



Customer Profile

Curtin University

Customer

Curtin University

Term

35 years (2019 - 2054)

Value

\$5m p.a.

Location

Bentley, WA

Maintenance and Facilities Management

Programmed, as Facility Manager and as part of a consortium is engaged to provide Curtin University with maintenance and asset management services for existing and new student accommodation.

The Public-Private Partnership (PPP) will aid in transforming Curtin University as being recognised as a multi-purpose destination.

Contract history

Programmed provides specific and comprehensive facility and strategic asset management services (hard and soft) to maintain student accommodation and associated tenancies. This includes handling all reactive and preventative maintenance works and asset life-cycle services across the 35 years of the contract, over which all decisions and objectives regarding asset and facility management must be based.

Living+Learning Partners Consortium

Programmed Facility Management (PFM) is part of a consortium led by Live-In Learning (Project Co), which includes Programmed Facility Management, ProBuild, UniLodge, St Catherine's College and Nesuto Hotels.

Current student accommodation (1,100 bed)

- ▶ Programmed currently provides facility management services to the existing student accommodation. The scope of work covers comprehensive facility and strategic asset management services.

Future student accommodation (1,020 bed)

- ▶ On completion of the three new buildings, Programmed will provide FM services to an additional 1,020 beds across a range of accommodation types comprising of students, a short stay (hotel) for staff and visitors, commercial office space, an integrated mix of retail facilities, convention spaces and car parking infrastructure. Construction of the new development is expected to be complete by October 2021.

Programmed actively participate in stakeholder workshops and collaborative site reviews, undertake data gathering inspections and condition assessments on the existing facilities whilst participating in design workshops for the new buildings currently under construction.

The Programmed site based operational team work closely with Curtin University maintenance staff to understand the existing site requirements, capturing this information and transforming this into a streamlined service delivery and holistic maintenance and asset strategy which enhances customer service with improved response and rectification times.

Scope of services

The scope of services being provided by Programmed includes:

- ▶ Supply, maintenance and management of utilities (including electricity, gas, water, sewerage, drainage and trade waste)
- ▶ All maintenance activities including: Emergency Maintenance, Preventative Maintenance, Reactive Maintenance and Planned Maintenance
- ▶ Capital Works and Refurbishment Services
- ▶ Grounds maintenance and management
- ▶ External cleaning
- ▶ Waste removal
- ▶ Utility and environmental efficiency strategies and implementation
- ▶ Annual asset condition audits
- ▶ Provision of Helpdesk Services

Notable achievements include:

Achievements to date on the Curtin University PPP Contract include:

- ▶ All KPI's being delivered within parameters and no reported failures
- ▶ The downgrade of a risk category within the Live-In Learning Project Risk Register, to 'Unlikely', based on our embedded business systems
- ▶ The implementation of a new 'buddy system' system, designed to assist new employees with the onboarding process
- ▶ Actively replacing a number of end of life plant and equipment assets with replacements selected for their efficiency of consumption, sustainability credentials and durability.

