As required to meet RPMS requirements	As required to meet RPMS requirements	Undesirable plants identified in the programme are effectively controlled.
----------------	---	---	---	---	--

Unscheduled operations	Best Practice Principles	★★★★★	Response times ★★★★★	★★★	Performance Assessment measures Customer Outcomes are met when:

Supporting images	

11.2 Animal pest management

Animal pest management involves the identification and control of animal pests such as rats, possums, rabbits, wasps and feral cats in parks and open spaces. Animal pests are defined by regional pest management strategies (RPMS), which also determine the required response. Landowners are bound by the provisions of the relevant RPMS which define the minimum response.

Animal pests may have adverse effects on public and plant health, and the use and enjoyment of parks and open spaces. The premium and standard level of control is higher than required by most RPMS as animal pests in these parks may have significant adverse effects on the park and its users.

Customer Outcomes

- Animal pests are kept under control so that their impact on the use and enjoyment of parks and open spaces is minimised.
- Animal pests are managed in accordance with the relevant regional pest management strategy.



Service Level Indicators					
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	Performance Assessment measures
		Customer Outcomes are met when:			
Assessment and programming	• Infestations are identified, monitored and prioritised. • A programme is developed to control infestations. • Animal pests do not impact significantly on plant or public health. • Animal pests do not impact significantly on the use and enjoyment of parks and open spaces. • Animal pests do not significantly adversely affect neighbouring properties. • Landowner obligations under the RPMS are met in an efficient and effective way.	Annual inspection and programme review/update	• Annual inspection and programme review/update	• Annual inspection and programme review/update	• All animal pests are identified and a programme supplied

Unscheduled operations		Response times			Performance Assessment measures
Best Practice Principles		★★★★★	★★★★★	★★★	Customer Outcomes are met when:
Pest control	Pests are controlled safely and effectively as per the programme agreed with the Asset Manager	As required	As required	As required	Pests identified in the programme are effectively controlled

Supporting images	

12.1 Site preparation and planting

Revegetation plantings are often carried out on a large scale over an extended timeframe, and may involve community or volunteer input. The purpose of revegetation may include ecological restoration, reduction of operational maintenance requirements, bird habitat enhancement, enhancement of amenity values, creation of buffers between incompatible activities, erosion control and plant pest management. Revegetation is generally intended to recreate lost ecosystems, or extend or enhance existing ecosystems. Plant material should be indigenous, naturally occurring in and hardy to the area, and preferably eco-sourced. The premium service level is appropriate where a rapid, high quality result is required.

Customer Outcomes

- Undesirable plants are adequately controlled prior to planting.
- Plant selection, size and density of planting is appropriate for the location and desired outcome.
- Plants are given a good opportunity to establish and grow optimally.



		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
Planning	• A revegetation plan is prepared for the site that specifies the extent of the project area, plant species to be used, locations, density, size of plant material, and what fertiliser and mulch is to be used. • Plants are ordered 12 months ahead of planting to ensure availability.	• Overall density is 1m to 1.2m centres (7,000 to 10,000 plants per ha) • The entire planting area is mulched with a suitable product.	• Overall density is 1.2m to 1.4m centres (5,100 to 7,000 plants per ha) • Individual plants are mulched to at least 300mm from the plant stem.	• Overall density is 1.4m to 1.6m centres (3,900 to 5,100 plants per ha) • Some or no plants are mulched.	• A revegetation plan is prepared by either: ☐ The service provider; or ☐ The Principal/Asset Manager • Specified plant species are suitable for the location and climate. • An appropriate density has been specified. • An appropriate mulch has been specified. • An appropriate fertiliser has been specified.

12.0 REVEGETATION PLANTINGS

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Site clearance	- Undesirable plants are cleared from the planting area at least 6 months prior to planting. - Regrowth is controlled prior to planting.	As required	As required	As required	The planting area is free of undesirable plants that are likely to compete with new plantings.
Planting	- Planting is carried out in accordance with the approved plan at a suitable time of year. - Planting is carried out in accordance with good horticultural practice. - Fertiliser use is appropriate for the plants and soil conditions. - Mulch is a suitable material, either organic or non-organic, permeable and non-toxic. - Suitable protection from animal damage is provided at the time of planting.	As specified	As specified	As specified	- The finished planting is consistent with the approved planting plan or approved variation. - Planting is carried out between late autumn and early spring. - New plants are well developed, healthy and undamaged. - New plants are firmly bedded at the correct depth. - New plants are clearly visible. - New plants are protected with the use of stakes, sleeves, mesh, guards and/or animal repellent.

