

2005

Hefma Benchmark Report





Higher Education Facility Management Association of Southern Africa

Dear HEFMA Colleagues

2005 Benchmark Report

Welcome to the 2005 HEFMA benchmark report, only the second report of its kind ever to be published for the benefit of all HEFMA members. For this edition, 12 institutions have registered their intent to participate in the survey, of which nine institutions returned their surveys. I hereby want to extend a warm word of thanks to the nine institutions who were willing to make time to fill in the survey questionnaire.

As was the case with the 2004 inaugural report, this 2005 report focused on 5 operational areas, namely building maintenance, grounds maintenance, cleaning and waste management, energy and security. The survey was once again based on the highly sought after TEFMA benchmark report, scaled down to only include these five areas. A big word of thanks to Brian and Wendy Fenn from Keystroke Accounts in Brisbane, Queensland, Australia, for compiling and sending out the surveys, doing the analysis and providing HEFMA with the complete report, ready for publication.

As this report is only the second iteration in HEFMA benchmarking, some problems have still been experienced with some of the definitions. After the recent changes in the higher education landscape in South Africa, some newly formed institutions were also still unable to participate due to inadequate information systems. I am however confident that during the next round in 2007, we will not only be able to iron out these issues, but we also intend to grow the report further to include at least 75% of the Higher Education Institutions in Southern Africa.

This report focuses on the main survey data received from the nine participating institutions converted in tabular and graphical formats, as well as the results from three minor surveys included in the questionnaire. The minor surveys comprise the results of the Strategic Asset Management, Space Management and Environmentally Sustainable Development surveys. The report is also accompanied by a very sleek computerized data analysis tool running in Microsoft Access.

The Australasian benchmarking project started out humbly and has since grown into an FM industry leading annual publication. It is my hope that our own HEFMA benchmarking initiative will gain the same recognition as that of our Australasian colleagues. We will endeavor to publish this report annually towards the end of each year, and to grow it with each new issue. The 2006 survey will kick off in April 2007. May our benchmarking project go from strength to strength and become the industry leader benchmarking publication in Southern Africa.

Best regards,

Marcel Theron
Executive Memeber: Information Services
HEFMA
September 2006

2005 HEFMA Benchmark Report

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List of Participating HEFMA Institutions (9)

Rhodes University	University of Pretoria	University of the Free State
University of Kwazulu-Natal	University of Stellenbosch	Vaal University of Technology
Cape Peninsula Uni of Technology	University of Western Cape	University of Witwatersrand

General Notes and Qualifications:

Schedule of respondents. Your institutional representative has been issued with a “*Cheat Sheet*” that identifies survey participants, the names of which have been excluded from the main body of the report for confidentiality reasons.

HEFMA Data Analysis Tool. Your institutional HEFMA representative has been provided with the password for the HEFMA data analysis tool. The analysis tool (and other related word and excel files) can be downloaded from the Queensland University of Technology file-share server. HEFMA members will be advised on how to access these files by email. If you experience problems downloading the files please contact Brian Fenn at keystroke@optusnet.com.au

Survey Guidelines. Guidelines and definitions for completing the survey are provided on pages 13-16. Note that additional explanatory notes were embedded into the actual 2005 survey data collection form.

Survey Errors and Improvements. As the HEFMA benchmark survey is in its early years some inconsistencies in the way participants interpret the survey definitions and collect and compile data is expected. If you find any errors in this report, or wish to submit suggestions for improving future surveys, please contact Brian Fenn at keystroke@optusnet.com.au

Institution	General Statistical Data							
	CBD Suburban or Rural Campus	Gross Floor Area Total Campus (GFA)	Useable Floor Area Total Campus (UFA)	UFA/GFA	ARV Buildings	Replacement Cost of Buildings	Total EFTSU	GFA provided per EFTSU
	3a	4	5	6	7a	9	10	11
	Type	m²GFA	m²UFA	%	R	R/m²GFA	No.	m²/EFTSU
1	Suburban	178,631	133,577	74.8%	R 697,110,000	R 3,903	5,396	33.1
2	Suburban	457,057	261,632	57.2%	R 2,525,870,683	R 5,526	17,745	25.8
3	CBD	799,842	493,607	61.7%	R 4,289,281,276	R 5,363	29,833	26.8
4	Suburban	290,000	119,690	41.3%	R 1,638,000,000	R 5,648	19,437	14.9
5	Suburban	110,586	81,205	73.4%	R 648,500,000	R 5,864	8,548	12.9
6	Suburban	135,000	101,225	75.0%	R 919,597,000	R 6,812	13,516	10.0
7	CBD	247,480	151,100	61.1%	R 1,613,000,000	R 6,518	13,772	18.0
8	Suburban	269,378	170,676	63.4%	R 1,031,911,480	R 3,831	11,626	23.2
9	Suburban	726,096	440,612	60.7%	R 5,850,000,000	R 8,057	17,907	40.5
Mean				60.8%		R 5,978		23.3

