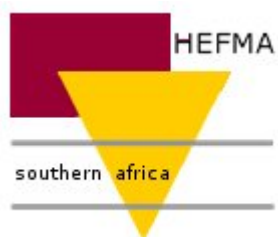


HEFMA Benchmark Report



2010



Higher Education Facilities Management Association of Southern Africa

Dear HEFMA Colleagues

2010 Benchmark Report

Herewith the 2010 HEFMA Benchmark report, the fifth report of its kind to be published for the benefit of all HEFMA members, colleagues and interested parties. For this edition 5 institutions returned their surveys in time for report by the due date. I thus extend a warm word of thanks to the five institutions who managed to find the time and effort to complete the survey questionnaire.

Once again the HEFMA Executive decided not to expand the criteria given the poor participation of the member institutions and it was decided to maintain the focus on the original 5 operational areas. These areas are based on the valuable TEFMA benchmark report and cover;

- building maintenance,
- grounds maintenance,
- cleaning and waste management,
- energy and
- security.

There was less participation than for the 2009 benchmark report and while it remains the HEFMA Executive's intention to grow the report to include at least 75% of the HEFMA members, this has not yet materialised.

Regards,

A handwritten signature in black ink, appearing to read 'A Theys', with a stylized flourish above the name.

André Theys
Executive Member: Information Services
HEFMA
October 2011

A decorative horizontal bar consisting of a maroon top segment and a yellow bottom segment.

2010 HEFMA Benchmark Report

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Publisher: HEFMA: Higher Education Facilities Management Association (Southern Africa)

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(2011)

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List of Participating HEFMA Institutions (5)

Durban University of Technology

University of Cape Town

University of Pretoria

University of Stellenbosch

University of the Western Cape

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.

Survey Guidelines. Guidelines and definitions for completing the survey are provided on pages 9/10. Note that additional explanatory notes were embedded into the actual 2009 survey questionnaire/spreadsheet.

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 André Theys at andre.theys@uct.ac.za

Institution	General Statistical Data							
	CBD Suburban or Rural Campus	Gross Floor Area Total Campus (GFA)	Assignable Floor Area Total Campus (AFA)	AFA/GFA	ARV Buildings	Replacement Cost of Buildings	Total EFTS	GFA provided per EFTS
	2	3	4	5	6	7	8	9
	Type	m ² GFA	m ² AFA	%	R	R/m ² GFA	No.	m ² /EFTS
1	Suburban	273 470	162 552	59.4%	R 2 387 962 688	R 8 732	14 512	18.8
2	Suburban/CBD	402 454	342 077	85.0%	R 3 420 463 966	R 8 499	18 903	21.3
3	Suburban	473 600	274 842	58.0%	R 4 518 261 900	R 9 540	22 056	21.5
4	CBD	665 578	414 221	62.2%	R 7 364 081 551	R 11 064	34 232	19.4
5	Suburban/CBD	581 800	350 732	60.3%	R 8 402 340 000	R 14 442	24 700	23.6
Mean/Totals		2 396 902	1 544 424	64.4%	R 26 093 110 105	R 10 886	114 403	21.0

