



THE UNIVERSITY OF  
**WAIKATO**  
*Te Whare Wānanga o Waikato*

## *Facilities Management Division A User's Handbook of Services*

### *Your Facilities: How to Operate them and what FMD does to help you*

*The best way to contact FMD:*

*Email (preferred) on [fmdservice@waikato.ac.nz](mailto:fmdservice@waikato.ac.nz)  
or Phone FMD Service Desk on 4001, or send a fax to 4108,  
After hours urgent matters - phone Security on 8384444*

*(Note: FMD Service Desk Operates from 8am to 4.30pm Mon-Fri)*

*For more information and to obtain further copies of this  
Handbook go to the FMD website at:*

*<http://www.waikato.ac.nz/fmd/>*



## Your Facilities: How to Operate them and what FMD does to help you

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## BLINDS, CURTAINS

### ➤ ***Where they are provided and what gets provided?***

Whilst many of the early buildings on the campus were fitted with curtains, these are generally being phased out in favour of Venetian blinds. Facilities Management arranges for the supply and installation of the blinds (usually almond in colour – other colours at the discretion of Facilities Management.)

Teaching rooms are generally supplied with black-out curtains and in special circumstances, sun filters and tinted windows may be considered at the discretion of Facilities Management.

### ➤ ***Who arranges cleaning, repairs and replacement of curtains and blinds?***

Generally Facilities Management DO NOT clean curtains – it is not considered a financially viable operation. All curtains and blinds are reviewed for replacement every 10-15 years and this is then tackled on a building by building basis.

Should repairs to or cleaning of Venetian blinds and tracks be necessary these will be arranged by Facilities Management if contact is made with the FMD Service Desk.

## BUILDING ALTERATIONS AND ADDITIONS

### ➤ ***What is the process if alterations or additions are needed?***

All requests for alterations and additions should be processed via your faculty/school/ division dean/director/Head or appointed co-coordinator and should be submitted to the Head of Facilities Management for consideration. Requests will then be assessed with due regard to space utilisation, resource and financial issues. If the request is supported and funds permit, the matter will be progressed by FMD, with user-consultation as required.

### ➤ ***What is the general process for minor projects?***

Each year certain capital development funding is set aside for use on small or minor projects. These are usually minor building alterations which are carried out to improve the utilisation of existing rooms/spaces on campus. The Minor Capital Works Fund is controlled by the Head of FMD under delegated authority from the Vice Chancellor and he is assisted in this task by the FMD staff.

### ➤ ***What is the general process for major projects?***

Proposals for spending on major capital projects should be submitted to the Vice-Chancellor by the Dean of your faculty/school when the annual business plans are submitted (Approximately August). The Head FMD will assist with the development of these proposals and the provision of initial estimates, etc.

Further information on capital projects and planning can be found at:  
[www.waikato.ac.nz/fmd/capital\\_development\\_planning.shtml](http://www.waikato.ac.nz/fmd/capital_development_planning.shtml)

### ➤ ***What process must be followed if there are building alterations associated with “Strategic Fund” applications?***

When an application is submitted for funding from the Vice Chancellor’s “Strategic Fund”, the submitter must ensure that any/all building alterations are named and detailed.

In preparation of the submission, it is advisable that the Head, FMD be involved as this will enable more accurate estimates of costs to be prepared.

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## **BUILDING FAULTS: DOORS, WALLS, CEILINGS, ETC**

- ***Who does one contact if faults are encountered with general building features such as doors, walls, ceilings, etc?***

These should always be reported to the FMD Service Desk as soon as possible in order that an evaluation can be made of the problem and the work can be prioritized. In reporting any faults or defects it is important to indicate whether security or safety is being compromised as this will affect the priority rating of a task. It will be helpful if the nearest door number in the building is given to help easily locate the fault.

## **CARDAX CARDS AND ELECTRONIC DOOR LOCKING**

See Security.

## **CATERING FACILITIES AND TEA MAKING**

- ***Where are the official tearooms on campus? Who services them?***

The FMD Tea-making Service provides tea and coffee facilities, in accord with Conditions of Employment of University Staff, to 13 centrally-designated tearooms for morning and afternoon work break (Monday-Friday).

These 13 are located in Law, A Block, the Library (M Block), F Block, G Block, Management (MSB), the Gateway (downstairs), Facilities Management (FMD), Gardeners (GWSP), J Block, ITS, RS1 and RS5.

This service is coordinated by the FMD Support Services Manager, who is contactable by phone [07]838 4095. The service provides teas 2 times daily, including all necessary preparation and washing up and ensures maintenance (and if necessary, replacement) of all equipment used.

- ***Who provides the consumables?***

Tea, coffee, Milo, milk, cups, spoons and washing consumables are all supplied to these official tearooms by Facilities Management at no charge to the relevant faculty/school/division.

- ***What about other/unofficial/informal/casual tea-making facilities?***

Although a number of other facilities are known to exist on the campus, Facilities Management does not recommend such facilities because of the legal requirements for hygiene and regular testing of electrical equipment. If such facilities exist, they are the responsibility of the individual department, including the supply of consumables.

- ***Hygiene is paramount in all areas of food preparation***

High levels of hygiene are expected in all areas of food preparation on campus. Whilst FMD only manage the official staff tea rooms on the campus, we are able to assist if you have a problem with things such as spills or broken glass. Requests for assistance in matters such as these should be directed to the FMD Service Desk as quickly as possible after the event to facilitate the clean-up work.

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➤ ***Drinking Water Points - Who provides and services the drinking water coolers, fountains?***

Facilities Management coordinates the provision and servicing of all the drinking water points on the campus. Servicing is undertaken by a contractor operating under a campus-wide contract. This coordinated approach helps reduce the cost as well as guaranteeing the hygiene of the installations.

## **CLEANING**

➤ ***Who cleans inside buildings?***

Facilities Management's Cleaning Service provides ongoing management and supervision of all aspects of the maintenance of cleanliness and removal of waste on Campus. Approximately 40% of this service is provided by way of Contractors, the remainder of the work being done by in-house staff. This service is coordinated by the FMD Support Services Manager who may be contacted on [07] 838 4095.

The section's caretakers each handle a portion of the campus and can be contacted via the FMD Service Desk. Cleaning staff are available between the hours of 5.30am and 3.00pm week days for ad hoc cleaning assignments such as graffiti, vomit etc.

➤ ***What gets done and how regularly is it done?***

Toilets and tearooms are cleaned daily, Monday to Friday generally, but also Saturday in MS6, MSB and the Library.

Rubbish bins placed in the corridor are emptied daily, Monday to Friday.

All teaching spaces are spot cleaned daily, Monday to Friday.

All public areas are cleaned two to four times a week depending on need.

All offices are cleaned once a week.

Windows are cleaned once a year, depending on budget constraints.

➤ ***Are the exterior facades of buildings cleaned?***

The external facades and roofs of buildings are regularly inspected and where possible all areas susceptible to algal/fungal growth are cleaned annually.