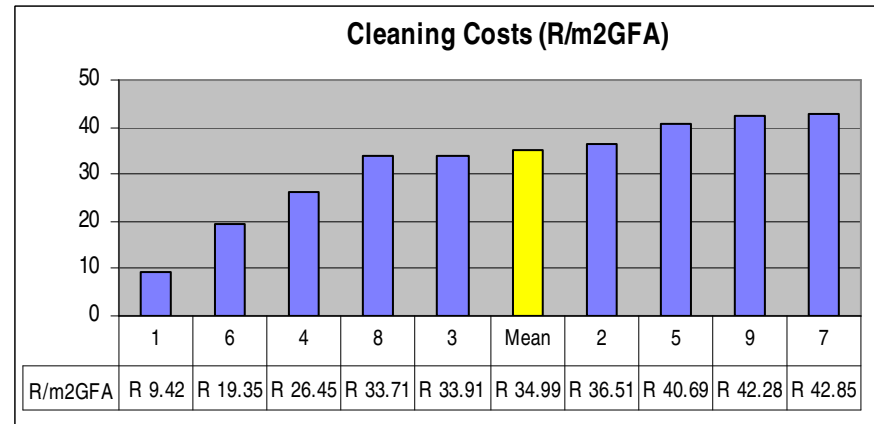
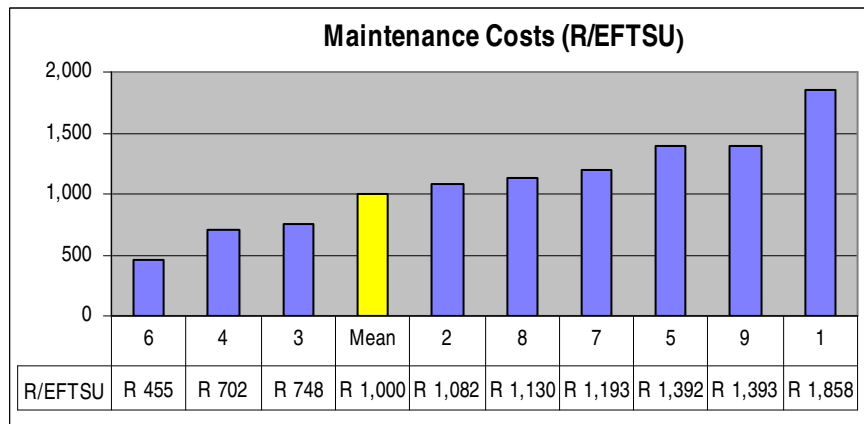
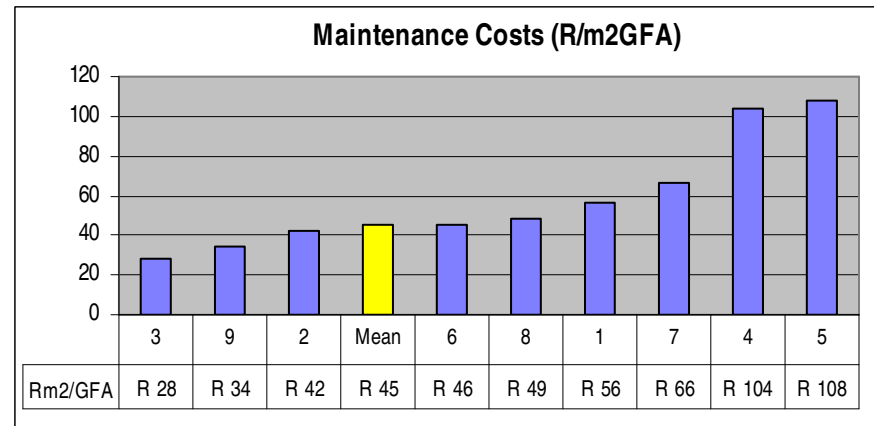
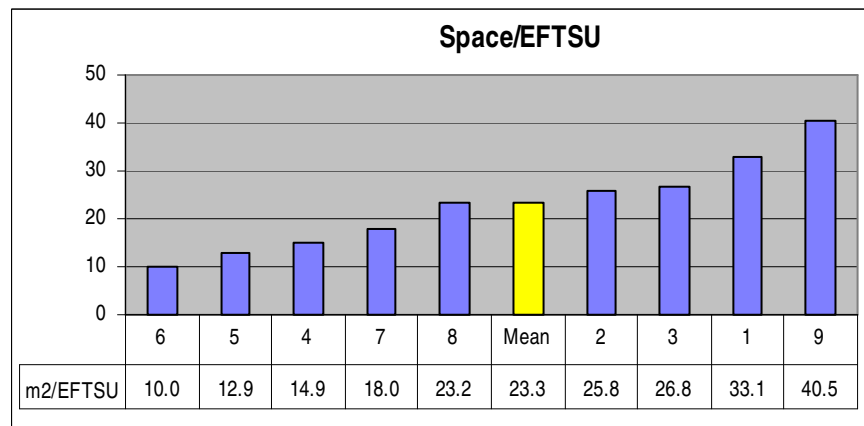
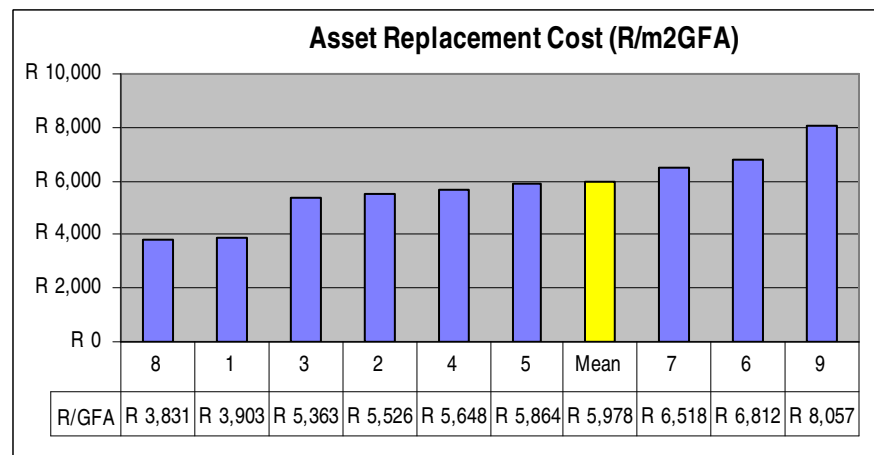
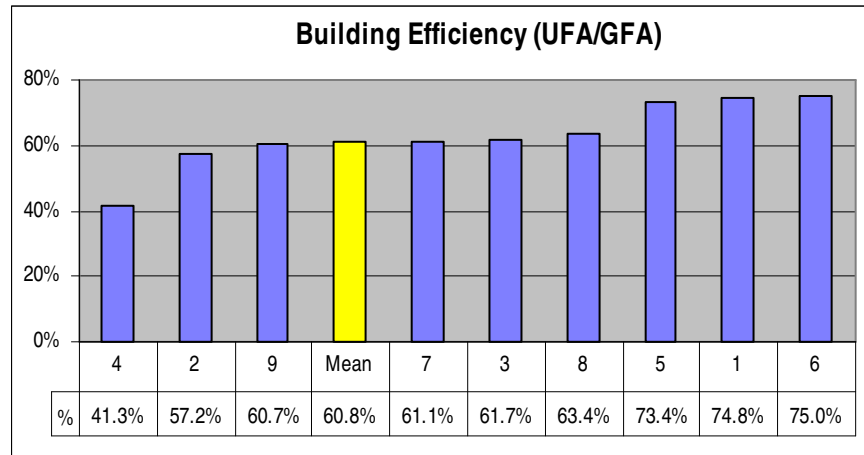
Institution	Maintenance Services							
	Admin & Prof Staff Salaries & On-costs	Trade Staff Wages & On-costs	Total Staff Salaries/wages & On-costs	Materials & Contracts	Total Maintenance Expenditure	Area Maintained from Central Funds	Cost of Maintenance per m² (GFA)	Cost of Maintenance per EFTSU
	16	17	18	19	20	21	22	22a
	R	R	R	R	R	m²GFA	R/m²GFA	R/EFTSU
1	R 3,823,000	R 2,941,000	R 6,764,000	R 3,263,000	R 10,027,000	178,631	R 56.13	R 1,858
2	R 1,976,600	R 3,083,100	R 5,059,700	R 14,138,700	R 19,198,400	457,057	R 42.00	R 1,082
3	R 3,902,920	R 2,940,000	R 6,842,920	R 15,460,000	R 22,302,920	799,842	R 27.88	R 748
4	R 4,182,906	R 914,766	R 5,097,672	R 8,550,207	R 13,647,879	131,659	R 103.66	R 702
5	R 1,045,316	R 3,404,222	R 4,449,538	R 7,447,447	R 11,896,985	110,586	R 107.58	R 1,392
6	R 1,015,157	R 951,860	R 1,967,017	R 4,186,000	R 6,153,017	135,000	R 45.58	R 455
7	R 800,000	R 1,700,000	R 2,500,000	R 13,927,000	R 16,427,000	247,480	R 66.38	R 1,193
8	R 616,808	R 6,808,504	R 7,425,312	R 5,707,084	R 13,132,396	269,378	R 48.75	R 1,130
9	R 3,576,719	R 0	R 3,576,719	R 21,367,392	R 24,944,111	726,096	R 34.35	R 1,393
Mean							R 45.07	R 1,000

