

Parks & Open Spaces

Activity Management Plan 2021-31

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Document control

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1. Introduction

Parks & Open Spaces is part of the Public services group of activities, and includes the following activities:

- Parks & Open Spaces
- Cemeteries (see separate Activity Management Plan)

Council manages some 442 hectares of Council owned and managed open spaces – across 103 sites. Parks play an important role in the image of the district and the quality of life for its residents. Parks are considered a major contributor to the wellbeing of the district's residents through the provision of quality open space for both active sports and quiet areas for passive use.

The district's parks provide a focal point for local communities where they can meet and participate in a variety of leisure and recreation activities and many also contain heritage features.

2. Key issues for Parks & Open Spaces future planning

Asset management

There is a significant gap in the Council's knowledge of the extent and condition of hard assets (such as furniture, bridges, lighting etc.) and soft assets such as trees, gardens and turf. Work has commenced to capture and assess the condition of hard assets in the Ashburton Domain as a pilot project however this needs to be extended beyond the Domain to all open spaces. Soft assets (excluding trees) are also being mapped within the Ashburton Domain to quantify the extent of maintenance being undertaken.

Operational funding will be required to enable this pilot work to be extended across the district.

Renewal budgets have been included in this AMP to enable the cyclic renewal of core assets such as playground equipment, park amenities and lighting.

Tree database and policy

The Council needs to undertake a full inventory of the district's park and street trees and assess the condition and critical work requirements for street and park tree management. Having a full inventory of trees will avoid ad hoc decision making and enable improved planning of tree maintenance resulting in less complaints and improved public safety. The knowledge provided by an inventory will assist in creating a policy regarding the removal and replanting of trees and a strategy for the sustainable management of Ashburton's urban forest.

Operational funding will be required to enable a tree database to be created, initially capturing street trees and then including trees in other open spaces.

Ashburton Domain Development Plan

The Council adopted the Ashburton Domain Development Plan (ADDP) in 2020 which includes an extensive programme of improvements to the facilities and amenities in the Domain. The programme and funding identified in the first 10 years of the ADDP has been included in this AMP.

Vandalism

Problems continue to be experienced with vandalism of parks, reserves and assets in these areas – some provision has been made for lighting and surveillance to help combat this but it is still expected to be an ongoing issue. Measures to abate the incidence of vandalism include security patrols, lighting installation and improving casual surveillance. Other measures such as locking gates and toilet facilities at night may be considered in the future.

Water use and climate change

Water use for irrigation is an issue in the summer months when water availability is limited. The Council has water management systems in place (such as the use of mulch to reduce moisture loss) to minimise unnecessary water use. Separate wells are provided for some irrigation systems and a water management regime is implemented for high use areas such as Ashburton Domain. Horticultural practices include the use of mulch to reduce soil moisture loss and selecting plants to withstand local climatic conditions where practicable.

Climatic extremes, such as wind or snow can damage trees and plantings – the Council has made some provision in its budget to cover maintenance works associated with such events, in addition to holding insurance cover for this activity.

Biodiversity

Funding for Biodiversity initiatives will be required to fulfil Council's obligations to the Canterbury Regional Biodiversity Strategy. Council has developed the Ashburton District Biodiversity Action Plan which will guide Council's work programme with respect to biodiversity.

Future demand

Future demand for additional recreational areas and assets is on-going with the primary drivers for demand being population growth, changes to the demographic profile of the population and recreation and social trends.

Predictions for future demand have been based on information derived from the Ashburton Open Spaces Strategy (2016-2016), the Ashburton Development Plan, the Ashburton Neighbourhood Open Space Strategy, the Ashburton Physical Activity Strategy, the Walking and Cycling Strategy and other current planning documents and sources.

Current and projected future demands in relation to Parks & Open Space services are summarised in Table 5-1.

Demand factor	Reference	Impact	Proposed action
Population growth resulting in expanded residential areas	Ashburton Development Plan Ashburton Open Spaces Strategy	Requirement for additional areas of neighbourhood open space and green linkages.	Identify open space requirements in area structure plans and acquire land for reserve as development proceeds.
Development of new industrial zones	Ashburton Development Plan	Requirement for open space and green linkages to improve amenity, act as buffers and for stormwater treatment.	Identify open space requirements in area structure plans and acquire land for reserve as development proceeds.
Equitable distribution of open space	Ashburton Open Spaces Strategy, District Plan	Acquisition of land to meet identified deficiencies.	Develop a prioritised acquisition programme.

Demand factor	Reference	Impact	Proposed action
Ageing population	Ashburton Development Plan District Plan, Recreation Trends	Change in recreation preference with more demand for passive recreation areas and walking tracks.	Improved green linkages and walkway network and park developments to reflect passive use.
Recreation trends	District Plan, Ashburton Open Spaces Strategy, Sport and Recreation Strategy and Walking and Cycling Strategy	More demand for passive recreation areas and walking tracks and potentially less demand for organised sports facilities. There are however increased numbers of people participating 'one off' corporate type events/activities.	Reserve management plans and subsequent asset provision will reflect community preferences.
Environmental conservation	District Plan, Biodiversity Action Plan	Greater community focus on the preservation and enhancement of environmental values and protecting and enhancing biodiversity.	Investigate opportunities to protect and restore conservation values through acquisition and planting programmes.
Local community preference	District Plan	Need to respond to local needs and gauge support for asset provision.	Develop programmes to determine local community needs.
Ethnic diversity	Ashburton District Population Facts and Figures, Sept 2011.	Recognition of the increasing ethnic diversity in the District	Consider ethnic preferences for recreation and open space provision in planning.

Table 5-1: Summary of Parks & Open Spaces demand

Overall, Ashburton District currently has an ample amount of land held as public open space and recreation areas. However, it is not distributed evenly across the district and as the population grows and residential areas expand it will be necessary to continue to acquire land to provide for the recreation and open space needs of the various communities.

To ensure sufficient supply and the equitable distribution of public open spaces and recreation areas, Council will be measured against the performance targets set out in Section 5 of this plan.

3. Activity description for Parks & Open Spaces

3.1. What we do

The Council manages and maintains 103 parks and reserves throughout the district providing a range of leisure and recreational activities. This includes:

- Large urban parks like Ashburton and Tinwald Domains
- Sports fields, such as at the Ashburton Domain and Argyle park

- Children's playgrounds
- Large rural reserves, such as the Awa Awa Rata reserve
- Localised green areas
- Small local urban parks
- Beautification areas along state highways and local roads
- Banks of the Ashburton River

The Ashburton Domain is an iconic park in the district and caters for a variety of recreational uses and is valued and admired by both residents and visitors. The Domain also has a covered stage which serves as a venue for entertainment.

The Parks & Open Spaces activity management plan does not cover the rural domains that service the smaller village communities which are managed by Recreation Reserve Boards. The exception being the Tinwald Domain which (although managed by the Recreation Reserve Board) is supported by the Open Spaces team. The Council does not generally own the assets and facilities on these Domains and has minimal involvement with their upkeep.

The types and extent of parks provided in the district are set out in the table below:

Category	Number of locations	Area (ha)
Civic space	8	3.5239
Cultural heritage	11	39.5588
Nature	13	201.5849
Neighbourhood	36	19.1247
Outdoor adventure	9	35.7949
Public garden	18	11.3278
Recreational and ecological linkage	28	12.8970
Sport and recreation	17	119.2274
Total	123	444.1030

Table 3-1: Parks and reserves in Ashburton District

The Open Spaces Team also manage and/or maintain numerous other areas which are not considered core parks and recreation areas but generate significant work demands. These include garden beds in roundabouts, median strips and street bulges, town entrances and roadsides, and stormwater detention ponds. These amount to approximately 116 hectares over 200 sites. Much of this work is undertaken on behalf of other Council departments including Roading and Assets.

3.2. Why we do it

Parks, gardens, reserves, and sports grounds throughout the district provide a place for our community to meet, be active and enjoy our environment. Having parks and open spaces available is important to our communities' wellbeing and makes our environment an attractive and welcoming place for residents and visitors.

The District's natural environment is improved by maintaining amenity, horticultural and recreational assets. Managing parks and open spaces areas contributes to conserving and enhancing the indigenous natural habitats and heritage features in the district where these occur on park sites.

3.3. How we do it

The management and control of Parks & Open Spaces assets and services is carried out by the Ashburton District Council. Management and maintenance services are provided by the Council's Parks & Open Spaces department.

All work is carried out in-house by the Parks & Open Spaces department to the service standards included in Appendix A.

The Council's park land is either vested in Council as reserve under the Reserves Act 1977 or held for recreation purposes or in fee simple and managed under the Local Government Act 2002.

Reserve Management Plans

Management Plans for Recreation Reserves held under the Reserves Act 1977 are required to be prepared by the administering body. The intent of these plans is to provide guidance for the management of the reserve in accordance with identified objectives and policies.

Ashburton District Council has concentrated on preparing plans for the more significant reserves within the district. To date management plans have been prepared for the following reserves included in Table 3-3.

Reserve	Plan status	Date of adoption	Review date
Ashburton Domain	Adopted	December 2013	2023
Tinwald Domain	Adopted	August 2011	2021
Methven Domain	Adopted	June 2012	2022
Rakaia Domain	Adopted	June 2012	2022
Hinds Domain	Adopted	June 2013	2023
Mayfield Domain	Draft Plan	Not Adopted	n/a
Mt Somers Domain	Adopted	November 2012	2022
Awa Awa Rata Reserve	Draft (old)	Not adopted	Not assigned
Maronan Recreation Reserve	Draft (1983)	Not adopted	Not assigned





Table 3-3: Reserve Management Plans

Consideration should be given to developing a "omnibus" approach to reserve management planning where a general policies management plan is prepared covering all Council administered

reserves with specific management plans for groups of reserves. This will result in a more efficient and sustainable management planning approach.

4. Goals for Parks & Open Spaces

The Open Spaces Strategy sets out the vision, goals and objectives for the management of the district's open spaces.

Our Vision:			
Open spaces of the Ashburton District contribute towards the beauty and enjoyment of the area for residents and visitors alike			
Goals			
1. Open spaces are equitably distributed and funded.	2. Open spaces are provided and managed efficiently throughout the district.	3. Open spaces are effective in meeting community needs.	4. Open spaces enhance the district and environment by providing an attractive community environment and improving recreational opportunities.
			
Objectives			
<p>1.1 Ensure Council has an accurate and thorough record of the District's open space.</p> <p>1.2 Shortfalls in open space across the District are identified and remedied, where practicable.</p> <p>1.3 The management and provision of open space is responsive to significant changes in the District's demographics, new growth areas, and changes in inner urban areas, such as increases in residential density.</p> <p>1.4 Development contributions and other funding or acquisition mechanisms used to provide and manage open space (parks, waterways and street amenity) are set at the appropriate level to meet the communities open space needs and expectations.</p>	<p>2.1 Council builds partnerships with community groups and organisations and other land management agencies to create efficiencies in the provision and management of open space.</p> <p>2.2 New facilities, or the enhancement of existing facilities, are designed to cater for multiple uses of the facility by both community organisations and the public.</p> <p>2.3 The most efficient approach to the provision of open space areas is utilised.</p> <p>2.4 Critically assess the value of potential land vestments to meeting the Council's Open Spaces Strategy vision.</p>	<p>3.1 Council builds partnerships and collaborates with other land management agencies to maximise the use of open space.</p> <p>3.2 The use of the open space network for events are encouraged where appropriate.</p> <p>3.3 Public awareness of open space opportunities is improved so that they are seen as a resource for the community to utilise for a range of opportunities.</p> <p>3.4 The management and provision of open space and facilities, meet community needs.</p> <p>3.5 Technology is utilised to encourage the use of open space.</p>	<p>4.1 Each area of open space is managed and developed in a coordinated and consistent manner.</p> <p>4.2 Coastal, waterway and green corridors provide for pedestrian movement and enhance the visual amenity of these areas in the urban environment.</p> <p>4.3 Land used for purposes other than open space make an important contribution to meeting recreation and open space needs e.g. rest areas beside rivers.</p> <p>4.4 Open spaces with scenic, heritage natural and cultural values are made as accessible as possible without comprising their biodiversity values -especially those areas along District waterways, the coast, and lakes.</p>

1.5 Council is adequately compensated for the use of its open spaces for infrastructure and utilities.		3.6 The outcomes of the strategy are monitored and reviewed to ensure it is achieving its goals.	<p>4.5 Heritage values, including places of cultural significance to Ngāi Tahu, notable trees, and heritage buildings, places and objects, are protected and retained through the provision and management of public open space.</p> <p>4.6 Open space reinforces a local sense of place and identity through the placement and incorporation of public art and interpretative signage, and the recognition and promotion of heritage values.</p> <p>4.7 Open spaces play a significant role in promoting our indigenous biodiversity through native plantings, and by providing habitat areas and ecological corridors.</p> <p>4.8 Open spaces are protected and preserved for the use and enjoyment of current and future generations.</p> <p>4.9 Open space experiences across the District are enhanced through the investigation and implementation of special projects identified in Appendix 5.</p>
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Our principles

These are the guiding principles for how we will function and deliver activities and services to the community.

- Plan and provide fit for purpose services.
- Work with the community and engage in meaningful conversations.
- Lead the community with clear and rational decision-making.
- Represent the district on regional / national issues and partner with others when needed.

Our contribution to community outcomes

	Residents are included and have a voice	A district of great spaces and places	A prosperous economy based on innovation and opportunity	A balanced and sustainable environment
Parks & Open Spaces	✓	✓	✓	✓

5. Levels of service and performance measures for Parks & Open Spaces

5.1. What are we trying to achieve

To provide the district with a network of open green spaces which will combine a mixture of neighbourhood parks, sports parks, garden parks therefore ensuring that community at large are able to enjoy sports, leisure, recreation or simply their intrinsic values.

5.2. How will we know if we are achieving

What we're aiming for: To provide the district with a network of open green spaces that contribute towards the beauty and enjoyment of the area for residents and visitors alike.

