



# Maintenance and servicing guidelines

for City of Greater Bendigo  
managed recreation facilities



CITY OF GREATER  
**BENDIGO**





This document provides guidelines to your Committee of Management for the maintenance of City of Greater Bendigo's (Council) owned / managed facilities.

RESPONSIBILITY	City of Greater Bendigo (City)	Committee of Management (Club)	
<b>SIGNAGE</b>			
Advertising and sponsorship signage		✓	<p>The erection and maintenance of all advertising signage must be approved by the City and must meet all regulations and planning requirements.</p> <p>Any repair to infrastructure and fences that is required due to the installation of signage is the responsibility of the Club.</p>
Entrance signage	✓		Entrance signage will be installed and maintained by the City.
Internal signage, shelving and equipment		✓	<p>If clubs are planning on fixing shelving or equipment to the walls clubs need to provide adequate information to inform the City, then we can assess and advise/approve, similar to any standard tenant arrangement.</p>
<b>INSURANCE</b>			
Building insurance	✓		The City will insure buildings owned as the Council's asset.
Contents insurance		✓	Contents not owned by the City must be insured by the Club.
Public liability insurance		✓	Players and Club Committees must confirm they are insured through their state peak body.

RESPONSIBILITY	City of Greater Bendigo (City)	Committee of Management (Club)	
FOOD AND BEVERAGE			
Liquor licences		✓	A <u>liquor licence</u> and <u>Responsible servicing of alcohol</u> certificate must be obtained by the Club when selling and serving alcohol.
Food permits		✓	A <u>food permit and registration</u> must be obtained by the Club prior to food preparation or sales.
Kitchen equipment	✓	✓	Testing and tagging of kitchen and all other equipment must be arranged by the Club through a licenced electrician. Servicing of fixed kitchen equipment is the responsibility of the City.
BBQ maintenance	✓	✓	<u>Public BBQ facilities</u> installed by the City will be maintained by the City. Club BBQ facilities are the responsibility of the Club and must be cleaned and stored appropriately.
Gas bottles		✓	Indoor storage of gas cylinders should be avoided wherever possible. Cylinders should be stored in a well-ventilated area, secured and upright. Store in a suitably signed area (refer to Code of Practice for the Storage and Handling of Dangerous Goods (Work Safe Victoria), AS 1596-2014.
Grease traps	✓		A request should be submitted to the City by the Club for consideration into the annual service contract.
CLEANING AND TOILETS			
Facility cleaning		✓	Day to day cleaning of the facility will be completed by the Club. A thorough clean including carpet steam cleans and a deep kitchen clean is also to be completed by the Club for change of season handover and/or inspection.
Event use toilets		✓	Day to day cleaning and supply of all consumables such as toilet paper and hand towels will be managed by the Club for use on event and competition days.
Public toilet cleaning	✓		<u>Public toilets</u> are managed by the City through a service contract.
Sanitary bins		✓	Clubs will arrange sanitary bins for all toilets excluding City public toilets.
Grandstand cleaning		✓	Day to day cleaning for competitions is to be undertaken by the Club.
INTERNAL BUILDING			
General repairs and maintenance		✓	Day to day maintenance such as light globes and cobweb removal etc. is the responsibility of the Club and must be undertaken by a qualified tradesperson.
Internal maintenance	✓		Repairs and faults such as plumbing leaks and electrical faults must be reported to the City by the Club for repair.

RESPONSIBILITY	City of Greater Bendigo (City)	Committee of Management (Club)	
Pest control	✓	✓	Pests causing structural damage to a building must be reported to the City for action. Insect and rodent infestations must be treated by the Club.
Memorabilia		✓	Clubs must obtain City approval for the fixing of any memorabilia to the building.
Asbestos removal	✓		Must be undertaken by qualified, certified contractors arranged by the City.
Defibrillator		✓	The fixing of a defibrillator to a wall is subject to approval from the City. Ongoing maintenance of the Defibrillator is the responsibility of the Club.
Structural repairs or major maintenance	✓		Must be reported to the City for assessment and prioritised action.
Keys and locks	✓		The City is responsible for all locks and keys to all buildings and structures. Clubs must keep a key register and request any changes or <u>new keys</u> to the City.
Blinds		✓	Require an in-kind works document to be completed and returned to City prior to any works commencing.
Cool rooms		✓	Cool rooms are generally related to bar and canteen facilities. Fit out is the responsibility of the Club, and to provide consistency and equity to all facilities, cool rooms and fridge maintenance is considered a Club responsibility.
Fridges		✓	Responsibility of the Club to repair, maintain and replace.
Bar tapware		✓	Responsibility of the Club to repair and maintain.
Furniture		✓	Any furniture not fixed to the building is the responsibility of the Club to repair, maintain and replace.
Security systems	✓	✓	Security systems must be approved by the City. Clubs are responsible for setting and locking of facilities after each use.
UTILITIES AND SERVICES			
Electricity consumption		✓	Payments for all operating costs are to be organised and paid by the Club.
Gas consumption		✓	Payments for all operating costs are to be organised and paid by the Club.
Water consumption		✓	Payments for all operating costs are to be organised and paid by the Club.
Phone lines		✓	Payments for all operating costs are to be organised and paid by the Club.