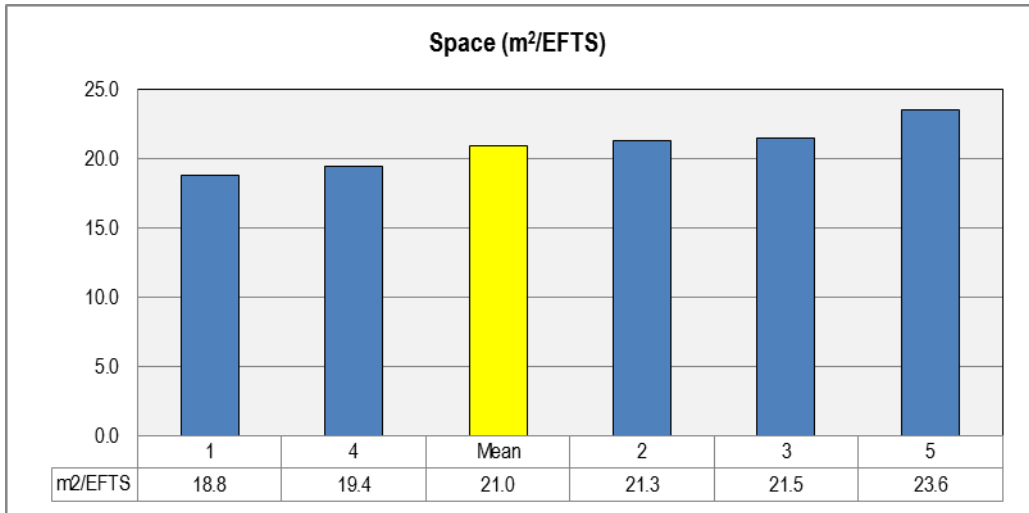
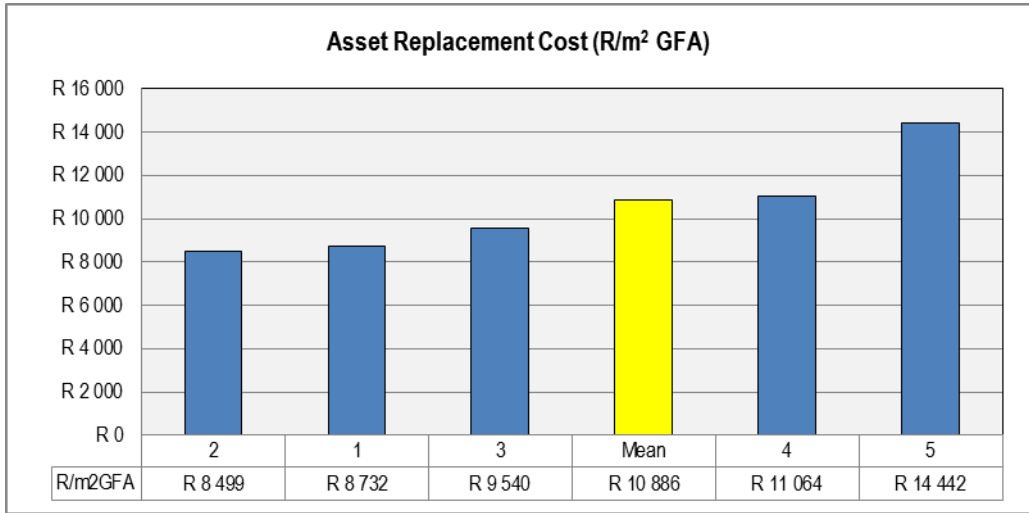
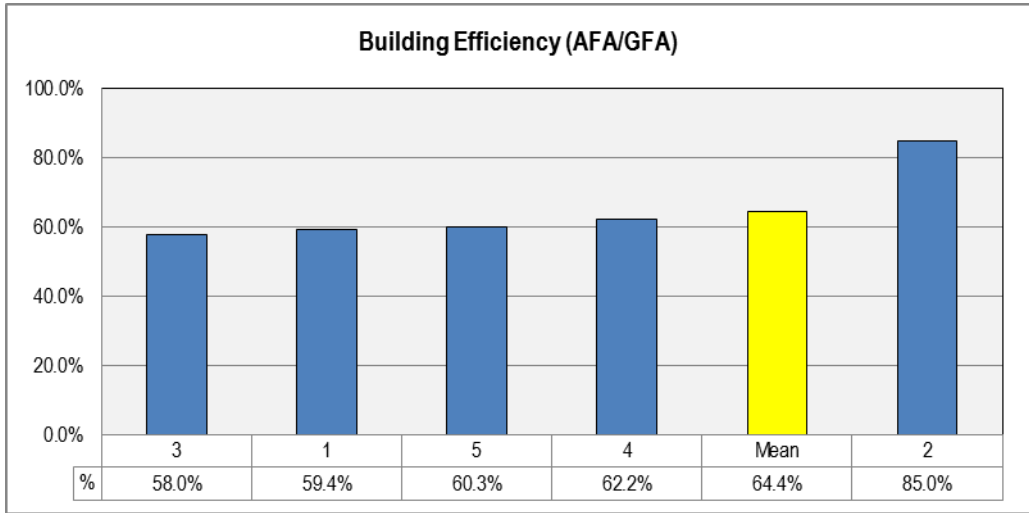
Institution	Maintenance								
	Preventive & Corrective Expenditure								
	Admin & Prof Staff Salaries	Trade Staff Wages	Total Staff Salaries/Wages	Materials & Contracts	Maintenance Projects on Capital Budget	Total Maintenance Expenditure	Area Maintained from Central Funds	Cost of Maintenance per m ² (GFA)	Cost of Maintenance per EFTS
	10	11	12	13	14	15	16	17	18
R	R	R	R	R	R	m ² GFA	R/m ² GFA	R/EFTS	
1	R 2 373 821	R 5 877 918	R 8 251 739	R 6 842 071	R 2 618 114	R 17 711 924	273 470	R 64.77	R 1 221
2	R 4 000 000	R 3 000 000	R 7 000 000	R 15 500 000	R 15 000 000	R 37 500 000	402 454	R 93.18	R 1 984
3	R 4 174 911	R 5 158 886	R 9 333 797	R 12 471 073	R 12 735 831	R 34 540 701	473 600	R 72.93	R 1 566
4	R 5 180 000	R 4 000 000	R 9 180 000	R 36 045 474	R 18 500 000	R 63 725 474	376 550	R 169.24	R 1 862
5	R 1 506 343	R 6 034 365	R 7 540 708	R 42 872 171	R 14 861 357	R 65 274 236	581 800	R 112.19	R 2 643
Mean/Totals	R 17 235 075	R 24 071 169	R 41 306 244	R 113 730 789	R 63 715 302	R 218 752 335	2 107 874	R 103.78	R 1 912