Supporting images	

12.2 Revegetation aftercare

Revegetation plantings are often carried out on a large scale over an extended timeframe, and may involve community or volunteer input in both the initial planting and aftercare. The main threats to revegetation plantings are competition from aggressive weeds, lack of water, exposure to climatic extremes, and animal pest damage. The maintenance of revegetation plantings needs to minimize threats and maximize the growth potential of plants so that they form a closed canopy as soon as possible. Canopy closure should occur at year 3 in good conditions, but may take 5 years or longer in difficult conditions. The premium service level is appropriate where a high quality result is required in urban parks, and where threat levels are significant.

Customer Outcomes

- Plant and animal pests are adequately controlled.
- Plants achieve canopy closure within 3 to 5 years.
- Revegetation plantings develop and mature in a manner consistent with the original concept and plan.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Condition and general care	Plant health and development is monitored to identify issues that may limit plant growth.	Seasonal inspection until canopy closure	Annual inspection until canopy closure	As required	- Plants are well grown and in good condition. - Canopy closure is achieved within 3 to 5 years.
Weed control	Weeds and plant pests are controlled using appropriate chemical or alternative methods.	- No weeds or grass growing within 500mm of plants. - Less than 10% weed coverage of areas between plants.	- No weeds or grass growing within 300mm of plants. - Less than 25% weed coverage of areas between plants.	Weeds or grass growing within 500mm of plants are less than 100mm in height.	- No plant pests are growing in the revegetation area. - Weeds and grass growing between plants are no more than 500mm high (including flower stalks), or no higher than the plants. - Weed height and coverage is no more than specified.

12.0 REVEGETATION PLANTINGS

Staking and plant protection	- Protection systems are maintained and replaced while still required. - Protection systems are removed when no longer needed.	As required	As required	As required	- Plants are not damaged by maintenance operations. - Plants are free of significant damage from stock and animal pests.
Mulch replenishment	Mulch is replenished to maintain its weed suppression and water conservation performance.	Mulch provides complete soil coverage until canopy closure.	Mulch provides effective coverage of the plant root-zone until canopy closure.	As required	Mulch coverage is maintained as initially provided until canopy closure is achieved.
Replacements and further planting	- Plants that don't survive are replaced with suitably sized replacements of the same species. - Further planting of an area to introduce additional species following establishment of initial plantings is carried out in accordance with approved plans.	Plant numbers maintained at 100%	Overall losses no more than 5% of original plant numbers	Overall losses no more than 10% of original plant numbers	- The planting is free of noticeable gaps in plant cover. - Plant numbers are maintained. - Plantings develop and mature in accordance with the approved plan.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Theft, damage and loss	Stolen, badly damaged and dead plants are replaced with suitably sized replacements of the same species.	Within the first available planting season	Within the first available planting season	Within the first available planting season	Damage and loss of plants does not affect the integrity or overall appearance of revegetated areas.

Supporting images

1. Basis of Payment

The following table defines the basis of payment for each Specification as listed below, and to general contract deliverables.