WHAT WE'RE WORKING TOWARDS (Levels of service)	HOW WE'LL MEASURE PROGRESS (Performance measures)	HOW WE'RE PERFORMING NOW (2019/20 results)	WHAT WE'RE AIMING FOR			
			2021/22	2022/23	2023/24	2024/25 – 2030/31
We provide residents with accessible, fit for purpose parks and open spaces	Urban residents live within 400 metres of a park or open space.	95%	95%	95%	95%	95%
	Residents throughout the district have access to sports parks (per 1,000 residents).	3.5 ha/1,000 residents	≥3.5 ha	≥3.5 ha	≥3.5 ha	≥3.5 ha
Council responds to parks and open spaces failures and requests	Complaints are responded to within 10 working days.	58%	65%	70%	75%	80%
The majority of residents are satisfied with our parks and open spaces	Residents are satisfied with Council-provided parks and open spaces	92%	92%	93%	95%	95%
Council responds to cemetery failures and requests	Complaints are responded to within ten working days	100%	95%	95%	95%	95%
The majority of residents are satisfied with our cemeteries	Residents are satisfied with Council-provided cemeteries	97%	95%	95%	95%	95%

6. Changes happening in Parks & Open Spaces

The key change in the Parks & Open Spaces sector is the growing diversity of New Zealand's population. Different cultures experience and utilise parks and open space in different ways and the Council will need to adapt to these changes as they occur.

Trends in nature play and for a more diverse range of sporting and recreational activities such as cycling and mountain biking over traditional ball sports will also require consideration.

7. Key projects for Parks & Open Spaces

The key projects for Parks & Open Spaces can be divided into three groups:

- Management projects aimed at improving the management of the Council's open spaces. These are largely set out in the Open Spaces Strategy – Action Plan Priorities and funded by operational budgets
- Renewal projects aimed at replacing assets which have reached the end of life with new assets providing a similar level of service

Capital projects aimed at improving the quantity or quality of the open spaces provided by the Council. The two major projects identified in this plan are:

- the implementation of the Ashburton Domain Development Plan which will see a number of key improvement project in the Domain completed over the life of this plan including a new entrance to the Domain, creation of a central hub with upgraded playground, a new promenade along Walnut Avenue, upgraded lighting and pond features.
- The upgrading and extension of Baring Square East to create a strong, quality connection between Baring Square East and the Ashburton Civic Centre.

We are also undertaking a utilisation study to gauge interest from community groups on the development of additional sports fields and associated facilities at the EA Networks Centre. This research will be undertaken in Years 1 and 2, with construction in Year 4 if need for the facility is shown. This will be budgeted through the 2024-34 Long-Term Plan process.

Other significant projects include:

- Ashburton – Argyle Park Improvements
- District sports park irrigation and lighting improvements
- District dog park improvements including a new dog park in Rakaia
- Development of the Bowyers Stream area

8. Management of activity for Parks & Open Spaces

8.1. Capital works programme

	Year 1 2021/22 \$000	Year 2 2022/23 \$000	Year 3 2023/24 \$000	Year 4-10 2024-31 \$000
TOTAL NEW CAPITAL WORKS	2,040	4,079	671	7,590
Parks				
<i>Ashburton Domain</i>				
Walnut Ave Promenade	400	412		
New pathways	15	31	16	158
Sports parks irrigation		113		255
Playground		155		167
Waterway enhancements		124		185
Lighting		127		197
Irrigation – picnic area			85	
Heritage trail			11	
Botanical trail			11	
Sculpture trail			21	70
Fencing enhancements				35
Bridges				36
BBQ and picnic area				56
Water play				953
Central Hub				1,114
Park amenities	25	26	26	206
Sports park amenities	25	26	26	206
West St brick wall restoration		31		
Hard surface renewals		103		232
Fencing enhancements				35
Sports lighting upgrade		232		824
<i>Argyle Park</i>				
Furniture	10			
Path lighting				241
<i>Other parks</i>				
Ashburton dog park			21	
Chinese settlement paths			42	
Mona Square - path	20			
Baring Square East	1,000	2,163		
Methven dog park			16	

	Year 1 2021/22 \$000	Year 2 2022/23 \$000	Year 3 2023/24 \$000	Year 4-10 2024-31 \$000
Rakaia Dog Park	20			
Rakaia grounds upgrade	20			
<i>Urban reserves</i>				
Street tree planting	30			
Rakaia Salmon site landscaping	20			
Bridge renewals	20			46
Urban parks lighting	40			129
Urban parks hard surface			106	238
Urban reserves amenities	25	26	26	206
<i>Rural reserves</i>				
Bowyers Stream trails				91
Bowyers Stream roading	20			
Rural parks playgrounds	75	51	53	412
Rural parks amenities	25	26	26	206
Rural parks hard surface				177
<i>Neighborhood grounds</i>				
Playground / surfaces	100	103	106	618
Amenities	25	26	26	206
<i>Festive lighting</i>	25	26	53	266
Cemeteries				
Ashburton cemetery – works yard	100			
Ashburton cemetery – kerbing and sealing		280		
Rakaia cemetery – new beams				24

9. Costs for Parks & Open Spaces

For Recreation Facilities

	Annual Plan 2020/21 \$000	Year 1 2021/22 \$000	Year 2 2022/23 \$000	Year 3 2023/24 \$000	Year 4 2024/25 \$000	Year 5 2025/26 \$000	Year 6 2026/27 \$000	Year 7 2027/28 \$000	Year 8 2028/29 \$000	Year 9 2029/30 \$000	Year 10 2030/31 \$000
Operating Funding											
Sources of operating funding											
General rate, UAGC*, rates penalties	6,301	5,342	5,739	5,956	6,349	6,690	6,838	7,023	7,180	7,463	7,748
Targeted rates	0	0	0	0	0	0	0	0	0	0	0
Subsidies and grants for operating purposes	60	266	82	84	86	89	91	93	96	98	76
Fees and charges	2,264	2,289	2,483	2,567	2,653	2,743	2,835	2,933	3,037	3,145	3,253
Internal charges and overheads recovered	70	0	0	0	0	0	0	0	0	0	0
Local authorities fuel tax, fines, infringement fees and other receipts	117	110	108	110	113	116	119	122	125	129	132
Total sources of operating funding	8,812	8,008	8,412	8,717	9,202	9,637	9,882	10,171	10,438	10,834	11,208
Applications of operating funding											
Payments to staff and suppliers	4,646	5,057	5,210	5,269	5,402	5,489	5,620	5,755	5,896	6,062	6,205
Finance costs	12	4	4	4	4	4	4	3	3	3	3
Internal charges and overheads	3,838	3,656	3,934	4,039	4,164	4,335	4,573	4,692	4,859	5,061	5,242
Other operating funding applications	7	12	11	11	11	12	12	12	13	13	13
Total applications of operating funding	8,502	8,729	9,159	9,322	9,581	9,839	10,208	10,463	10,771	11,140	11,464
Surplus/(deficit) of operating funding	309	(721)	(747)	(605)	(380)	(202)	(326)	(292)	(333)	(305)	(256)

* Uniform Annual General Charges

	Annual Plan 2020/21 \$000	Year 1 2021/22 \$000	Year 2 2022/23 \$000	Year 3 2023/24 \$000	Year 4 2024/25 \$000	Year 5 2025/26 \$000	Year 6 2026/27 \$000	Year 7 2027/28 \$000	Year 8 2028/29 \$000	Year 9 2029/30 \$000	Year 10 2030/31 \$000
Capital Funding											
Sources of capital funding											
Subsidies and grants for capital expenditure	0	0	0	0	0	0	0	0	0	0	0
Development and financial contributions	0	0	0	0	0	0	0	0	0	0	0
Increase/(decrease) in debt	107	(7)	(7)	(7)	(7)	(7)	(7)	(7)	(7)	(7)	(7)
Gross proceeds from sale of assets	0	0	0	0	0	0	0	0	0	0	0
Lump sum contributions	0	0	0	0	0	0	0	0	0	0	0
Other dedicated capital funding	0	0	0	0	0	0	0	0	0	0	0
Total sources of capital funding	107	(7)	(7)	(7)	(7)	(7)	(7)	(7)	(7)	(7)	(7)
Application of capital funding											
Capital expenditure											
- to meet additional demand	0	0	0	0	0	0	0	0	0	0	0
- to improve the level of service	174	374	329	275	243	248	256	241	242	251	245
- to replace existing assets	160	60	215	50	70	237	91	173	73	90	125
Increase/(decrease) in reserves	82	(1,162)	(1,298)	(936)	(700)	(694)	(679)	(714)	(655)	(654)	(633)
Increase/(decrease) in investments	0	0	0	0	0	0	0	0	0	0	0
Total applications of capital funding	416	(728)	(754)	(612)	(387)	(209)	(332)	(299)	(340)	(312)	(263)
Surplus/(deficit) of capital funding	(309)	721	747	605	380	202	326	292	333	305	256
Funding Balance	0	0	0	0	0	0	0	0	0	0	0

Expenditure by activity

	Annual Plan 2020/21 \$000	Year 1 2021/22 \$000	Year 2 2022/23 \$000	Year 3 2023/24 \$000	Year 4 2024/25 \$000	Year 5 2025/26 \$000	Year 6 2026/27 \$000	Year 7 2027/28 \$000	Year 8 2028/29 \$000	Year 9 2029/30 \$000	Year 10 2030/31 \$000
Library	1,342	1,524	1,554	1,605	1,678	1,707	1,785	1,841	1,914	1,993	2,068
Art, culture and heritage	1,240	1,267	1,326	1,353	1,389	1,432	1,488	1,456	1,494	1,542	1,591
Recreation facilities and services	6,500	6,601	6,941	7,090	7,263	7,456	7,724	7,908	8,140	8,398	8,614
Total operating expenditure	9,082	9,393	9,821	10,048	10,330	10,596	10,998	11,205	11,548	11,932	12,273
less depreciation	579	664	662	726	748	756	790	742	778	792	809
Total applications of operating funding	8,502	8,729	9,159	9,322	9,581	9,839	10,208	10,463	10,771	11,140	11,464

Capital by activity

	Annual Plan 2020/21 \$000	Year 1 2021/22 \$000	Year 2 2022/23 \$000	Year 3 2023/24 \$000	Year 4 2024/25 \$000	Year 5 2025/26 \$000	Year 6 2026/27 \$000	Year 7 2027/28 \$000	Year 8 2028/29 \$000	Year 9 2029/30 \$000	Year 10 2030/31 \$000
Library	125	198	237	179	208	201	196	201	218	210	216
Ashburton Museum	12	77	73	53	43	13	28	43	0	39	50
Recreation facilities and services	197	160	234	93	63	271	123	170	98	92	104
Council funded capital expenditure	334	434	544	324	313	485	347	415	315	341	370

10. Key legislation/industry standards and relationship with other planning/policy documents for ADC Parks & Open Spaces

- Reserves Act 1977
- Conservation Act 1987
- Local Government Act 2002
- Resource Management Act 1991
- Historic Places Act 1993
- Building Act 2004
- Local Government Official Information & Meetings Act 1987
- Health and Safety at Work Act 2015
- Ashburton District Council Long-Term-Plan 2021-2031
- Fencing Act 1978
- Health (Drinking Water) Amendment Act 2007
- Biosecurity Act 1993
- Playground Safety Standards NZS 5828: 2015

11. Risk management for Parks & Open Spaces

The following potential sources of risk have been identified.

- Events – such as earthquake, extreme weather events, etc
- Parks & Open Spaces assets – such as condition and performance failure
- Operational practice – such as use of agrichemicals
- Institutional – such as lack of resources, loss of knowledge, etc.
- Environmental – bio-security threat and climate change

As yet a risk assessment and the development of a risk register have not been carried out for parks and this action forms part of the improvement programme.

12. Key stakeholders for Parks & Open Spaces

- Ngai Tahu
- Domain Boards
- Communities within the Ashburton District.

13. Improvement programme for Parks & Open Spaces

13.1. Process overview

The Open Spaces Strategy sets out a comprehensive action plan for the improvement of Ashburton's parks and open spaces including many of the management changes and initiatives that are required to be implemented over the next 10 years.

The development of a detailed asset register will assist in improving the renewal plan for ADC parks and open spaces.

13.2. Improvement actions

1. Develop a more comprehensive asset register for parks and open spaces including condition assessment so that all assets are appropriately programmed for renewal including buildings, furniture and structures etc.
2. Develop a tree inventory for the district to assess the condition and risks with the current tree stock and assist in the development of a tree policy and strategy for tree replacement and new planting.
3. Review renewal and capital programmes following compilation of the asset information.
4. Adopt the New Zealand Recreation Association model Parks and Open Spaces maintenance specifications and align service delivery with the various service level options.
5. Develop landscaping guidelines for developers and contractors.

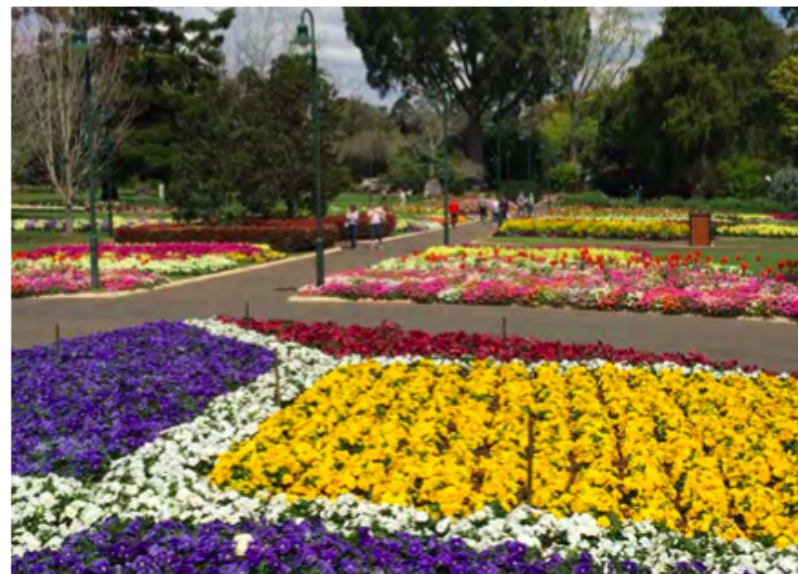
14. Appendix A – Service levels

1.1 Annual Bedding

Annual beds add a splash of seasonal colour and texture to high profile areas in public gardens, premier parks and CBD streetscapes. Annual bedding displays require a high standard of maintenance, and have a high demand for water, particularly during establishment. A high quality of presentation is essential where gardens are viewed closely by pedestrians. Annual bedding displays may be mixed or a single species, and although usually flowering, may include foliage plants for texture and contrast. There is only one service standard for annual bedding.