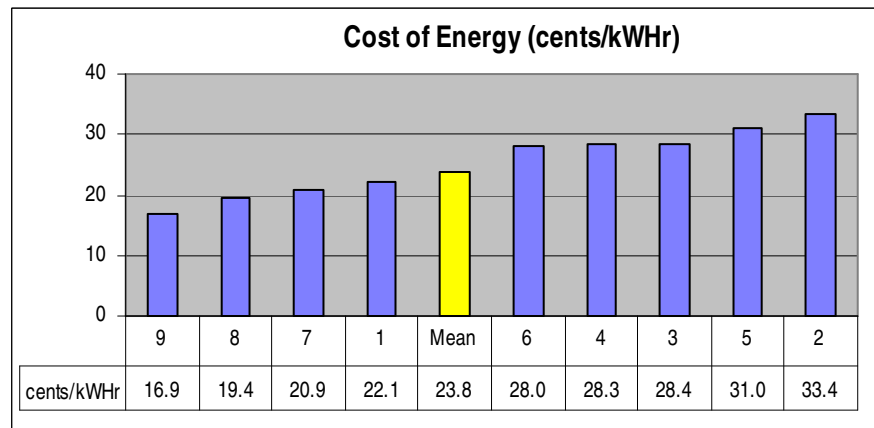
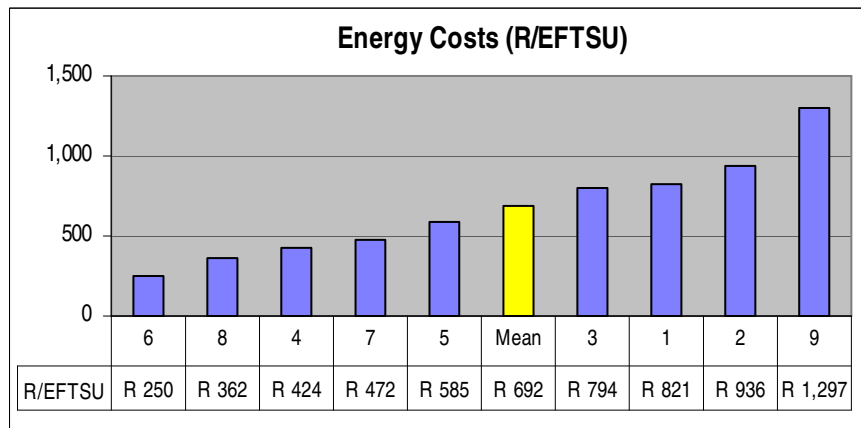
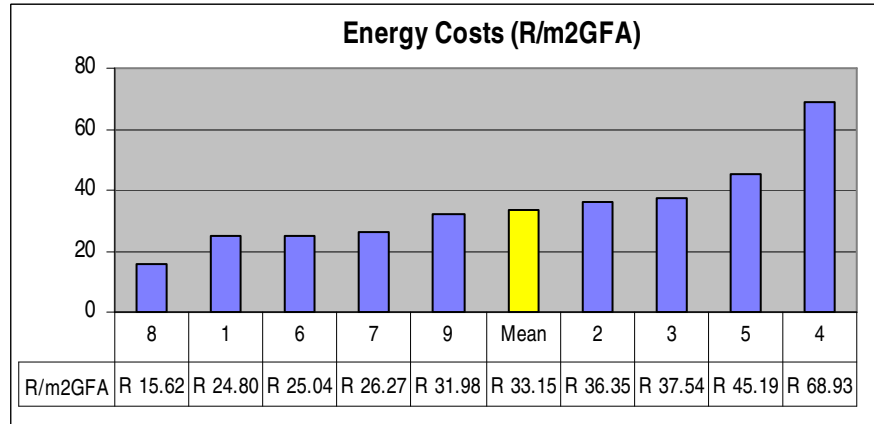
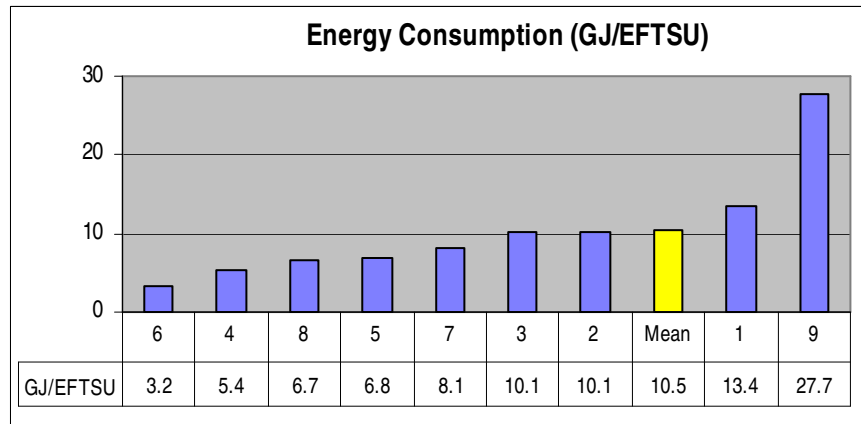
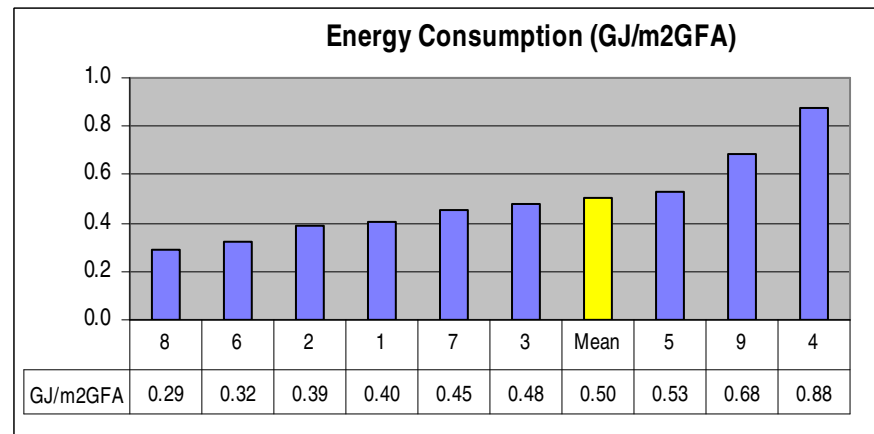
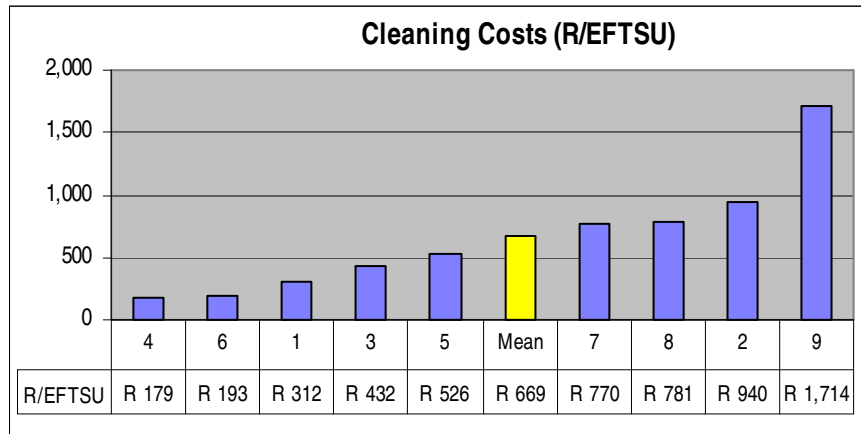
Institution	Cleaning & Waste Management Services									
	In-house Wages & On-costs	Cleaning Materials	Cleaning Contracts			Total Cleaning Expenditure	Area Cleaned from Cent Funds	Cost of Cleaning Buildings	Total Cost Cleaning R/GFA	Total Cost Cleaning R/EFTSU
			Building	Non-Building						
				Gen Waste	Contaminated					
	49	50	50a	50b	50c	51	52	52a	53	54
R	R	R	R	R	R	m²GFA	R/m²GFA	R/m²GFA	R/EFTSU	
1	R 1,290,000	R 392,000	R 0	R 0	R 0	R 1,682,000	178,631	R 9.42	R 9.42	R 312
2	R 7,097,513	R 4,094,232	R 2,486,068	R 3,008,497	R 1,036,186	R 16,686,310	457,057	R 29.93	R 36.51	R 940
3	R 1,117,814	R 1,081,728	R 7,887,672	R 2,800,000	R 197,800	R 12,887,214	380,000	R 26.55	R 33.91	R 432
4	R 1,138,297	R 153,881	R 2,007,695	R 182,894	R 20,322	R 3,482,767	131,659	R 25.06	R 26.45	R 179
5	R 1,322,200	R 373,800	R 2,236,550	R 566,700	R 90,100	R 4,499,250	110,586	R 35.56	R 40.69	R 526
6	R 1,683,141	R 929,737	R 0	R 0	R 0	R 2,612,878	135,000	R 19.35	R 19.35	R 193
7	R 720,000	R 1,200,350	R 7,967,700	R 715,761	R 600,000	R 10,603,811	247,480	R 39.95	R 42.85	R 770
8	R 418,040	R 1,059,432	R 7,218,098	R 386,253	R 89,103	R 9,081,823	269,378	R 32.28	R 33.71	R 781
9	R 2,606,216	R 0	R 18,958,142	R 9,132,000	R 173,003	R 30,696,358	726,096	R 29.70	R 42.28	R 1,714
Mean								R 28.62	R 34.99	R 669