Ref.	Item	Description
	Management, Reporting and Communication	
A	Contract management	Payment shall be a Lump Sum for the entire Contract term proportionally claimed monthly. This item covers response to the Principals 24 hour request for service, providing plans, reports and programmes to the standards and within the timeframes required in the Specifications. Payment also covers asset data management including reports, all inspections, variations pricing, provision of as-builts, and all compliance and insurance requirements. Any additional documentation, reporting or explanations required by the Principal will be also covered by this amount.
B	Meetings and communication	Payment shall be a Lump Sum for the entire Contract term proportionally claimed monthly. Payment is for attendance at all Contract and Partnering meetings and associated communications. Formal Contract meetings are expected to be held monthly during the course of the Contract. Attendance by the Contract Manager is compulsory and the Service Provider should allow for other key staff to also be in attendance of some meetings if so required. This item will also cover for any site meetings called from time to time to discuss or resolve any contract related queries, standards, audit findings, issues or work. The rate will not change should the Service Provider be required to attend meetings for a greater or lesser duration. Changes to the duration are likely to reflect the Service Provider's quality of work. All scheduled rates shall include allowance for customer relations and communications when on site both to the customer and back to the Principal.
C	Reporting and asset data	Payment shall be a Lump Sum for the entire Contract term proportionally claimed monthly. All reporting costs associated with each job including completion of Work Report Forms, as built plans and data entry into nominated database or service requests and work orders.
1	Garden Maintenance	
1.1	Annual Bed Maintenance	
1.1.1	Design and plant supply	All costs for the design and management of the plant supply shall be included in the Service Providers lump sum The Service Provider will be responsible for meeting the cost of plant supply
1.1.2	Inspections	All costs shall be included in the Service Provider's lump sum
1.1.3	Establishment and general care	All costs shall be included in the Service Provider's lump sum
1.1.4	Bulbs in annual bedding	All costs including supply shall be included in the Service Provider's lump sum
1.1.5	Weed control and litter	All costs shall be included in the Service Provider's lump sum
1.1.6	Pest and disease control	All costs shall be included in the Service Provider's lump sum
1.1.7	Edging	All costs shall be included in the Service Provider's lump sum

1.1.8	Fertiliser	All costs shall be included in the Service Provider's lump sum
1.1.9	Replacement planting	All costs shall be included in the Service Provider's lump sum, except that where replacements are required due to no fault of the Service Provider, this will be completed at Activity rates
1.1.10	Damage repair	Where garden reinstatement is required due to no fault of the Service Provider, this will be completed at Activity rates.
1.2	Rose Garden maintenance	
1.2.1	Inspections	All costs shall be included in the Service Provider's lump sum
1.2.2	Condition and general care	All costs shall be included in the Service Provider's lump sum
1.2.3	Weed control and litter	All costs shall be included in the Service Provider's lump sum
1.2.4	Pest and disease control	All costs shall be included in the Service Provider's lump sum
1.2.5	Edging	All costs shall be included in the Service Provider's lump sum
1.2.6	Fertiliser and mulch	All costs shall be included in the Service Provider's lump sum
1.2.7	Replacement planting	All costs shall be included in the Service Provider's lump sum, except that where replacements are required due to no fault of the Service Provider, this will be completed at Activity rates
1.2.8	Damage repair	Where garden reinstatement is required due to no fault of the Service Provider, this will be completed at Activity rates.
1.3	Mixed shrubs and groundcovers	
1.3.1	Condition and general care	All costs shall be included in the Service Provider's lump sum
1.3.2	Weed control and litter	All costs shall be included in the Service Provider's lump sum
1.3.3	Pest and disease control	All costs shall be included in the Service Provider's lump sum
1.3.4	Edging	All costs shall be included in the Service Provider's lump sum
1.3.5	Planning of new and replacement plantings	All costs shall be included in the Service Provider's lump sum
1.3.6	New and replacement planting	All works to be completed at Activity rates
1.3.7	Damage repair	Where garden reinstatement is required due to no fault of the Service Provider, this will be completed at Activity rates.
1.4	Herbaceous perennials	
1.4.1	Inspections	All costs shall be included in the Service Provider's lump sum
1.4.2	Condition and general care	All costs shall be included in the Service Provider's lump sum
1.4.3	Weed control and litter	All costs shall be included in the Service Provider's lump sum
1.4.4	Pest and disease control	All costs shall be included in the Service Provider's lump sum
1.4.5	Replacements	All costs shall be included in the Service Provider's lump sum, except that where replacements are required due to no fault of the Service Provider, this will be completed at Activity rates
1.4.6	Edging	All costs shall be included in the Service Provider's lump sum
1.4.7	Damage repair	Where garden reinstatement is required due to no fault of the Service Provider, this will be completed