Customer Outcomes





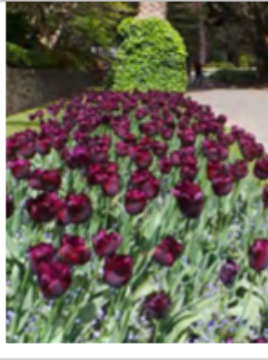
- Annual bedding displays are attractive and colourful.
- Two displays are provided per annum with peak floral or foliage impact in spring (August to October) and summer (December to February).
- Plants are healthy and free of obvious pests, diseases and damage.
- The overall effect of the garden is neat and tidy with effective ground coverage and no weeds or litter visible between the plants.



Scheduled operations	Best Practice Principles	Service Level Indicators ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Inspections	<ul style="list-style-type: none"> • All annual beds are inspected to remove any litter and check for plant health, soil moisture, weeds, plant loss and vandalism or accidental damage. 	<ul style="list-style-type: none"> • Weekly inspection 	<ul style="list-style-type: none"> • High quality presentation is maintained at all times.
Establishment and general care	<ul style="list-style-type: none"> • Beds are planted and maintained in accordance with the approved planting plan and best horticultural practice to maximize floral display. • Nutrients, pH, soil moisture and organic matter content are maintained at levels that promote optimum plant development and flowering. 	<ul style="list-style-type: none"> • Twice yearly unless specified otherwise • Plants are spaced at around 25cm (20-30cm depending on ultimate mature size) 	<ul style="list-style-type: none"> • A spring display is provided each year in late winter/spring. • A summer display is provided each year in summer. • Displays are colourful and attractive. • Plants are in good condition and well-grown with no obvious water or nutrient deficiencies that detract from the appearance of the garden. • Plant spacing is consistent with the approved planting plan. • Plant coverage is continuous and complete 10 weeks after planting.

Bulbs in annual bedding	<ul style="list-style-type: none"> Bulbs are planted between establishing plants in accordance with the approved planting plan and best horticultural practice. Bulbs are lifted at the end of the display season. Where bulbs are to be reused, they are sorted, labelled and stored in accordance with best horticultural practice. 	<ul style="list-style-type: none"> Annual planting and lifting of bulbs. Dead-heading as required following flowering. 	<ul style="list-style-type: none"> Displays are consistent with the approved planting plan. High impact, uniform flowering across the display
Weeds and litter	<ul style="list-style-type: none"> Weeds are manually removed, and all material and other debris, litter etc is removed from site. Weeds are not allowed to set seed. Weeds are not visible above or between established plants. 	<ul style="list-style-type: none"> Fortnightly 	<ul style="list-style-type: none"> Weeds are not visible above or between plants, or around the edges of the garden. No litter is visible between the plants or around the edges of the garden.
Pest and disease control	<ul style="list-style-type: none"> Pests and diseases are controlled through pesticide application or alternative methods. 	<ul style="list-style-type: none"> Treatment as required 	<ul style="list-style-type: none"> Plants are in good health with no obvious infestations of pests or diseases.
Replacements	<ul style="list-style-type: none"> Plant numbers are maintained during the display period, with plant loss from natural attrition, damage and theft repaired and replaced in accordance with the approved planting plan. 	<ul style="list-style-type: none"> Replacements as required 	<ul style="list-style-type: none"> The garden is free of noticeable gaps in plant cover or continuity that detract from the overall appearance.
Edging	<ul style="list-style-type: none"> Edges are maintained in a sharp, neat condition with all clippings removed from site. 	<ul style="list-style-type: none"> Fortnightly 	<ul style="list-style-type: none"> Grass edges are neatly trimmed Garden edges are neat and tidy with no overspill of soil.

Unscheduled operations	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:
Damage	<ul style="list-style-type: none"> Dead or damaged plants are removed and garden edges and surface level reinstated. Replacement planting in accordance with the approved planting plan. 	<ul style="list-style-type: none"> 72 hours 72 hours 	<ul style="list-style-type: none"> Damage to annual beds does not unreasonably detract from their appearance.

Supporting images	
	<div data-bbox="405 320 1111 683"> <p>New plantings showing even spacing and straight edge planting</p> </div> <div data-bbox="1128 320 1391 683">  </div> <div data-bbox="1408 320 2112 683"> <p>Empty bed with tidy presentation prior to planting</p> </div>
	<div data-bbox="405 692 1111 1054"> <p>Neatly trimmed grass edges and neat and tidy garden edges with no overspill of soil</p> </div> <div data-bbox="1128 692 1391 1054">  </div> <div data-bbox="1408 692 2112 1054"> <p>Effective plant coverage with no weeds or litter visible</p> </div>
	

1.2 Roses

Roses provide seasonal flowers and fragrance, and are usually experienced at close range. Roses are usually mass planted in beds, and may include climbing roses, standards and other forms. Roses maintained to this quality standard require a high standard of maintenance and presentation. Rose gardens are predominantly found in premier parks and public gardens, but may also be used in civic spaces and cultural heritage parks. There is only one service standard for rose maintenance. Flower carpet roses and mixed plantings are covered under 1.3 Mixed shrubs and groundcovers.

Customer Outcomes

- Rose gardens provide an attractive and colourful display.
- The overall effect of the garden is neat and tidy with edges trimmed to a uniform length, effective plant coverage and no weeds or litter visible in the garden.
- Plants are healthy and free of obvious pests, diseases and damage.



Scheduled operations		Service Level Indicators ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Inspections	<ul style="list-style-type: none"> • All roses are inspected to remove any litter and check for plant health, soil moisture, weeds, plant loss and vandalism or accidental damage. 	<ul style="list-style-type: none"> • Weekly inspection 	<ul style="list-style-type: none"> • High quality presentation is maintained at all times
Condition and general care	<ul style="list-style-type: none"> • Plants are well formed, and growing strongly to provide a good form with strong floral display. • Nutrient, pH, soil moisture and organic matter content is maintained at levels that promote optimum plant development and flowering. • Dead-heading and pruning is carried out in accordance with best horticultural practice to maximise floral and hip display and plant health. • Beds are mulched with an approved product to reduce weed growth and promote soil moisture retention. • Broken canes are removed 	<ul style="list-style-type: none"> • Soil testing as required • Bi-annual fertiliser application • Fortnightly dead-heading • Annual form pruning in winter (or spring as appropriate) • Annual top-up of mulch 	<ul style="list-style-type: none"> • Plants are growing strongly with no evidence of nutrient or water deficiency. • The garden is free of noticeable gaps in plant cover that detract from the overall appearance. • Plants provide a strong and attractive display of blooms, foliage (and hips where appropriate) from late spring to late autumn.

Weeds and litter	<ul style="list-style-type: none"> • Weeds are manually removed, and all material and other debris, litter etc is removed from site. • Weeds are not allowed to set seed. • Weeds are not visible above or between established plants. 	<ul style="list-style-type: none"> • Weeds are less than 5cm height or spread. 	<ul style="list-style-type: none"> • Weeds are not noticeable to the extent that they detract from the overall appearance of the garden. • Weeds are not flowering or setting seed. • No litter is visible in the gardens.
Pest and disease control	<ul style="list-style-type: none"> • Pests and diseases are controlled through pesticide application or alternative methods. • Fallen leaves and other plant debris is removed from beds. 	<ul style="list-style-type: none"> • Treatment as required 	<ul style="list-style-type: none"> • Plants are in good health with no obvious infestations of pests or diseases.
Edging	<ul style="list-style-type: none"> • Edges are maintained in a sharp, neat condition with all trimmings removed from site. 	<ul style="list-style-type: none"> • Fortnightly 	<ul style="list-style-type: none"> • Grass edges are neatly trimmed. • Garden edges are neat and tidy with no overspill of soil.

Unscheduled operations	Best Practice Principles	Response times ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Damage	<ul style="list-style-type: none"> • Broken canes are removed. • Damage to edges and beds is repaired. 	<ul style="list-style-type: none"> • 72 hours 	<ul style="list-style-type: none"> • Damage to rose gardens does not unreasonably detract from their appearance.
Theft and loss	<ul style="list-style-type: none"> • Stolen and dead plants are replaced with plants of the same cultivar. 	<ul style="list-style-type: none"> • Within the first available planting season 	<ul style="list-style-type: none"> • Loss of plants does not affect the integrity or overall appearance of gardens.

1.3 Mixed shrubs and groundcovers

Mixed shrubs and groundcovers provide seasonal floral and foliage displays, define areas of lawn and paving, provide screening and enclosure, and control pedestrian and vehicle movement. Groundcover plants may be used as an alternative to grass where low maintenance is required. Plants are selected for various qualities including an attractive display of foliage and flowers, hardiness and low maintenance requirements, or their vigorous growth and ability to cover large areas. The premium service standard is suitable for gardens that are viewed closely by pedestrians and is the highest quality standard for this sub-category of gardens. The basic service standard is more appropriate for plantings that are viewed from a distance or a moving vehicle.

Customer Outcomes

- Gardens provide an attractive display of colour and texture.
- The overall effect of the garden is attractive with effective plant coverage and no obvious weeds or litter visible in the garden.
- Gardens are safe and do not obscure sightlines or create trip or other hazards.



		Service Level Indicators			
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	Performance Assessment measures Customer Outcomes are met when:
Condition and general care	<ul style="list-style-type: none"> • Dead-heading, pruning, division and replanting is carried out in accordance with best horticultural practice to maximise plant health and floral display. • Soil nutrient levels are maintained at levels that support optimum plant development and flowering. 	<ul style="list-style-type: none"> • Annual fertiliser application specific to plant requirements • Mulch is topped up annually • Twice yearly trim for plant health 	<ul style="list-style-type: none"> • Annual fertiliser application • Mulch is topped up every three years • Annual trim to reduce hazards/maintain 	<ul style="list-style-type: none"> • Mulch is topped up as required. • Trim as required to reduce hazards/maintain sightlines/keep plants within beds 	<ul style="list-style-type: none"> • Plants are in good condition and well-grown with no obvious water or nutrient deficiencies that detract from the overall appearance of the garden. • The garden is free of noticeable gaps in plant cover that detract from the overall appearance. • Street plantings at intersections are kept below 600mm in height to maintain clear sightlines for traffic.

	<ul style="list-style-type: none"> Beds are mulched to reduce weed growth and promote soil moisture retention. 	and appearance, and to reduce hazards	sightlines/keep plants within beds		<ul style="list-style-type: none"> Plants alongside paths are trimmed so that they do not create a hazard to pedestrians. Mulch cover is tidy, even and a suitable material and depth.
Weeds and litter	<ul style="list-style-type: none"> Weeds are controlled, and all litter is removed from site. Weeds are not flowering or setting seed 	<ul style="list-style-type: none"> Weeds are less than 5cm height and spread Weekly inspection 	<ul style="list-style-type: none"> Weeds are less than 10cm height and spread Fortnightly 	<ul style="list-style-type: none"> Weeds are not visible to passing pedestrians or traffic Monthly 	<ul style="list-style-type: none"> Weeds are not noticeable to the extent that they detract from the overall appearance of the garden. Weeds are not flowering or setting seed. No litter is visible in the gardens.
Pest and disease control	<ul style="list-style-type: none"> Pests and diseases are controlled. 	<ul style="list-style-type: none"> Monthly monitoring 	<ul style="list-style-type: none"> Monthly monitoring 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Plants are in good health with no obvious infestations of pests or diseases.
Edging	<ul style="list-style-type: none"> Edges are maintained to an appropriate standard for the category of turf. 	<ul style="list-style-type: none"> Edges are maintained in a sharp, neat condition with all trimmings removed from site. Weekly to fortnightly trim 	<ul style="list-style-type: none"> Chemical control or mechanical trim to same standard as turf. 	<ul style="list-style-type: none"> Chemical control or mechanical trim to same standard as turf. 	<ul style="list-style-type: none"> Garden edges are neat and tidy. Original edge alignment is maintained without incremental creep.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Damage	<ul style="list-style-type: none"> Broken branches and plants are removed. Damage to edges and beds is repaired. 	<ul style="list-style-type: none"> 72 hours 	<ul style="list-style-type: none"> 1 week 	<ul style="list-style-type: none"> 1 month 	<ul style="list-style-type: none"> Damage to gardens does not unreasonably detract from their appearance.
Theft and loss	<ul style="list-style-type: none"> Stolen and dead plants are replaced with matching plants. 	<ul style="list-style-type: none"> Within one month if irrigated or the first available planting season 	<ul style="list-style-type: none"> Within the first available planting season 	<ul style="list-style-type: none"> Within the first available planting season 	<ul style="list-style-type: none"> Loss of plants does not affect the integrity or overall appearance of gardens.

1.4 Herbaceous perennials

Herbaceous perennials provide a seasonal display of colour and texture, and are often grown in beds or borders of mixed species for seasonal effect. Herbaceous perennials are usually found in premier parks and public gardens. Herbaceous perennials require a high standard of care and maintenance during their active growth period, which is usually spring to autumn. A high quality of presentation is essential where gardens are viewed closely by pedestrians. Herbaceous perennial displays are usually mixed species, and may also include annuals and flowering shrubs for additional seasonal impact. There is only one service standard for herbaceous perennials.