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NBN internet		✓	Please provide a copy of the current license agreement when enquiring. It is the responsibility of the Club to pay for the service.
Heating and cooling servicing	✓		Six monthly or annual servicing of air conditioning, split system units, electric and gas heaters are required and will be undertaken by the City's service contract.
Septic tank maintenance		✓	Day to day maintenance must be completed and recorded by the Club.
Septic tank repairs	✓		Repairs and replacement requests are to be submitted to the City by the Club.
Essential Safety Measures (ESM)	✓		The City will ensure that all ESM (fire extinguishers, exit lights, paths of travel) complies with regulation standards.
BUILDING SURROUNDS			
External painting	✓		The City will undertake external painting as part of an ongoing program, additional requests should be submitted by the Club to the City for consideration.
Roof, guttering and spouting	✓		Repairs and replacement requests are to be submitted to the City by the Club. Cleaning is completed under an annual City service contract.
Vandalism and graffiti	✓		Reports of vandalism and graffiti must be reported to the City and Police if required.
SPORTS FIELDS			
Irrigation maintenance	✓		If applicable, irrigation systems will be maintained and replaced by the City. Unless otherwise specified, this excludes, croquet, lawn bowls and turf cricket wickets.
Irrigation water consumption	✓		Irrigation water will be managed by the City and makes up a portion of seasonal fees and charges. Unless otherwise specified, this excludes croquet, lawn bowls and turf cricket wickets.
Wicket preparation		✓	Unless otherwise specified, turf wicket preparation is to be completed by the Club curator.
Synthetic wicket repairs	✓		Repairs and replacement requests are to be submitted to the City by the Club.
Covering of synthetic wickets	✓	✓	Sand covering and uncovering will be programmed by the City for change of season. Synthetic covering and uncovering is a Club responsibility.
Soccer goal nets		✓	Soccer goal net repairs are to be completed by the Club.
AFL goal post padding		✓	AFL goal post padding is the responsibility of the Club.
Baseball paths and bases		✓	Baseball paths and bases are to be maintained by the Club.
Line marking		✓	Line marking must be maintained throughout the season by the Club.

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SPORTS FIELD SURROUNDS			
Scoreboard and timekeeper buildings	✓	✓	Day to day maintenance such as software upgrades and hardware repairs should be undertaken by the Club. Requests for structural repair to the scoreboard must be reported to the City.
Player shelters maintenance	✓	✓	Day to day maintenance should be undertaken by the Club. Structural repair requests must be reported to the City.
Sports field fencing	✓		Repairs and replacement requests must be submitted to the City by the Club.
Grandstand maintenance	✓		Repair requests must be submitted to the City by the Club.
Sports field lighting	✓		Repairs and replacement requests must be submitted to the City by the Club.
Sports field lighting electricity consumption		✓	Payments for all operating costs are to be organised and paid by the Club.
Seating and bench maintenance	✓		Unless installed by the Club, repairs and replacement requests must be submitted to the City by the Club.
Entrance/ticket structures	✓	✓	Day to day maintenance should be undertaken by the Club and structural repair requests reported to the City.
Footpaths	✓		Maintained at the City's discretion and subject to budget prioritisation. Requests can be made by the Club to the City.
Car parks	✓		Maintained at the City's discretion and subject to budget prioritisation. Requests can be made by the Club to the City.
Sports field surrounds mowing	✓		Maintained through the City's service contract.
Playground auditing	✓		Completed by the City. Requests can be made by the Club to the City.
CRICKET			
Cricket net synthetic repairs	✓		Repairs and replacement requests are to be submitted to the City by the Club. Repairs will only be completed if the nets are publicly accessible, otherwise this is a Club responsibility.
Cricket net fencing repairs	✓		Repairs and replacement requests are to be submitted to the City by the Club. Repairs will only be completed if the nets are publicly accessible subject to budget availability.
Cricket soft netting repair		✓	Cricket soft netting repairs must be completed by the Club.



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TENNIS/NETBALL COURTS		
Court surface repairs	✓	Repairs and replacement requests are to be submitted to the City by the Club.
Court surface cleaning		✓ Operational cleaning must be completed by the Club.
Netball ring/net/goal padding replacement and repairs		✓ Netball ring/net/goal padding repairs and replacement must be completed by the Club.
Tennis court nets replacement and repairs		✓ Tennis court net repairs must be completed by the Club. Club to contact the City regarding any tennis post repairs for consideration.
Weed removal		✓ Responsibility of the Club to maintain if inside the court fence line.
Tennis/netball lights	✓	Repairs and replacement requests are to be submitted to the City by the Club.
Tennis/netball fencing	✓	Repairs and replacement requests are to be submitted to the City by the Club.
WASTE MANAGEMENT		
Rubbish/recycling bins		✓ Rubbish/recycling generated from Club activities must be disposed of in allocated bins arranged by the Club.
Waste collection fees		✓ Clubs will pay for the applicable service charge for waste collection.
Litter bins	✓	Public bins at reserves are for casual users of the reserve and will be collected by the City's service contract.
Event rubbish		✓ Clubs must clean the facility and surrounds following an event and dispose of rubbish in a suitable manner.

### Repairs, maintenance and service queries can be submitted via:

- An [online request](#)
- Emailing [requests@bendigo.vic.gov.au](mailto:requests@bendigo.vic.gov.au)
- Phoning 1300 002 642

*Please submit requests according to disciplines of trades where possible – for example please group all plumbing requests together and submit an additional electrical request if this information is known.*

Requests for upgrades and new developments should be submitted to Active and Healthy Lifestyles, [activeandhealthy@bendigo.vic.gov.au](mailto:activeandhealthy@bendigo.vic.gov.au)