



Ref: [REDACTED]

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22 August 2024

By E-mail Only: [REDACTED]

Dear [REDACTED]

**OFFICIAL INFORMATION REQUEST – INFORMATION RELATING TO THE WAAHI
TAAKARO GOLF CLUB AND THE NELSON CITY COUNCIL OPEN SPACES CONTRACT**

I refer to your official information request dated 11 July 2024 for:

'Waahi Taakaro Golf Club Management Committee request Nelson City Council (NCC) provide all specification details for 3657 Golf Course including the following: -

- 1. NCC expenditure & costs in relation to the Waahi Taakaro golf course;*
- 2. Actual NCC budgets for the Waahi Taakaro Golf Course for last five years, plus two extension to 2025;*
- 3. Nelmac contract agreements for last five years, plus two extension to 2025 including but not limited to base requirements, programmed work, un-programmed work & renewal work;*
- 4. Nelmac tender documents for base requirements, programmed work, un-programmed work & renewal work including all costings, & requirements;*
- 5. NCC payments to Nelmac in relation to Nelmac Open Spaces & Maintenance contract in relation to Waahi Taakaro Golf Club'*

Part of the information you have requested is enclosed. It is released on the condition that it is not to be shared with third parties.

We have decided to withhold some information in relation to your request that relates to:

- 1. NCC expenditure & costs in relation to the Waahi Taakaro golf course;*
- 2. Actual NCC budgets for the Waahi Taakaro Golf Course for last five years, plus two extension to 2025;and*
- 5. NCC payments to Nelmac in relation to Nelmac Open Spaces & Maintenance contract in relation to Waahi Taakaro Golf Club'.*

Internal Document ID: [REDACTED]

There is refusal in full to release information that relates to:

4. Nelmac tender documents for base requirements, programmed work, un-programmed work & renewal work including all costings, & requirements;

Withholding/refusal is in reliance of the following sections of the Local Government Official Information and Meetings Act 1987 (LGOIMA):

- Section 7(2)(b)(ii) to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information (parts 1,2, 4 and 5 of your request);
- Section 7(2)(h) to enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities (part 4 of your request);
- Section 7(2)(i) enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (part 4 of your request).

The Open Spaces Contract is currently undergoing procurement and tender documents must remain confidential until this process is concluded. Failure to do so could put the process at legal risk and commercially disadvantage the supplier. We do not consider the public interest would outweigh the above reasons to withhold this information.

Redactions are shown with red on black overlay text.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact Hannah Curwood.

Yours sincerely



Hannah Curwood
Manager Parks and Facilities

Encl: Enclosures – Redacted and Watermarked for Release

COSTS AND EXPENDITURE FOR GOLF COURSE

Account	Name	Budget - 2019/2020	Budget - 2020/2021	Budget - 2021/2022	Budget 2022/23	Budget - 2023/24	Actual - 2023/24	Main provider	Budget - 2024/25
	OPEX- Golf Course								
36572010	Golf Course Property Mtce: Contract	\$114,464.00	\$116,982.00	\$120,000.00	\$123,480.00	\$123,480.00	\$122,234.76	Nelmac	\$123,480.00
36572607	Telephone/Internet	s.7(2)(b)(ii) - avoid prejudice to commercial position						other	s.7(2)(b)(ii) - avoid prejudice to commercial position
36572645	Advertising							other	
36572670	Commission and Retainer- shop contract							other	
36573010	Unprogrammed Maintenance							shared	
36574010	Programmed Maintenance- Renovations	\$42,924.00	\$43,868.00	\$44,100.00	\$45,379.00	\$46,526.00	\$51,454.93	Nelmac	\$47,672.00
						\$280,326.00	\$315,532.07		\$284,657.00
	CAPEX - Golf Course								
36577150	Renewals: Furniture	s.7(2)(b)(ii) - avoid prejudice to commercial position						shared	\$5,073.00
36577220	Renewals: Services	\$15,330.00	\$15,667.00	\$16,005.00	\$16,485.00	\$38,457.00	\$5,989.57	Nelmac	s.7(2)(b)(ii) - avoid prejudice to commercial position
36577255	Renewals: Accessway/carparks	s.7(2)(b)(ii) - avoid prejudice to commercial position						other	
36577825	Minor improvements	0	0	0	0	\$0.00	\$0.00		\$5,284.00
365771408118	IT Renewals	0	0	0	0	\$2,642.00	\$0.00		\$2,640.00
						\$56,636.00	\$18,028.19		\$53,914.00