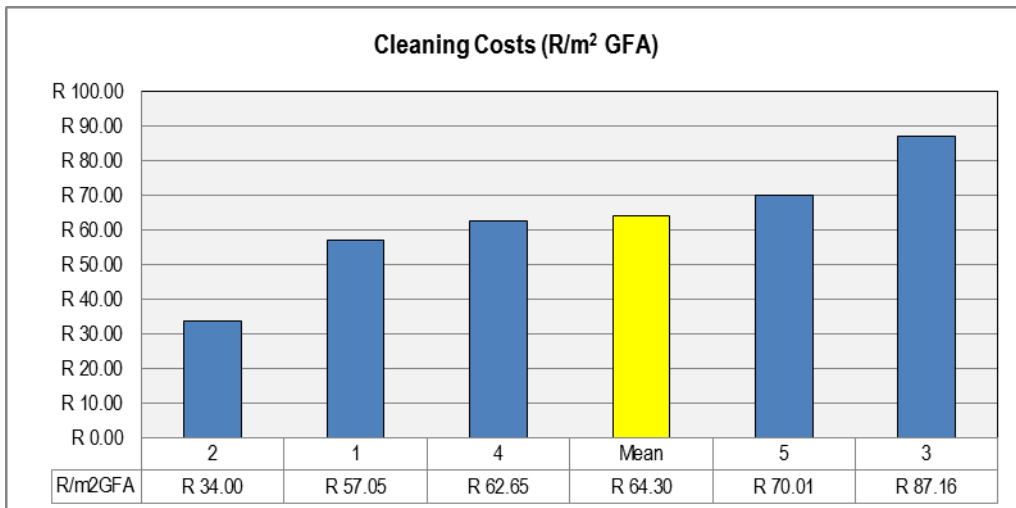
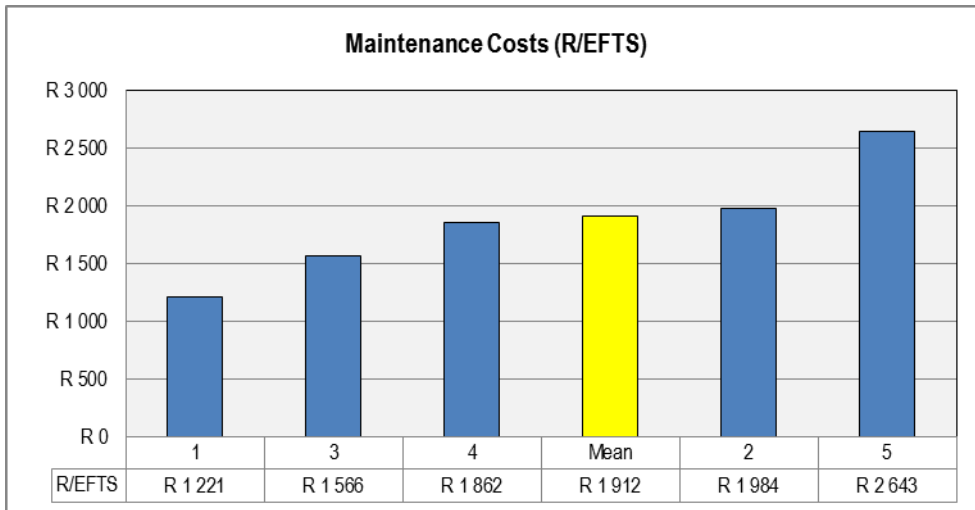
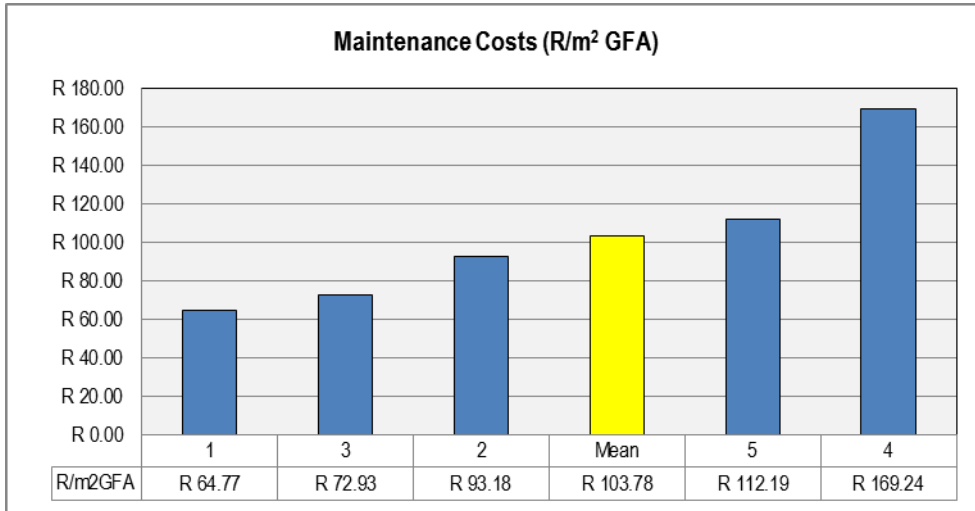
Institution	Cleaning & Waste Management Services									
	In-house Wages & On-costs	Cleaning Materials	Cleaning Contracts			Total Cleaning Expenditure	Area Cleaned	Cost of Cleaning Buildings	Total Cost Cleaning R/GFA	Total Cost Cleaning R/EFTS
			Building	Non-Building						
				Gen Waste	Contaminated					
	19	20	21	22	23	24	25	26	27	28
R	R	R	R	R	R	m ² GFA	R/m ² GFA	R/m ² GFA	R/EFTS	
1	R 204 000	R 1 350 000	R 12 507 431	R 1 329 216	R 210 523	R 15 601 170	273 470	R 51.42	R 57.05	R 1 075
2	R 1 120 000	R 1 000 000	R 7 800 000	R 2 800 000	R 200 000	R 12 920 000	380 000	R 26.11	R 34.00	R 683
3	R 19 731 086	R 3 301 734	R 15 765 224	R 1 590 956	R 850 160	R 41 239 160	473 160	R 82.00	R 87.16	R 1 870
4	R 2 451 167	R 1 709 742	R 14 987 220	R 3 093 951	R 1 600 722	R 23 842 802	380 600	R 50.31	R 62.65	R 697
5	R 801 773	R 2 792 416	R 35 878 658	R 480 211	R 777 483	R 40 730 541	581 800	R 67.85	R 70.01	R 1 649
Mean/Totals	R 24 308 026	R 10 153 892	R 86 938 533	R 9 294 334	R 3 638 888	R 134 333 673	2 089 030	R 58.11	R 64.30	R 1 174