Customer Outcomes

- Herbaceous perennial displays are attractive and colourful.
- Plants are healthy and free of obvious pests, diseases and damage.
- Plants provide effective ground coverage with no weeds or litter visible between the plants.



Scheduled operations	Best Practice Principles	Service Level Indicators ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Inspections	<ul style="list-style-type: none"> • All perennial gardens are inspected to remove any litter and check for plant health, soil moisture, weeds, plant loss and vandalism or accidental damage 	<ul style="list-style-type: none"> • Weekly inspection 	<ul style="list-style-type: none"> • High quality presentation is maintained at all times
Condition and general care	<ul style="list-style-type: none"> • Nutrients, pH, soil moisture and organic matter content are maintained at levels that promote optimum plant development and flowering. • Plants are spaced so they have sufficient room for growth and development, and provide effective ground cover. • Tall plants are staked during growth to prevent damage. • Dead-heading, pruning, division and replanting is carried out in accordance with best horticultural practice to maximise plant health and floral display. • Dead stems and flowers are cut back at the end of each growing season, and a suitable mulch applied. 	<ul style="list-style-type: none"> • Annual fertiliser application specific to plant requirements • Mulch is renewed annually • Annual trim or cut back for plant health and appearance 	<ul style="list-style-type: none"> • Seasonal displays are colourful and attractive. • Plants are in good condition and well-grown with no obvious water or nutrient deficiencies that detract from the overall appearance of the garden.
Weeds and litter	<ul style="list-style-type: none"> • Weeds are manually removed, and all material and other debris, litter etc is removed from site. • Weeds are not allowed to set seed. 	<ul style="list-style-type: none"> • Fortnightly 	<ul style="list-style-type: none"> • Weeds are not clearly visible above or between plants, or around the edges of the garden.

	<ul style="list-style-type: none"> Weeds are not visible above or between established plants. 		<ul style="list-style-type: none"> No litter is visible between the plants or around the edges of the garden.
Pest and disease control	<ul style="list-style-type: none"> Pests and diseases are controlled through pesticide application or alternative methods. 	<ul style="list-style-type: none"> Treatment as required 	<ul style="list-style-type: none"> Plants are in good health with no obvious infestations of pests or diseases.
Replacements	<ul style="list-style-type: none"> Plant numbers are maintained, with plant loss from natural attrition, damage and theft repaired and replaced with plants of the same species and cultivar. 	<ul style="list-style-type: none"> Replacements as required 	<ul style="list-style-type: none"> The garden is free of noticeable gaps in plant cover or continuity that detract from the overall appearance.
Edging	<ul style="list-style-type: none"> Edges are maintained in a sharp, neat condition with all clippings removed from site. 	<ul style="list-style-type: none"> Fortnightly 	<ul style="list-style-type: none"> Grass edges are neatly trimmed Garden edges are neat and tidy with no overspill of soil.

Unscheduled operations	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:
Damage	<ul style="list-style-type: none"> Dead or damaged plants are removed and garden edges and surface level reinstated. 	<ul style="list-style-type: none"> 72 hours 	<ul style="list-style-type: none"> Damage to gardens does not unreasonably detract from their appearance.

1.5 Hanging baskets

Hanging baskets may be found in some premium CBD streetscapes usually installed under verandahs. Hanging baskets have a high demand for water right through the growing season. It is recommended that for high quality hanging basket displays, best practice is to ensure baskets are regularly watered via an automatic irrigation system from a mains supply. A high quality of presentation is essential as baskets are viewed closely by pedestrians. Good preparation of hanging baskets is crucial to the quality and longevity of their display. There is only one service standard for hanging baskets.

Customer Outcomes

- Hanging baskets are safe, attractive and colourful.
- Hanging baskets provide seasonal floral and foliage impact.
- Plants are healthy and free of obvious pests, diseases, damage, and nutrient or water deficiencies.



Scheduled operations		Service Level Indicators ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Inspections	<ul style="list-style-type: none"> • All baskets are inspected to remove any litter and check for plant health, soil moisture, weeds, plant loss and vandalism or accidental damage 	<ul style="list-style-type: none"> • Weekly inspection 	<ul style="list-style-type: none"> • High quality presentation is maintained at all times
Preparation and general care	<ul style="list-style-type: none"> • Baskets are prepared, planted and installed as per the approved planting plan and accepted standard operating procedures. • Baskets and hanging systems are checked at each changeover for structural integrity. • Nutrients, pH, soil moisture and organic matter content are provided and maintained at levels that promote optimum plant development and flowering. • Dead-heading and pruning is carried out in accordance with best horticultural practice to maximise floral display. 	Baskets are changed Annually <ul style="list-style-type: none"> • 2 times annually • 3 times annually 	<ul style="list-style-type: none"> • Hanging baskets provide a continuous colourful and attractive display. • Plants are in good condition and well-grown with no obvious water or nutrient deficiencies that detract from the overall appearance of the hanging basket. • Baskets and hanging systems are in good condition and not a hazard to pedestrians.

Weeds	<ul style="list-style-type: none"> Weeds are manually removed 	<ul style="list-style-type: none"> Fortnightly 	<ul style="list-style-type: none"> Weeds are not clearly visible between plants.
Pest and disease control	<ul style="list-style-type: none"> Pests and diseases are controlled through pesticide application or alternative methods. 	<ul style="list-style-type: none"> Treatment as required 	<ul style="list-style-type: none"> Plants are in good health with no obvious infestations of pests or diseases.
Replacements	<ul style="list-style-type: none"> Basket numbers are maintained during the display period, with loss from natural attrition, damage and theft repaired and replaced. 	<ul style="list-style-type: none"> Replacements as required 	<ul style="list-style-type: none"> The display is free of noticeable gaps in basket numbers that detract from the overall appearance.

Unscheduled operations	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:
Watering	<ul style="list-style-type: none"> Where there is an irrigation failure, manual watering is carried out until repairs are completed. 	<ul style="list-style-type: none"> 48 hours 	<ul style="list-style-type: none"> No loss of plants

Supporting images	

1.6 Naturalised Bulb Display

Bulbs provide a seasonal display of colour and texture, and are often grown in mixed borders, or naturalized in grass. Bulbs may be found in premier parks, public gardens, civic space and premium street plantings. A high quality of presentation is essential where gardens are viewed closely by pedestrians. Bulb displays are usually a single species, and are often mass planted for added impact. Mixed species are more likely to be present as naturalised plantings in mixed borders, woodlands or grass.

Customer Outcomes

- Bulb plantings provide an attractive and colourful seasonal display.
- Plants are healthy and free of obvious pests, diseases and damage.



Scheduled operations		Service Level Indicators		Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Basic ★★★★	
Best Practice Principles				
Condition and general care	<ul style="list-style-type: none"> • Tall flower stalks are staked where required to prevent damage. • Dead foliage and flower stalks are removed when senescent • The location of naturalised bulbs is recorded. • Operations (particularly mowing and cultivation) in areas where bulbs are naturalised are managed to avoid damage to bulbs and growing foliage. 	<ul style="list-style-type: none"> • Annual fertiliser application specific to plant requirements • Annual tidy-up for plant health and appearance 	<ul style="list-style-type: none"> • Annual tidy-up for plant health and appearance 	<ul style="list-style-type: none"> • Displays are colourful and attractive. • Plants are in good condition and well-grown with no obvious water or nutrient deficiencies that detract from the overall appearance of the display. • Bulbs are not damaged by other parks operations. • The seasonal display is not diminished due to damage from other parks operations.
Pest and disease control	<ul style="list-style-type: none"> • Pests and diseases are controlled through pesticide application or alternative methods. 	<ul style="list-style-type: none"> • Treatment as required 	<ul style="list-style-type: none"> • Treatment as required 	<ul style="list-style-type: none"> • Bulbs are in good health with no obvious infestations of pests or diseases.
Unscheduled operations	Best Practice Principles	Response times		Performance Assessment measures Customer Outcomes are met when:

Replacements	<ul style="list-style-type: none"> Plant numbers are maintained, with plant loss from natural attrition, replaced with plants of the same species and cultivar. 	<ul style="list-style-type: none"> Replacements as required 	<ul style="list-style-type: none"> Replacements as required 	<ul style="list-style-type: none"> The seasonal display is not diminished due to loss of plants.
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1.7 Horticultural collections

Horticultural collections are generally only found in public or botanic gardens and premier parks. Collections may be based on botanical taxonomy (e.g. Fabiaceae, palms, cacti, rhododendrons etc) or on geographic, environmental or cultural associations (e.g., alpinas, medicinal plants, tropical plants, aquatic plants, harakeke, bonsai, NZ natives etc). Collections may be amongst mixed displays, or contain rare and valuable plants, and often require significant input of horticultural skill, passion and knowledge. Collections based on environmental and geographic criteria may also rely on significant manipulation of environmental conditions to support the successful growth of plants. Collections are often labelled and catalogued, and there is a national register of collections managed by the RNZIH. There is only one service standard for horticultural collections. Arboreta are included in horticultural collections for the purpose of curation, but tree maintenance is covered under 2.0 Tree maintenance.

Customer Outcomes

- Plant collections are accurately curated with plants correctly labelled and catalogued.
- Plants are healthy and free of obvious pests, diseases and damage.
- Plant collections that are open for public display are tidily presented with no weeds or litter visible.
- Plant maintenance is consistent with the purpose and goals of the collection.



Scheduled operations		Service Level Indicators ★★★★★	Performance Assessment measures Customer Outcomes are met when:
Best Practice Principles			
Inspections	<ul style="list-style-type: none"> • All horticultural collections are inspected check for plant health, soil moisture, weeds, plant loss, litter and vandalism or accidental damage. 	<ul style="list-style-type: none"> • Weekly inspection 	<ul style="list-style-type: none"> • High quality presentation is maintained at all times.
Condition and general care	<ul style="list-style-type: none"> • Plants are growing strongly to provide a good representative form and display. • Nutrient, pH, soil moisture and organic matter content is maintained at levels that promote optimum plant development and flowering. • Plant maintenance is carried out in accordance with best horticultural practice to maximise plant health. 	<ul style="list-style-type: none"> • As required to meet the needs of individual plant species. 	<ul style="list-style-type: none"> • Plants are growing strongly with no evidence of nutrient or water deficiency. • The garden is free of noticeable gaps in plant cover that detract from the overall appearance. • Plant form and size is appropriate to the purpose and character of the collection.

	<ul style="list-style-type: none"> • Pruning is carried out where required to maintain an appropriate plant form e.g. bonsai trees are pruned to maintain a bonsai form. • Beds are mulched with an approved product where appropriate. 		
Weeds and litter	<ul style="list-style-type: none"> • Weeds are manually removed, and all material and other debris, litter etc is removed from site. • Weeds are not allowed to set seed, nor reach a size in height or spread greater than 5cm, or a density greater than 5% of the garden display area. • Weeds are not visible above or between established plants. 	<ul style="list-style-type: none"> • At least monthly, or as required to keep collections free of weeds and litter 	<ul style="list-style-type: none"> • Weeds are not visible above or between plants, or around the edges of the garden. • No litter is visible between the plants or around the edges of the garden.
Pest and disease control	<ul style="list-style-type: none"> • Pests and diseases are controlled through pesticide application or alternative methods. 	<ul style="list-style-type: none"> • Treatment as required 	<ul style="list-style-type: none"> • Plants are in good health with no obvious infestations of pests or diseases.
Replacements	<ul style="list-style-type: none"> • Plant loss from natural attrition, damage and theft is repaired and replaced with plants of the same species and variety/cultivar unless otherwise approved. 	<ul style="list-style-type: none"> • Replacements as required 	<ul style="list-style-type: none"> • The collection is free of noticeable gaps in plant cover or continuity that detract from the overall appearance. • The integrity of the collection and display is maintained.
Curation	<ul style="list-style-type: none"> • Plant labels are legible, kept clean and replaced as required. • Interpretation signage and other information is cleaned and maintained. • Accurate records are kept of plant locations, maintenance operations, replacements and changes. • In botanic gardens, plant records record provenance and acquisition. 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • Labels and interpretation signs are clean, accurate and legible. • Records are accurate and complete.

Reactive maintenance	Best Practice Principles	Response times	Performance Assessment measures Customer Outcomes are met when:
Damage	<ul style="list-style-type: none"> • Dead or damaged plants are removed or trimmed to remove damage. • Gardens are reinstated to their former condition. 	<ul style="list-style-type: none"> • 24 hours 	<ul style="list-style-type: none"> • Damage to horticultural collections is repaired in a timely manner.

2.1 Tree establishment

New tree establishment covers preparation of planting pits, planting of trees, establishment of tree protection systems and initial watering into position. Aftercare of planted trees is included in the specification for Juvenile trees (2.2).

Tree establishment applies to specimen trees planted in parks, street spaces and other open spaces. The specification may also be applicable to large specimen shrubs, particularly where these are established in open areas rather than gardens.

Customer Outcomes

- New trees avoid the creation of future hazards or nuisance.
- New trees are well planted to ensure strong growth and development.
- New trees are well protected from damage.
- New trees are even and well-formed.