## **COMPUTERS & PRINTERS**

➤ ***Who arranges purchase, installation, and replacement of computer equipment?***

This service is provided by the Information and Technology Services Division, not Facilities Management.

Campus Computers IT Procurement (phone 4209) co-ordinates the purchase of all IT hardware, software and related products and services for the University of Waikato. Purchasing of equipment is done via the Campus Computers pages on the UniOrder website (which appears under Staff in i-Waikato.) The IT Workshop forms a part of the Campus Computers IT Procurement operation, providing an on-campus repair service for University computer hardware. Campus Computers and the Workshop act as a liaison between the supplier and University departments for the purchase and repair of University equipment. Contact Campus Computers on phone: 4209, fax: 07 838 4567.

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➤ ***Who looks after the University's centralised computer systems and who does one contact if there is a breakdown?***

The centralized computer systems and servers are managed by the Information and Technology Services Division who should be contacted via the ITS Helpdesk, phone 4008 during office hours.

If a breakdown occurs after hours you should contact Security on 4444 who will make further arrangements where possible.

NB: Not all servers are the responsibility of ITS and staff are urged to familiarize themselves with the situation that applies to the servers they use.

➤ ***How does one get power supplies to computer equipment?***

Facilities Management can supply extension leads and multi power boards to enable staff to connect their computers and ancillary equipment to the power outlets in their offices. Departments are usually recharged for these products (in these instances you will be expected to provide an account code). Contact the FMD Service Desk with your request.

➤ ***What about uninterrupted power supply (UPS) systems? Are they needed? Who provides them?***

The power supply to the university is very reliable, but you may feel that your equipment needs a more guaranteed supply. There are a number of substandard products on the market. Consequently, you are advised to contact the Technical Services Manager via the FMD Service Desk so that he can arrange to discuss the purchase of an appropriate UPS unit with you. Whilst these units are generally supplied by the relevant faculty/school, Facilities Management currently has a maintenance contract to service these units annually, a procedure which is currently offered free of charge.

## **CONFIDENTIAL DESTRUCTION**

➤ ***Who do you contact to get your confidential papers/documents destroyed?***

All requests for confidential destruction must be submitted via the Support Services web page: <http://www.waikato.ac.nz/fmd/DestructionRequestForm.shtml> on the Facilities Management web site. Be prepared to supply an account code for charging purposes. (See also "Recycling and Confidential Shredding Bins" above.)

## **COPIERS**

➤ ***Who provides and services the copiers on campus?***

ITS Photocopiers (part of Waikato Print) manages the departmental copiers located throughout the University. Most copiers are now multi-function devices comprising a combination of copier, printer, scanner, fax, and use a networked accounting system that requires you to swipe an access card prior to operating the machine. If you need to make changes to your access card, credit the balance of a student card, or report a machine malfunction, then contact ITS Photocopier Services, phone: (07)838-4890, fax: (07)838-4066 or email [photocopy@waikato.ac.nz](mailto:photocopy@waikato.ac.nz).

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➤ ***Yes, there are special ventilation requirements for large machines!***

Large volume copying machines require ventilation of a specific design. Please contact the FMD Service Desk to arrange for the Technical Services team to discuss ventilation issues with you.

➤ ***Is it advisable to allow staff to work in the same space as a large copier?***

Facilities Management recommend that staff DO NOT work in the same space as large volume copiers. Again, this is an aspect you can discuss with the FMD staff by contacting the FMD Service Desk.

## **DOCUMENT ARCHIVING**

➤ ***Is there an on-site document archiving facility on the campus?***

A limited service for archiving documents is available at FMD's Central Store situated in the Ruakura Satellite Campus, Ruakura Road. Should you wish to make use of the service, contact should be made with the FMD Support Services Manager via the FMD Service Desk. He will discuss the matter with you and advise whether we are able to accommodate your storage needs. You should note that Campus Copy may be able to offer an electronic archiving system and you should contact them on phone 4119 if you wish to pursue this option.

➤ ***What about storage of office contents while staff are on extended leave?***

Unfortunately FMD does not have the capacity to provide this service so arrangements must be made between the staff member and the school/division for the storage of this material.

## **ELECTRICITY**

➤ ***Importance of conservation – every bit helps!***

Energy costs are continually increasing and in 2007 we spent \$2.42 million on energy. If you have any issues or concerns on energy management or feel that you can contribute to our ongoing programme on energy management please contact the Technical Services Manager via our FMD Service Desk.

➤ ***What is the University's approximate consumption compared to an average household?***

The average energy cost for all the buildings on the campus is about \$17.40 per square metre per year (2007).

This compares very well with other New Zealand universities and is very comparable with the consumption of the average home in this country of about \$10-15 per square metre per year.

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➤ ***Why should staff liaise with FMD concerning the purchase of electrical equipment?***

There have been instances where electrical equipment that is unsuitable has been purchased for use on the campus. At times this has led to embarrassment and unforeseen costs. It should also not be taken as given that there will be sufficient power supply for the increased load or that the current heating/cooling/ventilation are sufficient for the added load – these aspects all need to be confirmed by FMD. Please contact the Technical Services Manager via the FMD Service Desk prior to the purchasing and the installation of any new electrical equipment. See also “Portable Electrical Equipment”.

➤ ***Legal requirement to test all small appliances regularly***

In compliance with the Health and Safety in Employment Act and the Electrical Regulations, all portable electrical equipment needs to be tested and tagged. Any appliance that does not have a current tag or appears unsafe should not be used. Testing is required annually for all equipment excluding computer equipment. If the equipment is to be hired or lent out, six monthly testing is required. Please make contact with FMD’s Technical Services Manager via the FMD Service Desk should you have any queries regarding the inspection and use of small appliances.

➤ ***Restriction on personal equipment brought onto site***

Because of the legal requirements for regular testing (described above), Facilities Management strongly advise against staff bringing personal electrical equipment onto campus. See also “Portable Electrical Equipment”.

## **EMERGENCY SAFETY**

➤ ***Importance of fire safety***

Trial evacuations are conducted twice yearly in non-teaching buildings, and three times yearly in buildings where teaching takes place. All buildings that require them have Building Wardens and Floor Wardens who are departmental staff trained in assisting people from a building in the event of an evacuation. A bright orange jacket (Floor Warden) or a bright yellow jacket (Building Warden) identifies the wardens.

To report a fire or any other emergency, ring (07) 838-4444. If you are in any doubt use the Fire Alarm Call Point by breaking the glass and activating the alarm, and commence evacuating the building.

➤ ***Equipment which is installed***

The majority of offices and general spaces have smoke detectors installed, and other spaces including toilets, kitchens and laboratories may have heat detectors installed. These detectors are wired back to a central panel for each building. These fire alarm systems are then linked to a monitoring agency for direct and automatic callout by the NZ Fire Service.

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➤ ***Need for vigilance by everyone***

No smoking is permitted inside any university building. Contact the FMD Service Desk if you are concerned that any activities such as experiments, performances or demonstrations or other airborne contamination may set off these alarms. FMD will then arrange with the fire alarm contractor for the area to be isolated for a set time.