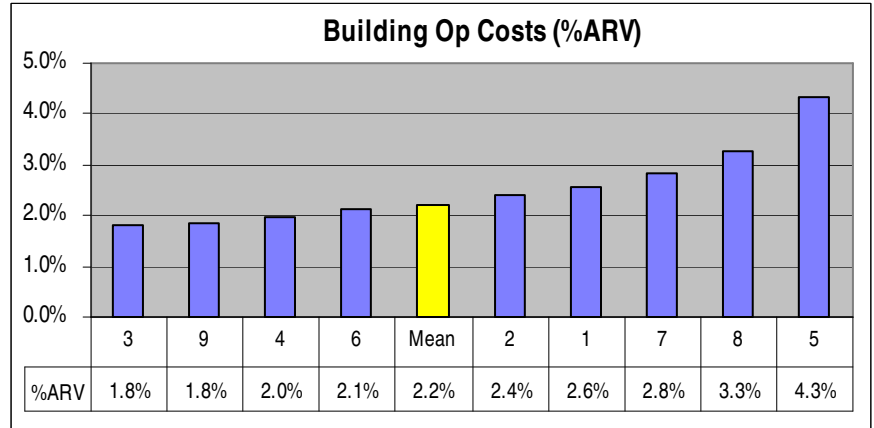
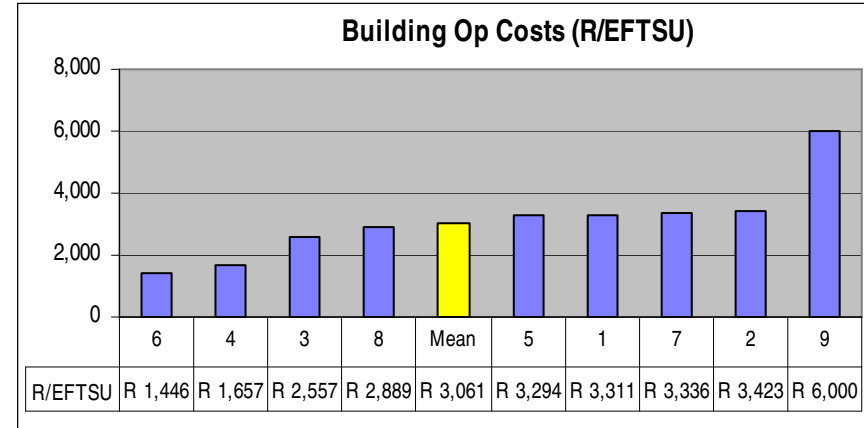
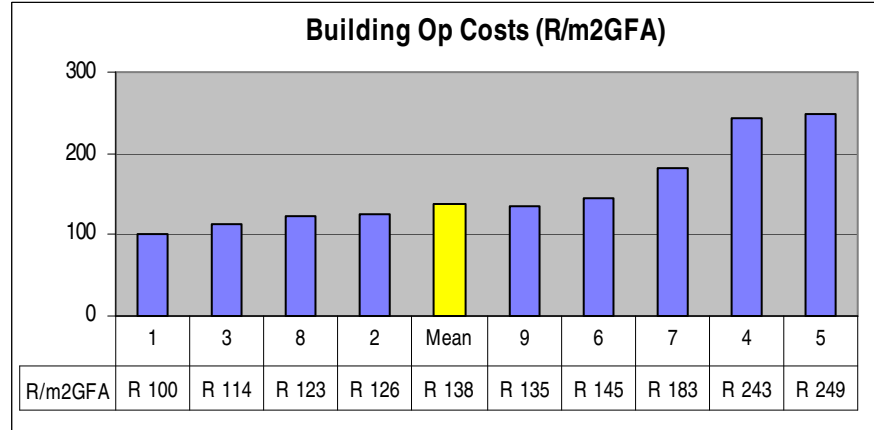
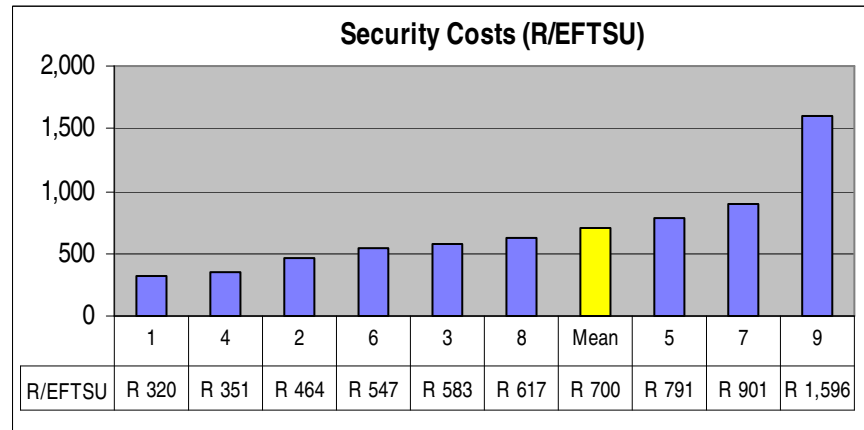
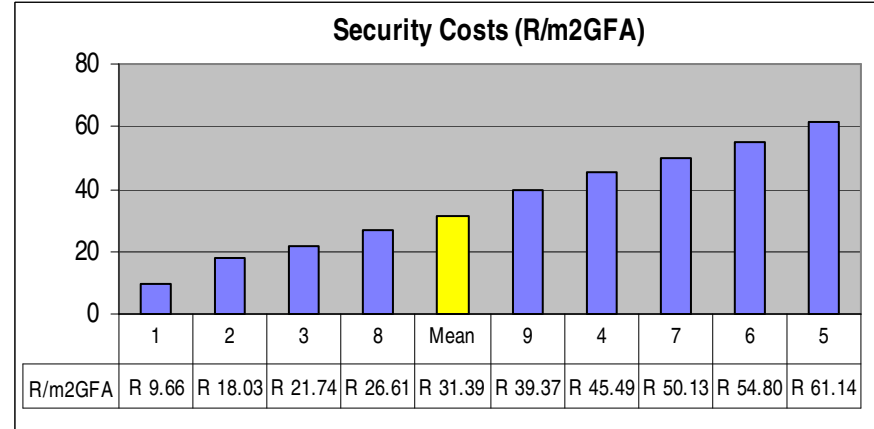
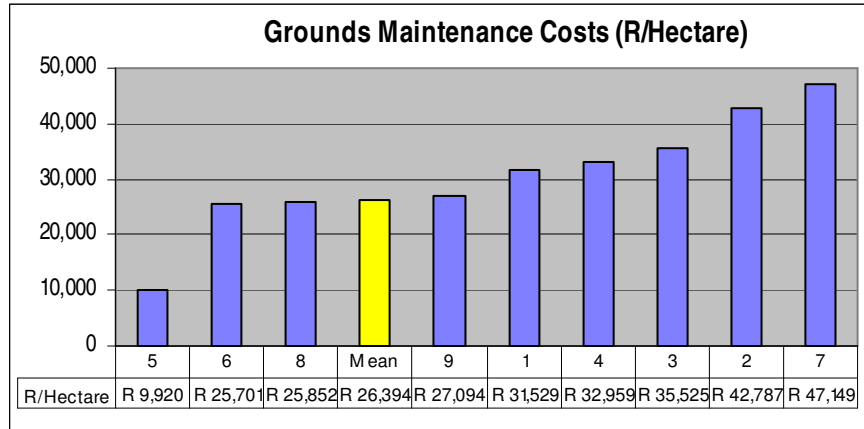
Institution	Energy Consumption/Expenditure							
	Annual Consumption in Gigajoules	Annual Cost of Energy Purchased	Total GFA services with energy	Energy Consumption per m ²	Energy Consumption per EFTSU	Energy Cost per m ² (GFA)	Energy Cost per EFTSU	Average Cost per kWhr
	58	59	60	61	62	63	64	65
	GJ	R	m ² GFA	GJ/m ² GFA	GJ/EFTSU	R/m ² GFA	R/EFTSU	cents/kWhr
1	72,288	R 4,430,709	178,631	0.40	13.4	R 24.80	R 821	22.1
2	178,922	R 16,615,193	457,057	0.39	10.1	R 36.35	R 936	33.4
3	300,459	R 23,700,000	631,281	0.48	10.1	R 37.54	R 794	28.4
4	104,874	R 8,250,133	119,690	0.88	5.4	R 68.93	R 424	28.3
5	58,070	R 4,997,550	110,586	0.53	6.8	R 45.19	R 585	31.0
6	43,443	R 3,380,130	135,000	0.32	3.2	R 25.04	R 250	28.0
7	111,900	R 6,500,700	247,480	0.45	8.1	R 26.27	R 472	20.9
8	77,948	R 4,207,815	269,378	0.29	6.7	R 15.62	R 362	19.4
9	495,846	R 23,223,924	726,096	0.68	27.7	R 31.98	R 1,297	16.9
Mean				0.50	10.5	R 33.15	R 692	23.8

