



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

or Phone the ITS Helpdesk on ext 4008

After hours' urgent matters - phone Security on (07)8384444

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

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

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After hours urgent matters – phone Security on (07) 838-4444.**

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Cards and electronic door locking

See Security.

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.

Teaching rooms are supplied with black-out curtains where required 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?***

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 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 ITS Helpdesk.

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 or appointed co-coordinator and should be submitted to the Director of Facilities Management for consideration. Requests will 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 Director 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?***

The Campus Development Manager can assist with the development of these proposals and the provision of initial estimates, etc. Refer to the Capital Asset Policy for the correct process, when it comes to major capital projects should be submitted by the Dean of your faculty/school.

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

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

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

**Email (preferred) fmdservice@waikato.ac.nz or Phone the ITS Helpdesk on 4008 (8am-4.30pm Mon-Fri),
After hours urgent matters – phone Security on (07) 838-4444.**

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 ITS Helpdesk (email fmdservice@waikato.ac.nz) as soon as possible in order that an evaluation can be made of the problem and the work can be prioritised. 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. As well as identifying the room or space number, it will be helpful if the nearest door number in the building is given to help easily locate the fault.

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 16 centrally-designated tearooms for morning and afternoon work break (Monday-Friday).

These 16 are located in new Law (N Block), A Block, the Faculty of Education (FOE), the Library/Student Centre (M Block), F Block, G Block, LAIN, Management (MSB), the Gateway (downstairs), Facilities Management (FMD), Grounds (GWSP), J Block, ITS, RS1, SUB, and UL (UniLodge).

This service is coordinated by the FMD Support Services Manager, who is contactable by phone [07]838 4095. Rooms are serviced twice daily, including all necessary preparation and washing up of cups and spoons, 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 ITS Helpdesk as quickly as possible after the event to facilitate the clean-up work.

- **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.

**Email (preferred) fmdservice@waikato.ac.nz or Phone the ITS Helpdesk on 4008 (8am-4.30pm Mon-Fri),
After hours urgent matters – phone Security on (07) 838-4444.**

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 ITS Helpdesk. Cleaning staff are available between the hours of 8am and 5pm 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 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.

➤ ***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 Unimarket 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 ext: 4209, fax: 07 838 4567.

➤ ***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.

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After hours urgent matters – phone Security on (07) 838-4444.**

➤ **How does one get power supply 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 ITS Helpdesk 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 Senior Facilities Engineer via the ITS Helpdesk 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.

➤ **Unwanted IT or Electronic Equipment**

Unwanted IT equipment goes back to ITS for recycling. This includes toners, cartridges, printers, keyboards, screens and computers. Please contact the porters for collection. No ewaste is to be disposed of in the rubbish.

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".)

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)838-4008 or email help@waikato.ac.nz.

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

Large volume copying machines require ventilation of a specific design. Please contact the ITS Helpdesk to arrange for the Facilities 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 ITS Helpdesk.

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 Logistics Team Leader on extn 5108 or email central_store@waikato.ac.nz. 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 email help@waikato.ac.nz or extn 4008 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 2016 we spent over \$2.3 million on energy and gas. 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 Senior Facilities Engineer.

➤ ***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 \$16.50 per square metre per year (2013).

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.

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

There have been instances where unsuitable electrical equipment has been purchased for use on the campus, at times this has led to unforeseen costs. It should also not be assumed that there will be sufficient power supply for the increased load or that the current heating/cooling/ventilation systems are sufficient for the added load – these aspects all need to be confirmed by FMD. Please contact the Senior Facilities Engineer via the ITS Helpdesk prior to the purchasing and the installation of any new electrical equipment. See also "Portable Electrical Equipment".

➤ ***Requirement to test all small electrical appliances regularly***

In compliance with the Health and Safety in Employment Act and the Electrical Regulations, all University-owned 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, three monthly testing is required. Please make contact with FMD's Senior Facilities Engineer via the ITS Helpdesk should you have any queries regarding the inspection and use of small appliances.

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

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

➤ **Why can't I just use a stand-alone electric heater? Or an air con unit?**

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. Standalone heaters are also far less energy-efficient than major systems. If you require additional heating/cooling in your office, please contact the ITS Helpdesk on extn. 4001. 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. Please always follow directions given to you by these staff in an evacuation.