You should note that even the use of aerosol sprays and hair dryers should be avoided as they may set off the alarms.

➤ ***Danger of portable electrical equipment***

Because of the legal requirements for regular testing, Facilities Management strongly advise against staff bringing personal electrical equipment onto campus. Unsafe electrical equipment may cause electrocution and/or fire. If you need a particular item of portable electrical equipment this should be purchased via the department/school, preferably with reference to FMD for technical assistance and advice. See also “Portable Electrical Equipment”.

➤ ***Safe routes***

In the event of an emergency people will have to exit the building via an escape route. This escape route, marked with ‘exit’ signage, is the actual route of travel from any space in the building to a protected space outside the building. A portion of this route will be through a safe route which in most multi-storied buildings will be the main stairwell.

Smoke control doors leading to the stairwells must NOT be kept open by methods other than specifically installed electronic hold open devices. Wooden wedges can be a very real danger and will be removed if seen during security checks.

Never use the lift when evacuating a building.

➤ ***Obstacles in pathways***

Egress checks are regularly required, the frequency depending on room occupancies. These checks are to inspect for safe escape from a building, and to check for emergency signage. These checks are done by the patrolling UniSafe staff. Larger buildings have daily checks, and others have monthly checks.

Smoke stop doors must not be held open by methods other than specifically designed electronic hold back devices. These devices are connected to the fire alarm system, and are designed to release if an alarm is activated. Stairwells and passage ways are not to be used as places of storage or where rubbish is allowed to accumulate. Any such obstructions noted during the security checks will be removed by the FMD Porter Service.

## **FLAG FLYING ON B BLOCK FLAGPOLE**

➤ ***Who is responsible for flying the New Zealand Flag?***

The FMD Security Manager holds and flies the NZ flag according to a series of guidelines under the authorisation of the Vice Chancellor or Head FMD.

For more information refer to the policy on flying the New Zealand flag - [www.waikato.ac.nz/official-info/flagflying.shtml](http://www.waikato.ac.nz/official-info/flagflying.shtml).

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## FLOORING

### ➤ *What is the general policy?*

The flooring on the campus includes carpets (broadloom and tiles), ceramic tiles, vinyl (tiles and sheeting) and timber (varnished or sealed).

Colour schemes for departments, schools and buildings have been developed to provide overall themes and to restrict the variety of colours, brands, etc that need to be kept in stock – they will only be varied at the discretion of Facilities Management.

### ➤ *Who replaces carpets and how often?*

Carpets are generally scheduled for replacement every 8-10 years. The condition of the flooring in individual areas is regularly and individually assessed, and is replaced at the discretion of Facilities Management.

Problems or defects with flooring including loose seams, broken naplock bars and cracked tiles should be reported to Facilities Management as soon as possible so they can be attended to before becoming a tripping hazard. Contact is via the FMD Service Desk.

### ➤ *How often are carpets cleaned?*

There is no scheduled programme of carpet cleaning on the campus. The FMD Support Services Manager assesses public areas regularly and will arrange for cleaning where he deems necessary. If you require additional cleaning of carpets, please contact the FMD Service Desk but keep in mind that departments may be charged for special cleans (in which case you will be expected to provide an account code for charging the work).

### ➤ *How often are carpets vacuumed?*

This depends on the use of the room – teaching rooms are vacuumed daily, public areas twice to 4 times weekly as deemed necessary and offices once weekly.

## FURNITURE

### ➤ *Who provides furniture in a new building?*

Furniture in new buildings is generally provided as part of the whole project. Details of the fitout will be determined by FMD in accordance with the budget available and the needs of the staff who are to occupy the facility.

### ➤ *Who provides replacement/additional office furniture in existing buildings?*

This must be budgeted for and provided by the respective school or division. Exceptions to this are the furniture and fittings in the 13 official tearooms, centrally timetabled teaching rooms, and the furniture placed in major foyer areas.

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➤ ***Who provides and repairs fixed furniture in lecture theatres and other centrally timetabled teaching rooms?***

Furniture in new lecture theatres and centrally timetabled teaching rooms is all provided as part of the construction project and the on-going maintenance of the seating, tables and chairs is thereafter managed by FMD.

See “Lecture Theatres and Teaching Rooms” for maintenance of audio/video teaching equipment.

➤ ***How is the replacement of furniture in centrally timetabled teaching rooms managed?***

This is managed by FMD who budget for and purchase new furniture annually, distributing it according to the needs which have been established by regular inspection and reports from the FMD Support Services staff.

The cost of any other furniture (specialist or additional) is borne by the department or school - FMD can assist with the ordering of any additional furniture if contact is made with the FMD Service Desk, but bear in mind that you will be expected to advise the appropriate account code for allocating costs.

➤ ***Can FMD assist with installing office furniture?***

If new furniture is purchased or is to be moved, please contact the FMD Service Desk, who will arrange one of the carpenters to assemble/disassemble the furniture, using the proper hardware and tools.

➤ ***Who shifts office furniture?***

The FMD Portering Service is available for moving bulky or large pieces of furniture. It is coordinated by the FMD Support Services Supervisor, who is contactable by email, [fmdporters@waikato.ac.nz](mailto:fmdporters@waikato.ac.nz), phone [07] 838 4606, fax [07] 838 4108 or by way of the FMD Service Desk. If swapping offices with another staff member, consider leaving existing furniture in the office. The Portering service will provide boxes for moving contents of drawers, cabinets and bookshelves.

You should also be sure to arrange to have the FMD carpentry staff booked to affix bookshelves, pinboards and whiteboard to meet earthquake safety requirements.

➤ ***Who removes and disposes of surplus/redundant/old furniture?***

Contact the Portering Service via the FMD Service Desk and they will arrange for the furniture to be removed, then re-used where appropriate or disposed of to best advantage. Disposal of all unwanted/old computer equipment must be arranged via Campus Computers, phone 4209.

➤ ***Are there storage facilities for furniture that is temporarily not required?***

Schools and divisions must make their own arrangements for the temporary storage of unused furniture and equipment as FMD does not have sufficient space to provide this service.

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## GRAFFITI AND VANDALISM

### ➤ *How should incidences of graffiti or vandalism be reported?*

FMD has contractors equipped to remove graffiti on the campus, our aim being to have the graffiti removed as soon as possible after being detected/reported – we believe this prompt action helps to further reduce the incidence of tagging/graffiti.

Details of any graffiti or vandalism should be reported to the FMD Service Desk or to Security.

## GROUNDS, PATHS AND ROADWAYS

### ➤ *How should defects and faults be reported?*

The maintenance of all the open spaces, paths and roadways is carried out by FMD's Grounds Manager. Defects and faults may be reported to the FMD Service Desk or to the Grounds Manager on Tel: 4293.

### ➤ *What about vandalism that is observed?*

If any vandalism, such as damage to structures, or plants, etc are noticed, this should be reported to Security (on Tel: 4444 - internal or 838-4444 - external line) or to the FMD Service Desk as soon as possible.