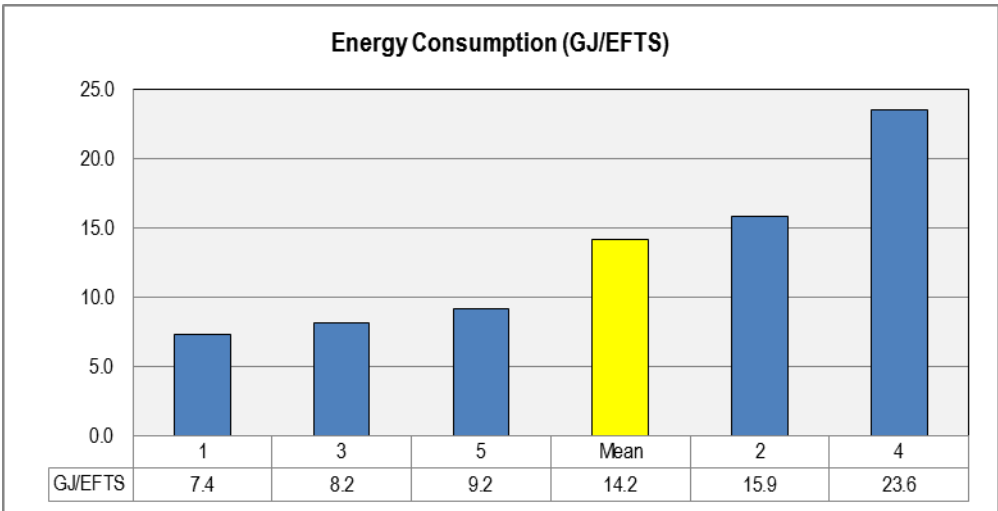
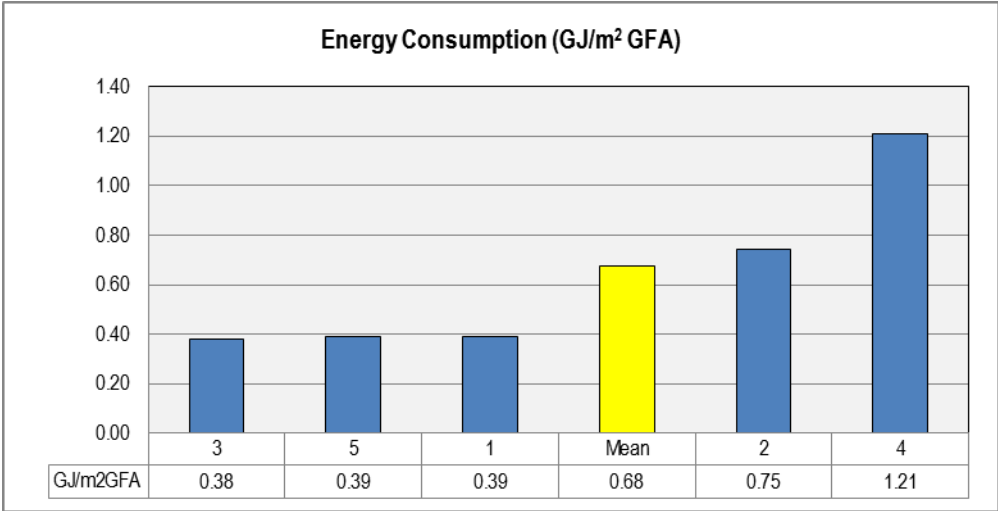
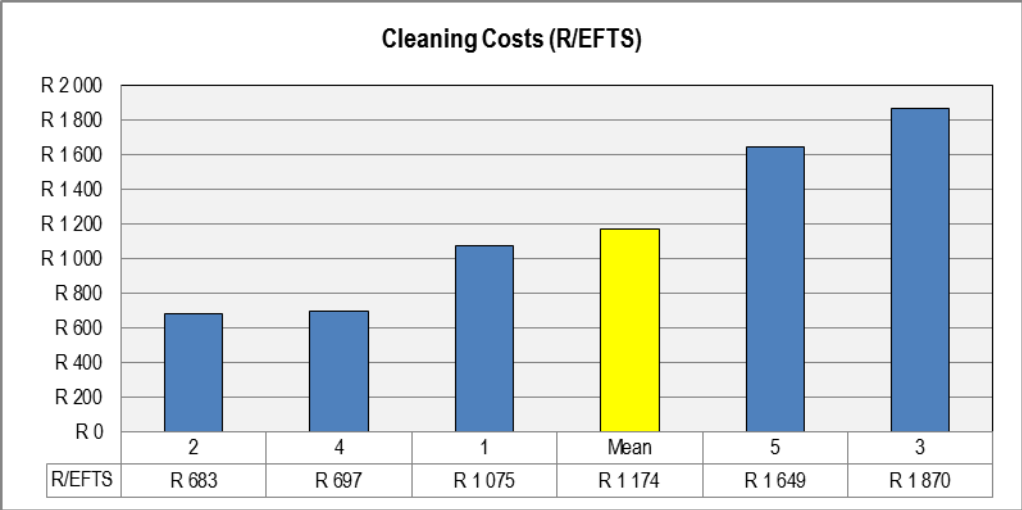
Institution	Energy Consumption/Expenditure							
	Annual Consumption in Gigajoules	Annual Cost of Energy Purchased	Total GFA services with energy	Energy Consumption per m ²	Energy Consumption per EFTS	Energy Cost per m ² (GFA)	Energy Cost per EFTS	Average Cost per kWhr
	29	30	31	32	33	34	35	36
	GJ	R	m ² GFA	GJ/m ² GFA	GJ/EFTS	R/m ² GFA	R/EFTS	cents/kWhr
1	107 269	R 17 158 400	273 470	0.39	7.4	R 62.74	R 1 182	57.6
2	300 000	R 10 500 000	402 454	0.75	15.9	R 26.09	R 555	12.6
3	179 941	R 35 480 822	473 600	0.38	8.2	R 74.92	R 1 609	71.0
4	806 291	R 43 097 898	665 578	1.21	23.6	R 64.75	R 1 259	19.2
5	227 734	R 36 803 687	581 800	0.39	9.2	R 63.26	R 1 490	58.2
Mean/Totals	1 621 235	R 143 040 807	2 396 902	0.68	14.2	R 59.68	R 1 250	31.8