		at Activity rates.
1.5	Hanging baskets	
1.5.1	Inspections	All costs shall be included in the Service Provider's lump sum
1.5.2	Preparation and general care	All costs including supply of baskets, media, plants and hangers shall be included in the Service Provider's lump sum
1.5.3	Weed control	All costs shall be included in the Service Provider's lump sum
1.5.4	Pest and disease control	All costs shall be included in the Service Provider's lump sum
1.5.5	Replacements	All costs shall be included in the Service Provider's lump sum
1.5.6	Watering	All costs shall be included in the Service Provider's lump sum except that where there is a failure of the irrigation system that is due to no fault of the Service Provider, any manual watering required will be undertaken at Activity rates.
1.6	Naturalised bulbs	
1.6.1	Condition and general care	All costs shall be included in the Service Provider's lump sum
1.6.2	Weed control and litter	All costs shall be included in the Service Provider's lump sum
1.6.3	Pest and disease control	All costs shall be included in the Service Provider's lump sum
1.6.4	Replacements	All costs shall be included in the Service Provider's lump sum
1.6.5	Damage repair	Where garden reinstatement is required due to no fault of the Service Provider, this will be completed at Activity rates.
1.7	Horticultural collections	
1.7.1	Inspections	All costs shall be included in the Service Provider's lump sum
1.7.2	Condition and general care	All costs shall be included in the Service Provider's lump sum
1.7.3	Weed control and litter	All costs shall be included in the Service Provider's lump sum
1.7.4	Pest and disease control	All costs shall be included in the Service Provider's lump sum
1.7.5	Replacements	All costs shall be included in the Service Provider's lump sum, except that where replacements are required due to no fault of the Service Provider, this will be completed at Activity rates
1.7.6	Curation	All costs shall be included in the Service Provider's lump sum
1.7.7	Damage repair	Where garden reinstatement is required due to no fault of the Service Provider, this will be completed at Activity rates.
1.8	Display house maintenance	
1.8.1	Inspections	All costs shall be included in the Service Provider's lump sum
1.8.2	Condition and general care	All costs shall be included in the Service Provider's lump sum
1.8.3	Weed control and litter	All costs shall be included in the Service Provider's lump sum
1.8.4	Pest and disease control	All costs shall be included in the Service Provider's lump sum
1.8.5	Replacements	All costs shall be included in the Service Provider's lump sum

1.8.6	Presentation	All costs shall be included in the Service Provider's lump sum
1.8.7	Damage repair	Where garden reinstatement is required due to no fault of the Service Provider, this will be completed at Activity rates.
2	Tree maintenance	
2.1	Tree Establishment	All costs associated with the planning of new plantings shall be included in the Service Provider's lump sum. All cost associated with supply, planting and establishment will be at Activity rates.
2.2	Juvenile tree maintenance	
2.2.1	Inspection	All costs shall be included in the Service Provider's lump sum
2.2.2	Condition and general care	All costs shall be included in the Service Provider's lump sum
2.2.3	Weed control	All costs shall be included in the Service Provider's lump sum
2.2.4	Pest and disease control	All costs shall be included in the Service Provider's lump sum
2.2.5	Replacement and repair of damage	All works associated with replacement of juvenile trees and repair of damage required due to no fault of the Service Provider will be completed at Activity rates.
2.3	Mature tree maintenance	
2.3.1	Inspections	All costs shall be included in the Service Provider's lump sum
2.3.2	Condition and general care	All costs shall be included in the Service Provider's lump sum
2.3.3	Pruning	All costs associated with pruning carried out on mature trees will be at Activity rates.
2.3.4	Pests and diseases	All costs shall be included in the Service Provider's lump sum
2.3.5	Death, disease and damage	All costs will be at Activity rates.
2.4	Hedge Maintenance	
2.4.1	Trimming and general maintenance	All costs shall be included in the Service Provider's lump sum
2.4.2	Damage repair	Where repair of damage to hedges is required due to no fault of the Service Provider, this will be completed at Activity rates.
2.4.3	Replacement	All costs shall be included in the Service Provider's lump sum, except that where replacements are required due to no fault of the Service Provider, this will be completed at Activity rates
2.5	Shelter belt Maintenance	
2.5.1	To be completed	
3	Grass/Turf maintenance	
3.1	Amenity turf management	
3.1.1	Fertiliser application	All costs shall be included in the Service Provider's lump sum
3.1.2	Compaction relief, drainage and evenness	All costs shall be included in the Service Provider's lump sum
3.1.3	Scarification	All costs shall be included in the Service Provider's lump sum