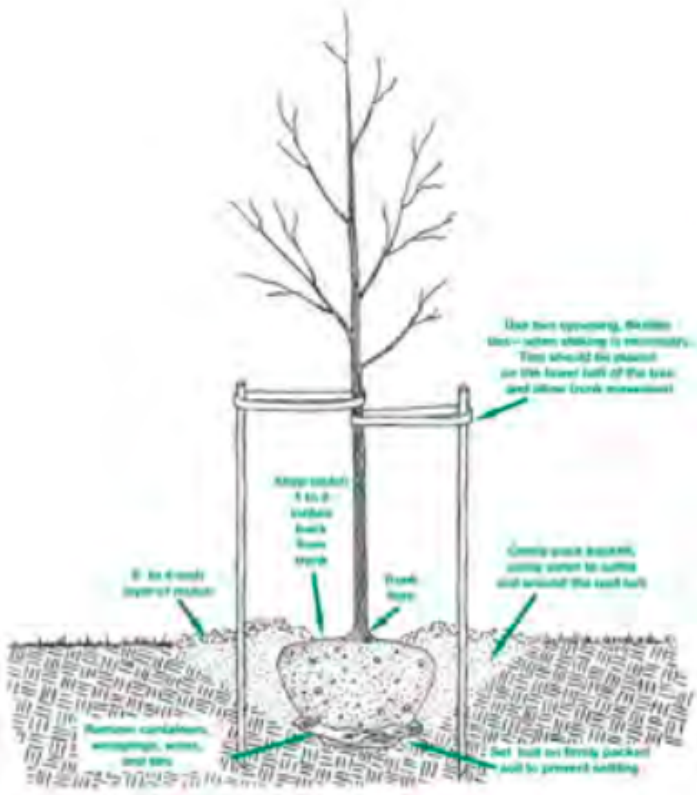


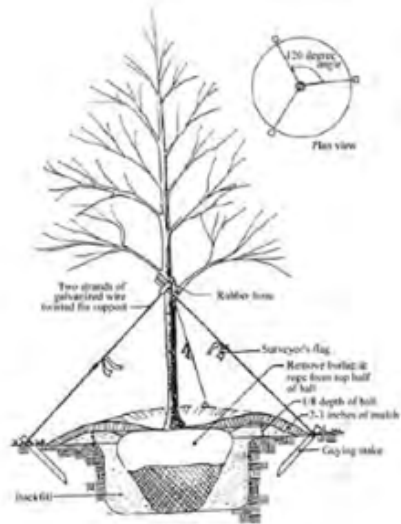
		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
New and replacement plantings	<ul style="list-style-type: none"> • A proposal for new and replacement plantings is prepared to be approved by Asset Manager prior to submission of plant orders. 	<ul style="list-style-type: none"> • Annual 	<ul style="list-style-type: none"> • Annual 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • Priced proposals are received annually for new and replacement plantings.
		Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
Unscheduled operations	Best Practice Principles	Premium ★★★★★	Standard ★★★★	Basic ★★★	
Plant supply	<ul style="list-style-type: none"> • Trees are healthy and well grown when planted. • Bare root grades are preferred. 	<ul style="list-style-type: none"> • Minimum grade PB 95 (45 litre) or >2.5m high 	<ul style="list-style-type: none"> • Minimum grade PB 60 (35 litre) or >2m high 	<ul style="list-style-type: none"> • Minimum grade PB 40 (25 litre) or >1.8m high 	<ul style="list-style-type: none"> • Trees are in good condition and well-grown with no obvious defects or deficiencies that affect tree health.

Plant location	<ul style="list-style-type: none"> • Trees planted in accordance with the approved planting/design plans • If no design plan provided, tree species and locations are approved prior to planting. • No trees planted in obviously unsuitable locations (regardless of plan) e.g. under power lines, close to private property or where other future problems or hazard may result (Seek direction from contract manager to relocate) • Locations of street plantings are confirmed with a Corridor Access Request. 	<ul style="list-style-type: none"> • Planting accuracy within 0.5m of plan location 	<ul style="list-style-type: none"> • Planting accuracy within 1.0m of plan location 	<ul style="list-style-type: none"> • Planting accuracy within 1.5m of plan location 	<ul style="list-style-type: none"> • No damage to services and assets as a result of planting. • Location and species of trees accurately follows planting plan. • Trees are planted to ensure best possible chance of successful establishment. • No trees are planted in unsuitable locations.
Pit preparation	<ul style="list-style-type: none"> • Pits are dug to the correct depth and width (see diagram). • Hard soil in the base and sides of the pit is broken up to assist root penetration. • Pits are backfilled with good quality topsoil and compost, with manure or fertiliser added where required to promote plant growth and health. • Root barrier is installed where indicated to protect underground services. 	<ul style="list-style-type: none"> • Pit is at least 400mm deep and 1500mm wide 	<ul style="list-style-type: none"> • Pit is at least 350mm deep and 1200mm wide 	<ul style="list-style-type: none"> • Pit is at least 350mm deep and 1000mm wide 	<ul style="list-style-type: none"> • Trees have sufficient good quality soil and nutrient in the root zone to promote good root development.
Planting	<ul style="list-style-type: none"> • Trees are planted in accordance with best horticultural practice to maximise tree health. • Root balls are well watered before and after planting. • Gel crystals are added to backfill when planting in very dry situations. • Roots are trimmed to remove encircling roots and promote healthy new root growth. • Provision is made for ongoing watering. 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • Tree trunks are vertical. • Backfill is well watered. • Backfill is finished to correct level. • Backfill is appropriately consolidated so that tree is firmly supported and there are no voids.

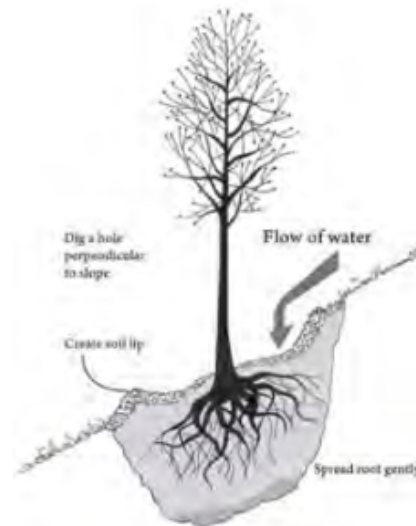
Mulch	<ul style="list-style-type: none"> Bare soil is covered with mulch (see diagram). Mulch is kept away from the tree trunk. 	<ul style="list-style-type: none"> Mulch is 75mm to 100mm deep. 	<ul style="list-style-type: none"> Mulch is 50mm to 100mm deep. 	<ul style="list-style-type: none"> Mulch is 50mm to 100mm deep. 	<ul style="list-style-type: none"> Mulch cover provides tidy and effective coverage of bare soil without damaging tree bark.
Tree protection	<ul style="list-style-type: none"> Newly planted trees are tied securely to prevent wind throw (see diagram). 	<ul style="list-style-type: none"> Tree guards are installed in addition to stakes and ties 	<ul style="list-style-type: none"> Trees are securely staked and tied 	<ul style="list-style-type: none"> Trees are securely staked and tied 	<ul style="list-style-type: none"> Tree protection (including stakes and ties) is tidy, secure, functional and not creating a hazard or causing harm to the tree.

Supporting images

	<p>Planting detail showing:</p> <ul style="list-style-type: none"> Mulch over the backfilled soil to 50mm to 100mm depth. Mulch kept back from tree trunk. Tree pit at least 3 times wider than deep Root ball on firm soil to prevent settling. Soil backfilled to the same height as the top of the rootball. Tree stakes are well clear of the rootball and into unexcavated soil. Trees are supported with loose flexible ties 		
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Planting detail showing an alternative method of guying the tree to pegs. This is a useful method for supporting large trees where two wooden stakes would not provide enough support. Guy ropes or wires and pegs can be a hazard so need to be flagged, and should be removed as soon as the tree is stable.



Planting detail for a tree on a slope showing:

- A soil lip downslope of the tree to hold moisture.
- The angle of the hole in relation to the slope.

2.2 Juvenile trees

Juvenile trees are newly planted and up to around five years old. Juvenile trees may be poorly anchored as their root systems have not fully developed, so need to be protected until self-supporting. Trees require frequent inspection to check that protection systems are supporting or protecting the tree, are not damaging the trunk and are required. Juvenile trees are vulnerable to lack of water until roots have developed and can supply the needs of the foliage. Trees require formative pruning to ensure that they develop good form and become good specimens when mature. Juvenile trees are vulnerable to damage from wind, vandalism, vehicles, line trimmers, mowers, weed growth, pests and diseases and chemicals.

Customer Outcomes

- Juvenile trees are protected, pruned and maintained correctly so that they grow into well formed mature trees.
- Juvenile trees are attractive and healthy.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspections	<ul style="list-style-type: none"> • Trees are inspected for damage, health, condition, stability, form etc. • Tree protection systems are inspected for deterioration, damage and redundancy. 	<ul style="list-style-type: none"> • Twice annually for first five years • Annually thereafter 	<ul style="list-style-type: none"> • Twice annually for first five years • Annually thereafter 	<ul style="list-style-type: none"> • Twice annually for first five years • Annually thereafter 	<ul style="list-style-type: none"> • Unidentified damage and health issues do not have long term adverse effects on tree health and condition.
Condition and general care	<ul style="list-style-type: none"> • Pruning is carried out in accordance with best arboricultural practice to promote a strong branch framework, healthy growth and an attractive shape. • Dead and diseased wood is removed. • Soil nutrient levels are maintained at levels that support optimum tree development. 	<ul style="list-style-type: none"> • Annual application of slow release fertiliser specific to tree requirements 	<ul style="list-style-type: none"> • Trees are watered as required as determined by soil and climatic conditions. 	<ul style="list-style-type: none"> • Trees are watered as required as determined by soil and climatic conditions. 	<ul style="list-style-type: none"> • Trees have been correctly pruned to promote good structure, growth and safe clearance over paths and roads. • Trees are free of epicormic growth. • Trees are free of dead and diseased branches. • Trees are in good condition and well-grown with no obvious deficiencies that have affected tree health.

	<ul style="list-style-type: none"> • Trees are mulched to reduce weed growth, reduce mechanical and chemical damage, and promote soil moisture retention. • Juvenile trees are given adequate protection from damage and wind-throw. • Tree protection is removed when no longer required. 	<ul style="list-style-type: none"> • Trees are watered as required as determined by soil and climatic conditions. • Mulch is kept tidy and is topped up annually • Annual form prune for tree branch structure and appearance, and to reduce hazards. • Remove all dead and diseased branches at each inspection. • Replace tree ties annually • Tree protection systems are neat, tidy and attractive 	<ul style="list-style-type: none"> • Mulch is topped up annually • Form prune as required for tree branch structure and appearance, and to reduce hazards. • Remove all dead and diseased branches over 10mm diameter at each inspection. • Replace tree ties annually • Tree protection systems are functional, neat and tidy 	<ul style="list-style-type: none"> • Mulch is topped up as required. • Form prune as required for tree branch structure and appearance, and to reduce hazards. • Remove all dead and diseased branches over 10mm diameter at each inspection. • Replace tree ties as required 	<ul style="list-style-type: none"> • Mulch cover provides tidy and effective coverage of the root zone. • Tree trunks are vertical. • Tree protection (including stakes and ties) is tidy, secure, functional and not creating a hazard or causing harm to the tree. • Trees have not been damaged by vegetation control operations (chemical or mechanical damage).
Weeds	<ul style="list-style-type: none"> • Weeds around the base of juvenile trees are controlled. 	<ul style="list-style-type: none"> • Weeds are less than 5cm height and spread 	<ul style="list-style-type: none"> • Weeds are less than 10cm height and spread 	<ul style="list-style-type: none"> • Weeds are not flowering or setting seed 	<ul style="list-style-type: none"> • Weeds around the base of trees do not detract from the overall appearance of the planting.
Pests and diseases	<ul style="list-style-type: none"> • Pest and diseases are controlled. 	<ul style="list-style-type: none"> • Quarterly monitoring 	<ul style="list-style-type: none"> • Quarterly monitoring 	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • Trees are in good health with no obvious infestations of pests or diseases.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★	★★★	
Damage	<ul style="list-style-type: none"> • Damaged branches are removed using correct pruning techniques. • Trees that are damaged beyond recovery are removed. • Deterioration and damage to tree protection systems is repaired. • Trees that have been displaced or have become unstable are reinstated and secured. 	72 hours	1 week	1 week	<ul style="list-style-type: none"> • Trees and tree protection systems are in good condition. • Damage to juvenile trees is repaired in a timely manner. • Tree losses are notified to the Asset Manager.
Theft and loss	<ul style="list-style-type: none"> • Stolen and dead trees are replaced with trees of the same species, cultivar and size (where available) or approved alternatives. 	Within one month if irrigated or the first available planting season	Within the first available planting season	Within the first available planting season	<ul style="list-style-type: none"> • Loss of trees does not affect the integrity or overall appearance of tree plantings in parks and open spaces.

2.3 Mature trees

Mature trees are well established with a fully developed root system that under most conditions will be capable of supporting the tree. They are not necessarily fully grown but have a well developed crown and branch structure that will be representative of the final form of the tree. Mature trees may still require some formative pruning as the crown develops and matures to ensure that branches are well spaced, and the crown is balanced and stable. As trees mature, they may require other forms of maintenance for tree health and safety reasons, such as removal of dead and damaged wood, crown lifting, and bracing.

High risk trees are those where the consequence of failure could be significant or severe (serious harm or death) because of the location of the tree and the activities that happen around it, and the likelihood of failure is likely or very likely because of the condition or inherent qualities of the tree (hazards).

All arboricultural work should be done to ACOP standards
<http://www.worksafe.govt.nz/worksafe/information-guidance/all-guidance-items/acop-arboriculture?searchterm=arboriculture>

Customer Outcomes

- Mature trees are safe and healthy.
- Mature trees are attractive and enhance their surroundings.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Inspections	<ul style="list-style-type: none"> • Identify high risk trees. • Assessment for damage, health, condition, stability, form, hazards etc. • Develop a prioritised proactive tree maintenance programme. 	<ul style="list-style-type: none"> • Inspect high risk trees annually, following storm events and prior to major events 	<ul style="list-style-type: none"> • Inspect high risk trees annually and following storm events 	<ul style="list-style-type: none"> • Inspect high risk trees annually • Inspect park and street trees every 4 to 5 years 	<ul style="list-style-type: none"> • High risk trees are identified and monitored • Tree maintenance is prioritised and carried out proactively to avoid or minimise hazards and maintain tree health.