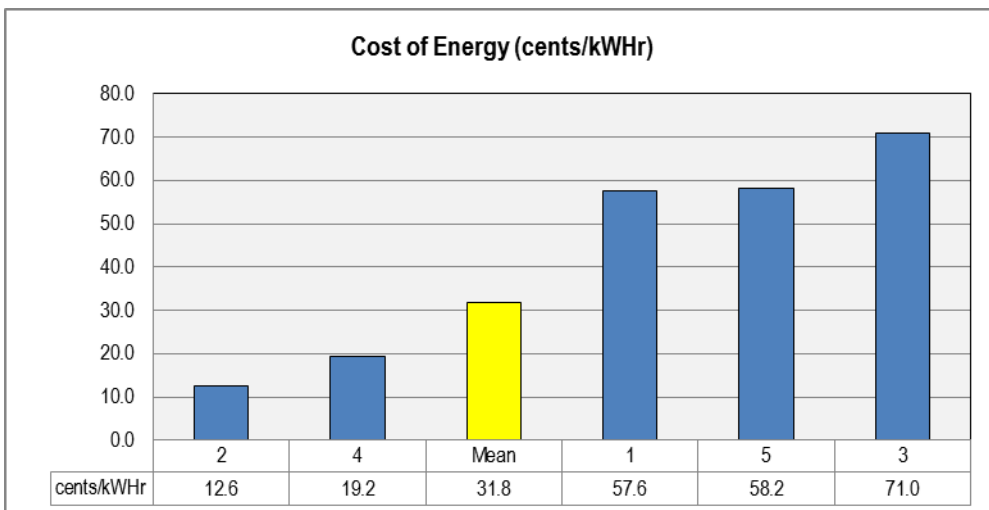
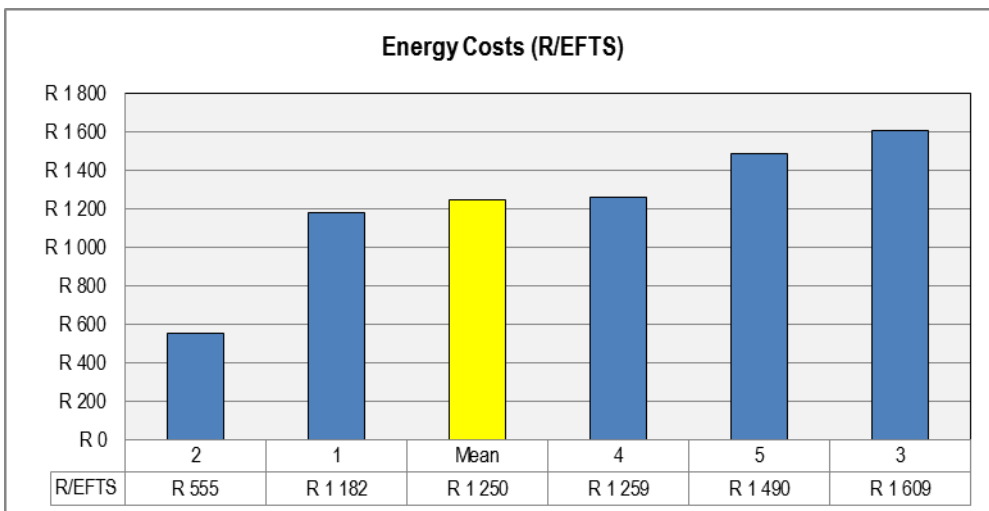
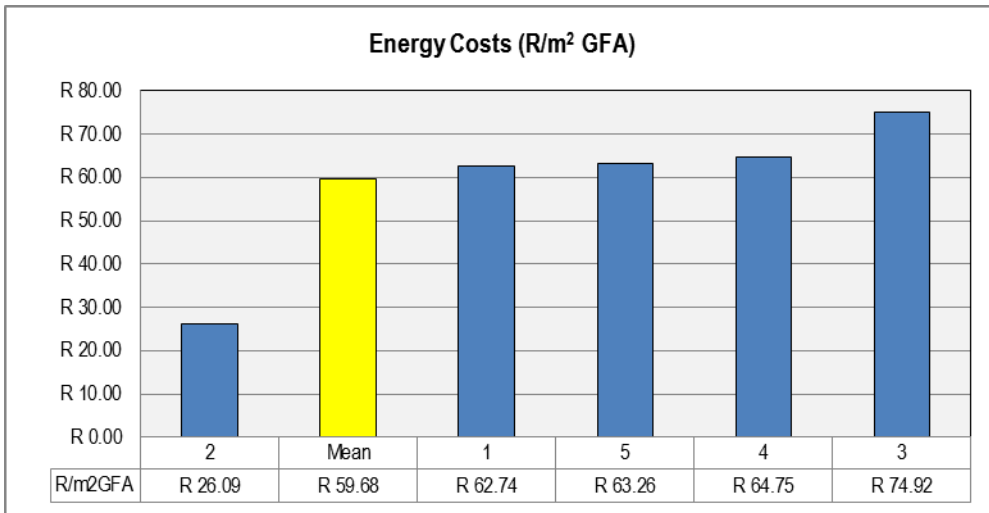
Institution	Security						
	Security Staff Salaries/Wages	Expenditure on Security Contracts	Other Security Costs	Total Security Expenditure	GFA under Security Patrol	Cost of Security per m ² (GFA)	Cost of Security per EFTS
	37	38	39	40	41	42	43
	R	R	R	R	m ² GFA	R/m ² GFA	R/EFTS
1	R 2 525 689	R 13 866 224	R 1 100 000	R 17 491 913	273 470	R 63.96	R 1 205
2	R 6 300 000	R 11 000 000	R 56 000	R 17 356 000	402 454	R 43.13	R 918
3	R 9 430 000	R 3 010 546	R 220 000	R 12 660 546	473 600	R 26.73	R 574
4	R 13 834 462	R 28 773 857	R 75 000	R 42 683 319	665 578	R 64.13	R 1 247
5	R 631 252	R 26 399 273	R 512 510	R 27 543 035	581 800	R 47.34	R 1 115
Mean/Totals	R 32 721 403	R 83 049 900	R 1 963 510	R 117 734 813	2 396 902	R 49.12	R 1 029