3.1.4	Weed control	All costs shall be included in the Service Provider's lump sum
3.1.5	Pest and disease control	All costs shall be included in the Service Provider's lump sum
3.1.6	Damage repair	Where repair of damage to amenity turf is required due to no fault of the Service Provider, this will be completed at Activity rates.
3.2	Sports turf management	
3.2.1	Renovation programming	All costs shall be included in the Service Provider's lump sum
3.2.2	Fertiliser application	All costs shall be included in the Service Provider's lump sum
3.2.3	Thatch management	All costs shall be included in the Service Provider's lump sum
3.2.4	Weed and moss control	All costs shall be included in the Service Provider's lump sum
3.2.5	Pest and disease control	All costs shall be included in the Service Provider's lump sum
3.2.6	Line marking and goalposts	All costs will be at Activity rates.
3.2.7	Specialist turf preparation and maintenance	All costs shall be included in the Service Provider's lump sum
3.2.8	Compaction relief and surface evenness	All costs will be at Activity rates.
3.2.9	Repair of damage	All costs will be at Activity rates.
3.3	Mowing – Amenity Turf	
3.3.1	Height and frequency of mowing	All costs shall be included in the Service Provider's lump sum
3.3.2	Clippings	All costs shall be included in the Service Provider's lump sum
3.3.3	Mowing coverage	All costs shall be included in the Service Provider's lump sum
3.3.4	Edges	All costs shall be included in the Service Provider's lump sum
3.3.5	Debris and litter removal	All costs shall be included in the Service Provider's lump sum
3.4	Mowing – Specialist Sports Turf	
3.4.1	Height and frequency of mowing	All costs shall be included in the Service Provider's lump sum
3.4.2	Clippings and equipment	All costs shall be included in the Service Provider's lump sum
3.4.3	Mowing coverage	All costs shall be included in the Service Provider's lump sum
3.4.4	Edges	All costs shall be included in the Service Provider's lump sum
3.4.5	Debris and litter removal	All costs shall be included in the Service Provider's lump sum
3.5	Mowing – Cricket	
3.5.1	Height and frequency of mowing	All costs shall be included in the Service Provider's lump sum
3.5.2	Clippings and equipment	All costs shall be included in the Service Provider's lump sum
3.5.3	Mowing coverage	All costs shall be included in the Service Provider's lump sum
3.5.4	Edges	All costs shall be included in the Service Provider's lump sum

3.5.5	Debris and litter removal	All costs shall be included in the Service Provider's lump sum
3.6	Mowing - Football and athletics	
3.6.1	Height and frequency of mowing	All costs shall be included in the Service Provider's lump sum
3.6.2	Clippings and equipment	All costs shall be included in the Service Provider's lump sum
3.6.3	Mowing coverage	All costs shall be included in the Service Provider's lump sum
3.6.4	Edges	All costs shall be included in the Service Provider's lump sum
3.6.5	Debris and litter removal	All costs shall be included in the Service Provider's lump sum
3.7	Mowing – Rugby and League	
3.7.1	Height and frequency of mowing	All costs shall be included in the Service Provider's lump sum
3.7.2	Clippings	All costs shall be included in the Service Provider's lump sum
3.7.3	Mowing coverage	All costs shall be included in the Service Provider's lump sum
3.7.4	Edges	All costs shall be included in the Service Provider's lump sum
3.7.5	Debris and litter removal	All costs shall be included in the Service Provider's lump sum
4	Litter and Refuse	
4.1	Litter collection	
4.1.1	Inspection and collection	All costs shall be included in the Service Provider's lump sum
4.1.2	Reporting of illegal dumping and excessive litter	All costs shall be included in the Service Provider's lump sum
4.1.3	Collection and removal of illegal dumping and excessive litter	All costs will be at Activity rates.
4.2	Litter bin Servicing	
4.2.1	Monitoring	All costs shall be included in the Service Provider's lump sum
4.2.2	Collection	All costs shall be included in the Service Provider's lump sum. Payment covers cost of liners and disposal of rubbish at an approved dumping facility.
4.2.3	Cleaning	All costs shall be included in the Service Provider's lump sum
4.2.4	Repairs and maintenance	All costs shall be included in the Service Provider's lump sum except that individual repairs over \$____ in value shall be at Activity rates.
4.2.5	Notification of overflow	All costs shall be included in the Service Provider's lump sum
4.2.6	Graffiti and unscheduled cleaning	All costs will be at Activity rates.
4.2.7	Additional Activity	- Provision and servicing of bins for special events - The cost of purchasing and installing replacement or new litter bins.
5	Playgrounds, youth facilities and exercise equipment	
5.1	Playgrounds	
5.1.1	Inspections	All costs shall be included in the Service Provider's lump sum