1.3 Mixed shrubs and groundcovers

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

Customer Outcomes

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



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

1.6 Naturalised Bulb Display

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

Customer Outcomes

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



		Service Level Indicators		Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Premium ★★★★★	Basic ★★★★	
Condition and general care	• Tall flower stalks are staked where required to prevent damage. • Dead foliage and flower stalks are removed when senescent • The location of naturalised bulbs is recorded. • Operations (particularly mowing and cultivation) in areas where bulbs are naturalised are managed to avoid damage to bulbs and growing foliage.	• Annual fertiliser application specific to plant requirements • Annual tidy-up for plant health and appearance	• Annual tidy-up for plant health and appearance	• Displays are colourful and attractive. • Plants are in good condition and well-grown with no obvious water or nutrient deficiencies that detract from the overall appearance of the display. • Bulbs are not damaged by other parks operations. • The seasonal display is not diminished due to loss of bulbs.
New and replacement plantings	• A proposal for new and replacement plantings is prepared to be approved by Asset Manager prior to submission of bulb orders.	• Annual	• As required	• Priced proposals are received annually for new and replacement bulb plantings.

1.0 GARDEN MAINTENANCE

Unscheduled operations	Best Practice Principles		Response times	Performance Assessment measures Customer Outcomes are met when:
Planting	Plant numbers are maintained, with plant loss from natural attrition, replaced with plants of the same species and cultivar.	Replacements and new plantings as approved	Replacements and new plantings as approved	Plantings are renewed and extended as agreed.

Supporting images	

2.1 Tree establishment

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

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

Customer Outcomes

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



		Service Level Indicators			Performance Assessment Measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
New and replacement plantings	• A proposal for new and replacement plantings is prepared to be approved by Asset Manager prior to submission of plant orders.	• Annual	• Annual	• As required	• Priced proposals are received annually for new or replacement plantings.
		Service Level Indicators			Performance Assessment Measures Customer Outcomes are met when:
Unscheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
Plant supply	• Trees are healthy and well grown when planted. • Bare root grades are preferred.	• Minimum grade PB 95 (45 litre) or >2.5m high	• Minimum grade PB 60 (35 litre) or >2m high	• Minimum grade PB 40 (25 litre) or >1.8m high	• Trees are in good condition and well-grown with no obvious defects or deficiencies that affect tree health.

