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APPENDIX 1 – Services A to Z
1. Scope of this Statement

This Service Statement is reviewed and updated annually to clearly define the role and services Property Services provides. The intent is also to advise the University community of how these services can be accessed and the responsibilities of Property Services and clients in relation to these services.

2. Property Services Overview

RMIT’s built environment consists of approximately 110 buildings that are either owned or leased and are located across all of RMIT’s campuses and sites. Property Services has the responsibility to operate and maintain all owned buildings, manage leased premises, oversee construction of new facilities and ensure the provision of associated support services in a sustainable way.

Property Services is also responsible for the maintenance and development of the external environment. In order to ensure regulatory compliance, uniformity and equity, Property Services is the only authorised provider of these services to the RMIT community.

Property Services is structured into the following branches responsible for different aspects of service delivery:

- **The Executive Director’s Office** provides leadership, direction and focus to Property Services. The Executive Director has overall responsibility for the Group and reports to the Pro Vice-Chancellor, Group Governance. The Executive Director oversees the operation of the branches and the RMIT Gallery, and ensures that the Group works together towards continuous improvement and the provision of a client focused, quality service to the University community within budgetary constraints. The Executive Director’s office is also responsible for managing the University’s Property Portfolio.

- **Corporate and Client Services** manages all issues in relation to leasing and is responsible for providing seamless access to the various services that Property Services provides via a team of Client Relation Managers. Corporate and Client Services also provides internal human resources support and is responsible for internal financial management and for handling issues in relation to items chargeable by Property Services.

- **Facilities Services** is responsible for the provision of the wide range of services required to facilitate the day to day operations of the University and consists of four key units, namely Maintenance Operations, Contracts and Services, Audio Visual Services and Security.

- **Projects** (previously Construction) manages the planning, design and implementation of all projects forming part of the Capital Plan – Property. These include new construction and both major and minor renovations and refurbishments.

- **Space Management** provides expert advice on the management of the University’s space in terms of recommended spatial allocations, utilisation analysis and accommodation planning strategies. It develops and maintains the space inventory system and manages the University's timetabling and room booking processes.
3 Client Support Services

3.1 Service / Reception Desk

The relevant Property Services Service / Reception Desk should be the first point of contact for all maintenance requests and will immediately record the details of all requests on the Building Engineering Information Management System (BEIMS), before forwarding them to the appropriate area for action. BEIMS records, assigns the priority status and tracks the job until completion via a unique number allocated to each maintenance request.

The Service / Reception Desk should be contacted for the following types of requests:

- Maintenance issues
- Additional or out of hours cleaning services
- Breakdown of lifts and escalators
- Bookings for audio visual equipment and training
- Assistance with locks and keys
- Furniture removal and general porterage
- Any other enquiries, requests or complaints relating to services provided or the use and maintenance of property, buildings and grounds.

The Hubs located on each campus are also available to receive and record maintenance requests and the City Hub has the responsibility of booking out the Property Services vehicle.

Contact hours and numbers

City Service / Reception Desk - 7:45 am to 6:15pm Monday to Friday on x 52111 or via e-mail on psservicedesk@rmit.edu.au. For after hours emergencies please contact Security on x 52051.

Bundoora Service Desk - 8.30am to 4.30pm Monday to Friday on x 57567. For after hours emergencies please contact the Duty Security Officer on mobile 0418 551 814 or City Security on x 52051.

Brunswick Service Desk - 8.30am to 4.30pm Monday to Friday on x 57567. For after hours emergencies please contact the Duty Security Officer on mobile 0418 551 814 or City Security on x 52051.

City Hub – 9.00am to 6.00pm Monday to Friday (extended hours during February 9.00am to 9.00pm), on x 53666 or via e-mail on: thehub@rmit.edu.au

Bundoora West Hub – 9.00am to 5.00pm Monday to Friday, on x 57254

Bundoora East Hub - 9.30am to 2.00pm Monday, Wednesday and Friday on  x 56225

Brunswick Hub – 9.00am to 5.00pm Monday to Friday, on x 59483

Business Hub - 9.00am to 5.00pm Monday to Friday, on x 55777
3.2 Client Relations Managers

A dedicated Client Relations Manager (CRM) is provided for each portfolio/school/group/RMIT company and is responsible for assisting the client to access the range of services provided by Property Services.

In order to best meet the needs of clients, the Client Relations Manager should be the initial point of contact within Property Services for all requirements that cannot be dealt with through the relevant Service / Reception Desk or Hub. The CRM will facilitate access to services provided by the various Property Services branches and introduce the relevant staff, who will then be responsible for the delivery of their component of your requirements. The Client Relations Manager will stay involved throughout the process and is always available to assist and follow-up as required.

Each CRM is committed to establishing good communication with clients and building strong relationships between them and relevant Property Services staff.

4 Property Services Responsibilities

4.1 Services Covered by Occupancy Charges Policy

Property Services is responsible for providing a wide range of support services to the University, which it aims to make available in a client focussed and cost effective manner.

We will at all times use our best endeavours to meet the needs of our clients within the context of the resources provided, ensuring equity in the standard of service provision across the University.

The Occupancy Charge incurred by clients covers the following services, which are provided in accordance with the Occupancy Charges Policy and Procedures and are consistent with the operating charges normally incurred by a commercial tenant:

Direct tenant costs:
- Cleaning
- Utilities

Indirect tenant costs:
- Security
- Campus grounds maintenance
- Mail Service, including internal mail, couriers, bulk mail-outs etc.
- General Preventative Maintenance (including audio visual in centrally managed teaching spaces)
- Property Management

The details of the services provided and nominated service levels where appropriate, are defined in Appendix 1 - Services A to Z.
4.1 Optional Services Available

Property Services will provide any of the following additional services as requested. Where payment for such services is required, charges will be processed via a SAP journal with statements issued monthly.