		<ul style="list-style-type: none"> • Inspect CBD street trees annually • Inspect other parks and street trees every three years 	<ul style="list-style-type: none"> • Inspect park and street trees every three years 		
Condition and general care	<ul style="list-style-type: none"> • Trees are mulched to reduce mechanical and chemical damage, and promote soil moisture retention. • Soil nutrient levels are maintained at levels that support optimum tree development. • Tree protection is removed when no longer required. 	<ul style="list-style-type: none"> • Mulch is kept tidy and is topped up annually 	<ul style="list-style-type: none"> • Mulch is topped up every 2 to 3 years 	<ul style="list-style-type: none"> • Mulch is topped up as required 	<ul style="list-style-type: none"> • Mulch cover provides tidy and effective coverage of the root zone. • Trees are in good condition and well-grown with no obvious defects or deficiencies. • Trees are not damaged by vegetation control operations (chemical or mechanical damage).
Pruning	<ul style="list-style-type: none"> • Pruning is carried out in accordance with best arboricultural practice to enhance and maintain tree form and health. • Crowns are lifted to maintain clearance over pedestrian areas and roads. • Crowns are lifted to maintain clearance for mowing machinery on parks (this may not apply to conifers with a weeping form that have a skirt of branches to ground level). • Vegetation is cleared from signage, lighting and buildings. • Dead and diseased wood over 50mm diameter is removed. • Epicormic growth is removed. 	<ul style="list-style-type: none"> • Prune every 1 to 2 years based on tree maintenance programme • Remove epicormic growth as required to maintain clean trunk. 	<ul style="list-style-type: none"> • Prune every 3 to 5 years based on tree maintenance programme • Remove epicormic growth as required to maintain clean trunk. 	<ul style="list-style-type: none"> • Prune every 5 years or longer based on tree maintenance programme 	<ul style="list-style-type: none"> • Poor pruning practices do not adversely affect tree health, form or create hazards. • Tree branches are at least 2.5m clear over pedestrian areas • Tree branches are at least 4.5m clear over local roads and 5m clear over major arterials. • Tree branches are at least 2m clear of buildings. • Trees are free of potentially hazardous dead wood. • Trees are free of epicormic growth that can be removed from ground level with hand tools.

Pests and diseases	<ul style="list-style-type: none"> • Pest and diseases are controlled. 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • Trees are in good health with no obvious infestations of pests or diseases.
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Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Death, disease and damage	<ul style="list-style-type: none"> • Damaged branches are removed using correct pruning techniques. • Trees that have died, or are diseased or are damaged beyond recovery are safely removed. • Hazards (pruning or removal operations) are eliminated • Hazards are isolated if they cannot be eliminated within an acceptable timeframe. 	<ul style="list-style-type: none"> • 1 week • 1 week • 24 hours • Immediate 	<ul style="list-style-type: none"> • 2 weeks • 1 month • 72 hours • Immediate 	<ul style="list-style-type: none"> • 1 month • 3 months • 1 week • Immediate 	<ul style="list-style-type: none"> • Trees are in a safe condition with hazards isolated or eliminated.

2.4 Hedge maintenance

Hedges are used in parks and open space to define spaces, control pedestrian movements, provide screening and privacy, for architectural effect and to provide a clearly defined edge in formal gardens. Maintenance standards are defined by the characteristics of the plant material used, and the formality and service standard of the setting. Hedges require regular maintenance to keep them neat and tidy.

Customer Outcomes

- Hedges are neat and tidy with a straight, even finish.
- Hedges are dense, healthy and well grown.
- Hedges produce an attractive display of foliage and/or flowers.
- Hedges are not a safety hazard.



Scheduled operations	Best Practice Principles	Service Level Indicators			Performance Assessment measures Customer Outcomes are met when:
		Premium ★★★★★	Standard ★★★★	Basic ★★★	
Trimming and general condition	<ul style="list-style-type: none"> • Hedges are trimmed regularly to remove new growth and maintain a neat, tidy finish. • Hedges are cut to the same dimensions each time with an allowance for gradual growth of immature hedges. • Trimming is carried out at a time that promotes flowering and fresh growth. • Clippings are collected and removed from site. • Hedges have a strong framework with the appropriate shape and width in relation to hedge height. • Hedges are kept clear of paths or walkways. 	<ul style="list-style-type: none"> • New growth does not exceed 50mm between cuts • At least 2 cuts per year 	<ul style="list-style-type: none"> • New growth does not exceed 120mm between cuts • At least 1 cut per year 	<ul style="list-style-type: none"> • New growth does not exceed 200mm between cuts • 1 cut per year 	<ul style="list-style-type: none"> • Hedges are neat, even and tidy with no long or uneven growths. • Flowering hedge plants are allowed to produce an attractive display of flowers. • Surrounding areas are neat and tidy with no clippings apparent. • Hedges do not encroach onto paths or walkways or create a visibility hazard.

Unscheduled operations	Best Practice Principles	Response times			Performance Assessment measures Customer Outcomes are met when:
		★★★★★	★★★★★	★★★	
Damage	<ul style="list-style-type: none"> Broken branches and plants are trimmed or removed. 	72 hours	1 week	1 week	<ul style="list-style-type: none"> Damage to hedges is rectified in a reasonable timeframe.
Theft and loss	<ul style="list-style-type: none"> Stolen and dead plants are replaced with matching plants. 	Within one month if irrigated or the first available planting season	Within the first available planting season	Within the first available planting season	<ul style="list-style-type: none"> Plants are appropriately replaced in a reasonable timeframe.

3.1 Amenity turf management

Typical turf maintenance operations including fertiliser application, thatch removal, compaction relief, top-dressing, weed control, and pest and disease control. These operations may be carried out during regular scheduled maintenance or as part of a renovation programme designed to address specific issues.

See 3.3 Mowing – Amenity Turf for mowing operations and a description of service levels.

Customer Outcomes

- The turf is maintained and presented in a suitable condition for the intended recreational use or visual effect.
- Turf health, appearance and performance is not significantly affected by weeds, pests and diseases or nutrient deficiencies.



Scheduled operations	Best Practice Principles	Service Level Indicators				Performance Assessment measures Customer Outcomes are met when:
		Elite ★★★★★	Premium ★★★★★	Standard ★★★	Basic ★★	
Fertiliser application	<ul style="list-style-type: none"> • Soil testing is carried out to determine nutrient status and determine appropriate fertiliser application rates. • Fertiliser is applied to maintain soil nutrients, pH and organic matter content at levels that promote optimum turf health and performance, and comply with relevant environmental protection rules. 	<ul style="list-style-type: none"> • Annual testing • Annual application as indicated by soil testing 	<ul style="list-style-type: none"> • Annual testing • Annual application as indicated by soil testing 	<ul style="list-style-type: none"> • As required • As indicated by soil testing 	<ul style="list-style-type: none"> • As required • As required 	<ul style="list-style-type: none"> • Grass appears healthy with no obvious nutrient deficiencies that adversely affect the appearance and performance of the turf.

Compaction relief, drainage and evenness	<ul style="list-style-type: none"> • Areas of surface soil compaction are relieved using appropriate recognised methods to promote even drainage, soil aeration and root penetration. • An appropriate combination of sand and soil is spread and incorporated into the surface of affected turf to address minor surface deformations or to improve drainage and aeration following compaction relief operations. 	<ul style="list-style-type: none"> • At least annually 	<ul style="list-style-type: none"> • Annual 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • Turf performance is not adversely affected by soil compaction and poor surface drainage, aeration and root penetration. • Surface water following heavy rain drains adequately with minimal ponding • Turf is smooth, even and free of significant surface deformations that could affect safe use and maintenance.
Scarification	<ul style="list-style-type: none"> • Turf is scarified to remove thatch and moss. 	<ul style="list-style-type: none"> • At least annually 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • Thatch and moss build up does not adversely affect turf health, appearance or performance.
Weed control	<ul style="list-style-type: none"> • Weeds that impact on the performance of the turf are controlled. 	<ul style="list-style-type: none"> • Broadleaf and prickly weeds are controlled so that the turf is weed free 	<ul style="list-style-type: none"> • Broadleaf and prickly weeds are controlled so that they don't affect the appearance or use of the turf. 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • Weeds do not significantly impact on the appearance or performance of turf for its intended use.
Pest and disease control	<ul style="list-style-type: none"> • Pests and diseases of turf are controlled to prevent infestation impacting on turf health and performance. 	<ul style="list-style-type: none"> • Seasonal inspections • At least annual chemical application 	<ul style="list-style-type: none"> • Seasonal inspections • Control as required 	<ul style="list-style-type: none"> • Control as required 	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • Pests and diseases do not impact on the health, visual appearance or performance of the turf.

Unscheduled operations	Best Practice Principles	★★★★★	★★★★★	Response times ★★★	★★	Performance Assessment measures Customer Outcomes are met when:
Damage	<ul style="list-style-type: none"> Damage to turf is repaired to the same standard it was prior to damage occurring. 	<ul style="list-style-type: none"> Within 48 hours or before the next scheduled event 	<ul style="list-style-type: none"> Within 72 hours or before the next scheduled event 	<ul style="list-style-type: none"> Within 1 week or before the next scheduled event 	<ul style="list-style-type: none"> Within 1 week or before the next scheduled event 	<ul style="list-style-type: none"> Damage to turf is temporary and does not affect the medium to long term visual appearance and performance.

3.2 Sports turf management

Typical turf maintenance operations including fertiliser application, thatch removal, compaction relief, top-dressing, weed control, pest and disease control, line marking and goal post supply and provision. It may also include maintenance and preparation of specialist turf surfaces such as cricket pitches, tennis courts and croquet greens.

- The elite standard of turf requires a very high standard of presentation for television coverage of international events.
- The premium standard of turf needs to be suitable for domestic competitions and events.
- Standard turf needs to be suitable for senior club matches.
- Basic turf should be suitable for juniors, social grades and training.

See 3.4 to 3.7 for sports turf mowing specifications.

Customer Outcomes

- The turf is maintained and presented in a suitable condition for the intended sporting use.
- Turf health, appearance and performance is not significantly affected by weeds, pests and diseases or nutrient deficiencies.
- Disruptions to availability of sports fields are minimised.



		Service Level Indicators				Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Elite ★★★★★	Premium ★★★★★	Standard ★★★	Basic ★★	
Renovation programming	<ul style="list-style-type: none"> • A renovation programme is prepared to address identified deficiencies in the performance of the surface being renovated. 	<ul style="list-style-type: none"> • Two renovation programmes per year (spring and autumn) 	<ul style="list-style-type: none"> • Two renovation programmes per year (spring and autumn) 	<ul style="list-style-type: none"> • Two renovation programmes per year (spring and autumn) 	<ul style="list-style-type: none"> • Annual renovation programme 	<ul style="list-style-type: none"> • Renovation programme is prepared and submitted for approval. • Turf is maintained and presented in a suitable condition for the intended sporting use.

Fertiliser application	<ul style="list-style-type: none"> • Soil testing is carried out to determine nutrient status and fertiliser requirements. • Fertiliser, primarily nitrogen is applied to maintain soil nutrients and soil pH at levels that promote optimum turf health, maintain turf density and performance. • Fertiliser application rates comply with relevant environmental protection rules. 	<ul style="list-style-type: none"> • Annual testing • At least six times annually and as needed to prepare turf for televised matches 	<ul style="list-style-type: none"> • Two to three yearly testing • At least three times annually 	<ul style="list-style-type: none"> • Three to five yearly testing • At least two to three times annually 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • Grass appears healthy and turf density (recovery) is maintained.
Thatch management	<ul style="list-style-type: none"> • Thatch accumulation in cricket blocks, elite sand fields and warm season grass fields is managed through regular top dressing, coring and scarification. 	<ul style="list-style-type: none"> • No thatch on cricket blocks • Thatch depth is <15mm for other turf 	<ul style="list-style-type: none"> • No thatch on cricket blocks • Thatch depth is <15mm for other turf 	<ul style="list-style-type: none"> • No thatch on cricket blocks • Thatch depth is <25mm for other turf 	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • Thatch build up does not adversely affect turf health and appearance.
Weed and moss control	<ul style="list-style-type: none"> • Weeds and moss that impact on the performance of the turf are controlled. 	<ul style="list-style-type: none"> • <0.25% grass weeds • No broadleaf weeds or moss present 	<ul style="list-style-type: none"> • <0.25% grass weeds • No broadleaf weeds or moss present 	<ul style="list-style-type: none"> • No broadleaf weeds or moss present 	<ul style="list-style-type: none"> • Broadleaf weeds are controlled annually 	<ul style="list-style-type: none"> • Weeds and moss do not significantly impact on the health or visual appearance of premium turf, or the performance of turf for its intended sporting use.
Pest and disease control	<ul style="list-style-type: none"> • Pests and diseases of turf are controlled to prevent infestation impacting on turf health and performance. • Earthworms in sand carpet and fine specialist turf are controlled 	<ul style="list-style-type: none"> • At least weekly inspection • Preventative control of pests and diseases • >5 worm casts 	<ul style="list-style-type: none"> • Weekly inspection • 6-10 worm casts per m2 requires immediate control • Control other pest and disease as 	<ul style="list-style-type: none"> • Monthly inspection • Pest and disease are controlled as required 	<ul style="list-style-type: none"> • Insect pests and disease are only controlled if loss of greater than one quarter of a fields turf cover 	<ul style="list-style-type: none"> • Pests and diseases do not impact on the health, visual appearance or performance of the turf. • Earthworm casts and activity do not adversely affect the performance of sand carpets and fine specialist turf.