## HEATING

### ➤ *How are the areas heated?*

Various systems are employed to heat the areas of the campus, including air conditioning, under-floor heating, wall-mounted radiators, ceiling-mounted radiant heaters, etc. Some of these systems depend on electrical power, others are gas powered and others use circulating hot water (heated by gas-fired boilers.) In broad terms the heating systems operate from about April to November according to the prevailing weather patterns.

### ➤ *How are the heating systems controlled?*

Facilities Management has installed a computerised Building Management System (BMS) which enables very accurate switching and control of heating (and cooling) systems according to needs and usage. The BMS system is updated according to the lecture timetable, switching the heating/cooling systems on/off to ensure a pleasant environment in the teaching rooms. The heating and cooling of individual offices can usually be controlled individually, but this depends on the age of the installation as some of the older ones are less flexible.

### ➤ *How do you control the units in your rooms?*

It is very difficult to describe all the various types of control in detail in this document – if you are unsure of the operation of your heating system contact the FMD Service Desk.

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➤ ***What can be done if it's not warm enough?***

Problems or defects should be reported to Facilities Management as soon as possible by contacting the FMD Service Desk.

➤ ***Why can't I just use a stand-alone electric heater?***

Because of the potential overloading of power circuits and the legal requirement for regular testing of portable appliances, Facilities Management strongly advise against staff bringing personal electrical equipment onto campus. If you require additional heating/cooling in your office, please contact the FMD Service Desk. See also "Portable Electrical Equipment".

## **LECTURE THEATRES AND TEACHING ROOMS**

➤ ***Who provides and maintains audio and visual equipment in lecture theatres and teaching rooms?***

The ITS Division's Teaching Technology Group is responsible for providing and maintaining the comprehensive range of teaching related facilities for both staff and students in teaching rooms. These include fitted equipment and the hiring of additional audio & visual equipment as well as general consumables. Hired equipment can be booked only by staff members and must be made a week in advance to ensure availability and delivery. If you require any additional information, please contact ITS Client Support Services at the ITS.G.53 Helpdesk counter, phone 07 858 5000, email [itstg@waikato.ac.nz](mailto:itstg@waikato.ac.nz). The Hours are 8:30am-5:00pm weekdays (except Public Holidays).

➤ ***Who provides the furniture, furnishings in lecture theatres and centrally timetabled teaching rooms?***

Furniture in new buildings is generally provided by FMD as part of the construction project – this includes fixed furniture in lecture theatres and loose tables and chairs in other teaching spaces.

➤ ***What is the cleaning regime in teaching rooms?***

Lecture Theatres and other teaching spaces are cleaned daily by the FMD Cleaning Service.

➤ ***Who cleans the blackboards/whiteboards/pinboards?***

The on-going, day-to-day and between-lectures cleaning of boards is the responsibility of lecturers/teachers. However, if boards require a more thorough cleaning, please contact FMD Service who will arrange this. Boards are generally given a thorough cleaning during the teaching breaks.

Repairs and replacement of blackboards/whiteboards is an ongoing process organised by Facilities Management, but if you believe a particular board should receive special attention, please contact the FMD Service Desk.

➤ ***Who maintains and repairs the furniture in teaching rooms?***

Problems with or defects in fixed or loose furniture or boards should be reported to Facilities Management as soon as possible - contact the FMD Service Desk.

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*The best way to contact FMD:*

**Email (preferred) [fmdservice@waikato.ac.nz](mailto:fmdservice@waikato.ac.nz) or Phone FMD Service Desk on 4001 (8am-4.30pm Mon-Fri), or send a fax to 4108, After hours urgent matters – phone Security on (07) 838-4444.**

➤ ***How are these rooms timetabled and booked?***

All the teaching rooms and lecture theatres on campus (a total of about 120) are centrally timetabled by the staff in Student & Academic Services Division Room Bookings office who should be contacted if you have any queries, changes, etc. Their contact details are Tel: 8020 email: timetable@waikato.ac.nz.

After hours bookings should be arranged via the Conference Office, tel: 4910.

Access to the buildings where the rooms are booked is controlled by Security from the information in the daily booking sheets.

## LIFTS

Do not use the lifts in the event of an emergency or fire alarm. Use the stairs.

➤ ***Who does servicing and repair?***

FMD's Technical Services Manager co-ordinates the regular (monthly) servicing and maintenance of the 26 lifts on the campus. We have a comprehensive maintenance and service contract to attend to problems as soon as practical after receiving notification.

➤ ***What happens if someone gets trapped in a lift?***

If you are trapped in a lift, and you use the emergency phone, your call will be picked up by the Security staff, who will advise Facilities Management of the problem. They will in turn arrange for the service contractor to resolve the issue.

➤ ***Current lift upgrade program in progress***

A ten-year upgrade program of all the lifts on the campus was commenced in 2002. Notifications of forthcoming upgrades will be advertised in good time through the Official Circular – generally the upgrades take approximately 6 weeks, the timing of which is scheduled to be as least disruptive as possible.

➤ ***Where do I report defects/problems/malfunctions?***

Problems or defects should be reported to Facilities Management as soon as possible by contacting the FMD Service Desk.

## LIGHTING

➤ ***Who provides the fixed lighting on campus?***

All fixed lighting is designed, provided and maintained by Facilities Management. If lights are malfunctioning and/or replacement bulbs and lamps are required, contact the FMD Service Desk.

Note: OHP light bulbs are replaced by ITS.

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**Email (preferred) [fmdservice@waikato.ac.nz](mailto:fmdservice@waikato.ac.nz)** or Phone FMD Service Desk on 4001 (8am-4.30pm Mon-Fri), or send a fax to 4108, After hours urgent matters – phone Security on (07) 838-4444.

➤ ***What lighting levels are aimed at?***

Lighting levels vary greatly according to the use of the area. Generally, sufficient fittings are installed to provide a lighting level of 350-400 lux on the work surface, this being the level which is recommended for general office work. If you require higher illumination for specialised work, please discuss this with the FMD Technical Services Manager who can be contacted via the FMD Service Desk.

➤ ***Where do we report power or lighting outages?***

All electrical outages, problems or defects should be reported to Facilities Management as soon as possible via the FMD Service Desk (after hours report to Security). It is important to try and describe the level of urgency of the problem so that an electrician can be appropriately prioritised.

➤ ***What about the modernisation of installations for energy efficiency?***

Facilities Management has already embarked on a program to replace older light fittings with newer energy-efficient fittings that have higher quality luminosity, but this program is limited at times due to financial constraints.

➤ ***Turning off lights to support energy conservation***

Please turn off the lights when you leave your office, or if you are the last person to leave a teaching space. If you would like to consider movement sensors that will automatically turn off lights after five minutes please contact the FMD Service Desk who will arrange an electrician to discuss this with you.

## **LOCKS AND KEYS**

➤ ***Importance of good record-keeping***

FMD maintains a detailed database of all the locks and keys throughout the campus. It is therefore important that FMD are aware of any staff changes or changes in offices or office/room uses, so that an accurate record can be kept of who keys have been issued to.