- Mechanical services, such as air conditioning, requested to be made available outside normal operating hours. Such requests will be considered bearing in mind both the needs of the clients and also the needs of the University in terms of conserving energy and rationalising expenditure. It may be necessary to relocate weekend classes, for example, to a central location, so that mechanical plant can be operated efficiently and University overheads reduced.

- Additional cleaning services, over and above those specified in the Services A-Z, such as additional steam cleaning of carpets, the cleaning of curtains, and cleaning arranged outside of the normal schedule.

- Provision of audio visual services over and above those specified in the Services A-Z.

- Maintenance of audio visual equipment owned by the client (subject to the required expertise being available within Property Services).

- Provision of a dedicated audio visual technician requested to be present to assist in the operation of audio visual equipment.

- Additional security services beyond those specified in the Services A-Z.

- Supply of security access cards (at $18.50 each).

- Response to externally monitored security alarms (at $50 per call).

- Changing existing lock cylinder (at $71.50 per cylinder)

- Provision of additional keys (at $8.80 per key)

- Storage of goods received at the City Campus and not collected within 24 hours (at $3.30 per day per square metre).

- Relocation of goods, furniture and exam set-ups.

- Additional mail/sorting services.

Any additional services which are required on an ongoing or regular basis should be the subject of a written agreement to be negotiated in the first instance by contacting your Client Relations Manager.
5 Client Responsibilities

The responsibility for maintaining a safe, sustainable and aesthetically appealing campus environment is necessarily shared between Property Services and each campus community. Your cooperation in working together with us to achieve this, for the benefit of staff and students, is greatly appreciated. The following information is provided to assist you to meet your responsibilities in this regard and Property Services will be happy to provide any advice and assistance required.

A Safe Environment

The University must ensure that a safe and healthy environment is established and maintained under the OH&S Act and Regulations and this responsibility is delegated to each organisational unit of the University.

Pro Vice-Chancellors (PVCs), Heads of Schools, Laboratory Managers, Resource Managers, Directors, Executive Directors and RMIT Company Executives have a direct responsibility to ensure the work environment for staff, students and visitors is safe and without risk to health at all times. The Occupational Health and Safety Act and Regulations impose legal obligations and there are serious implications for non-compliance. There are also other Acts and Australian Standards to be complied with, which cover, for example, safety in laboratories, including fume cupboards, and storage and handling of flammable and combustible liquids.

RMIT Occupational Health and Safety Policy 4.9.1.1 recognises the University’s obligations to take all reasonable precautions to protect the health and safety of its employees and students while they are on University premises.

Property Services considers the safety, health and well being of staff and students to be of paramount importance and will work in conjunction with People and Culture to assist portfolios, schools, groups and RMIT companies to ensure compliance with all applicable laws and regulatory requirements.

Care of Our Campuses

The cooperation of portfolios, schools, groups and RMIT companies in maintaining the amenity of each campus by restricting notices, schedules, posters and other temporary signage to bulletin/notice boards or other agreed designated places would be appreciated.

Your cooperation in ensuring that teaching spaces are left in a satisfactory condition for incoming classes is also appreciated.

Please also report any maintenance issues to the Service Desk or Hub. If a matter has been outstanding for a period of time, it could be that no one has reported it.

New Works/External Contracts

The Projects Branch of Property Services is responsible for the management and implementation of all new works, which can range from small jobs funded from operating budgets to much larger capital projects.

In order to ensure that all works meet regulatory and University construction standards and do not compromise the safety of RMIT’s built environment, portfolios/schools/groups/RMIT companies are not permitted to arrange for any new works or any other works that fall within Property Services’ sphere of responsibilities, except via Property Services.
Any unauthorised works carried out by clients will need to be rectified as needed at the client’s expense and must also be reported to the PVC Group Governance.

**Classified and Dangerous Waste Removal**

Individual schools are responsible for arranging for the safe storage and disposal of classified and dangerous waste and medical waste in accordance with required standards and regulations.

**Conservation and Environmental Responsibility**

The unnecessary creation of waste, excessive consumption of energy and non-sustainable practices are costly to the operation of the University and clients are requested to implement and assist in minimisation strategies wherever possible.

The University spends in excess of $5.5M annually on electricity and therefore there is a strong financial and environmental imperative to reduce consumption. Portfolios/schools/groups and RMIT companies are requested to turn off lights, initiate energy saving practices in relation to computers and do anything else possible to assist the University to achieve environmental as well as financial benefits. The reduction of waste, especially the unnecessary disposal of recyclable materials to landfill, is also encouraged.

**Floor Loading**

Your Client Relations Manager must be contacted for advice prior to installing or moving any heavy items (for example, compactuses, machinery, equipment, printing presses). This will enable Property Services to advise on the weight and position of these items to ensure floor loadings and structural supports are not compromised and safe structural loadings are maintained.

**Leases**

Clients seeking to lease additional space should forward the request in writing to the Executive Director, Property Services. Leases can only be negotiated by Property Services on behalf of RMIT and require the approval of the Pro Vice-Chancellor Group Governance prior to any negotiations with managing agents or landlords.

**Space Required for Exams**

Portfolios and schools are required to cooperate in making space they occupy available for exam purposes when required by the Exams and Awards Branch.

**Performance Feedback**

As part of the Group Governance portfolio, Property Services exists to provide services in support of the core activities of the University. Consistent with our desire to be accountable and to continuously improve our level of service, within budgetary constraints, we welcome feedback from clients on our level of performance.