Institution	Security						
	Security Staff Salaries/wages & On-costs	Expenditure on Security Contracts	Other Security Costs	Total Security Expenditure	GFA under Security Patrol	Cost of Security per m ² (GFA)	Cost of Security per EFTSU
	75	76	77	78	79	80	81
	R	R	R	R	m ² GFA	R/m ² GFA	R/EFTSU
1	R 1,091,000	R 501,506	R 133,170	R 1,725,676	178,631	R 9.66	R 320
2	R 6,032,322	R 1,285,000	R 924,144	R 8,241,466	457,057	R 18.03	R 464
3	R 6,258,339	R 11,070,239	R 56,134	R 17,384,712	799,842	R 21.74	R 583
4	R 4,983,873	R 639,198	R 1,200,000	R 6,823,071	150,000	R 45.49	R 351
5	R 4,844,000	R 1,864,170	R 52,863	R 6,761,033	110,586	R 61.14	R 791
6	R 378,000	R 5,940,000	R 1,080,000	R 7,398,000	135,000	R 54.80	R 547
7	R 300,000	R 10,599,800	R 1,506,250	R 12,406,050	247,480	R 50.13	R 901
8	R 1,953,941	R 4,807,040	R 406,431	R 7,167,412	269,378	R 26.61	R 617
9	R 20,184,664	R 5,400,000	R 3,000,000	R 28,584,664	726,096	R 39.37	R 1,596
Mean						R 31.39	R 700

Institution	Grounds Maintenance					Building Operating Costs			
	Staff Salaries/wages & On-costs	Materials & Contracts	Total Grounds Maintenance Expenditure	Hectares actively Maintained	Maintenance Expenditure per Hectare	Total Operating Costs	Operating Costs per m ² (GFA)	Operating Costs per EFTSU	Operating Costs as % of ARV
	68	69	70	71	72	108	109	110	110a
	R	R	R	Ha	R/Hectare	R	R/m ² GFA	R/EFTSU	% ARV
1	R 3,371,000	R 1,043,000	R 4,414,000	140	R 31,529	R 17,865,385	R 100	R 3,311	2.6%
2	R 3,894,600	R 2,052,835	R 5,947,435	139	R 42,787	R 60,741,369	R 126	R 3,423	2.4%
3	R 1,253,091	R 8,693,884	R 9,946,975	280	R 35,525	R 76,274,846	R 114	R 2,557	1.8%
4	R 941,531	R 2,354,334	R 3,295,865	100	R 32,959	R 32,203,850	R 243	R 1,657	2.0%
5	R 3,220,737	R 1,064,837	R 4,285,574	432	R 9,920	R 28,154,818	R 249	R 3,294	4.3%
6	R 1,121,260	R 883,440	R 2,004,700	78	R 25,701	R 19,544,025	R 145	R 1,446	2.1%
7	R 400,000	R 1,250,200	R 1,650,200	35	R 47,149	R 45,937,561	R 183	R 3,336	2.8%
8	R 470,916	R 2,372,763	R 2,843,679	110	R 25,852	R 33,589,446	R 123	R 2,889	3.3%
9	R 296,017	R 11,075,238	R 11,371,255	420	R 27,094	R 107,449,057	R 135	R 6,000	1.8%
Mean					R 26,394		R 138	R 3,061	2.2%







Strategic Asset Management - the Results

Institution	Plan/Sub-plan												2004 Survey Results	2005 Survey Results	SAM Rating
	Maximum score available (=65)														
	Capital Development	Property & Security	Cleaning and Waste removal	Environmental Management	Minor Works, alterations/additions	Management of utilities	Preventive Maintenance	Corrective Maintenance	Deferred & Backlog Maintenance	Condition Assessments & Facilities Audits	Disposal & Adaptation				
2	15	5	5	5	5	5	5	5	5	5	5	5	45	45	Good
3	12	3	3	3	2	5	3	2	4	4	4	3	36	43	Average
9	9	4	4	3	3	4	4	3	5	5	3	2	36	43	Average
6	6	3	3	3	4	3	3	2	3	2	3	2	n/a	36	Average
3	3	4	4	4	3	4	2	4	4	3	3	2	38	35	Average
9	9	2	2	3	2	3	3	2	3	2	3	3	n/a	34	Below average
3	3	2	2	1	1	2	2	3	2	3	2	2	n/a	24	Poor