➤ ***How does one report problems or request key/lock changes?***

Requests for the issue of additional keys can be made to the FMD Service Desk. Be sure to include the name of the person who the key is to be issued to, their position, department and of course the room(s) which they require access to. With sufficient information FMD may be able to limit the number of keys carried by a person by making the keys access various rooms as desired. If people lose/damage their keys, FMD reserves the right to charge the relevant departments for any additional and/or replacement keys.

Problems or defects with keys and locks should be reported to Facilities Management as soon as possible. This is best done via the FMD Service Desk.

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*The best way to contact FMD:*

**Email (preferred) [fmdservice@waikato.ac.nz](mailto:fmdservice@waikato.ac.nz)** or Phone FMD Service Desk on 4001 (8am-4.30pm Mon-Fri), or send a fax to 4108, After hours urgent matters – phone Security on (07) 838-4444.

➤ ***Who manages the distribution of mail on the campus?***

Facilities Management runs the Mail Service which provides the most cost effective method for the circulation of hard copy mail on the campus, and links the campus to external mail, courier and freight systems.

The Mail Centre is located at 21 Ruakura Road, and has delivery vehicles regularly going between there and the main campus. It is managed by the Mailroom Supervisor, who is contactable on [07]858-5210, email [mail-centre@waikato.ac.nz](mailto:mail-centre@waikato.ac.nz) or fax [07]858-5213.

The Mail Centre can offer extensive advice on the best way to send mail, being fully knowledgeable about New Zealand Post charges, as well as national and international courier systems.

➤ ***How often is incoming mail received and delivered?***

The Mail Centre receives and sorts incoming mail once daily. The incoming mail arrives daily between 6:30 and 7am. This mail is sorted and delivered onto campus at least once daily, the higher-volume areas being serviced twice daily.

➤ ***How is outgoing mail handled?***

The Mail Centre also sorts and dispatches this at least once daily. Outgoing mail leaves the Mail Centre late in the afternoon once daily.

➤ ***Who arranges departmental pick-ups?***

Depending on the volume of mail, pickups are either once or twice daily from departmental pick-up points which have been developed at all the major centres on the campus. If you need to find out more about the location of the point in your school/department, or if you have any problems or queries, then you should contact the Mail Centre Supervisor for details (phone 858-5210, email [mail-centre@waikato.ac.nz](mailto:mail-centre@waikato.ac.nz) or fax 858-5213.)

➤ ***What happens if I have parcels or large deliveries?***

Larger items of post are also handled by the Mail Centre who will make all the necessary arrangements for the dispatch of courier items using the most cost-effective and efficient means possible.

Parcels for International couriers need to be delivered to the Mail Centre by 3pm, and same-day domestic parcels need to be there by 10am. Please contact the Mail Centre for pick-up of such items, allowing sufficient time for them to be picked up and transported to the Mail Centre by the cut-off time (phone 858-5210, email [mail-centre@waikato.ac.nz](mailto:mail-centre@waikato.ac.nz) or fax 858-5213.)

➤ ***What charges are levied for this service?***

Facilities Management provides an itemised monthly account of all mail charges which are passed on to schools/divisions/cost centres. The Mail Centre aims to assist all Campus users by seeking out the most cost efficient method of sending mail, including personal mail (paid for personally) and bulk post-outs.

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*The best way to contact FMD:*

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The Mail Centre also monitors and surveys mail volumes to and from the various cost centres on campus to ensure that the recharges which are levied result in a zero annual budget allocation for the provision of the mail service.

## PAINTING

### ➤ ***Who decides whether and when a room needs painting?***

The condition of the paintwork in specific areas is individually assessed on a regular basis. Depending on the availability of funds, the use of the area, the age, the overall condition, etc, an area will be programmed for painting by Facilities Management. You should consider informing Facilities Management of any office moves and changes, as this may be an ideal time to assess and improve the condition of painted surfaces, ie when furniture is shifted and shelves have been removed from the walls. All buildings are generally scheduled for repainting every 10-12 years, but this period will vary according to usage, etc.

### ➤ ***Who arranges the work?***

Facilities Management is responsible for all interior and exterior painting and no work of this nature should be undertaken or arranged by other staff. Requests for changes should be made through the Building Maintenance team, who you can contact via the FMD Service Desk.

### ➤ ***Are there colour restrictions?***

Internal colour schemes for departments, schools and buildings have been developed by Facilities Management and their specialist advisers. Colour schemes for the exterior of buildings have also been standardised by Facilities Management. FMD will liaise with individual schools and divisions if they plan a change or where there has been a special request for some change.

## PARKING AND CAR POOLING

### ➤ ***How many car parks are available for staff on the campus?***

Vehicles displaying a University parking permit, registered to and driven by a current University of Waikato employee are permitted to park in signposted 'Permit Holders Only' areas. There are approximately 1000 parks for permit holders on campus. Vehicles which do not display a parking permit must park in 'General Parking' areas.

A limited number of named car parks are provided for the exclusive use of the person whose name or title appears on the parking space. These spaces belong to members of the Academic Board. Any parks marked 'RES' are also reserved for a school or division, so ask your Administrator if you are allowed to utilise these spaces.

### ➤ ***Are there any accessible parks for disabled staff/students? Where are they located?***

There are over 50 accessible car parks for people with disabilities. Accessible parks are provided for the use of people with physical disabilities and are clearly marked as such. They are exclusively reserved for holders of current Operation Mobility permits issued by CCS, and temporary permits which are issued by the University's Disability Coordinator.

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➤ ***Who polices the parking on the campus?***

University Parking Attendants police the campus car parks to ensure only those displaying current staff parking and accessible permits park in designated areas..

No parking is permitted on yellow lines, in service areas, near fire hydrants or on the grass. Please also do not park in a manner where you will impede the access of emergency vehicles.

The University Parking Attendants are contactable by emailing [parking@waikato.ac.nz](mailto:parking@waikato.ac.nz).

➤ ***Ridelink – what is it and what are the benefits?***

For those who share a ride to campus and are registered with the Ridelink scheme, dedicated parking spaces are available via gates 1 and 10. For more information, see the Ridelink website or contact the Security office on (838)4444. Ridelink is a web based system for matching University students and staff for either regular ridesharing trips to campus, and one-off trips. The Ridelink website is <http://ridelink.waikato.ac.nz/>

The Ridelink permits are available from the Security office.

➤ ***How do I get a kerb-mounted parking sign replaced if one has gone missing?***

If a reserved (RES) or named sign goes missing from its kerbside mounting contact should be made with Security (4444) or on email [parking@waikato.ac.nz](mailto:parking@waikato.ac.nz) for a replacement.

The various Schools/Departments pay for their own kerb signage.

➤ ***Who provides “Sandwich Boards” to indicate special directions, events or parking arrangements?***

Should you require a Sandwich Board notice, requests should be made with Security by completing a Sandwich Board notice request form which is available through i.Waikato – Tools – Waikato links - (<http://www.waikato.ac.nz/fmd/SandwichBoardForm.shtml>).