5.1.2	Operational maintenance	All costs shall be included in the Service Provider's lump sum except that individual repairs over \$ ____ in value shall be at Activity rates.
5.1.3	Ground surface maintenance	All costs shall be included in the Service Provider's lump sum
5.1.4	Paint coatings	All costs shall be included in the Service Provider's lump sum
5.1.5	Cleaning	All costs shall be included in the Service Provider's lump sum
5.1.6	Hazards	All costs shall be included in the Service Provider's lump sum
5.1.7	Repairs and replacements	All costs will be at Activity rates.
5.1.8	Graffiti and unscheduled cleaning	All costs will be at Activity rates.
5.2	Youth Parks	
5.2.1	Inspections	All costs shall be included in the Service Provider's lump sum
5.2.2	Operational maintenance	All costs shall be included in the Service Provider's lump sum except that individual repairs over \$ ____ in value shall be at Activity rates.
5.2.3	Cleaning	All costs shall be included in the Service Provider's lump sum
5.2.4	Painted surfaces	All costs shall be included in the Service Provider's lump sum
5.2.5	Hazards	All costs shall be included in the Service Provider's lump sum
5.2.6	Repairs and replacements	All costs will be at Activity rates.
5.2.7	Graffiti and unscheduled cleaning	All costs will be at Activity rates.
5.3	Outdoor exercise equipment	
5.3.1	Inspections	All costs shall be included in the Service Provider's lump sum
5.3.2	Operational maintenance	All costs shall be included in the Service Provider's lump sum except that individual repairs over \$ ____ in value shall be at Activity rates.
5.3.3	Paint coatings	All costs shall be included in the Service Provider's lump sum
5.3.4	Cleaning	All costs shall be included in the Service Provider's lump sum
5.3.5	Hazards	All costs shall be included in the Service Provider's lump sum
5.3.6	Repairs and replacements	All costs will be at Activity rates.
5.3.7	Graffiti	All costs will be at Activity rates.
5.4	Water play parks	
5.4.1	Inspection	All costs shall be included in the Service Provider's lump sum
5.4.2	Operation	All costs shall be included in the Service Provider's lump sum
5.4.3	Cleaning and regular maintenance	All costs shall be included in the Service Provider's lump sum except that individual repairs over \$ ____ in value shall be at Activity rates.
5.4.4	Surface coatings	All costs shall be included in the Service Provider's lump sum
5.4.5	Hazards	All costs shall be included in the Service Provider's lump sum
5.4.6	Repair	All costs will be at Activity rates.