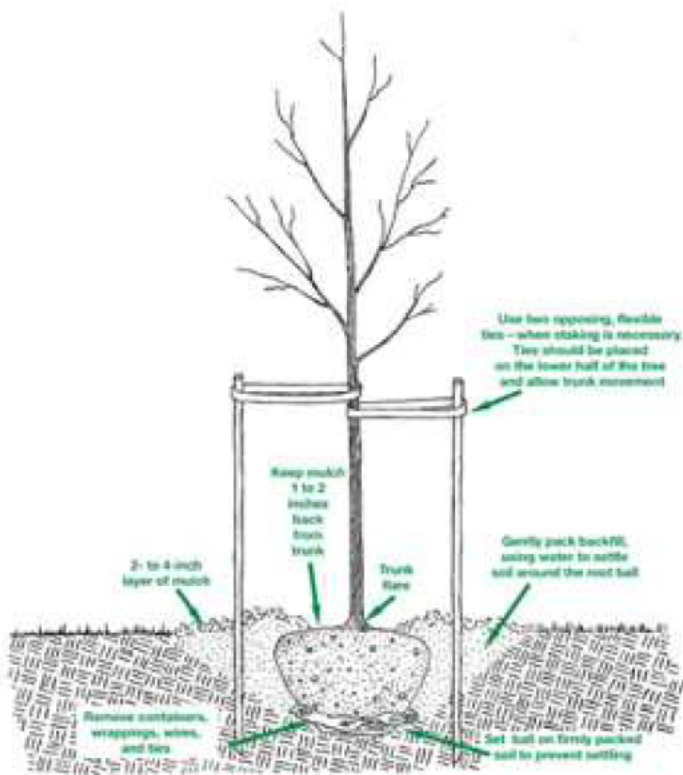
2.0 TREES AND HEDGES

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

2.0 TREES AND HEDGES

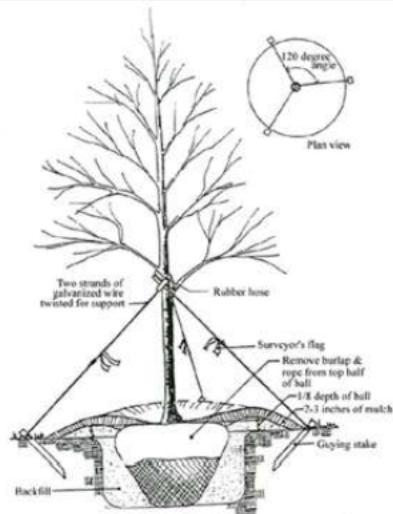
Mulch	- Bare soil is covered with mulch suitable for the situation. Waste tree mulch will be suitable for most situations other than in high profile sites (see diagram). - Mulch is kept away from the tree trunk.	Mulch is 75mm deep.	Mulch is 75mm deep.	Mulch is 75mm deep.	Mulch cover provides tidy and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

Supporting images

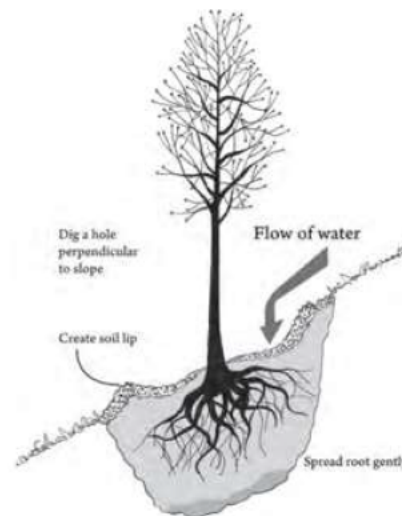


Planting detail showing:

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



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



Planting detail for a tree on a slope showing:

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

2.2 Juvenile trees

Juvenile trees are newly planted specimen trees up to 5m in height or with a trunk diameter at 1.4m of less than 250mm. Juvenile trees may be poorly anchored as their root systems have not fully developed, so need to be protected until self-supporting. Trees require frequent inspection to check that protection systems are supporting or protecting the tree, are not damaging the trunk and are required. Juvenile trees are vulnerable to lack of water until roots have developed and can supply the needs of the foliage. Trees require formative pruning to ensure that they develop good form and become good specimens when mature. Juvenile trees are vulnerable to damage from wind, vandalism, vehicles, line trimmers, mowers, weed growth, pests and diseases and chemicals.

Customer Outcomes

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



		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspections	• Trees are inspected for damage, health, condition, stability, form etc. • Tree protection systems are inspected for deterioration, damage and redundancy.	• Twice annually for first five years • Annually thereafter	• Twice annually for first five years • Annually thereafter	• Twice annually for first five years • Annually thereafter	• Unidentified damage and health issues do not have long term adverse effects on tree health and condition.
Condition and general care	• Pruning is carried out in accordance with best arboricultural practice to promote a strong branch framework, healthy growth and an attractive shape. • Dead and diseased wood is removed.	• Mulch is kept tidy and is topped up annually • Form prune for tree branch structure and	• Mulch is topped up annually • Form prune as required for tree branch structure and appearance,	• Mulch is topped up as required. • Form prune as required for tree branch structure and appearance,	• Trees have been correctly pruned to promote good structure, growth and safe clearance over paths and roads. • Trees are free of epicormic growth. • Trees are free of dead and diseased branches.