## **PINBOARDS/WHITEBOARDS**

➤ ***Who arranges them to be supplied?***

Pinboards and whiteboards are supplied and fitted by FMD Building Maintenance team. Please email your request to FMD Service Desk ([fmdservice@waikato.ac.nz](mailto:fmdservice@waikato.ac.nz)) giving preferred dimensions, the space location and an account code to charge the work to.

Facilities Management has a preferred supplier of whiteboards who has a quality brand with a guarantee.

FMD are phasing all the use of larger pinboards, preferring to use alternative products which offer greater diversity of colour and some acoustic benefits. FMD will assess the options available in consultation with the space occupier.

➤ ***Who hangs or moves them?***

FMD will arrange for one of its carpenters to hang any new or moved pinboards or whiteboards, so that the proper hardware and tools can be used. Staff are not permitted to interfere with any items fixed to the building fabric.

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**Email (preferred) [fmdservice@waikato.ac.nz](mailto:fmdservice@waikato.ac.nz)** or Phone FMD Service Desk on 4001 (8am-4.30pm Mon-Fri), or send a fax to 4108, After hours urgent matters – phone Security on (07) 838-4444.

## PLANS

### ➤ *Who has Floor plans for areas/buildings?*

Facilities Management prepares and provides floor plans for all buildings on campus. PDFs of floor plans are available to all staff online via i-Waikato - Knowledge Directory : Campus Facilities and Services : Campus Environment : Maps : Floor Plans.

Various staff members in each department/school have also been equipped with a complete set of A4 sized plans for each floor of the buildings/areas that are relevant to them. These sets are updated as necessary by Facilities Management.

Make a note here of the person in your department who has the plans –

NAME ..... Room ..... Tel: .....

Exterior site plans showing services through the campus are available from the FMD Draughting Office on request – simply contact the FMD Service Desk or the Draughting Office (phone extension 4085).

## PLUMBING

### ➤ *What is considered Plumbing?*

Plumbing includes all water supplies to and within buildings; all toilets, showers and ablution facilities; all foul water discharge systems; all roofs, gutters, spouting and downpipes.

### ➤ *How do I report any defects or problems?*

Contact Facilities Management as soon as possible via the FMD Service Desk (or after hours via Security), explaining the extent and urgency of the situation. A tradesperson will then be called in to attend to the problem.

## PORTABLE ELECTRICAL EQUIPMENT

### ➤ *Legal requirement on the university*

In compliance with the Health and Safety in Employment Act and the Electrical Regulations, all portable electrical equipment needs to be tested and tagged. Any appliance that does not have a current tag or appears unsafe should not be used. Facilities Management requires assistance from Deans and Directors/Heads to ensure a current list of tested appliances is maintained.

### ➤ *What testing regime is required?*

Testing is required annually for all equipment excluding computer equipment. Computers and other equipment that is permanently plugged or wired into the power source, only require 5 yearly testing. If the equipment is to be hired or lent out, six monthly testing is required.

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Testing and fitting of standard tags will be carried out by Facilities Management or a suitably qualified and named contractor. Contact the Technical Services Manager via the FMD Service Desk if there are any doubts regarding the procedure or to arrange any inspection and testing.

➤ ***What are the dangers of unrecorded, uncontrolled usage?***

The main hazards are electrocution and fire caused by unsafe appliances.

➤ ***Who will bear the cost of running the testing and tagging programme?***

Schools and/or divisions that have minimal portable electrical appliances (e.g. normal office-type environment) will not be charged for the testing of their University-owned electrical equipment.

However, all other units which make extensive use of electrical equipment, or which are income-earning/commercial in nature, will be charged for the service.

The cost of the testing service will vary according to the number of units being tested and the testing regime required.

Details of the testing costs and programme can be discussed with the Technical Services Manager who can be contacted via the FMD Service Desk.

➤ ***What about testing of private equipment?***

Facilities Management will not carry out safety tests on private equipment as this may have unforeseen legal complications for the staff and the University.

As private equipment will not be tested, Facilities Management recommend that staff DO NOT bring any privately-owned electrical equipment onto campus.

## **PORTERING**

➤ ***What services are rendered and how are they arranged?***

The Portering Service exists to deliver, move and store goods within the Campus, and off-campus in some specific cases. It is coordinated by the FMD Support Services Supervisor, who is contactable by email, [fmdporters@waikato.ac.nz](mailto:fmdporters@waikato.ac.nz), phone [07]838 4606 or fax [07] 838 4108.

Only large one-off jobs, or regular large jobs are charged for, the costs of smaller tasks being borne by FMD. (In all cases where there is to be a charge, it will be discussed with the requester and an account number will be sought prior to the work being done.)

The Portering Service provides;

- Daily delivery services from ITS (Workshop, Campus Computers, Campus Copy), the Library, and Central Store to agreed delivery points on and off campus.
- Co-ordination and liaison with departments requiring office shifts or one-off requirements (where possible these will be within the appropriate deadlines and budgetary constraints.)
- Provision of adhoc delivery services between campus buildings, provided 48 hours notice is given and within staffing constraints.
- Provision of Portering services for the regular university events such as enrolment, examinations, chapel concerts, graduations.
- For the recycling of non-confidential documents.

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➤ ***Please plan ahead!***

The Portering Service is a very busy team of people, particularly around examination, graduation and enrolment times, so it is advisable that you allow notice if your job is complex, large or time-critical.

(See also Portering Services on the FMD website:  
<http://www.waikato.ac.nz/fmd/portering.shtml>)

## **RECYCLING AND CONFIDENTIAL SHREDDING BINS**

➤ ***There are plastic wheelie bins on campus that are used for the following:***

**Dark Green Wheelie Bins:**

These are used for all copy paper waste that is of a non-confidential nature. **ABSOLUTELY, no cardboard or food to be placed in these bins.** These bins are emptied weekly on either a Tuesday or a Thursday depending on whereabouts on campus they are situated. Please flatten all cardboard and stack it neatly alongside the bin where it will not be a hazard.

**Dark Green Wheelie Bins with Red Label marked “PROSHRED” and Locked Lid**

These are used for all copy paper that is of a confidential nature and is required to be shredded, normally ordered through the secretary or administrator. **PLEASE no cardboard and ABSOLUTELY no food items** to be placed in the bins. Note that departments are charged for this service so it is in their financial interest to limit the contents to confidential documents.

Should you have any questions regarding these bins please contact the FMD Service Desk.

See also “Confidential Destruction” and “Waste Removal”.

## **REPORTING FAULTS**

➤ ***What does the FMD Service Desk do and what services are offered?***

FMD Service Desk exists to facilitate communications between the University's various departments and the FMD team. All maintenance requests can be directed through the FMD Service Desk in the first instance and these will be forwarded to the appropriate staff or contractors for their further attention.