Unscheduled operations	Best Practice Principles	★★★★★	★★★★★	Response times ★★★	★★	Performance Assessment measures Customer Outcomes are met when:
Compaction relief and surface evenness	<ul style="list-style-type: none"> • Areas of soil compaction are relieved using appropriate recognised methods. • An appropriate combination of sand or soil is spread and incorporated into the surface of affected turf to address minor surface deformations or to dilute any organic matter accumulation. • Turf is ideally rested following renovations for at least 6 weeks prior to use. 	<ul style="list-style-type: none"> • At least twice annually (more if required) • Surface deformation is <10mm for fields or <3mm under a 3m straight edge for cricket pitches 	<ul style="list-style-type: none"> • At least twice annually (more if required) • Surface deformation is <15mm for fields or <3mm under a 3m straight edge for cricket pitches 	<ul style="list-style-type: none"> • At least once annually (more if required) • Surface deformation is <20mm for fields or <10mm under a 3m straight edge for cricket pitches 	<ul style="list-style-type: none"> • As required • <30mm variation under a 3m straight edge 	<ul style="list-style-type: none"> • Turf performance for the intended sporting use is not adversely affected by soil compaction and poor surface drainage, aeration. • Surface water following heavy rain drains adequately with no ponding, and water does not come to the surface when the turf is stood on. • Evenness under a 3m straight edge is within acceptable limits. • Effective rooting depth is >100mm
Damage	<ul style="list-style-type: none"> • Damage to sports turf is repaired so that scheduled play is not unreasonably disrupted. • Damage to turf is repaired to the same standard it was prior to damage occurring. 	<ul style="list-style-type: none"> • 12 hours or before the next scheduled event • As part of scheduled renovations 	<ul style="list-style-type: none"> • 24 hours or before the next scheduled event • As part of scheduled renovations 	<ul style="list-style-type: none"> • 1 week or before the next scheduled event • As part of scheduled renovations 	<ul style="list-style-type: none"> • Before the next scheduled event • As part of scheduled renovations 	<ul style="list-style-type: none"> • Turf damage does not unreasonably disrupt scheduled play. • Turf damage does not have long term adverse effects on the playing surface.

	<ul style="list-style-type: none"> Preventative control of pests refers to areas that have an on-going history with Porina, Grass grub or Black beetle Glyphosate and other non-selective herbicides are not used on sand surfaces. 	per m2 requires immediate control	required			
Line marking and goalposts	<ul style="list-style-type: none"> Where line marking is required for sporting use the appropriate field markings are applied using approved non-toxic line marking paint. Glyphosate or other toxic material is never used for line marking. Goalposts are safely installed (and removed) for each season (unless provided and installed by users). Where installed, goalposts are maintained in a safe and secure condition. 	<ul style="list-style-type: none"> As specified by Sportsground User Agreements in accordance with requirements for each code 	<ul style="list-style-type: none"> As specified by Sportsground User Agreements in accordance with requirements for each code 	<ul style="list-style-type: none"> As specified by Sportsground User Agreements in accordance with requirements for each code 	<ul style="list-style-type: none"> As specified by Sportsground User Agreements in accordance with requirements for each code 	<ul style="list-style-type: none"> Field markings (where provided) are clear, even, correct and suitable for the level of play. Goalposts (where provided) are safe, correct and suitable for the level of play.
Specialist turf preparation and maintenance	<ul style="list-style-type: none"> Specialist turf (including cricket pitches, croquet lawns, and grass tennis courts) is maintained and prepared for play in accordance with recognised national or international recommendations. 	<ul style="list-style-type: none"> As required to maintain and prepare turf for international events 	<ul style="list-style-type: none"> As required to maintain and prepare turf for domestic events 	<ul style="list-style-type: none"> As required to maintain and prepare turf for club events 	<ul style="list-style-type: none"> NA 	<ul style="list-style-type: none"> Turf pitches are maintained and presented in a suitable condition for the intended sporting use.

3.3 Mowing - Amenity Turf

Amenity turf mowing includes several different standards of turf defined mainly by use and height.

- *Elite and premium - usually limited to top tier parks and green spaces for high quality visual appearance and low impact passive recreation and social activities such as walking and sitting.*
- *Standard - applies to most parks grass mowing for many informal recreation activities.*
- *Basic - grass that is maintained for visual and environmental purposes rather than recreation e.g. stormwater swales, nature parks.*
- *Seasonal - banks, roadside mowing, weed control, fire hazard control and other utilitarian purposes.*

Customer Outcomes

- Grass is maintained throughout the year with a presentation and grass height that is suitable for a range of visual amenity, social and informal recreation purposes.



★★★★★



★★★★★



★★★★

Scheduled operations	Best Practice Principles	Service Level Indicators					Performance Assessment
		Elite ★★★★★	Premium ★★★★	Standard ★★★	Basic ★★	Seasonal ★	Customer Outcomes are met when:
Grass height	<ul style="list-style-type: none"> • Grass heights are suitable for the intended use of the area. • Flower and seed stalks don't adversely affect the use and appearance of the lawn. 	<ul style="list-style-type: none"> • 20mm to 40mm grass height • Stalks no more than 100mm height 	<ul style="list-style-type: none"> • 30mm to 50mm grass height • Stalks no more than 100mm height 	<ul style="list-style-type: none"> • 40mm to 80mm grass height • Stalks no more than 150mm height 	<ul style="list-style-type: none"> • 50mm to 150mm grass height • Stalks no more than 300mm height 	<ul style="list-style-type: none"> • 100mm to 300mm 	<ul style="list-style-type: none"> • Turf is suitable for the intended social, informal recreation and environmental use.

Indicative mowing frequency	<ul style="list-style-type: none"> Grass is cut at the appropriate frequency to maintain grass height within the specified range. 	<ul style="list-style-type: none"> Every 7 to 10 days while grass is actively growing 35 to 48 cuts per year 	<ul style="list-style-type: none"> Every 7 to 10 days while grass is actively growing 30 to 45 cuts per year 	<ul style="list-style-type: none"> Every 10 to 14 days while grass is actively growing 18 to 26 cuts per year 	<ul style="list-style-type: none"> Every 14 to 21 days while grass is actively growing 10 to 12 cuts per year 	<ul style="list-style-type: none"> 1 to 4 cuts per year 	<ul style="list-style-type: none"> Grass height is maintained within the specified range.
Clippings	<ul style="list-style-type: none"> Clippings are either caught and removed, or discharged evenly over the mown area without clumping or windrowing. 	<ul style="list-style-type: none"> All clippings are to be caught with no visible clippings left following mowing. 	<p>EITHER:</p> <ul style="list-style-type: none"> All clippings are to be caught with no visible clippings left following mowing, or <input type="radio"/> Clippings are discharged evenly over the mown area without clumping or windrowing. 	<ul style="list-style-type: none"> Clippings are discharged evenly over the mown area without clumping or windrowing. 	<ul style="list-style-type: none"> Clippings are discharged evenly over the mown area without clumping or windrowing. 	<ul style="list-style-type: none"> Clippings are discharged evenly over the mown area without significant clumping or windrowing. 	<p>EITHER:</p> <ul style="list-style-type: none"> Clippings are all caught and removed from site, or Clippings do not significantly detract from the health, use or appearance of the grass.
Mowing coverage	<ul style="list-style-type: none"> Mowing is undertaken to cut the full extent of the area and as close as possible (without damage) to fixed obstructions. Moveable obstructions are moved to allow mowing and replaced before leaving the site. Edge mowing by smaller equipment is completed to 	<ul style="list-style-type: none"> At every cut Same day 	<ul style="list-style-type: none"> At every cut Within 24 hours 	<ul style="list-style-type: none"> At every cut Within 48 hours 	<ul style="list-style-type: none"> At every cut Within 72 hours 	<ul style="list-style-type: none"> At every cut NA 	<ul style="list-style-type: none"> The entire mowable area is cut to a consistent standard.

Screenshot

	the same standard as the main area so that there is no discernible height difference.						
Edges	<ul style="list-style-type: none"> Edges around and along structures, trees and fences shall be maintained with the appropriate equipment or chemical. 	<ul style="list-style-type: none"> Edges between grass and hard surfaces or structures are trimmed mechanically to the same standard as the lawn, and so that grass extends no more than 25mm over the edge of the hard surface. 	<p>Either:</p> <p>Grass edges are trimmed to the same standard as the main area so that there is no discernible height difference, or a vegetation free strip no more than 50mm wide is maintained around and along structures.</p> <p>a vegetation free strip no more than 100mm wide is maintained along boundary fences</p>	<p>Either:</p> <p>Grass edges are trimmed to the same standard as the main area so that there is no discernible height difference, or a vegetation free strip no more than 100mm wide is maintained around and along structures.</p> <p>a vegetation free strip no more than 200mm wide is maintained along boundary fences and around the base of trees</p>	<p>Either:</p> <p>Grass edges are trimmed to the same standard as the main area so that there is no discernible height difference, or a vegetation free strip no more than 200mm wide is maintained around and along structures.</p> <p>a vegetation free strip no more than 300mm wide is maintained along boundary fences and around the base of trees</p>	<ul style="list-style-type: none"> NA 	<p>EITHER:</p> <ul style="list-style-type: none"> Edges are neatly trimmed, or Vegetation free strips are no wider than specified.
Debris and litter removal	<ul style="list-style-type: none"> All visible stones, bottles, litter, fallen branches and other debris that will damage turf or machinery, create an untidy 	<ul style="list-style-type: none"> Remove litter before each mowing Fallen leaves, flowers, twigs and 	<ul style="list-style-type: none"> Remove litter before each mowing 	<ul style="list-style-type: none"> Remove litter before each mowing 	<ul style="list-style-type: none"> Remove litter before each mowing 	<ul style="list-style-type: none"> Remove litter before each mowing 	<ul style="list-style-type: none"> Litter and debris does not damage or detract from the appearance of the turf.

	<p>appearance after mowing, or create a hazard to operators or public is collected and disposed of prior to mowing.</p> <ul style="list-style-type: none">• Grass cutting is carried out to prevent mower flung projectiles presenting a danger to park users or property.	<p>fruit are collected weekly.</p>					
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3.4 Mowing – Specialist Sports Turf

Specialist sports turf mowing includes sports such as tennis and croquet that require a very short turf cover during play. Cricket pitches are covered in 3.5 Mowing – Cricket. This specification has one service level for each of tennis and croquet. Bowling greens are not included as they are generally maintained by users.

Customer Outcomes

- The turf is cut regularly and correctly and is presented in a suitable condition for the intended sporting use.
- Grass is in good condition.



Scheduled operations	Best Practice Principles	Service level Indicators		Performance Assessment measures Customer Outcomes are met when:
		Tennis ★★★★★	Croquet ★★★★★	
Grass height	<ul style="list-style-type: none"> • Grass heights are maintained in accordance with recommendations for each sporting use. 	<ul style="list-style-type: none"> • 7mm to 10mm during the playing season • 15mm to 20mm outside of the playing season 	<ul style="list-style-type: none"> • 4mm to 8mm during playing season • 10mm to 15mm outside of playing season 	<ul style="list-style-type: none"> • Turf is suitable for the intended sporting use.
Indicative mowing frequency	<ul style="list-style-type: none"> • Grass is cut at the appropriate frequency to maintain grass height within the specified range. • Grass is cut such that not more than one third of the measured grass height is removed at any one time. 	<ul style="list-style-type: none"> • Every 7 to 10 days outside of the playing season • Up to three times a week during playing season depending on growth 	<ul style="list-style-type: none"> • Every 7 to 10 days outside of the playing season • Up to three times a week during playing season depending on growth 	<ul style="list-style-type: none"> • Grass height is maintained within the specified range.

Clippings and equipment	<ul style="list-style-type: none"> • Clippings are caught and removed. • A reel mower is used for mowing. 	<ul style="list-style-type: none"> • At every cut 	<ul style="list-style-type: none"> • At every cut 	<ul style="list-style-type: none"> • Cuttings are not left lying on the turf following mowing.
Mowing coverage	<ul style="list-style-type: none"> • Mowing is undertaken to cut the full extent of the area and as close as possible (without damage) to fixed obstructions. • Moveable obstructions are moved to allow mowing and replaced before leaving the site. 	<ul style="list-style-type: none"> • At every cut 	<ul style="list-style-type: none"> • At every cut 	<ul style="list-style-type: none"> • The entire mowable area is cut to a consistent standard.
Edges	<ul style="list-style-type: none"> • Grass edges are trimmed to the same standard as the main area so that there is no discernible height difference. 	<ul style="list-style-type: none"> • At every cut 	<ul style="list-style-type: none"> • At every cut 	<ul style="list-style-type: none"> • Edges are neatly trimmed.
Debris and litter removal	<ul style="list-style-type: none"> • All visible stones, bottles, litter, fallen branches and other debris that will damage turf or machinery, create an untidy appearance, or create a hazard to operators or public is collected and disposed of prior to mowing. • Grass cutting is carried out to prevent mower flung projectiles presenting a danger to park users or property. 	<ul style="list-style-type: none"> • Before each mowing 	<ul style="list-style-type: none"> • Before each mowing 	<ul style="list-style-type: none"> • Litter and debris does not damage the playing surface or detract from the appearance of the turf.

3.5 Mowing – Cricket

Cricket turf mowing includes turf blocks and pitches as well as outfield areas. Turf pitches need a hard, even surface for bowling, whereas the outfield area needs a good cover of short, even grass to allow cricket balls to roll quickly and predictably.

- The elite standard of turf (First Class and International venues) requires a very high standard of presentation for television coverage of international test cricket and ODI's.
- The premium standard (District Association venues e.g. Hawke Cup) of turf needs to be suitable for domestic competitions and national tournaments. Each province or district will have one or two venues that are suitable for games at this level.
- Standard turf needs to be suitable for senior club matches.
- Basic turf should be suitable for juniors, social grades and training.

The actual mowing height and frequency will be determined by the turf species, soil type, climate, time of year, irrigation, and turf condition. Some fields will need to be maintained to more than one standard during the year.

Customer Outcomes

- The turf is cut regularly and correctly and is presented in a suitable condition for the intended sporting use.