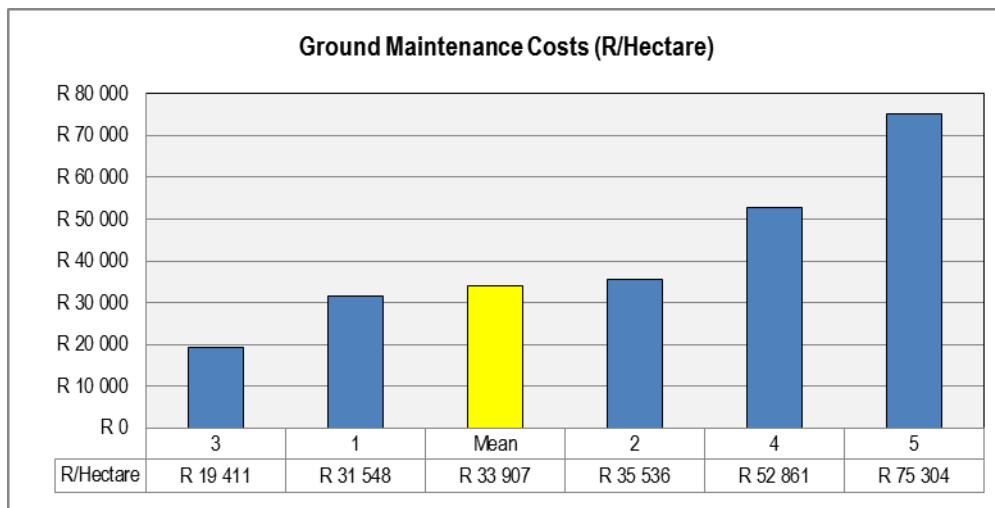
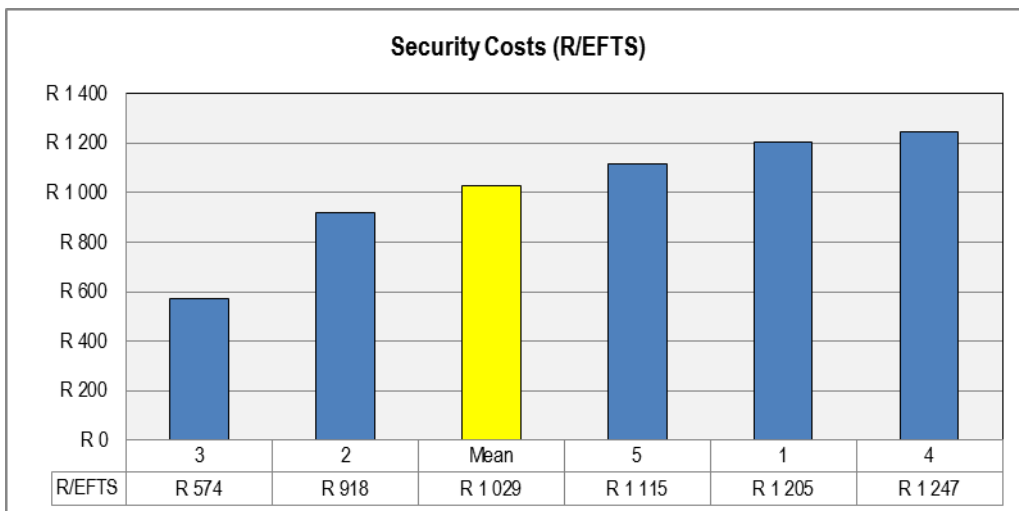
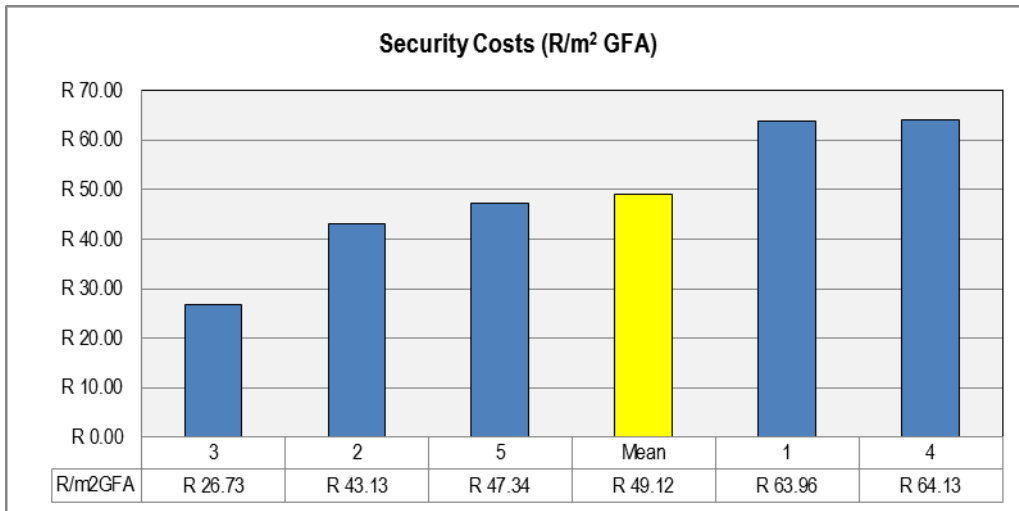
Institution	Grounds Maintenance					Building Operating Costs			
	Staff Salaries/Wages	Materials & Contracts	Total Grounds Maintenance Expenditure	Hectares maintained from Central Funds	Maintenance Expenditure per Hectare	Total Operating Costs (Maint, Cleaning, Security & Energy)	Operating Costs per m ² (GFA)	Operating Costs per EFTS	Operating Costs as % of ARV
	44	45	46	47	48	49	50	51	52
	R	R	R	Ha	R/Hectare	R	R/m ² GFA	R/EFTS	% ARV
1	R 251 123	R 3 597 760	R 3 848 883	122	R 31 548	R 67 963 407	R 243	R 4 683	2.8%
2	R 1 250 000	R 8 700 000	R 9 950 000	280	R 35 536	R 78 276 000	R 188	R 4 141	2.3%
3	R 3 874 847	R 9 499 243	R 13 374 090	689	R 19 411	R 123 921 229	R 257	R 5 618	2.7%
4	R 2 029 483	R 12 771 701	R 14 801 184	280	R 52 861	R 173 349 493	R 348	R 5 064	2.4%
5	R 685 915	R 7 522 217	R 8 208 132	109	R 75 304	R 170 351 499	R 291	R 6 897	2.0%
Mean/Totals	R 8 091 368	R 42 090 921	R 50 182 289	1 480	R 33 907	R 613 861 628	R 271	R 5 366	2.4%