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. The bulk of these fire alarm systems are then linked to a monitoring agency for direct and automatic callout by the NZ Fire Service.

➤ **Need for vigilance by everyone**

Contact the ITS Helpdesk 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 operated near any smoke detectors 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 faculty/school/division, 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 means of 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 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.

Never use the lift when evacuating a building.

Once outside, please wait for the 'All Clear' but remain clear of all buildings and roadways. The turning off of the fire alarm siren/bells is not the all clear signal. The all clear signal will come from either the NZ Fire Service staff, the Building warden or the University Security staff.

➤ **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.

External maintenance of buildings

➤ **Who decides when work is to be done on building exteriors?**

The University has supply and service agreements with external contractors who provide for cleaning or cyclic painting of building facades. Normally the painting is tackled every 7 years. Notice is given to building occupants when the washing or painting is imminent.

➤ **Who determines the colour schemes for a building?**

The external colour schemes are determined by FMD, usually the Senior Facilities Manager in consultation with other FMD staff. However, on new buildings, the input of consultant Architects is usually heeded. Existing buildings are generally repainted in their existing colours unless there are compelling maintenance or aesthetic grounds for change.

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 Director of FMD.

For more information refer to the policy on flying the New Zealand flag - www.waikato.ac.nz/official-info/flagflying.shtml.

Flooring

➤ **What is the general policy?**

The flooring on the campus includes carpets (broadloom and tiles), ceramic tiles, vinyl 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. However, staff feedback as under is welcomed.

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 ITS Helpdesk.

➤ **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 deemed necessary. If you require additional cleaning of carpets, please contact the ITS Helpdesk 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?**

Where the budget permits, furniture in new buildings is provided as part of the whole construction project. Details of the fitout will be determined by FMD and FSD in accordance with the budget available and the needs of the staff who are to occupy the facility.

➤ **Recycled furniture**

Facilities Management Division facilitates and encourages the redeployment and re-use of pre-used university funded furniture. Please view the webpage to see what is available:

www.waikato.ac.nz/fmd/furniture.shtml

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

This must be budgeted for and provided by the respective faculty, school or division. Exceptions to this are the furniture and fittings in the 14 official tearooms, centrally-timetabled teaching rooms, and the furniture placed in major foyer areas.

➤ **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 faculty, school or division. FMD can assist with the ordering of any additional furniture if contact is made with the ITS Helpdesk, 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 email the ITS Helpdesk (fmdservice@waikato.ac.nz), who will arrange one of the carpenters to assemble/disassemble the furniture, using the proper hardware and tools. Please provide an account code.

➤ **Who shifts office furniture?**

The FMD Portering Service is available for moving bulky or large pieces of furniture. It is coordinated by the FMD Logistics Team Leader, who is contactable by email, fmdporters@waikato.ac.nz, phone [07]858-5108. 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. However, packing of possessions into boxes is the responsibility of the respective staff member, as is the subsequent unpacking.

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?**

Email the Portering Service on fmdporters@waikato.ac.nz 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 the Campus Computers on email campus_computers@waikato.ac.nz. There is a system setup to donate these to the community.

➤ **Where does surplus/redundant/old furniture & carpet end up?**

A recycle exchange has been set up that provides furniture/carpet and equipment free to the community.

The University gifts usable furniture/carpet and equipment to the community, marae, schools and other non-profit organisations. The Environmental & Sustainability Manager also lists unwanted items on ‘No Throw’, a free waste exchange website in the region - <http://www.nothrow.co.nz/> and Freecycle <https://groups.freecycle.org/group/HamiltonNZ/posts/all>

We give away 6-8 tonnes of equipment and furniture to the community each year. Please contact the porters by email on fmdporters@waikato.ac.nz to pick up items from around the University for recycling.

**Email (preferred) fmdservice@waikato.ac.nz or Phone the ITS Helpdesk on 4008 (8am-4.30pm Mon-Fri),
After hours urgent matters – phone Security on (07) 838-4444.**

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

Faculties, 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.

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 ITS Helpdesk 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 ITS Helpdesk 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 (07)838-4444 - external line) or to the ITS Helpdesk 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, 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 cannot usually be controlled individually, but this depends on the age of the installation as some of the newer ones are more 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 ITS Helpdesk.

➤ ***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 ITS Helpdesk.