Scheduled operations	Best Practice Principles	Service Level Indicators				Performance Assessment measures Customer Outcomes are met when:
		Elite ★★★★★	Premium ★★★★★	Standard ★★★	Basic ★★	
Grass height of block and pitch	<ul style="list-style-type: none"> Grass heights are maintained within a suitable range. 	<ul style="list-style-type: none"> Pitch grass height 10mm to 15mm for play Block grass heights 15mm to 20mm during growing season 	<ul style="list-style-type: none"> Pitch grass height 10mm to 15mm for play Block grass heights 15mm to 20mm during growing season 	<ul style="list-style-type: none"> Pitch grass height 8mm to 10mm for play Block grass heights 10mm to 15mm during growing season 	<ul style="list-style-type: none"> Pitch is artificial or a temporary grass pitch cut as required to a suitable height for junior or social grades. 	<ul style="list-style-type: none"> Turf condition, lack of crowns, leaf fineness and evenness is suitable for the intended sporting use.

		and 16mm to 25mm out of season	and 16mm to 25mm out of season	and 16mm to 25mm out of season		
Grass height of outfield area	<ul style="list-style-type: none"> Grass heights are maintained within a suitable range. 	<ul style="list-style-type: none"> 12mm to 20mm during playing season 	<ul style="list-style-type: none"> 12mm to 20mm during playing season 	<ul style="list-style-type: none"> 15mm to 25mm during playing season 	<ul style="list-style-type: none"> 20mm to 25mm for play 	<ul style="list-style-type: none"> Turf is suitable for the intended sporting use.
Indicative frequency	<ul style="list-style-type: none"> Grass is cut at the appropriate frequency to maintain grass height within the specified range. Grass is cut with the appropriate timing and technique to provide a quality finish for use and visual effect. 	<ul style="list-style-type: none"> Every 2-3 days outside of the playing season Cut at least every 1-2 days during playing season Cut pitch daily to reduce height prior to play Outfields are striped in accordance with regulations 	<ul style="list-style-type: none"> At least every 3-5 days outside of the playing season Cut at least 3-5 times a week during playing season Cut pitch daily to reduce height prior to play Outfields may be striped in accordance with regulations 	<ul style="list-style-type: none"> Weekly outside of the playing season At least once a week during playing season Cut pitch daily to reduce height prior to play 	<ul style="list-style-type: none"> Weekly during the playing season 	<ul style="list-style-type: none"> Grass height is maintained within the specified range.
Clippings and equipment	<ul style="list-style-type: none"> Clippings are either caught and removed, or discharged evenly over the mown area without clumping or windrowing. 	<ul style="list-style-type: none"> All pitch clippings are to be caught with no visible cuttings left following mowing. Outfield clippings are collected. A reel mower is 	<ul style="list-style-type: none"> All pitch and block clippings are to be caught with no visible clippings left following mowing. Outfield clippings are either: 	<ul style="list-style-type: none"> All pitch and block clippings are to be caught with no visible clippings left following mowing. Outfield clippings are discharged 	<ul style="list-style-type: none"> Clippings are discharged evenly over the mown area without clumping or windrowing. Where a temporary pitch is cut, clippings 	<ul style="list-style-type: none"> Clippings are not left lying on blocks and pitches following mowing Clippings do not significantly detract from the health, use or appearance of the outfield grass.

		used for mowing.	collected, or discharged evenly over the mown area without clumping or windrowing. • A reel mower is used for mowing.	evenly over the mown area without clumping or windrowing. • A reel mower is used for the pitch and block.	are collected.	
Mowing coverage	<ul style="list-style-type: none"> • Mowing is undertaken to cut the full extent of the area and as close as possible (without damage) to fixed obstructions. • Moveable obstructions are moved to allow mowing and replaced before leaving the site. 	• At every cut	• At every cut	• At every cut	• At every cut	• The entire mowable area is cut to a consistent standard.
Debris and litter removal	<ul style="list-style-type: none"> • All visible stones, bottles, litter, fallen branches and other debris that will damage turf or machinery, or create a hazard to operators or public is collected and disposed of prior to mowing. • Grass cutting is carried out to prevent mower flung projectiles presenting a danger to park users or property. 	• Before each mowing	• Before each mowing	• Before each mowing	• Before each mowing	• Litter and debris does not damage the playing surface or detract from the appearance of the turf.

3.6 Mowing – Football and athletics

Turf that is suitable for football and athletics needs to be dense and provide good ground coverage. It also needs to be even, smooth and short enough to allow the ball to roll. This specification may also be suitable for other sports that require similar turf characteristics. Standards range from elite to basic.

- The elite standard of turf requires a very high standard of presentation for television coverage of international events.
- The premium standard of turf needs to be suitable for premiership and championship events. Each province or district will have one or two venues that are suitable for events at this level.
- Standard turf needs to be suitable for senior club events.
- Basic turf should be suitable for juniors, social grades and training.

The actual mowing height and frequency will be determined by the turf species and cultivar, soil type, climate, time of year, irrigation, and turf condition. Some fields will need to be maintained to more than one standard during the year.



Customer Outcomes

- The turf is cut regularly and correctly and is presented in a suitable condition for the intended sporting use.

		Service Level Indicators				Performance Assessment measures Customer Outcomes are met when:
Scheduled operations	Best Practice Principles	Elite ★★★★★	Premium ★★★★	Standard ★★★	Basic ★★	
Grass height	<ul style="list-style-type: none"> Grass heights are maintained within a suitable range. 	<ul style="list-style-type: none"> 15mm to 30mm during playing season 	<ul style="list-style-type: none"> 20mm to 40mm during playing season 	<ul style="list-style-type: none"> 25mm to 40mm during playing season 	<ul style="list-style-type: none"> 25mm to 40mm during playing season 	<ul style="list-style-type: none"> Turf is suitable for the intended sporting use.
Indicative frequency	<ul style="list-style-type: none"> Grass is cut at the appropriate frequency to maintain grass height within the specified 	<ul style="list-style-type: none"> At least weekly during playing season At least fortnightly 	<ul style="list-style-type: none"> At least weekly during playing season At least fortnightly 	<ul style="list-style-type: none"> Weekly during playing season At least fortnightly outside of playing 	<ul style="list-style-type: none"> At least fortnightly while turf is growing actively and during the 	<ul style="list-style-type: none"> Grass height is maintained within the specified range. Fields are well presented for match play.

	<ul style="list-style-type: none"> range. Grass is cut such that not more than one third of the measured grass height is removed at any one time. Grass is cut with the appropriate timing and technique to provide a quality finish for use and visual effect. 	<ul style="list-style-type: none"> outside of playing season Playing surface is striped prior to games Cutting is timed to allow painted pitch branding when required. 	<ul style="list-style-type: none"> outside of playing season Playing surface is striped if requested Cutting is timed to allow painted pitch branding when required. 	season	playing season	
Clippings	<ul style="list-style-type: none"> Clippings are discharged evenly Elite fields are cut with a reel mower 	<ul style="list-style-type: none"> Clippings are collected. 	<ul style="list-style-type: none"> Clippings are discharged evenly over the mown area without clumping or windrowing. 	<ul style="list-style-type: none"> Clippings are discharged evenly over the mown area without clumping or windrowing. 	<ul style="list-style-type: none"> Clippings are discharged evenly over the mown area without clumping or windrowing. 	<ul style="list-style-type: none"> Clippings do not significantly detract from the health, use or appearance of the grass.
Mowing coverage	<ul style="list-style-type: none"> Mowing is undertaken to cut the full extent of the area and as close as possible (without damage) to fixed obstructions. Moveable obstructions are moved to allow mowing and replaced before leaving the site. 	<ul style="list-style-type: none"> At every cut 	<ul style="list-style-type: none"> At every cut 	<ul style="list-style-type: none"> At every cut 	<ul style="list-style-type: none"> At every cut 	<ul style="list-style-type: none"> The entire mowable area is cut to a consistent standard.
Debris and litter removal	<ul style="list-style-type: none"> All visible stones, bottles, litter, fallen branches and other debris that will 	<ul style="list-style-type: none"> Before each mowing 	<ul style="list-style-type: none"> Before each mowing 	<ul style="list-style-type: none"> Before each mowing 	<ul style="list-style-type: none"> Before each mowing 	<ul style="list-style-type: none"> Litter and debris does not damage the playing surface or detract from the appearance of the turf.

	<p>damage turf or machinery, or create a hazard to operators or public is collected and disposed of prior to mowing.</p> <ul style="list-style-type: none">• Grass cutting is carried out to prevent mower flung projectiles presenting a danger to park users or property.					
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3.7 Mowing – Rugby and League

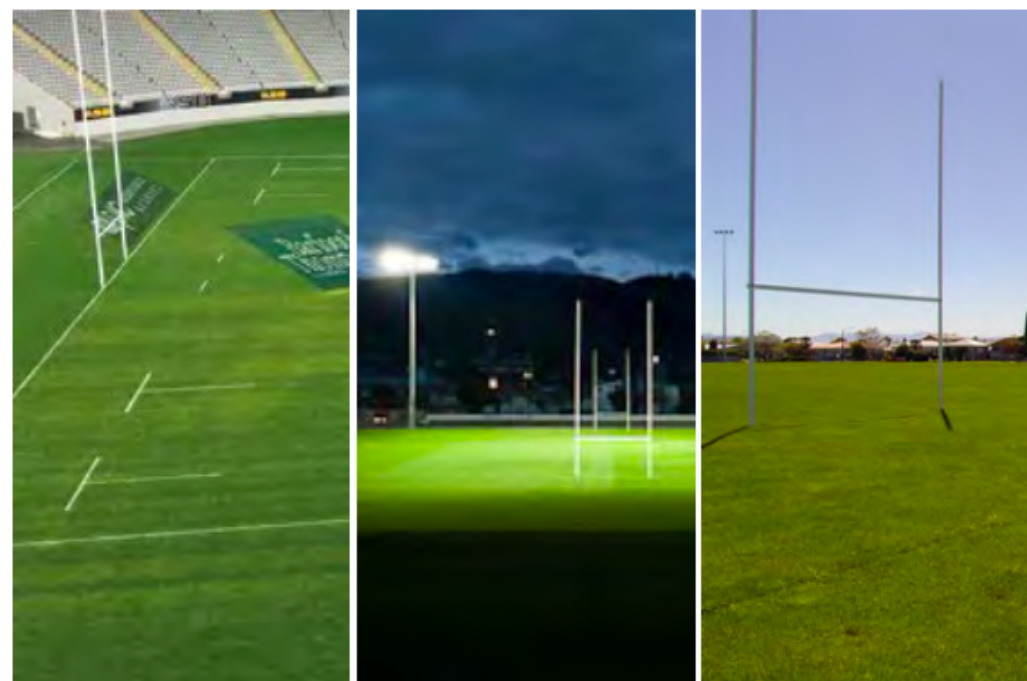
Turf that is suitable for rugby, touch, league and variations needs to have sufficient depth and density to provide some protection to players from ground impact. This specification may also be suitable for other sports that require similar turf characteristics. Standards range from elite to basic.

- The elite standard of turf requires a very high standard of presentation for television coverage of test matches and international tournaments.
- The premium standard of turf needs to be suitable for domestic provincial tournaments, premiership and championship games. Each province or district will have one or two venues that are suitable for games at this level.
- Standard turf needs to be suitable for senior club matches.
- Basic turf should be suitable for juniors, social grades and training.

The actual mowing height and frequency will be determined by the turf species and cultivar, soil type, climate, time of year, irrigation, and turf condition. Some fields will need to be maintained to more than one standard during the year.

Customer Outcomes

- The turf is cut regularly and correctly and is presented in a suitable condition for the intended sporting use.



Scheduled operations	Best Practice Principles	Service Level Indicators				Performance Assessment measures Customer Outcomes are met when:
		Elite ★★★★★	Premium ★★★★★	Standard ★★★	Basic ★★	
Grass height	• Grass heights are maintained within a suitable range.	• 20mm to 40mm during playing season	• 30mm to 50mm during playing season	• 35mm to 60mm during playing season	• 35mm to 60mm during playing season	• Grass height is suitable for the intended sporting use.
Indicative frequency and timing	• Grass is cut at the appropriate frequency to maintain grass height	• At least weekly during playing season	• At least weekly during playing season	• Weekly during playing season • At least fortnightly	• At least fortnightly while turf is growing actively	• Grass height is maintained within the specified range. • Fields are well presented for match play.

	<ul style="list-style-type: none"> within the specified range Grass is cut such that not more than one third of the measured grass height is removed at any one time. Grass is cut with the appropriate timing and technique to provide a quality finish for use and visual effect. 	<ul style="list-style-type: none"> At least fortnightly outside of playing season Playing surface is striped prior to games Cutting is timed to allow painted pitch branding when required. 	<ul style="list-style-type: none"> At least fortnightly outside of playing season Playing surface is striped if requested Cutting is timed to allow painted pitch branding when required. 	outside of playing season	and during the playing season	
Clippings	<ul style="list-style-type: none"> Clippings are collected or discharged evenly Elite fields are cut with a reel mower 	<ul style="list-style-type: none"> Clippings are collected. 	<ul style="list-style-type: none"> Clippings are discharged evenly over the mown area without clumping or windrowing. 	<ul style="list-style-type: none"> Clippings are discharged evenly over the mown area without clumping or windrowing. 	<ul style="list-style-type: none"> Clippings are discharged evenly over the mown area without clumping or windrowing. 	<ul style="list-style-type: none"> Clippings do not significantly detract from the health, use or appearance of the grass.
Mowing coverage	<ul style="list-style-type: none"> Mowing is undertaken to cut the full extent of the area and as close as possible (without damage) to fixed obstructions. Moveable obstructions are moved to allow mowing and replaced before leaving the site. 	<ul style="list-style-type: none"> At every cut 	<ul style="list-style-type: none"> At every cut 	<ul style="list-style-type: none"> At every cut 	<ul style="list-style-type: none"> At every cut 	<ul style="list-style-type: none"> The entire mowable area is cut to a consistent standard.
Debris and litter removal	<ul style="list-style-type: none"> All visible stones, bottles, litter, fallen branches and other debris that will damage turf or machinery, create an untidy 	<ul style="list-style-type: none"> Before each mowing 	<ul style="list-style-type: none"> Before each mowing 	<ul style="list-style-type: none"> Before each mowing 	<ul style="list-style-type: none"> Before each mowing 	<ul style="list-style-type: none"> Litter and debris does not damage the playing surface or detract from the appearance of the turf.

	<p>appearance after mowing, or create a hazard to operators or public is collected and disposed of prior to mowing.</p> <ul style="list-style-type: none">• Grass cutting is carried out to prevent mower flung projectiles presenting a danger to park users or property.					
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