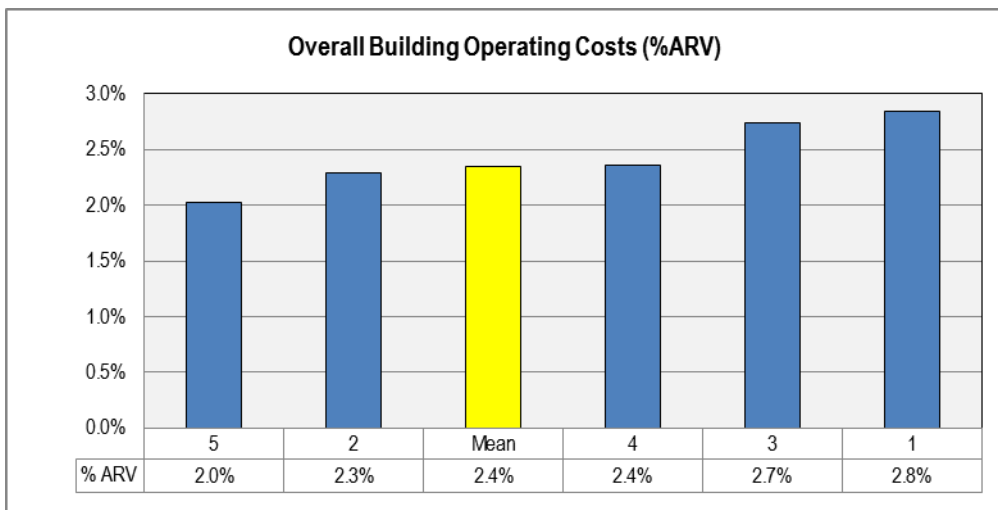
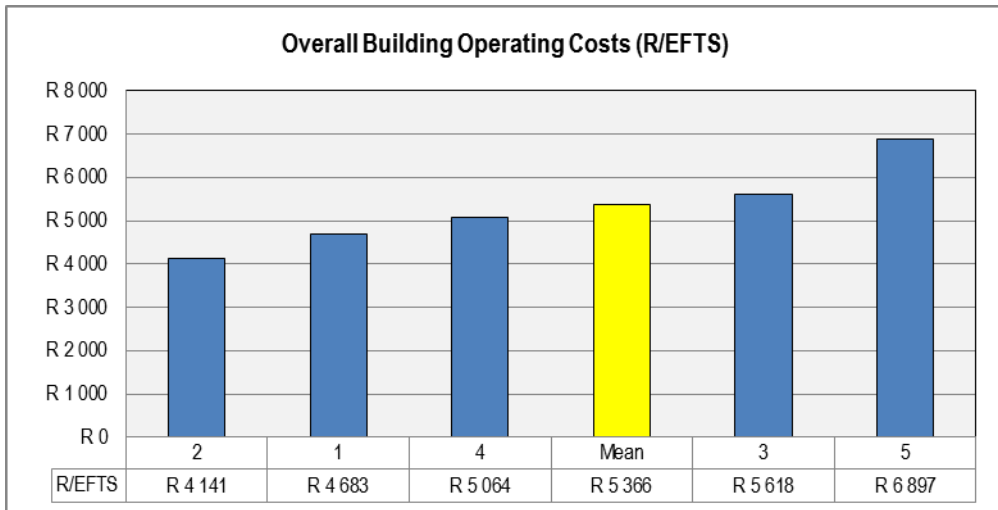
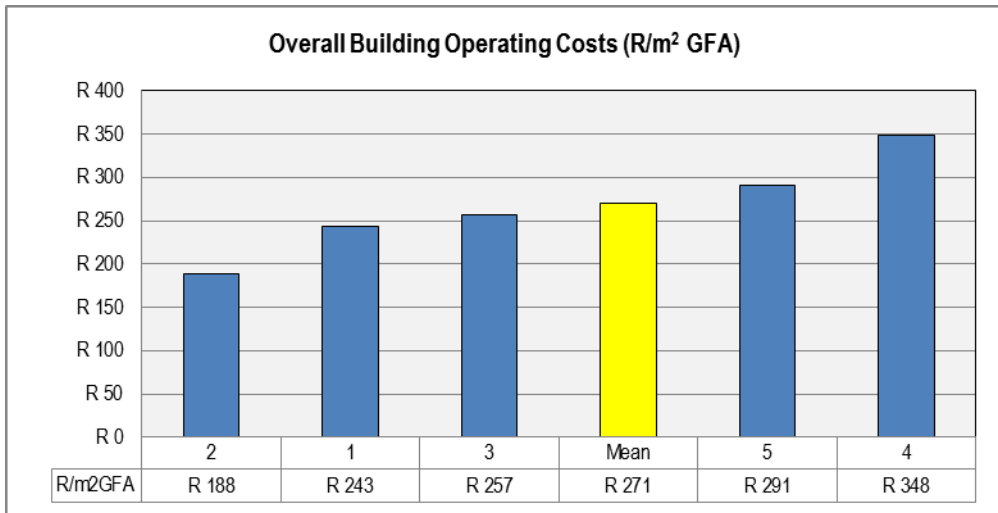












Guidelines for completing the 2010 HEFMA benchmark survey

Welcome to the 2010 HEFMA Benchmark Survey. This survey has been adapted for South African higher education institutions, and is the same version as used for the 2006 survey. Once again, please fill in only the green cells on each tab of the spreadsheet. Depending on your screen size, you may be required to scroll through the tabs at the bottom of the spreadsheet. Totals are calculated in the yellow cells and carried forward to the front page to show your institution's total building operating costs.

