



Schedule 2 – Categories of Work



1. CATEGORIES OF WORK

1.1 Categories

There are four categories of Work covered by this Agreement:

- (a) Responsive Maintenance;
- (b) Planned Maintenance;
- (c) Routine Maintenance; and
- (d) Special Programmes.

1.2 Exclusions from Responsive Maintenance, Planned Maintenance and Routine Maintenance

Responsive Maintenance, Planned Maintenance and Routine Maintenance exclude any maintenance or other work in respect of:

- (a) the external services infrastructure, building fabric and any building warrant of fitness in multiple dwelling buildings such as HVAC, HV electrical, hydraulic services, mechanical services, fire prevention systems and lift maintenance; and
- (b) any other similar services or facilities as determined by HNZ from time to time, acting reasonably (including those for which HNZ has national or regional service contracts in place).

1.3 Categorisation of Work

Without limiting clause 8 of the Base Agreement, HNZ may determine in its absolute discretion what category or sub-category applies to Work which is the subject of a Work Order, proposed Work Order or SP Proposal Request.

1.4 Changes to classification of Work

HNZ may, from time to time, by notice in writing to the Contractor:

- (a) re-allocate types of work between sub-categories of Responsive Maintenance and between Planned Maintenance and Routine Maintenance (but may not make Special Programmes part of Responsive Maintenance, Planned Maintenance or Routine Maintenance or re-allocate to remove Work types altogether from Responsive Maintenance); and
- (b) re-name or re-define the sub-categories of Responsive Maintenance, Planned Maintenance, Routine Maintenance and Special Programmes,

including to the extent HNZ requires to integrate such categories and sub-categories with any system operated by HNZ.

2. RESPONSIVE MAINTENANCE

2.1 Responsive Maintenance Generally

- (a) Responsive Maintenance is repair and maintenance work to Properties that is carried out to:
 - (i) meet the requirements of the RTA or any other Applicable Laws or a Regulatory Body with respect to security, provision of essential services or safety;

- (ii) protect a Property;
 - (iii) reinstate an essential amenity; or
 - (iv) provide good customer (Tenant) service,
- but excludes capital or structural works that would qualify as a Special Programme.
- (b) Responsive Maintenance includes all of the types of work covered by the Schedule of Rates.
 - (c) Responsive Maintenance currently comprises five sub-categories of Work detailed in clause 2.2 of this Schedule:
 - (i) Urgent Health and Safety (**URG**);
 - (ii) Urgent Responsive (**URS**);
 - (iii) General Responsive (**GNL**);
 - (iv) Responsive Scoping Work (**RSC**); and
 - (v) VSCs (**VSCs**).

2.2 Sub-categories of Responsive Maintenance

- (a) **URG**
 - (i) URG is Responsive Maintenance that is required to be responded to urgently in order to protect from imminent danger or any other adverse effect on the health and safety of any person or to comply with any HSE Legislation.
 - (ii) URG is generally carried out to:
 - (A) urgently protect the Property if a new fault or failure immediately affects the Health and Safety of the Tenant;
 - (B) urgently reinstate an essential function of a component of the Property which has failed, if it affects the Health and Safety of the Tenant; and/or
 - (C) meet the requirements of the RTA or any other Applicable Laws or a Regulatory Body with respect to security, provision of essential services, or safety.
 - (iii) URG may include a Work Order:
 - (A) to attend a Property to assess and perform (in accordance with Schedule 3) a particular item of URG that has been identified specifically; or
 - (B) a general request from HNZ to attend the Property to assess and perform (in accordance with Schedule 3) any URG.
 - (iv) By way of illustration only and without limitation, URG includes Work necessary to ensure:
 - (A) a means of cooking;

- (B) a hot water supply;
- (C) a cold water supply;
- (D) a gas supply;
- (E) correction of all faults associated with sanitary appliances (toilets, showers, baths and hand basins);
- (F) correction of all faults associated with waste and foul sewer drains (blocked sink or drain in kitchen, bath or laundry);
- (G) correction of major water supply pipe leaks;
- (H) correction of gas leaks;
- (I) a power supply (restore power when lost to whole of Property, restore lighting to communal areas);
- (J) security of a building exterior (broken exterior door, lock, window or door glazing, or window catches or stays);
- (K) electrical safety (detached or broken fittings, shocks);
- (L) fire safety and clear means of egress; and
- (M) smoke detectors - where there are fewer than two functioning smoke detectors in the Property. If two or more smoke detectors are functioning, then the repair or replacement of faulty detectors must be classified as URS.

(b) **URS**

- (i) URS is Responsive Maintenance that is required to be responded to urgently (other than URG) to protect the Property or restore Tenant amenity, but is not required in order to protect from imminent danger or any other adverse effect on the health and safety of any person or to comply with any HSE Legislation.
- (ii) By way of illustration only and without limitation, URS includes Work necessary to ensure:
 - (A) repair of cooking appliances that are not fully functional;
 - (B) correction of rainwater leaks into the building envelope (repairs to flashings around roof penetrations, repairs to windows and doors that are leaking);
 - (C) correction of minor water supply pipe leaks;
 - (D) smoke detectors, where two or more smoke detectors are still functioning;
 - (E) repairs to potential trip hazards (pathways, floor linings, etc); and
 - (F) loss of functionality of clothes lines.

(c) **GNL**

- (i) GNL is Responsive Maintenance that does not fall within the other sub-categories of Responsive Maintenance. Usually a Work Order for GNL is raised by HNZ after receipt of a notification from a Tenant.
- (ii) GNL is generally carried out to protect the Tenant and the Property or is required to meet the requirements of the RTA or any other Applicable Laws or a Regulatory Body.
- (iii) By way of illustration only and without limitation, GNL includes Work necessary to correct or carry out (as applicable):
 - (A) a broken bathroom mirror;
 - (B) internal doors that are not closing properly;
 - (C) damage to wall linings;
 - (D) tree pruning;
 - (E) one-off rubbish removal;
 - (F) one-off heat pump repairs; and
 - (G) one-off chimney sweeping or repairs.