➤ ***Why can't I just use a stand-alone electric heater? Or an air con unit?***

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. Standalone heaters are also far less energy-efficient than major systems. If you require additional heating/cooling in your office, please contact the ITS Helpdesk. 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 (TTG) 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 itsttg@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 space. Loose furniture is re-assessed annually by FMD.

➤ ***May staff take additional loose furniture into lecture rooms, and whose job is it to reposition furniture in teaching rooms?***

Yes, staff are allowed to take loose furniture into rooms for specific events, but at the end of the lecture/event staff should return the room back to its original configuration.

The Building Act demands that any routes defined as egress paths – meaning areas such as corridors that are identifiable by green exit signs being visible from any part of the route - are to be kept clear at all times from storage such as furniture or other flammables such as paper and cardboard, the only exception to this is office rubbish bins and recycling containers which are emptied nightly.

➤ ***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 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 ITS helpdesk who will arrange this. Boards are generally given a thorough cleaning during the teaching breaks.

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

➤ ***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 ITS Helpdesk.

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

Approximately 90 teaching rooms and lecture theatres on campus are centrally timetabled by the staff in Student Information Projects & Systems 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.

A further 64 teaching rooms are located within the faculties. These rooms are not centrally timetabled. Bookings for these rooms are managed by the faculties concerned.

After hours bookings should be arranged via the CMED Conference Coordinator, Email conference@waikato.ac.nz or phone extn: 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 28 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 lift car 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.

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

Problems or defects should be reported to Facilities Management as soon as possible by contacting the ITS Helpdesk.

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 ITS Helpdesk.

Note: OHP and other teaching room AV/light bulbs are replaced by ITS.

➤ *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 Senior Facilities Engineer who can be contacted via the ITS Helpdesk.

➤ *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 ITS Helpdesk (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 (even for a few minutes), or if you are the last person to leave a space. If you would like to consider movement sensors that will automatically turn off lights after five minutes please contact the ITS Helpdesk 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 FMD via email at keys@waikato.ac.nz. 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 via the ITS Helpdesk or email keys@waikato.ac.nz.

**Email (preferred) fmdservice@waikato.ac.nz or Phone the ITS Helpdesk on 4008 (8am-4.30pm Mon-Fri),
After hours urgent matters – phone Security on (07) 838-4444.**

Mail

➤ ***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 Logistics Team Leader, who is contactable on (07)858-5108, email mail-centre@waikato.ac.nz.

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 faculty/school/division, or if you have any problems or queries, then you should contact the Logistics Team Leader for details (phone 858-5108, email mail-centre@waikato.ac.nz).

➤ ***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 (07)858-5108 or email mail-centre@waikato.ac.nz).

➤ ***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).

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, i.e. when furniture is shifted and shelves have been removed from the walls. All buildings are generally scheduled for repainting every 10-15 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 ITS Helpdesk.

➤ **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 carpooling-Ridelink

➤ **Where do I find out about parking on campus?**

The Getting-to-Campus webpages have a list of frequently asked questions for both staff and general users of the campus [/www.waikato.ac.nz/fmd/getting-to-campus/index.shtml](http://www.waikato.ac.nz/fmd/getting-to-campus/index.shtml)

Parking is not 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.

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

Vehicles displaying a University parking permit (Numbered Permit or Licence to Hunt), 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 and pay the appropriate parking fee via one of the Pay by Plate machines.

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

Refer to the information under "Parking" in this handbook, and to the Getting-to-Campus webpages, link: <http://www.waikato.ac.nz/fmd/getting-to-campus/index.shtml>.

➤ **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 the CCS, and temporary permits which are issued by the University's Disability Coordinator.

➤ **Ridelink / Carpooling – 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. These permits are free for all users. However, the parking fee is still to be paid at the Pay by Plate machines.

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

Should you require a Sandwich Board notice, requests should be made with the Parking staff 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>).

All requests should be received by 2.30pm the working day prior to being needed.

Electric Vehicles and electric charge stations

The University has 64 Toyota hybrids in its Fleet and 2 fully Electric Nissan Leaf's. Charge stations can be used by visitors to the University but need to be booked prior with John Ireland johnire@waikato.ac.nz There are three EV charge stations at the University. Two in the ITS compound and 1 in FMD.

Pinboards/whiteboards in office areas

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

Pinboards and whiteboards are supplied and fitted by the FMD Facilities Services team. Please email your request to ITS Helpdesk (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 out 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 a tradesperson 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.