General Instructions:

1. All Higher Education Institutions in South Africa submit an annual HEMIS survey. In this benchmark survey, you are required to use the **HEMIS definitions** as indicated. This will ensure that all participating institutions use the same definitions for calculations. The HEMIS definitions are applicable to **GFA, AFA, ARV and EFTS**.
2. Only fill in the **green** cells. **Yellow** cells are calculated by the computer. **Blue** cells are the RSA 2006 figures (averages or totals) to provide you with an order of magnitude to use as a reference, but participants are advised to consider the escalation since the last survey.
3. You may include or exclude student housing (residences) from your figures, as long as you do it consistently. If you include residences in your GFA, you must also include it in your AFA and ARV, as well as in the relevant data fields associated with providing services to student housing. Thus if you maintain your residences but don't clean them, include the residences in your GFA for Maintenance, but exclude it in your GFA for Cleaning and Waste Removal.
4. Start on the tab "**General Statistical Data**" and work your way through all the tabs. Ensure that you fill in values in all six tabs. While there are only 27 fields to complete, participants are advised to delegate to their sub-ordinates or colleagues responsible for the various areas, thus reducing the size of the task.
5. Save this spreadsheet as **YourUniversityBenchmark.xls**. When you are done, please email this spreadsheet with your results back to **andre.theys@uct.ac.za**. All questionnaires must be submitted back before **5 October 2011**. On completion of the survey and analysis, the final report (in PDF format), will be distributed electronically to all HEFMA members. If all participants submit the completed questionnaires by the due date then it is hoped to have the analysis and final report available during the running of the annual 2011 conference.
6. As before, the name of your institution will not be revealed to other participants, unless you give your explicit permission. The HEFMA Executive thanks those institutions who have indicated their participation.

Guidelines for each column

Column Guideline

General Statistical Data

- | | |
|---|--|
| 1 | The name of your institution e.g. University of Pretoria |
| 2 | Indicate whether these figures represent the aggregate of all your campuses (preferably) or name of separate campus. If not aggregate, please fill in a survey per campus. |
| 3 | The all inclusive total floor area of all floors measured over the outer walls of the building. Includes all assignable and non-assignable areas. |
| 4 | AFA = GFA - non-assignable floor area (NFA): NFA includes mechanical floor areas, custodial floor areas, circulation floor areas etc |
| 5 | Calculated field. Do not fill in. |
| 6 | The total cost to erect a similar building at today's cost. Includes building cost, professional fees, municipal costs and fixed equipment. |
| 7 | Calculated field. Do not fill in. |
| 8 | Use the standard HEMIS definition for Equivalent Full-time Students. Only include contact students and exclude distance students. |
| 9 | Calculated field. Do not fill in. |

Maintenance (Corrective and Preventative)

- | | |
|----|---|
| 10 | Include costs of professional and administrative staff directly and indirectly 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. Include a provision for FM management overhead. |
| 11 | Include all costs associated with maintenance trades staff working on maintenance activities only. Where maintenance staff also performs "new work", this portion should be excluded from the maintenance costs reported. |
| 12 | Calculated field. Do not fill in. |
| 13 | Include the costs of materials (e.g. paint, timber, hardware, lamps, plumbing supplies, etc) used by your |

- 14 maintenance staff on preventive and corrective maintenance activities plus payments made to external service providers (e.g. air-conditioning, lift, electrical, plumbing contractors, etc).
- 15 Spent on maintenance projects from capital budget. Exclude budgets spent on new work.
Calculated field. Do not fill in.
- 16 Cannot exceed the GFA in Col 3.
- 17 Calculated field. Do not fill in.
- 18 Calculated field. Do not fill in.

Cleaning and Waste Management Services

- 19 Include costs of professional and administrative staff directly and indirectly involved in the cleaning and waste management operations. Where a staff member spends only part of his or her time on these activities, please estimate & apportion their time and costs accordingly. Include a provision for FM management overhead.
- 20 Include the costs of cleaning materials used by your cleaning staff on all cleaning related activities plus materials provided to external service providers.
- 21 Payments made to external service providers.
- 22 The total cost of general waste removal, either internally or by waste removal contractor.
- 23 The total cost of contaminated waste removal, either internally or by waste removal contractor. Include pathological and chemical waste removal.
- 24 Calculated field. Do not fill in.
- 25 Cannot exceed the GFA in Col 3.
- 26 Calculated field. Do not fill in.
- 27 Calculated field. Do not fill in.
- 28 Calculated field. Do not fill in.

Energy

- 29 The total annual energy consumption of your Institution that relates to the GFA in column 43. Only include by facilities that are included in GFA in column 43, where $GJ = (kWhrs \times 3600) / (1 \times 10^6)$, i.e. 1 kWhr = 0.0036 GJ
- 30 The total annual cost of energy purchased by your institution that relates to the GFA in column. Only include cost to facilities that are included in GFA in column 43.
- 31 Ensure GFA figure is consistent with definitions provided in Columns 41 and 42. Cannot exceed the GFA in Col 3.
- 32 Calculated field. Do not fill in.
- 33 Calculated field. Do not fill in.
- 34 Calculated field. Do not fill in.
- 35 Calculated field. Do not fill in.
- 36 Calculated field. Do not fill in.

Security

- 37 Include costs of professional and administrative staff directly and indirectly involved in the security operation. Where a staff member spends only part of his or her time on security activities, please estimate & apportion their time and costs accordingly. Include a provision for FM management overhead.
- 38 Indicate whether this figures represent the aggregate of all your campuses (preferably) or name of separate campus
- 39 Payments made to external service providers.
- 40 Calculated field. Do not fill in.
- 41 Only use the Gross Floor Area of the buildings patrolled, not the area of all grounds patrolled. This figure cannot exceed the GFA in Col 3.
- 42 Calculated field. Do not fill in.
- 43 Calculated field. Do not fill in.

Grounds Maintenance

- 44 Include costs of professional and administrative staff directly and indirectly involved in the grounds 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. Include a provision for FM management overhead.
- 45 Include the costs of materials used by your grounds maintenance staff on these activities plus payments made to external service providers.
- 46 Calculated field. Do not fill in.
- 47 Effective area of grounds maintained with these funds. This may include the area of your landscaped gardens and sports fields if applicable.
- 48 Calculated field. Do not fill in.