

# SITE MANAGEMENT

## Major commercial office–retail–residential developments

*All maintenance activities and repairs are tracked and analysed to ensure that the correct level and standard of preventative maintenance is being applied.*

Large mixed use developments have complex systems to provide high quality amenities for tenants and visitors.

Integrated Technical Management provides management, technical facilities services and life cycle maintenance for extended contract periods at these developments. All systems and essential services are covered including:

- Air-conditioning and mechanical systems
- Fire and life safety systems
- Hydraulics systems including cold and hot water
- Waste water, water reclaim and reuse
- Electrical supply, emergency generators and lighting systems
- Uninterruptible power supplies
- Lifts and escalators
- Building automation and controls
- Waste management systems
- General repairs and building maintenance

The on site team is made up of qualified professionals and experienced technical staff with high level skills across a number of trades. This helps keep response times down without a large on site presence.

In these facilities, all maintenance activities and repairs are tracked and analysed to ensure that the correct level and standard of preventative maintenance is being applied.

The duty, condition, maintenance input and reliability of systems and plant are collected as inputs to regular life cycle cost assessments to determine the optimum replacement strategies for plant and equipment. Energy and water usage is tracked against budgets to assist in achieving environmental management targets.

The technical help desk provides a single point of coordinated contact and access to a range of services for the tenants, the facility manager and the building owner, covering complaints and requests for maintenance and minor works, through to advice on regulatory compliance. This function ensures integrated operation and management of the technical aspects of the facility.

A help desk function can also be established to provide information on the performance of service providers and track projects via a computerised issues management system. Formal reports, tracking all contract activities, expenditures and outcomes are typically provided monthly. Key Performance Indicators and Outcomes are tracked and reported on. Monthly reports are rolled into six monthly and annual reviews while strategic reports cover historical performance and support future planning.

Integrated Technical Management acts as the 'Base Building Engineer' ensuring that tenancy changes comply with the building's design and technical standards; are correctly designed and appropriate; comply with standards; and are fully documented allowing records to be accurately maintained.

The organisation also supports the various management teams in these facilities providing specialist technical input into planning and budgeting, tenant services enhancement projects, advice on operational improvements, energy efficiency and sustainability programs and cost reduction projects.