The duties of the FMD Service Desk include:

- Receiving and processing all maintenance requests relating to the University grounds, buildings, services and capital developments.
- Receiving and initiating repairs to plumbing, lighting, electrical, ventilation, air-conditioning faults and building faults.
- Receiving and forwarding all Portering requests. (All not necessarily if Portering email and phone are used.)
- Receiving and forwarding cleaning requests.
- Receiving and forwarding pest control requests.
- Issuing the University's keys (temporary and permanent issues) and maintaining the University's keys database.

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**Email (preferred) [fmdservice@waikato.ac.nz](mailto:fmdservice@waikato.ac.nz)** or Phone FMD Service Desk on 4001 (8am-4.30pm Mon-Fri), or send a fax to 4108, After hours urgent matters – phone Security on (07) 838-4444.

➤ **What are the various methods of contacting the FMD Service Desk?**

Contact can be made by email [fmdservice@waikato.ac.nz](mailto:fmdservice@waikato.ac.nz), or by phone 4001 or fax 4108.

➤ **What are the hours the FMD Service Desk is staffed? What about after hours?**

The FMD Service Desk operates from 8:00am to 4:30pm Monday to Friday. For urgent matters outside these times, please call Security on (07)838-4444.

Please be aware that after hours, the security phone is a radiophone, and you will need to allow a slight (2-3 second) delay before you start speaking.

➤ **How does one handle emergencies and urgent matters?**

The Security patrol staff are responsible for the security of the buildings and property. During office hours the service is rendered by in-house personnel and after hours a contracted service operates. This after-hours service operates from 4pm – 8am Monday to Friday, and in a 24 hour basis over weekends and public holidays. If you see something suspicious or out of the ordinary then you should dial 4444 from internal phone or 838-4444 from an outside the University phone line.

## SECURITY AND CARDAX

➤ **How do I obtain a Cardax card?**

Staff will need to fill out and submit an application form – (down-loadable from <http://www.waikato.ac.nz/fmd/CardaxStaffApplicForm.shtml>), which is sent directly to Security once submitted. Security will restrict the card to the areas that you need to have access to, and provide you with a PIN.

➤ **What are the office hours for people wanting to collect a Cardax card?**

Security's office hours for people wanting Cardax are:  
Mon-Fri 10.30am to 12noon and 1pm to 3pm.

➤ **What happens if I lose my Cardax card?**

If you lose a card, it is important that you contact Security as soon as possible to have the card disabled and a new card issued. (Replacement cards are issued by following the process above for a new card.)

➤ **Which areas on campus are Cardax controlled?**

In general, most of the larger buildings on campus are individually controlled by Cardax for after-hours access (before 7:30am and after 5:30pm approximately.) You should note that only the outside doors are controlled. Exit is by way of the large red push buttons positioned near the doors – these buttons also allow accessible exit from the building. A small number of the exit doors are 'swipe out' doors – any swipe card can be used to exit the building.

Access to computer labs is more stringently controlled – some are 24 hour swipe card access only.

For more information send an email to [cardax@waikato.ac.nz](mailto:cardax@waikato.ac.nz).

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*The best way to contact FMD:*

**Email (preferred) [fmdservice@waikato.ac.nz](mailto:fmdservice@waikato.ac.nz) or Phone FMD Service Desk on 4001 (8am-4.30pm Mon-Fri), or send a fax to 4108, After hours urgent matters – phone Security on (07) 838-4444.**

➤ **What security checks and patrols are carried out on campus?**

After-hours security patrol staff at the University are employed by a contracted security firm who are responsible for the security of the buildings and property. They are on duty from 4pm – 8am Monday to Friday, and on a 24 hour period over all weekends and public/University holidays.

If you see something suspicious or out of the ordinary then you should dial 4444, or 838-4444 if you are dialing from outside the university, and let the person know the details. Please be aware that you may be connected to a radiophone, and you will need to allow a slight (2-3 second) delay before you start speaking.

➤ **Can I get a security escort if I am concerned/apprehensive?**

If you are concerned or apprehensive about walking from your building during the hours of darkness, contact Security on phone 4444 and someone will guide you safely around campus. There might be a slight delay with this service, depending on the availability of security staff, and the duties they are involved with at the time. If you know in advance that you need an escort email details of time and location to [security@waikato.ac.nz](mailto:security@waikato.ac.nz).

Please be aware the Security staff cannot go off campus.

➤ **But remember – everyone has a personal responsibility for their own security!**

- When walking around campus at night, stay to well-lit and open paths, and if possible, follow the safe path through campus, marked with “red dots.” Along these routes there is very good lighting, wide paths and several emergency phones.
- Never leave your office unlocked when it is unattended.
- Close your curtains and windows if your office is on the ground floor of a building.
- Always secure personal items in a locked space.
- Any property that has been lost or found on campus should be reported/delivered to the Security Office. When collecting property from the Security Office, please bring suitable identification (drivers licence, staff ID).
- Report all suspicious activity in a timely manner.

## SIGNS

➤ **How does one arrange name plates and room signs?**

Requests for permanent name and room signs should be sent to the FMD Service Desk. Standard sizes and colours for plates and lettering are to be used in all cases. Departments will be charged for name plate changes and you will be expected to provide an account code when making the request. The charges for new buildings and fit outs will be borne by Facilities Management.

➤ **Who will do the work?**

Signs are affixed by the Carpenters in ALL CASES. Please contact the FMD Service Desk, who will arrange one of the carpenters to do the job, so that the proper hardware and tools can be used.

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**Email (preferred) [fmdservice@waikato.ac.nz](mailto:fmdservice@waikato.ac.nz)** or Phone FMD Service Desk on 4001 (8am-4.30pm Mon-Fri), or send a fax to 4108, After hours urgent matters – phone Security on (07) 838-4444.

➤ ***Who arranges internal signage and wayfinding/directions?***

These are organised by Facilities Management, and include directions for departments within buildings. Requests for sign changes due to department name changes, and miscellaneous requests, such as signs for notice boards, will be charged to the department concerned – an account number must be provided when making your request.

➤ ***Who decides and provides external signage to assist wayfinding?***

These are organised by Facilities Management, and include directions for Divisions, Schools and buildings (Departments will not be shown on external signage) Requests for signs for assigned car parks should be sent to Security for approval.

## **STAIRWELLS**

➤ ***Importance as fire escape routes***

Stairwells act as escape routes, which are actual routes of travel from any space in the building to a protected space outside the building. We are legally obliged to keep these routes free of all combustible materials and obstructions at all times and daily egress checks are carried out by Security staff. If you have any queries or for further information, please contact the FMD Service Desk who will direct your concerns to the appropriate member of staff.

➤ ***Decoration of walls***

Wall hangings including pinboards and art work are not permitted in stairwells due to their flammable nature.

➤ ***Obstructions in pathways***

Stairwells and passage ways are not to be used as places of storage or where rubbish is allowed to accumulate. Such obstructions will be noted during the security checks and will be removed by the Portering Service.

➤ ***Floor finishes to improve safety***

In order to assure the safety of people at all times, slip-resistant materials are being introduced wherever possible and stair nosings have been installed on stairs.

