



Customer Profile

University of Wollongong

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Term

39 years (2015 - 2054)

Value

\$4.5m p.a.

Location

Wollongong, NSW

Maintenance and Facilities Management

The University of Wollongong (UoW) is an Australian research university located in NSW. The Student Accommodation Project delivered four Student Accommodation Buildings with a 1,063 bed capacity.

Programmed had full involvement in the D&C phases, optimising building fabric choices and has been part of the building commissioning phase.

Contract history

In 2014, UoW initiated this project to combine new capacity with over 1,900 existing beds. The additional accommodation fulfills UoW's vision to excel at providing affordable and diverse student housing options.

UoW selected the Living+Learning Partners consortium to design, build and manage the new Student Accommodation under a PPP arrangement.

Living+Learning Partners Consortium

This fully integrated consortium comprises Hutchinson Builders (Design and Construction), Balfour Beatty Investments and HRL Morrison's (Equity and Debt Provider) and Programmed (FM Services). Development was a two stage process:

Stage One - Bangalay Building (261 bed)

- February 2017 - Building handover to Programmed. Catering to postgraduate students, the seven storey building wraps around a north facing courtyard and offers studio accommodation, family rooms and suites, parking for 42 vehicles and over 30 bicycle spaces

Stage Two - Kooloobong Site (802 bed)

- ▶ January 2018 - Site handover to Programmed. Three eight storey buildings designed to accommodate undergraduate students and offers studio accommodation, 802 beds, parking for 116 vehicles and 50 bicycle spaces.

Building Portfolio - approximately 48,000 assets

Programmed had continual involvement in the design process for the five separate accommodation buildings. We contributed our extensive knowledge and experience gained from the management of social housing contracts nationally, applying Whole of Life (WoL) design principles to achieve an optimal design while keeping WoL costs to a minimum.

Programmed's experience in incorporating new builds onto brownfields sites also assisted UoW through their process. We provided valuable advice on the impact of current site users such as the students, University staff and the local community. We assisted the construction partners in delivering the level of communication required to avoid adverse effects on UoW or community functions during construction.

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 UoW PPP Contract include:
- ▶ Energy and utility consumption has reduced by 10% through implementation of higher efficiency equipment and maintenance (boilers, shower heads, sensors, timers)
- ▶ Implementation of a technical interface between Starez and Maximo for easy logging of maintenance requests by residents
- ▶ The UoW PPP team is constantly recognised by users as providing a high level of service
- ▶ Student satisfaction survey results have been on an upward trend over consecutive years
- ▶ We have a strong safety record with zero LTIFR to date
- ▶ Programmed sits on the UoW Safe@Work Committee.