6	Furniture, structures and landscape features	
6.1	Furniture and structures	
6.1.1	Inspection	All costs shall be included in the Service Provider's lump sum
6.1.2	Cleaning	All costs shall be included in the Service Provider's lump sum
6.1.3	Surface coatings	All costs shall be included in the Service Provider's lump sum
6.1.4	Repairs and maintenance	All costs shall be included in the Service Provider's lump sum except that individual repairs over \$ ____ in value shall be at Activity rates.
6.1.5	Repair	All costs will be at Activity rates.
6.1.6	Hazards	All costs shall be included in the Service Provider's lump sum
6.1.7	Graffiti	All costs will be at Activity rates.
6.1.8	Structural assessment	All costs will be at Activity rates.
6.1.9	Condition assessment	All costs will be at Activity rates.
6.2	Barbecues	
6.2.1	Inspection	All costs shall be included in the Service Provider's lump sum
6.2.2	Operation	All costs shall be included in the Service Provider's lump sum except that individual repairs over \$ ____ in value shall be at Activity rates.
6.2.3	Cleaning	All costs shall be included in the Service Provider's lump sum
6.2.4	Repair	All costs will be at Activity rates.
6.2.5	Hazards	All costs shall be included in the Service Provider's lump sum
6.2.6	Graffiti	All costs will be at Activity rates, except that the cost of removing graffiti with normal cleaning products shall be included in the Service Provider's lump sum.
6.3	Irrigation systems	
6.3.1	Inspection and testing	All costs shall be included in the Service Provider's lump sum
6.3.2	Operation	All costs shall be included in the Service Provider's lump sum
6.3.3	Regular maintenance	All costs shall be included in the Service Provider's lump sum except that individual repairs over \$ ____ in value shall be at Activity rates.
6.3.4	Repair	All costs will be at Activity rates.
6.4	Water features	
6.4.1	Inspection	All costs shall be included in the Service Provider's lump sum
6.4.2	Operation	All costs shall be included in the Service Provider's lump sum
6.4.3	Cleaning and regular maintenance	All costs shall be included in the Service Provider's lump sum except that individual repairs over \$ ____ in value shall be at Activity rates.
6.4.4	Repair	All costs will be at Activity rates.
6.4.5	Graffiti and unscheduled cleaning	All costs will be at Activity rates.

7	Public toilets	
7.1	Cleaning	All costs shall be included in the Service Provider's lump sum
7.1.1	Inspections	All costs shall be included in the Service Provider's lump sum
7.1.2	Regular cleaning	All costs shall be included in the Service Provider's lump sum
7.1.3	Repairs and maintenance	All costs shall be included in the Service Provider's lump sum except that individual repairs over \$____ in value shall be at Activity rates.
7.1.4	Deep cleaning	All costs shall be included in the Service Provider's lump sum
7.1.5	Surface coatings	All costs shall be included in the Service Provider's lump sum
7.1.6	Vaults and septic tanks	All costs shall be included in the Service Provider's lump sum
7.1.7	Hazards	All costs shall be included in the Service Provider's lump sum
7.1.8	Repairs and replacements	All costs will be at Activity rates.
7.1.9	Graffiti	All costs will be at Activity rates, except that the cost of removing graffiti with normal cleaning products shall be included in the Service Provider's lump sum.
8	Artificial surfaces	
8.1	Sealed paths and cycle trails	
8.1.1	Surface maintenance	All costs shall be included in the Service Provider's lump sum
8.1.2	Steps	All costs shall be included in the Service Provider's lump sum
8.1.3	Drainage	All costs shall be included in the Service Provider's lump sum
8.1.4	Vegetation	All costs shall be included in the Service Provider's lump sum
8.1.5	Surface signage	All costs shall be included in the Service Provider's lump sum
8.1.6	Repairs and maintenance	All costs will be at Activity rates.
8.1.7	Graffiti	All costs will be at Activity rates.
8.2	Unsealed paths and cycle trails	
8.2.1	Surface maintenance	All costs shall be included in the Service Provider's lump sum
8.2.2	Steps	All costs shall be included in the Service Provider's lump sum
8.2.3	Drainage	All costs shall be included in the Service Provider's lump sum
8.2.4	Vegetation	All costs shall be included in the Service Provider's lump sum
8.2.5	Repairs and maintenance	All costs will be at Activity rates.
8.3	Pavers and cobblestones	
8.3.1	Inspection	All costs shall be included in the Service Provider's lump sum
8.3.2	Surface maintenance	All costs shall be included in the Service Provider's lump sum except that individual repairs over 1m2 shall be at Activity rates.
8.3.3	Vegetation	All costs shall be included in the Service Provider's lump sum