## **TELEPHONES**

➤ ***Who manages the telephone service on campus?***

This service is managed by the Information & Technology Services Division who may be contacted via the ITS Help Desk on phone 4008.

Details may also be obtained from the website: I-Waikato – University Information – University Services – ITS Help Desk.

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**Email (preferred) [fmdservice@waikato.ac.nz](mailto:fmdservice@waikato.ac.nz) or Phone FMD Service Desk on 4001 (8am-4.30pm Mon-Fri), or send a fax to 4108, After hours urgent matters – phone Security on (07) 838-4444.**

## TOILET FACILITIES

### ➤ *How often are they cleaned?*

All toilets on the campus are cleaned daily – Monday to Friday.

### ➤ *How do I report any defects?*

Any problems or defects should be reported to Facilities Management as soon as possible. Contact the FMD Service Desk so that a tradesman can be called to attend to the problem.

### ➤ *Who supplies the toiletries/consumables?*

All toilets are restocked during the daily cleaning process. The high use areas are restocked twice daily. Contact the FMD Service Desk if there is an area that requires attention.

## UNIVERSITY PARKING PERMITS

### ➤ *How do I obtain a University staff parking permit?*

Staff parking permits are issued by HRM at the commencement of your employment. Replacement permits can be obtained either from HRM or the security office. The link below can be used to apply for a new permit:

<http://www.waikato.ac.nz/fmd/ParkingPermitRequest.shtml>

A staff member may permit more than one vehicle if he/she is likely to drive those vehicles to the campus and park them in the staff parking area.

University staff may also park in the general parking areas in Gates 1, 2B, 3A&B, and 10 when commuting to campus.

## VEHICLES

### ➤ *Who manages the University's vehicles?*

There is currently no central body which controls and coordinates the University's vehicles – they are the responsibility of individual schools and divisions.

### ➤ *What is the University policy regarding rental vehicles and use of private vehicles?*

Details are given in the I-Waikato – Tools – Purchasing – Travel Information.

See also "Parking" for information on staff parking and the "Ridelink" car pooling scheme. (Details of the "Ridelink" programme are given in <http://ridelink.waikato.ac.nz/>).

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*The best way to contact FMD:*

**Email (preferred) [fmdservice@waikato.ac.nz](mailto:fmdservice@waikato.ac.nz)** or Phone FMD Service Desk on 4001 (8am-4.30pm Mon-Fri), or send a fax to 4108, After hours urgent matters – phone Security on (07) 838-4444.

## VENTILATION

### ➤ ***What ventilation systems exist?***

Opening windows usually provide the means of ventilating offices and similar areas, but this is supplemented by other means of ventilation in toilets, photocopy rooms and other areas with a large amount of heat- or fume-generating equipment. In all cases the systems are designed to meet the requirements of the building code.

Certain facilities (larger teaching rooms, Library, etc) have been equipped with sophisticated air conditioning systems which provide heating and cooling as well as ventilation. In these areas windows should not be opened and doors should not be propped/held open as this upsets the balancing and operation of the mechanical systems.

### ➤ ***How are they controlled?***

Smaller ventilation systems are manually operated by switching, others use sensors which start the system when someone enters the room and the more sophisticated systems are controlled by the computerised building management system (BMS) control system.

### ➤ ***Can the temperature and flows be altered?***

If you have reason to believe that the temperature and flow of the ventilation system needs adjustment contact should be made with the FMD Service Desk.

### ➤ ***What equipment, etc needs ventilation?***

The kind of features which require ventilation include toilet areas, rooms which house large printers and photocopiers, areas where chemicals are handled, large kitchens, internal rooms with no windows. If you have any concerns in this regard please discuss this with the FMD Technical Services Manager who can be contacted via the FMD Service Desk.

## WALL HANGINGS

### ➤ ***Where are they permitted?***

Wall hangings, including pinboards and art work, are permitted in offices and reception areas as long as they are securely fixed. Wall hangings are discouraged in corridors as these are escape routes for a number of people in emergencies and could be a hazard if they were to be dislodged or catch fire. Noticeboards and pinboards are tolerated in corridors if all notices are securely pinned/affixed to the boards.

### ➤ ***Where are they not allowed/desirable?***

In order not to jeopardise the safety of people in an emergency situation, wall hangings are NOT permitted in stairwells due to their flammable nature. To allow them would be to compromise the University's compliance with the Building Act and Council Regulations. If you wish to discuss any wall hangings, please contact Facilities Management through the FMD Service Desk.

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➤ **How must they be affixed?**

All wall hangings should be securely fixed to the wall. This work is to be done by the Facilities Management Carpenters who will ensure that the correct tools and hardware are used. Just contact the FMD Service Desk who will arrange for a visit by a carpenter.

➤ **Who will do the work?**

Individuals needing anything hung on the walls, should not attempt to do so themselves. Please contact the FMD Service Desk who will arrange one of the carpenters to do the job, so that the proper hardware and tools can be used. Requests for permanent name and room signs should also be sent to the FMD Service Desk (see also "Signs").

## WASTE REMOVAL

➤ **Who empties/clears waste bins and how often?**

The FMD Cleaning Service arranges a daily (Mon-Fri) emptying of office rubbish bins if they are left in the corridor.

➤ **How is paper recycling organised?**

Each office should have a separate recycling tray. If you do not have one, please contact the FMD Service Desk and arrangements will be made to have one placed in your office. This will be emptied if left in the corridor, or you can empty it yourself into the large green recycling wheelie bins which can be found in departmental resource rooms. Office paper can be recycled in these trays, including white paper, computer paper, letterhead, forms, newspapers and magazines. Staples and paperclips do NOT need to be removed. If the large bin is full, please contact the FMD Portering Service ([fmdporters@waikato.ac.nz](mailto:fmdporters@waikato.ac.nz)) to have it cleared.

See also "Recycling and Confidential Shredding Bins".

➤ **How do we dispose of packaging materials?**

Most new equipment (including computers) is supplied with a large amount of packaging which needs to be disposed of once the goods are unpacked.

**Computers and related packaging** – as all the University's computer equipment is supplied via the Campus Computers section in ITS, that group are also responsible for coordinating the disposal of the resulting packaging. All arrangements for the removal and disposal of computer-related packaging should therefore be made with Campus Computers on phone 4209.

**Other packaging** – arrangements should be made with the FMD Porters – via the FMD Service Desk – for the removal and disposal of such materials. Depending on the quantity of material which is recyclable or not, there may be a charge for this service. In such cases you will be asked to provide an account number.

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## WINDOWS

➤ ***How often are they cleaned?***

Subject to the constraints imposed by a limited budget, the FMD Cleaning Service provides a window cleaning service. Every effort is made to have windows cleaned at least once annually. This service is coordinated by the Support Services Manager who is contactable via the FMD Service Desk.

➤ ***What about defective opening/closing mechanisms and broken windows?***

As windows are a security issue, problems or defects with latches and locks should be reported to Facilities Management as soon as possible so that repairs can be arranged. Contact the FMD Service Desk and give details of the room and nature of the problem.

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