(d) **RSC**

- (i) RSC is any Responsive Maintenance that arises from a request that the Contractor attend the Property and Scope Responsive Maintenance or follow on Responsive Maintenance that arises from a Work Order for URG or URS.
- (ii) RSC may include work that is required to Properties that have been damaged by fire or by chemicals such as that work described in clause 5.1(c) of this Schedule but only if HNZ determines that such work is to be procured as RSC. HNZ will not usually procure such work as RSC although it may at its discretion choose to do so. Generally, HNZ will only procure such work as RSC where the damage is minor, specialist contractors are not required and the required work does not constitute capital or structural works that would qualify for a Special Programme.

(e) **VSCs**

- (i) A VSC is Responsive Maintenance and/or refurbishment to a Property that is not at the relevant time Tenanted.
- (ii) These Properties often require maintenance repair works to bring them up to HNZ's required standard so that they can be re-Tenanted.

3. **PLANNED MAINTENANCE**

3.1 **Planned Maintenance Generally**

Planned Maintenance comprises longer packages of repair and maintenance work that a Contractor can undertake on a planned basis but which do not constitute capital or structural works that would qualify as a Special Programme.

3.2 Sub-categories of Planned Maintenance

Planned Maintenance currently comprises two sub-categories of Work detailed below:

(a) Exterior Painting

- (i) Exterior Painting is an on-going Planned Maintenance activity that is required by HNZ on a seasonal basis.
- (ii) Exterior Painting differs from other Planned Maintenance in that it is a regular programme of Planned Maintenance and is required to comply with additional requirements set out in Schedule 7; and

(b) Planned Other

Planned Other comprises all other Planned Maintenance, generally being non-routine maintenance activities that are capable of being planned but that do not constitute capital or structural works that would qualify as a Special Programme.

The parties acknowledge and agree that where work, which might otherwise be considered as Responsive Maintenance, involves a large volume or quantity of work to rectify a defect or defects in a Property or is to be completed as a proactive measure to increase the sustainability of the Property, it may be more cost efficient to carry out that work as Planned Maintenance.

4. ROUTINE MAINTENANCE

4.1 Routine Maintenance Generally

Routine Maintenance is repair and maintenance work that HNZ requires to be done on a routine and periodic basis but which do not constitute capital or structural works that would qualify as a Special Programme.

4.2 Sub-categories of Routine Maintenance

Routine Maintenance currently comprises four sub-categories of Work detailed below:

(a) Vacant Property Lawn Mowing

Lawn mowing work that would usually be undertaken by a Tenant but which, due to the Property being vacant, HNZ requires to be done by the Contractor;

(b) Communal Maintenance

Repair and maintenance work to communal areas of a Property, which are not the responsibility of a Tenant;

(c) Preventative Maintenance

Repair and maintenance work to proactively prevent failure and to increase operation efficiency. Examples include the regular servicing of heating appliances and moss proofing of roofs; and

(d) **Routine Other**

All other Routine Maintenance, generally being routine or periodic maintenance activities that do not constitute capital or structural works that would qualify as a Special Programme.

The parties acknowledge and agree that where work, which might otherwise be considered as Responsive Maintenance or Planned Maintenance, involves a regular volume or quantity of work to prevent a defect or defects in a Property or is to be completed as a proactive measure to increase the sustainability of the Property, it may be more cost efficient to carry out that work as Routine Maintenance.

5. **SPECIAL PROGRAMMES**5.1 **Special Programmes Generally**

- (a) Special Programmes include all work that is not Responsive Maintenance, Planned Maintenance or Routine Maintenance.
- (b) Special Programmes include specific programmes of work focused on improvement (rather than repair and maintenance) of Properties – often packages of Properties will be covered in a single Special Programme.
- (c) Special Programmes will include work that is required to Properties that have been damaged by fire or by chemicals, including in the manufacture of illicit drugs (except in the limited circumstances where HNZ determines such work should be procured as RSC), including:
 - (i) **Chemical Demolition:** the dismantling of a Property that has been affected by chemicals including the illegal manufacturing of illicit drugs;
 - (ii) **Chemical Reinstatement:** remedial works of a Property that has been affected by chemicals including the illegal manufacturing of illicit drugs;
 - (iii) **Fire Demolition:** the dismantling of a Property that has been affected by fire; and
 - (iv) **Fire Reinstatement:** remedial works of a property within HNZ's Residential and Complexes Portfolio that has been affected by fire.
- (d) Special Programmes may relate to work to Properties located outside the HNZ Region.

5.2 **Sub-categories of Special Programme**

Special Programmes currently comprise two sub-categories of work detailed below:

(a) **Whole of House (or Whole of House Upgrade)**

Whole of House is a Special Programme that is focused on the upgrade of an entire Property through a substantial refurbishment, including aspects such as kitchen and bathroom replacements and complete internal redecoration. Generally, Whole of House programmes roll up a number of Properties into a programme of work that is then let as a single package.

(b) **Other Special Programmes**

Other Special Programmes are all Special Programmes that are not Whole of House programmes and generally comprises trade-specific or other specialist programmes, including:

- (i) healthy housing programmes or projects;
- (ii) energy efficiency retrofit programmes or projects;
- (iii) community renewal programmes or projects;
- (iv) property maintenance inspections and resulting fire alarm replacements;
- (v) building warrant of fitness and compliance contracts; and
- (vi) minor capital works.