8.3.4	Repairs and maintenance	All costs will be at Activity rates.
8.3.5	Graffiti	All costs will be at Activity rates.
8.4	Access roads, parking areas and boat ramps	
8.4.1	Boat ramp maintenance	All costs shall be included in the Service Provider's lump sum
8.4.2	Drainage	All costs shall be included in the Service Provider's lump sum
8.4.3	Vegetation	All costs shall be included in the Service Provider's lump sum
8.4.4	Obstructions	All costs shall be included in the Service Provider's lump sum except that fallen trees and branches that can't be removed without dismantling shall be at Activity rates.
8.4.5	Surface repairs and maintenance	All costs will be at Activity rates.
8.4.6	Graffiti	All costs will be at Activity rates.
8.5	Artificial sports turf	
8.5.1	Inspection	All costs shall be included in the Service Provider's lump sum
8.5.2	Surface cleaning and grooming	All costs shall be included in the Service Provider's lump sum
8.5.3	Drainage	All costs shall be included in the Service Provider's lump sum
8.5.4	Vegetation	All costs shall be included in the Service Provider's lump sum
8.5.5	Line markings	All costs shall be included in the Service Provider's lump sum
8.5.6	Damage repair	All costs will be at Activity rates.
8.5.7	Graffiti	All costs will be at Activity rates.
8.6	Skin softball diamonds	
8.6.1	Surface grooming and levelling	All costs shall be included in the Service Provider's lump sum
8.6.2	Grass edge maintenance	All costs shall be included in the Service Provider's lump sum
8.6.3	Line marking	All costs shall be included in the Service Provider's lump sum
8.6.4	Damage	All costs will be at Activity rates.
8.6.5	Lip removal	All costs will be at Activity rates.
8.6.6	Renovation	All costs will be at Activity rates.
8.7	Tennis and netball courts	
8.7.1	Surface maintenance	All costs shall be included in the Service Provider's lump sum
8.7.2	Drainage	All costs shall be included in the Service Provider's lump sum
8.7.3	Vegetation	All costs shall be included in the Service Provider's lump sum
8.7.4	Line markings	All costs shall be included in the Service Provider's lump sum
8.7.5	Synthetic turf	All costs shall be included in the Service Provider's lump sum
8.7.6	Graffiti	All costs will be at Activity rates.

9	Cemeteries	
9.1	Grave digging and reinstatement	All costs will be at Activity rates.
9.2	Ash Interment	All costs will be at Activity rates.
9.3	Cremation	All costs associated with cremation and processing and disposal of remains will be at Activity rates. All costs associated with the operation of the Crematorium shall be included at the Service Provider's lump sum.
9.4	Cemetery maintenance operations	
9.4.1	Topping up of graves	All costs shall be included in the Service Provider's lump sum
9.4.2	Removal of dead flowers and debris	All costs shall be included in the Service Provider's lump sum
9.4.3	Memorials	All costs shall be included in the Service Provider's lump sum
9.4.4	Edging around beams and graves	All costs shall be included in the Service Provider's lump sum
9.4.5	Vegetation control	All costs shall be included in the Service Provider's lump sum
10	Security	
10.1	Locking and opening up	All costs shall be included in the Service Provider's lump sum
10.2	Call-outs	All costs shall be included in the Service Provider's lump sum
11	Pest management	
11.1	Undesirable plant management	
11.1.1	Assessment and programming	All costs shall be included in the Service Provider's lump sum
11.1.2	Control	All costs will be at Activity rates.
11.2	Animal Pest management	
11.2.1	Assessment and programming	All costs shall be included in the Service Provider's lump sum
11.2.2	Pest control	All costs will be at Activity rates.
12	Revegetation plantings	
12.1	Site preparation and planting	All costs will be at Activity rates.
12.2	Revegetation aftercare	
12.2.1	Condition and general care	All costs shall be included in the Service Provider's lump sum
12.2.2	Weed control	All costs shall be included in the Service Provider's lump sum
12.2.3	Staking and plant protection	All costs shall be included in the Service Provider's lump sum
12.2.4	Mulch replenishment	All costs shall be included in the Service Provider's lump sum
12.2.5	Replacements and further planting	All costs shall be included in the Service Provider's lump sum
12.2.6	Theft, damage and loss	All costs shall be included in the Service Provider's lump sum, except that where replacements are required due to no fault of the Service Provider, this will be completed at Activity rates