**Email (preferred) fmdservice@waikato.ac.nz or Phone the ITS Helpdesk on 4008 (8am-4.30pm Mon-Fri),
After hours urgent matters – phone Security on (07) 838-4444.**

Plans

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

Facilities Management prepares and updates floor plans for all buildings on campus. PDFs of floor plans are available to all staff online via i-Waikato – Document Directory – Facilities and Services – subfolder University of Waikato Floor Plans.

Exterior site plans showing services through the campus are available for reference at the FMD Draughting Office on request – contact the ITS Helpdesk (email fmdservice@waikato.ac.nz) 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 ITS Helpdesk (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

➤ ***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 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, three monthly testing is required.

Testing of University equipment and fitting of standard tags will be carried out by Facilities Management or a suitably qualified and named contractor. Contact the Senior Facilities Engineer via the ITS Helpdesk 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?**

Faculties/schools/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 Senior Facilities Engineer who can be contacted via the ITS Helpdesk.

➤ **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 Logistics Team Leader, who is contactable by email: fmdporters@waikato.ac.nz, phone [07]858-5108.

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.

➤ **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.

Ideally for large jobs such as room shifts that can take up to a day, a notice period of 2 weeks is preferred. For smaller jobs such as an hour or two, a notice period of a week would be appreciated.

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

**Email (preferred) fmdservice@waikato.ac.nz or Phone the ITS Helpdesk on 4008 (8am-4.30pm Mon-Fri),
After hours urgent matters – phone Security on (07) 838-4444.**

Recycling and confidential shredding bins

- **69% of University waste going to landfill is either recyclable or compostable.**

Please utilise the recycling stations located around campus for glass, plastics (1&2), and cans. All offices and teaching rooms should have a paper recycling box. Please contact the Porters (fmdporter@waikato.ac.nz) if you do not have one.

Cardboard cages are located outside most faculties for the collection of clean cardboard.

Please be assured that our recycling does get recycled. However, if it is contaminated with food, and unrecyclable plastics, it will be rejected and go to landfill.

- **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 within 5 working days of request to empty. Email request to fmdporters@waikato.ac.nz. 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 or electrical 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. To request this service use form www.waikato.ac.nz/fmd/destructionrequestform.shtml.

Should you have any questions regarding these bins please contact the ITS Helpdesk.

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

Electrical and E Waste

Must be dealt with safely, legally and responsibly. All e waste is collected for recycling. No E waste is to go to skips or landfill. Please contact ITS or porters for collection.

- **Where do we find out about other recycling?**

There is more information on landfills and recycling available on the FMD Environmental Sustainability website, link www.waikato.ac.nz/fmd/environment/recycling.shtml.

- **Waste Minimisation and Management Programme**

Please help the university to achieve its goals in reducing and managing its waste <http://www.waikato.ac.nz/fmd/environment/programmes.shtml>

Reporting faults

➤ *What does the ITS Helpdesk do and what services are offered?*

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

The duties of the ITS Helpdesk include:

- Receiving and processing all maintenance requests relating to the University grounds, buildings, services and capital developments.
- Receiving and forwarding cleaning requests.
- Receiving and forwarding pest control requests.

➤ *What are the various methods of contacting the ITS Helpdesk?*

Contact can be made by email (preferred) fmdservice@waikato.ac.nz, or by phone 4008.

➤ *What are the hours the ITS Helpdesk is staffed? What about after hours?*

The ITS Helpdesk 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 (07)838-4444 from an outside the University phone line or cellphone.

Security and access card

➤ *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.

During the normal business day (Monday to Friday 8:00am to 4:00pm) all the security services are provided by the University staff and they can be contacted by phoning 07 838 4444 or via email security@waikato.ac.nz

If you see something suspicious or out of the ordinary then you should dial 4444, or (07)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 07 838 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.

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 routes through campus. These routes link the centre of campus with the major carparks and are indicated by white/blue bands on selected light poles. 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/blinds 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.

➤ **How do I obtain an Access card?**

All staff should speak to their department administrator or line manager who will organise the access card for you.

If the Staff member already has a HR Staff ID card this can be programmed for door access instead. The short number printed on the back of the card should be quoted on the application form presented by the department administrator or line manager.

➤ **What are the office hours for people wanting to collect an Access card?**

Security's office hours for students wanting an Access card are:

Mon-Fri 10.30am to 12noon and 1pm to 3pm.