Space Management - the Results

Institution	Compliance with Statement												2004 Survey Results	2005 Survey Results	Space Management Rating
	An accurate & well managed database of space exists & includes information on:														
	Types of space	Ownership of space	Space facilities & attributes	Accessibility & Disabled access	Condition	Building Code compliance/H&S	Functionality	Safety features & equipment	All university space mapped electronically & linked to FM operational database	Space norms are used to quantify space needs	System for measuring space utilisation rates (eg space utilisation surveys) exists	Space allocated using space allocation or timetabling software (eg Syllabus +)			
	Maximum score available (=100)														
5	5	5	5	5	5	5	5	5	15	15	15	15	82	82	Best
5	5	4	4	3	4	4	4	12	12	12	12	12	82	82	Best
5	4	4	4	4	2	3	3	12	12	9	15	15	71	76	Good
4	4	3	3	3	4	3	4	6	6	9	12	12	n/a	62	Average
5	5	5	5	4	4	3	4	6	6	6	3	3	n/a	54	Average
4	4	3	2	3	3	3	3	6	6	3	9	9	n/a	46	Below average
3	3	3	3	2	4	4	4	6	6	3	3	3	36	43	Below average

Environmentally Sustainable Development - the Results

Institution	Maximum score available (=100)				2004 Survey Results	2004 Survey Results	ESD Rating
	25	20	20	15			
3	20	15	10	15	35	60	Average
2	5	15	15	10	39	45	Below average
5	45*				56	45	Below average
8	10	10	10	10	n/a	40	Below average
7	5	10	10	10	n/a	35	Below average
9	5	5	10	10	n/a	30	Poor

(Note: * - survey participant submitted data using old version of survey instrument)

Guidelines for Completing the 2005 HEFMA Benchmark Survey

The following information is provided to assist you in completing the data collection for HEFMA's Benchmark Survey. Please read it carefully before you complete the questionnaire so that the data you provide is more compatible with what is intended. Only in this way will the results of the survey become more useful to you and others in improving your performance gradually over time.

If you have any queries about a particular term or definition used in the survey please contact Brian Fenn (at brian.fenn@optusnet.com.au) for clarification before you fill in the data. The HEFMA Board also invites you to provide feedback about any improvements you may wish to see in future surveys.

How to handle Cost Recoveries:

Most of us recover costs for many of the services we provide. The simple rule to follow when completing the HEFMA survey is that the transaction should apply to both sides of the ledger. That is, if you include the cost of the service provided, also include the gross floor area (GFA) to which the service was provided. **Example:** if maintenance staff are used to do minor works, then deduct the value of their labour from your maintenance salaries.

How to handle FM overhead:

Where possible respondents should apportion management overhead (up to and including the Director of FM or equivalent) to the services provided by the FM Department (Note: this will include the costs of general (internal to FM) support staff in the administrative, financial, HR and IT/computing areas not normally assigned to a specific service area). The general rule is to allocate all relevant costs (direct and indirect) expended on providing a service.

How to handle Student housing/Student residences:

Survey respondents should **exclude** Gross Floor Area (GFA) and Useable Floor Area (UFA) data relating to student housing and further **exclude** from relevant data fields any costs associated with providing services to student housing facilities (eg if your maintenance or cleaning staff maintain or clean student residences please exclude all costs apportioned to providing such services). If it is not possible to separate these costs then include both the costs and the GFA of the areas serviced.

How to handle Leased Space:

The preferred way of dealing with leased space (that is space leased **by** your institution **from** others) is to include it in column 4 (GFA) and column 5 (UFA). This provides an accurate measure of the space provided per student (m² GFA/EFTSU). Depending on your lease agreements you may then chose to include or exclude the leased spaces in columns 21, 52, 60 and 79 provided you deal with the associated service costs in a consistent way. For example, if you chose to exclude the leased space from any of these columns above you should also exclude the costs of services provided (ie maintenance, cleaning, energy, security) to these leased spaces

How to handle Carpark Space:

Where a carpark comprises >50% of the total GFA of a building then the "primary function" of the building is deemed by definition to be a carpark and the carpark space should be treated as UFA. However, where the total carpark space comprises 50% or less of a building then the building's primary function is not that of a carpark and the carpark space should be recorded as non-UFA.

General Statistical Data (Columns 1 to 13)

1, 2	Respondents may choose to submit survey data at the aggregated institutional level or by individual campus. If reporting on a campus by campus basis please duplicate forms and submit a separate return for each campus. Also submit a return at the aggregate level! Please identify each campus clearly and indicate in Column 3a if the campus is a Central Business District (CBD) Campus, Suburban Campus or Rural Campus.			
Column	Term	Unit	Definitions	Comments
3a	Campus type		Specify a campus type - CBD, Suburban or Rural. If submitting an aggregate response please specify the predominant campus type (based on your student/staff population)	
4	Gross Floor Area (GFA)	m ²	The sum of the Fully Enclosed Covered Area (FECA) and the Unenclosed Covered Area (UCA) of a building in square metres. GFA = FECA + UCA (m ²)	