2.3 Mature trees

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

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

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



Customer Outcomes

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

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

2.0 TREES AND HEDGES

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

2.0 TREES AND HEDGES

Pests and diseases	• Pest and diseases are controlled.	• As required	• NA	• NA	• Trees are in good health with no obvious infestations of pests or diseases.
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Unscheduled operations	Best Practice Principles	★★★★★	Response times ★★★★★	★★★	Performance Assessment measures Customer Outcomes are met when:
Death, disease and damage	• Damaged branches are removed using correct pruning techniques. • Trees that have died, or are diseased or are damaged beyond recovery are safely removed. • Hazards (pruning or removal operations) are eliminated • Hazards are isolated if they cannot be eliminated within an acceptable timeframe.	• 1 week • 1 week • 24 hours • Immediate	• 2 weeks • 1 month • 72 hours • Immediate	• 1 month • 3 months • 1 week • Immediate	• Trees are in a safe condition with hazards isolated or eliminated.

Supporting images



Well mulched tree

3.1 Amenity turf management

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

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

Customer Outcomes

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



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

3.0 TURF MAINTENANCE

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

3.0 TURF MAINTENANCE

Damage	• Damage to turf is repaired to the same standard it was prior to damage occurring.	• Within 48 hours or before the next scheduled event	• Within 72 hours or before the next scheduled event	• Within 1 week or before the next scheduled event	• Within 1 week or before the next scheduled event	• Damage to turf is temporary and does not affect the medium to long term visual appearance and performance.
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Supporting images

3.8 Mowing – Golf Courses

Golf course mowing is intended to cover the specialist turf areas of a golf course, and to provide a suitable playing surface for a premium service level (4 star) for community use.

Customer Outcomes

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



Scheduled operations	Best Practice Principles	Service level Indicators				Performance Assessment measures Customer Outcomes are met when:
		Greens ★★★★★	Tees ★★★★★	Fairways ★★★	Rough ★★	
Grass height	• Grass heights are maintained in accordance with recommendations for each area and purpose.	• 4mm to 8mm	• 8mm to 15mm	• 15mm to 40mm	• 30mm to 70mm	• Turf is suitable for the intended golfing use.
Indicative mowing frequency	• Grass is cut at the appropriate frequency to maintain grass height within the specified range. • Grass is cut such that not more than one third of the measured grass height is removed at any one time.	• Up to 7 times a week depending on rate of growth	• 2 to 3 times a week depending on rate of growth	• 2 to 4 times a week depending on rate of growth	• As required	• Grass height is maintained within the specified range.
Clippings and equipment	• Clippings are either caught and removed or dispersed evenly without clumping or windrowing.	• Clippings are caught • Reel mower	• Clippings are caught • Reel mower	• Clippings dispersed • Reel mower	• Clippings dispersed • Reel or rotary mower	• Clippings are not left lying on greens and tees following mowing. • Clippings do not significantly detract from the health, use and appearance of fairways and rough turf.

Mowing coverage	• Mowing is undertaken to cut the full extent of the area and as close as possible (without damage) to fixed obstructions. • Moveable obstructions are moved to allow mowing and replaced before leaving the site. • Mowing is not carried out when the operation or equipment is likely to cause damage to the turf.	• At every cut	• At every cut	• At every cut	• At every cut	• The entire mowable area is cut to a consistent standard. • There are no wheel or tyre marks left in the turf following mowing operations.
Edges	• Edges around and along structures, trees and fences shall be maintained with the appropriate equipment or chemical. • Where a hard surface edge is flush with the grass, the edge is mechanically cut and not sprayed.	• Edges are trimmed mechanically to the same standard as the turf	• Edges are trimmed mechanically to the same standard as the turf	• Edges are trimmed mechanically to the same standard as the turf	• A vegetation free strip no more than 100mm wide is maintained around and along structures.	• Edges are neatly trimmed, and vegetation free strips are no wider than specified.
Debris and litter removal	• All visible stones, bottles, litter, fallen branches and other debris that will damage turf or machinery, create an untidy appearance, or create a hazard to operators or public is collected and disposed of prior to mowing. • Grass cutting is carried out to prevent mower flung projectiles presenting a danger to park users or property.	• Before each mowing	• Before each mowing	• Before each mowing	• Before each mowing	• Litter and debris does not damage the playing surface or detract from the use and appearance of the turf.