Staff wishing to discuss an access problem can visit the Security office any time between 8am-4pm, Monday to Friday.

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

If you lose a card, it is important that you contact Security (07 838 4444) 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 Access controlled?**

In general, most of the larger buildings on campus are individually controlled 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 (mainly computer labs) are 'badge out' doors – any card can be used to exit the building or room.

Access to computer labs is more stringently controlled – some are 24 hour card access only. For more information send an email to security@waikato.ac.nz.

Signs

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

Requests for permanent name and room signs in buildings should be sent to the ITS Helpdesk. FMD use standard sizes and colours for plates and lettering 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 ITS Helpdesk, who will arrange one of the carpenters to do the job, so that the proper hardware and tools can be used.

➤ **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 Faculties, Schools and Divisions. (Departments will not be shown on external signage.) Requests for signs for assigned car parks should be sent to Security for approval.

Space Management

➤ **Allocation of office space for staff**

The allocation of space is as per the Space Allocation and Management Policy. Each staff member is entitled to a maximum of one office or workspace, general staff and part-time academic staff may be required to share office space.

➤ **Support Spaces**

The University provides a number of centrally-serviced tea rooms. Other support spaces such as resource rooms, stationery rooms, copier bays and reception areas will be provided at the discretion of Facilities Management Division in consultation with the relevant Faculty or Division manager.

➤ **Requests for additional space**

Requests for additional space beyond a Faculty/Division's (or equivalent) allocation must be referred by the relevant Dean, Director (or equivalent), to the Space Manager. The *Space Request Process Diagram* outlines the process from the original request through to completion of the project, for all requests for space.

➤ **Central management of teaching space**

The Assistant Vice-Chancellor (Student & Information Services) is responsible for the timetabling of all teaching spaces, including lecture rooms, tutorial rooms and teaching laboratories.

**Email (preferred) fmdservice@waikato.ac.nz or Phone the ITS Helpdesk on 4008 (8am-4.30pm Mon-Fri),
After hours urgent matters – phone Security on (07) 838-4444.**

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 ITS Helpdesk 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 or help@waikato.ac.nz.

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

Toilet facilities

➤ **How often are they cleaned?**

All toilets on the campus are cleaned daily – Monday to Friday.
Refer to Cleaning for more details.

➤ **How do I report any defects?**

Any problems or defects should be reported to Facilities Management as soon as possible. Contact the ITS Helpdesk 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 ITS Helpdesk (email fmdservice@waikato.ac.nz) if there is an area that requires attention.

**Email (preferred) fmdservice@waikato.ac.nz or Phone the ITS Helpdesk on 4008 (8am-4.30pm Mon-Fri),
After hours urgent matters – phone Security on (07) 838-4444.**

Vehicles

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

There is currently a central body which controls and coordinates the University's vehicles – this is managed by the Fleet Manager, John Ireland, who may be contacted on email johnire@waikato.ac.nz, phone (07)858-5192 or cellphone 027-2742191.

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

Details are given in the I-Waikato – Document Directory – Purchasing and Procurement – subfolders Policies and Purchasing Processes.

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 ITS Helpdesk.

➤ **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 ITS Helpdesk.

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. Fixing is undertaken by FMD upon request by email to the ITS Helpdesk (fmdservice@waikato.ac.nz) – please provide an account code. 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 acceptable in most corridors if all notices are securely pinned/affixed to the boards. In case of doubt, please seek FMD guidance.

➤ **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 ITS Helpdesk.

➤ **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 ITS Helpdesk 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 ITS Helpdesk 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 ITS Helpdesk (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 email fmdporters@waikato.ac.nz and arrangements will be made to have one placed in your office. When your recycling tray is full empty it 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) 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. Please avoid polystyrene packaging. See <http://www.waikato.ac.nz/fmd/environment/recyclingfaqs.shtml>

Computer-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 email campus_computers@waikato.ac.nz or phone 4209.

Other packaging – requests should be emailed to fmdporters@waikato.ac.nz – 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.

Water

Please report leaking taps, toilets etc through the ITS Helpdesk extn. 4001.

In 2016 the University used approximately 55,612,000L of water and discharged 13,285,000L of waste water, costing over \$269,000.

We are currently developing a water management programme.

Windows

➤ **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 ITS Helpdesk and give details of the room and nature of the problem.