			<p>Note: include all spaces owned or used by the university for <u>University Purposes</u>. Do not include space held for investment purposes or non-University Purposes (eg investment real estate, Shopping Centres, Technology Parks [where the tenants rent space for research activities not related to the institution's teaching and research activities. If you share Technology Park facilities with commercial tenants you may chose to include your space on a pro-rata basis provided you include the commensurate operating costs]). As a general rule, space leased to others should be excluded unless it is associated with the primary functions of the University. Therefore, <u>include</u> space leased to banks, post offices, cafes, bookshops, newsagents, hairdressers, food outlets, etc if the primary function of these commercial operations is to support teaching, research and the community service obligations of the institution. <u>Exclude</u> GFA associated with student housing.</p> <p>FECA. Fully Enclosed Covered Area is the sum of all fully enclosed covered areas at all building levels, including basements (except unexcavated portions), floored roof spaces and attics, garages, penthouses, enclosed porches and attached enclosed covered ways alongside buildings, equipment rooms, lift shafts, vertical ducts, staircases and any other fully enclosed spaces and useable areas of the building, computed by measuring from the normal inside face of exterior walls but ignoring any projections such as plinths, columns, piers and the like which project from the normal inside face of exterior walls. It shall not include open courts, light wells, connecting or isolated covered ways and net open areas of upper portions of rooms, lobbies, halls, interstitial spaces and the like, which extend through the storey being computed. Note: atriums and light wells are only measured at the base level. Do not include the area of the non-existent floor slab at upper levels.</p> <p>UCA. Unenclosed Covered Area is the sum of all such areas at all building floor levels, including roofed balconies, open verandahs, porches and porticos, attached open covered ways alongside buildings, undercrofts and useable space under buildings, unenclosed access galleries (including ground floor) and any other trafficable covered areas of the building which are not totally enclosed by full height walls, computed by measuring the area between the enclosing walls or balustrade (ie from the inside face of the UCA excluding the wall or balustrade thickness). When the covering element (i.e. roof or upper floor) is supported by columns, is cantilevered or is suspended, or any combination of these, the measurements shall be taken to the edge of the paving or to the edge of the cover, whichever is the lesser. UCA shall not include eaves, overhangs, sun shading, awnings and the like where these do not relate to clearly defined trafficable covered areas, nor shall it include connecting or isolated covered ways. (Unit of measurement is square metres.)</p> <p>New building space (m² GFA) that comes into service prior to 30 June of the reporting period should be <u>included</u> in the total GFA figure.</p>	
5	Useable Floor Area (UFA)	m ²	<p>Useable Floor Area. The sum of the floor areas measured at floor level from the general INSIDE face of walls of all spaces related to the Primary Function of the building. This will normally be computed by calculating the FECA and deducting Common Use Areas, Service Areas, and Non-habitable Areas. Note: in some cases the Useable Floor Area may include some external covered areas which relate to the Primary Function of the building. Example: a covered external play area is a Primary Functional requirement of a Child Care Centre and should be included although it is not part of the FECA. Similarly, an open but roofed hydraulics modelling laboratory associated with Civil Engineering should be counted as part of the UFA. Common Use Areas include corridors which are defined by partitions but do not include passages and secondary circulation areas which are part of open plan spaces. Further, foyers of large lecture theatres should be treated as UFA.</p> <p>Non-habitable Area is the area occupied by internal columns and other structural supports, internal walls and permanent partitions, service ducts and the like.</p> <p>New building space (m² UFA) that comes into service prior to 30 June of the reporting period should be <u>included</u> in the total UFA figure.</p>	
6	Area Efficiency	%	= UFA/GFA * 100	Do not enter data. Calculated by computer.
7a	ARV Buildings	R million	<p>The Asset Replacement Value for buildings, fixed equipment, services and systems is the best estimate of current cost of designing, constructing & equipping for its original use, a new facility providing equal service potential as the original asset & which meets currently accepted standards of construction & also complies with all contemporary environmental & other regulatory requirements. ARV of student housing should be excluded from building ARV</p> <p>The cost shall include the cost of all building services and associated plant, finishes and built-in furniture but not the cost of relocating into the building (Note: exclude the cost of loose furniture and soft furnishings). The cost excludes all equipment other than that required for the normal functioning of the building. Costs associated with laboratory, scientific and loose equipment are not included in the cost. The cost includes all fees, approvals and other incidental expenditure associated with construction and initial occupation but excludes those costs normally included in the Insured Value such as demolition, site clearing and the provision of temporary accommodation</p>	
9	Replacement Cost of <u>Buildings</u> per m ² GFA	R per m ²	= column 7a / column 4	Do not enter data. Calculated by computer.
10	Full Time Equivalent Student Load (all on-shore students)	EFTSU, FTS, EFTS	= column 10	Include all internal and external on-shore students but exclude any off-shore students
11	Gross Floor Area per (EFTSU)	m ² GFA per EFTSU	= column 4 / column 10	Do not enter data. Calculated by computer.

Building Maintenance Services (Columns 16 to 25)

Maintenance	All actions necessary for retaining an item or asset in or restoring it to its original condition. Include maintenance of locks and keys, maintenance of infrastructure (eg. underground services, above ground hydrants, power transformers, pumping equipment etc.), roads, pathways, paved areas, maintenance of electronic security & access control systems, fixed external furniture, retaining walls, guard rails, water features etc. and external cleaning of buildings. <u>Exclude</u> pest control and window cleaning and the cost of grounds maintenance activities included in grounds maintenance section			
Preventive Maintenance	The actions performed to retain an item or asset in its original condition as far as practicable by providing systematic inspection, detection and prevention of incipient failure. Preventive maintenance is normally programmed			
Corrective Maintenance	The actions performed, as a result of failure, to restore an item or asset to its original condition, as far as practicable. Corrective maintenance may or may not be programmed			
Backlog Maintenance	Maintenance that is necessary to prevent the deterioration of the asset or its function but which has not been carried out			
Column	Term	Unit	Definition	Comments
16	Maintenance Staff Costs, Administrative and Professional Staff Salaries and on-costs	R		Include costs of professional and administrative staff directly <u>and indirectly</u> involved in the maintenance operation. Where a staff member spends only part of his or her time on maintenance activities, please estimate & apportion their time and costs accordingly. <u>Include</u> a provision for FM management overhead (ie the Director's Office - refer note on Page 1 of these <u>Guidelines</u>) On-costs include payroll tax, allowances, superannuation, workers compensation, sick leave, annual leave & long service leave provisions
17	Maintenance Staff Cost Trade Staff Wages and on-costs	R		Include all costs associated with maintenance trades staff working on maintenance activities only. Where maintenance staff also perform "new work" or alterations as part of their duties, please estimate their time and costs and apportion accordingly. The portion that relates to "new work" should be excluded from the maintenance costs reported
18	Total Maint Staff Salaries/Wages & on-costs	R	= column 16 + column 17	Do not enter data. Calculated by computer.
19	Maintenance Materials and Contracts	R		Include the costs of materials (eg paint, timber, hardware, lamps, plumbing supplies, etc) used by your maintenance staff on preventive and corrective maintenance activities plus payments made to external service providers (eg air-conditioning, lift, electrical, plumbing contractors, etc).
20	Total Maint Expenditure	R	= column 18 + column 19	Do not enter data. Calculated by computer.
21	Gross Floor Area maintained from these funds	m ² GFA		Cannot exceed the GFA in Col 4 Exclude independent operations such as Student Unions, Guilds, Sports Unions, leased spaces and tenancies, student accommodation if these are maintained or funded by others.
22	Maint Expenditure/m ² GFA	R/m ² GFA	= column 20 / column 21	Do not enter data. Calculated by computer.
22a	Maint Expenditure/EFTSU	R/EFTSU	= column 20 / column 10	Do not enter data. Calculated by computer.

Cleaning & Waste Management Services (Columns 49 to 55d)

Cleaning	Reducing contamination to an acceptable degree			
Column	Term	Unit	Definition	Comments

49	Cleaning Staff Cost, Admin & Professional Staff Salaries plus Cleaning Staff Wages & on-costs	R		<u>Include</u> all salaries and wages of in-house staff involved directly (eg cleaners, cleaning supervisors) and indirectly (FM support staff - refer note on Page 1 of these Guidelines) in cleaning activities.
50	Cleaning Materials	R	All materials from stores or purchased directly for use by in-house staff. If you provide cleaning materials and consumables to external contractors, include these costs too.	<u>Include</u> supplies of toilet paper, soap, paper towels and all cleaning consumables
50a	Building Cleaning Contracts	R	All cleaning contracts relating to the cleaning of buildings	<u>Include</u> general building cleaning, window cleaning, cleaning of curtains/soft furnishings and pest control. <u>Exclude</u> the costs of Non-building Cleaning Contracts specified in 50b & 50c
50b	Non-building Cleaning Contracts (general waste)	R	Non-building cleaning contracts are contracts relating to the removal of general waste	<u>Include</u> waste removal to land fill, land fill charges or other Govt charges, grease trap cleaning, sanitary bin services. <u>Exclude</u> pathological and chemical waste
50c	Non-building Cleaning Contracts (contaminated waste)	R	Non-building cleaning contracts are contracts relating to the removal of contaminated waste	<u>Include</u> pathological waste removal and chemical waste disposal only. Note: pathological and chemical waste costs are <u>excluded</u> from the cleaning benchmarks in Columns 52a to 54
51	Total Cleaning Expenditure	R	= column 49 + column 50 + column 50a + column 50b	Do not enter data. Calculated by computer.
52	Gross Floor Area cleaned from these funds	m ² GFA		Use GFA of buildings cleaned. This figure will in all cases be greater than the area actually cleaned (due to plant rooms, lift wells and other uncleaned areas) but to allow a consistent measure for comparison you are asked to use GFA!!! Do not include costs of cleaning Student Residences
52a	Cost of Cleaning Buildings/m ² GFA	R/m ² GFA	= (Col 49 + Col 50 + Col 50a)/Col 52	Note: cost of cleaning buildings <u>excludes</u> non-building cleaning costs (ie Col 50b-50c) Do not enter data. Calculated by computer.
53	Cleaning Expenditure/m ² GFA	R/m ² GFA	= (Col 49 + Col 50 + Col 50a + Col 50b)/Col 52	Do not enter data. Calculated by computer.
54	Cleaning Expenditure/EFTSU	R/EFTSU	= (Col 49 + Col 50 + Col 50a + Col 50b)/Col 10	Do not enter data. Calculated by computer.