**Unscheduled
operations**

Best Practice Principles

Response times



Performance Assessment measures
Customer Outcomes are met when:

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Supporting images

4.1 Litter collection

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

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

Customer Outcomes

- Areas are tidy and free of litter and debris.



		Service Level Indicators				Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★★	Basic ★★★	Sporadic ★★	
Scheduled operations	Best Practice Principles					
Inspection and collection	• Visual inspection for litter • All litter and other debris is collected and removed from site.	• Daily	• Weekly	• Fortnightly	• Only in conjunction with other work being carried out on site	• A clean and tidy appearance is maintained.
Unscheduled operations	Best Practice Principles	Response times				Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	★★	

4.0 LITTER AND REFUSE

Notification of excessive litter	- Illegal dumping and excess litter is reported for action. - All litter and other debris is collected and removed from site.	- Immediate reporting 4 hours for action	- Immediate reporting 24 hours for action	- Immediate reporting 72 hours for action	- Immediate reporting 72 hours for action	A clean and tidy appearance is maintained.
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Supporting images

6.1 Furniture and structures

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

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

Critical structures include:

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

Customer Outcomes

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



		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspection	• Parks furniture and structures are visually checked during routine operations for vandalism, graffiti, theft, damage, safety, cleanliness and functionality.	• Monthly	• 3-monthly	• Annually	• Hazards and disruptions to service from unrecognised faults are minimised. • Written notification of defects that require attention is provided.
Cleaning	• Moss, lichen, algae and other surface contaminants (such as food scraps, faeces etc) that may affect health, asset life, use and performance are removed.	• Drinking fountains weekly • Interpretation signs, seats and tables monthly	• Drinking fountains weekly • Other assets 1 to 3 yearly or as required	• Tables, seats, signs and bins as required or identified by inspection	• The safe and pleasant use, performance and expected life of furniture and structures is not significantly affected by moss, lichen, algae and other surface contamination.

6.0 FURNITURE, STRUCTURES AND LANDSCAPE FEATURES

		• Other assets 1 to 2 times annually or as required			
Surface coatings	- Painted or coated surfaces are maintained using an approved product so that surface rust, discolouration and paint deterioration is minimised and asset life is maximised. - Furniture is free of flaking or chipped paint, rust or discolouration - Integrity of surface finish is maintained - Rust free finish	1 to 3 yearly for oiled timber 3 to 5 yearly for paintwork	• 5 to 10 yearly depending on condition	• As required or identified by inspection	- Furniture and structures are well presented and visually pleasing. - Asset life is maximised by maintenance of protective coatings.
Repairs and maintenance	• Minor repairs and component replacements are carried out to keep furniture and structures safe and functional and fit for purpose	• 72 hours	• 1 week	• 1 month	• Furniture and structures are fully operational, safe and fit for use.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★	★★★	
Repair	• For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible.	• 24 hours	• 1 week	• 1 week	- Required repairs notified to Asset Manager within response times - Hazards have been removed or isolated if repair cannot be carried out immediately.
Hazards	• Hazards caused by damage or deterioration of furniture and structures are isolated or removed.	• Immediate	• Immediate	• Immediate	
Graffiti	• Graffiti is removed using an appropriate removal product, or by over-painting using matching paint, or by sanding off timber and reinstating coating where required.	24 hours 4 hours for offensive graffiti	72 hours 4 hours for offensive graffiti	72 hours 4 hours for offensive graffiti	• No graffiti is present on furniture and structures.

6.0 FURNITURE, STRUCTURES AND LANDSCAPE FEATURES

Structural assessment	Critical structures are inspected by a competent structural engineer.	Three to six yearly	Six yearly	Six yearly	Critical structures have been inspected and a report prepared identifying any structural issues.
Condition assessment	Furniture and structures are inspected for condition and structural integrity by a person competent to undertake the inspection.	Two to three yearly	Three yearly	Three yearly	Furniture and structures have been inspected and reported.

