

SERVICE LEVEL AGREEMENT

BETWEEN

FACILITIES & SERVICES

AND

John XXIII COLLEGE

FOR

THE PROVISION OF GROUNDS MAINTENANCE SERVICES

This Service Level Agreement (SLA) is between Facilities and Services and John XXIII College (the College). The aim of the SLA is to provide a basic specification for Facilities and Services to supply grounds maintenance services to a standard that is satisfactory to the College.

In general terms it is an expectation that the gardens and grounds will be maintained to a standard that provides a pleasant, relaxing and safe landscape environment for use by the clientele of the College.

1. TIMEFRAME, LABOUR AND COSTS

Facilities and Services will provide grounds maintenance services for a period of one year from 1 January 2001. An experienced gardener from the Gardens and Grounds Section will be assigned to the College for a total of 16 hours per week.

The cost to provide this service is \$307.62 per week. This cost is based on the cost to employ an ANU Officer Level 3 for two days per week. The cost of employing the gardeners is to be adjusted to reflect any pay increases awarded to ANU staff at this level and is exclusive to any GST implications. It does not include the cost of materials.

The method of cost recovery to be by quarterly invoice.

2. BOUNDARIES

The attached diagram illustrates the extent of the grounds to be included under this SLA.

3. TOOLS and EQUIPMENT

The College to supply all tools and mechanised equipment (including fuel) to be used by the gardeners. The gardeners will be responsible for basic maintenance of the tools and equipment as well as keeping the tool shed in a clean and orderly state.

4. DETAILS - STANDARD OF SERVICES

- a) LIAISON: The gardener assigned will communicate regularly with a representative from the College (to be nominated) to schedule operations so as to minimise disturbance to residents and program any requests for specific works.

In the event that the College's representative needs an urgent task attended to the Gardeners Section supervisor may be contacted by mobile telephone (0416 249779).

- b) **LAWNS.** Lawns mowed and edges trimmed in accordance with seasonal demands. For example lawns may require mowing twice a week in spring and once a fortnight in the winter. The cutting height to be kept between 40mm and 70mm. Lawns to be fertilised in the spring and autumn and aerated once per year. Fertiliser to be supplied by the College.
- c) **GARDEN BEDS:** Garden beds to be maintained free of weeds and plants cared for according to species requirements. As a general rule shrubs to be tip pruned after flowering. Mulch in garden beds to be maintained to a minimum depth of 50mm, Facilities and Services to supply the mulch. All garden beds fertilised in spring and autumn using organic fertiliser. Fertiliser to be supplied by the College.
- d) **IRRIGATION:** Due to there being no automatic irrigation systems in operation throughout the grounds at the College all irrigation will be performed manually using irrigation equipment supplied by the College. In the height of summer, the size of the area to be irrigated will make effective irrigation difficult to achieve within the weekly 16 hours of maintenance. In these times it is highly recommended that the College maintenance staff undertake some irrigation operations independently.
- e) **LEAVES AND OTHER ORGANIC WASTE MATERIAL:** Leaf litter to be removed from paths and lawns once per week. However during autumn leaf fall it is inevitable that this frequency will not be sufficient to keep all paths and lawns free of leaves.

All organic waste material generated by grounds maintenance will be removed from the College and transported to the gardener's compound where the bulk of this material will be composted.

- f) **HEDGES.** All hedges to be formatively pruned at intervals that will ensure that the shape of the hedge is maintained in a neat fashion and that growth does not interfere with pedestrians.

5. NOISE

In the performance of grounds maintenance duties no machinery or other equipment that may disturb residents can be operated before 9am. To assist in programming tasks and minimising noise disturbance it is the responsibility of the College to supply the gardener with a timetable that describes the location and timing of functions or other events that will require the absence of machinery noise.

6. OTHER SERVICES PROVIDED AT NO COST

The formulation of this SLA is an opportunity to formalise the services that Facilities and Services are willing to provide at no cost as part of their overall campus responsibility.

- a) **ROADS AND CARPARKS.** Facilities and Services are responsible for the maintenance of roads and carparks in and adjacent to the College. NB This does not include the disposal of litter or other material discarded by the users of the car park.

- b) TREES. Facilities and Services are also responsible for the maintenance of all the trees within the grounds of the College. This includes the cost of all maintenance and/or removal operations. This also includes monitoring the health of the trees and informing the management of the college if any safety issues arise.
- c) YEARLY REVIEW OF THE LANDSCAPE. Facilities and Services would welcome the opportunity to assist the management of the College in planning the future of the landscape surrounding the College. It is recommended that a yearly inspection of the landscape be undertaken to facilitate the creation of a list of priorities for the future of the landscape.

The conservation and development of the treescape would be a good example of a high priority item and the yearly review would recommend action in the form of a suggested new tree plantings.

WARWICK WILLIAMS
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Master - John XXIII College

Date: _____ 2001