Energy Consumption and Expenditure (Columns 58 to 65)

Column	Term	Unit	Definition	Comments
58	Annual Energy Consumption	GJ		Convert all energy consumed to Giga-joules using formula 1 kWhr = 0.0036GJ. Include all energy sources (Gas, Steam, Electricity) at point of purchase. If Gas is purchased & used to generate electricity do not count twice. Include energy consumed from co-generation plant. Exclude energy consumed by assets/space not included in Col 4 (eg Student Housing or assets leased to and operated by others). If leased space is excluded in Col 4 energy consumed by leased space should be excluded from total energy consumed figure
59	Annual Expenditure on Energy Purchase	R		Include the cost of all energy consumed. Exclude cost of energy consumed by assets/space not included in Col 4 (eg Student Residences or assets leased to & operated by others). If leased space is excluded in Col 4 the cost of energy consumed by leased space should be excluded from total energy consumed figure. Include ALL energy-related expenditure such as distribution and network costs and charges, fees and depreciation for capital invested in co-generation plant. Include the salaries of any staff (eg energy management engineer) directly involved in managing energy.

60	Total GFA supplied with Energy referred to in columns 58 and 59	m ²		Ensure GFA figure is consistent with definitions provided in Columns 58 and 59
61	Energy Consumption per m ²	GJ/m ²	= column 58 / column 60	Do not enter data. Calculated by computer.
62	Energy Consumption/EFTSU	GJ/EFTSU	= column 58 / column 10	Do not enter data. Calculated by computer.
63	Energy Cost per m ²	R/m ²	= column 59 / column 60	Do not enter data. Calculated by computer.
64	Energy Cost per EFTSU	R/EFTSU	= column 59 / column 10	Do not enter data. Calculated by computer.
65	Average Cost of Energy/Unit	cents/kWhr	= column 59 * 0.36 / column 58	Do not enter data. Calculated by computer.

Grounds Maintenance Services (Columns 68 to 72a)

Grounds Maintenance		All actions necessary for retaining soft and hard landscaping in or restoring it to its original condition. Do not include construction or major redevelopment. Include grass cutting, garden bed maintenance, plant trimming, tree pruning, repairs to irrigation systems (excluding maintenance of pumping stations and other pumping systems), maintenance of grounds plant and equipment, litter removal, road sweeping, cleaning of open drains and chemical spraying of herbicides & pesticides. Exclude all items listed under "building maintenance" (Col 26)). Include sporting ovals maintenance if centrally funded and include associated hectares included in Column 71.		
Column	Term	Unit	Definition	Comments
68	Grounds maintenance professional and field staff salaries, wages & on-costs	R		Include all salaries and wages of in-house staff involved directly (eg groundspersons, curators, supervisors) <u>and indirectly</u> (FM support staff - refer note on Page 1 of these Guidelines) in grounds maintenance activities.
69	Materials and contracts for grounds maintenance	R		All materials, plant and equipment used by in-house staff plus all contract costs of maintaining soft and hard landscaping. Do not include landscape construction or major reconstruction
70	Total Grounds Maintenance Expenditure	R	= column 68 + column 69	Do not enter data. Calculated by computer.
71	Effective Area of grounds maintained from these funds.	Ha	If a substantial part of the campus is not actively maintained on a regular basis, weight this area by an appropriate factor- For example, if your total grounds area is 80 Ha but only 20 Ha is actively maintained, you should "de-rate" the 60Ha by an appropriate factor, for example 0.3. Therefore, in this example, you may wish to record "Effective Area of Grounds maintained from these funds" (Column 71) as 20 Ha + [0.3 x 60] Ha (or 38 Ha in total). <u>Do not deduct the footprint areas of buildings, roads, lakes, etc..</u> If you maintain facilities such as farms or large pastoral holdings you may wish to exclude both the costs and areas associated with the maintenance of these altogether or "de-rate" them to a much higher degree (eg at a rate of 0.05 - 0.1, or de-rated by a factor of 90 to 95% percent)	
72	Grounds Expenditure per Ha maintained.	R/Ha	= column 70 / column 71	Do not enter data. Calculated by computer.

Security Services (Columns 75 to 82a)

It is appreciated that some institutions carry out security and parking functions under one organisational unit. If security & parking duties are shared among staff in the same section, please estimate the proportions of time & other costs spent on each and apportion accordingly.

Security		Actions & activities necessary to provide minimum risk to property and personnel in the institution. (Note: do not include expenditure on major installations of or upgrades to mechanical or electronic security systems)		
Column	Term	Unit	Definition	Comments
75	Security Staff wages, Admin & Prof'l Staff Salaries plus on-costs	R		Include all salaries & wages of in-house staff involved directly (eg CMS operators, guards, supervisors) & indirectly (FM support staff - <i>refer note on p1 of these Guidelines</i>) in security activities.
76	Security Contracts	R		Include the total costs of contracts with external security patrol organisations
77	Other Security Costs	R		Include costs of any other security contracts (e.g. maint agreements on CMS equipment, comms hardware [eg radios], remote monitoring of alarms, etc). <u>Do not include</u> the costs of <u>maintaining</u> electronic building access/keying systems - these costs should be included in Col 19 (Maint contracts)
78	Total Security Expenditure	R	= column 75 + column 76 + column 77	Do not enter data. Calculated by computer.
79	GFA under Security Patrol	m ² GFA		Use the Gross Floor Area of the Buildings patrolled.
80	Security Expenditure/m ² GFA	R/m ² GFA	=column 78 / column 79	Do not enter data. Calculated by computer.
81	Security Expenditure/EFTSU	R/EFTSU	=column 78 / column 10	Do not enter data. Calculated by computer.

Building Operating Costs (Columns 108 to 113)

Building Operating Costs

The sum of the costs of maintenance, energy, security & cleaning of buildings. (Note: does not include grounds maintenance)

Column	Term	Unit	Definition	Comments
108	Building Operating Costs	R	= column 20 + column 51 + column 59 + column 78	Do not enter data. Calculated by computer.
109	Operating Costs per m ² GFA	R/m ²	= column 22 + column 52a + column 63 + column 80	Do not enter data. Calculated by computer.
110	Operating Costs per EFTSU	R/EFTSU	= column 108 / column 10	Do not enter data. Calculated by computer.
110a	Operating Costs as %ARV	%	= column 108 / column 8	Do not enter data. Calculated by computer.