Supporting information and images

6.3 Irrigation systems

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

Customer Outcomes

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



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

6.0 FURNITURE, STRUCTURES AND LANDSCAPE FEATURES

Regular maintenance	- Minor repairs and component replacements e.g. replace worn and damaged sprinkler heads, split pipes etc. - Clean main filter in irrigation control box to allow effective water flow. - Set irrigation programmes according to local climatic and soil conditions. - Change back-up batteries in controllers. - Irrigation systems are drained for winter in cold areas to prevent damage.	48 hours - At least twice annually - As required for local conditions - Annual - Annually in autumn	1 week - At least twice annually - As required for local conditions - Annual - Annually in autumn	NA	Irrigation systems are functioning effectively.
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Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures
		★★★★★	★★★★★	★★★	Customer Outcomes are met when:
Repair	For repairs that requires specialist contractors or major component replacement, the Asset Manager shall be advised of the nature of the issue immediately so that repairs can be actioned as soon as possible.	24 hours	1 week	NA	Irrigation systems are fully operational.

Supporting information and images

8.2 Unsealed paths and cycle trails

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

Customer Outcomes

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



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

Surface maintenance	• Natural and compacted surfaces are filled, levelled and compacted to repair wear and scouring, and reduce the impact of exposed rocks and roots. • Suitable surface materials are used to maintain surface condition.	• Smooth, even surface. • Compacted surfaces are checked for debris, obstructions and displacement monthly or following storm events, and brought back to a smooth, level, well compacted condition.	• Compacted surfaces are checked for debris, obstructions and displacement annually or following storm events, and brought back to an even, well compacted condition.	• Surface scouring and displacement is repaired as required to allow safe use in all weather conditions. • Trails are checked for debris and obstructions following storm events.	• The surface of paths, tracks and cycle trails is suitable for the intended use and service standard. • Disability access is not compromised by surface conditions. • Surface camber and crowning is maintained following maintenance operations. • Debris and obstructions are removed.
Steps	• In-ground steps are checked regularly and any displacement, damage or wear of materials is repaired.	• Check for damage or displacement monthly or following significant storm events and repair as required.	• Check for damage or displacement annually and repair as required.	• Repair as required.	• Handrails are stable and secure. • In-ground steps are safe and functional with no hazards. • Compacted material is level with the top of tread risers.
Drainage	• Drainage systems are maintained to prevent surface scouring and pugging, inundation and track cracking and subsidence.	• Drainage systems are checked and cleared twice annually, and before predicted major rainfall events.	• Drainage systems are checked and cleared annually.	• Drainage systems are cleared as required.	• Drainage systems are functioning as intended. • Surfaces are well drained and suitable for the intended use and service standard. • Tracks are not affected by subsidence due to poor drainage and inundation.
Vegetation	• Paths, tracks and trails are kept clear of encroaching and surface vegetation. • All cut vegetation is removed and disposed of offsite, or out of site in bush areas.	• Vegetation does not encroach over or grow on the path surface.	• Vegetation does not reduce the effective track width below 1.2m	• Vegetation does not reduce the effective track width below 900mm	• The safety and performance of paths, tracks and trails is not adversely affected by vegetation growth. • Vegetation clearance on cycle tracks is sufficient to allow at least 10m visibility. • Overhanging vegetation is trimmed to at least 2.5m above the surface, and all debris removed.

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

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

Tags and clarifications

The ones that relate to the Golf Course are:

Biannual fertilising of sports fields has been included using a combination of DAP and No.3 Sports turf fertiliser, at application rates determined by soil testing, for all sportsfield turf sport surfaces other than Trafalgar Park, Saxton Oval, the Croquet Court and the Waahi Taakaro Golf Course greens.
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Waahi Taakaro Golf Course lump sum pricing excludes all aspects of, renovations, additional fertilising, fungicide and pesticide applications.
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Toilet maintenance checks at the Waahi Taakaro Golf Course has been allowed for once a month frequency at the request of the NCC Contract Supervisor. We note that this is not in line with any of the specified service levels and that the club may be providing additional cleans.

Work not included in specifications relating to water meter reading, certification and reporting at Botanics and Waahi Takaaro Golf Course is included in the lump sum as per current resource consents.
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3.8 Mowing – Golf Course. Rough mowing shall be to the current standard 40m -70mm.
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