

Bayfair Mall, Tauranga

Sustaining and Maintaining Shopping Centre facilities



Bayfair Mall, located in Mount Maunganui, includes 80 stores covering a total area of 40,000 square metres.

On a large commercial site like this minor faults and maintenance requirements can arise at unpredictable times, and they need to be resolved quickly in order to minimise inconvenience to customers and employees.

OCS have been providing cleaning services to Bayfair Mall since 2004, over this time we've built a close working partnership, and achieved significant savings for them.

Over the first five years of the sustainability program we developed for the site, savings of more than \$250,000 were achieved through recycling and energy sustainability initiatives.

Having a handyman onsite means maintenance issues are able to be fixed quickly and economically.

Given our successful partnership Bayfair were happy to grant OCS site maintenance responsibilities.

We recruit experienced handymen and give them all the training they need to work safely on your premises.

Training can include working at heights, first aid knowledge or a Site Safe Building Construction Passport. If required we assist to up skill staff to achieve Electrical Service Technician qualifications.

Our Bayfair handyman has now been employed full time at the centre since 2006 and has developed an indepth knowledge of the site, plus a great relationship with mall staff and management - he reports directly to the Site Operations Manager.

Over the years he has provided interior and exterior painting, changing of high light bulbs, plastering, gib stopping, changing door fittings, minor plumbing maintenance for the toilets, calling and managing contractors (plumbers, electricians, builders, roofers) for those tasks too big for him to handle himself.

He's also helped Bayfair staff out wherever needed, giving a hand with Security issues as required (coning off areas etc), or assisting the mall Sales team with displays,

So far our handyman has saved Bayfair \$24,000 from not needing to make as many contractor callouts. A great result for all.

