

Smarter solutions for social infrastructure



● BUILDINGS MAINTAINED

2,098

Overview

Proudly New Zealand owned, Citycare Property delivers world-class services to social infrastructure across Aotearoa. Social infrastructure supports the communities we live in — such as Green and Blue Recreation spaces, and resources that supports Arts and Culture, Education, Health, Social Housing, Justice, Defence and Emergency services.

Our purpose is to enhance community wellbeing by building, maintaining and renewing the places and spaces that enrich our communities and make our neighbourhoods exceptional places to live and work.

We are deeply rooted in the communities we serve, with a team of over 700 kaimahi and an extensive subcontractor network operating nationwide. Our people contribute directly to the wellbeing of these communities by maintaining and managing social infrastructure assets that support everyday life.

We play a key role in improving the lives of those who rely on community infrastructure by providing building, retrofitting and upgrade capability to social and community housing, and education, aged care and community assets across the motu.

In 2022 we incorporated Spencer Henshaw, one of New Zealand’s longest standing property-maintenance companies, into the Citycare Property whānau.

With a workforce of 250 tradespeople and a subcontractor network of over 3,000, Spencers contribute significantly to our ability to deliver a wider range of property repair, maintenance and upgrade services providing.

This acquisition marks a significant milestone in Citycare Property’s growth, allowing us to offer a wider range of property repair, maintenance and upgrade services.

Our locations



Kaitiaki of the spaces where we connect

Citycare Property is the trusted choice for customers across Aotearoa when it comes to building operating, maintaining, renewing open spaces and facilities.

Whether buildings, parks, playgrounds, sports fields or community facilities, our team of dedicated professionals combines subject matter expertise with intimate local knowledge to make the best maintenance decisions to optimise assets.

It's important to us to collaborate with local stakeholders (suppliers, hapū, Local Boards) to ensure that the community benefits as much as possible, and to grow our collective capabilities.

By championing local people, businesses, community needs and ensuring value for money, we enhance the wellbeing of our communities and create greater outcomes for everyone.



Citycare Property services

● ASSET MANAGEMENT

- Asset capture and condition assessments
- GIS/GPS mapping of open space environments
- Asset performance reporting
- Lifecycle management and reporting
- Risk identification and management
- Planned preventative maintenance schedules
- Scenario modelling
- BWoF management.

● OPEN SPACE MAINTENANCE

- Turf and horticulture management
- Landscape design and consultancy
- Mowing and vegetation management
- Construction, installation and management of parks assets
- Public facilities management
- Graffiti removal
- Litter control and management
- 24/7 reactive management
- Sport turf management and renovations
- Tree management and arboriculture services
- Biodiversity and environmental consultancy and management
- Waterway and coastal enhancement and restoration
- Construction, installation and management of playground equipment
- Cemetery services and management.

● FACILITIES MANAGEMENT

- Facilities planned, proactive and reactive maintenance
- Building compliance
- Electrical and mechanical plant and equipment
- Plumbing and hydraulic systems
- Heating, ventilation, and air conditioning systems (HVAC)
- Vertical transport systems
- Fire protection and prevention systems
- Building fabric and structures
- Building management systems (BMS)
- Facility refurbishments and renewals
- Cleaning
- Pest Control
- Security
- Waste Management
- Asset Management and Planning
- Asset Condition assessments
- 24/7 Service and support centre
- Workforce Planning
- Supplier and subcontractor management.

● PLAYGROUNDS MAINTAINED

359



Construction & Capital Works

Our building construction division has significant expertise in everything from new builds to refurbishment and remodelling. We can operate alone, or in partnership with local venture partners.

With social infrastructure our primary focus, the work we complete helps to make our communities more vibrant and liveable.

Citycare Property operates in the vertical and minor construction spaces, primarily with local and central government agencies. Our building division has significant expertise in the full range of competencies, from new builds to refurbishment, structural strengthening and re-fitting.

Here at Citycare Property, we can work independently or in partnership with other design and construction experts. We also have a trusted network of subcontractors who share our values and our exceptional standards. Together we deliver outstanding results.

We specialise in safely and seamlessly integrating projects within live environments. This means we work with our customers to identify how facility/ infrastructure use can continue while construction work progresses. An example of this approach includes the delivery of 'live site' capability on more than eighty school projects across Aotearoa.

Renewal & Refurbishment

Our technical expertise is underpinned by more than 20 years' experience in the sector. Working closely with owners of social infrastructure, we ensure the best whole-of-life renewal investment decisions are made.

The Citycare Property team is skilled in identifying the optimal time to undertake renewals and refurbishment work with a view to reducing total cost of ownership and delivering whole-of-life asset value.

We have a proven track record in reducing reactive maintenance spend through the optimisation of planned maintenance and renewal programmes.

We work closely with customers and their tenants to minimise disruption and ensure as quick a turn-around of assets as possible. Our experience in retrofitting and working in constrained and challenging environments, particularly in the social housing sector, means we have assured capability as well as short turn-around cycles.



Facilities Management

The technology and processes we use, combined with significant resource management expertise, enable us to deliver effective and efficient service of key functions for our customers.

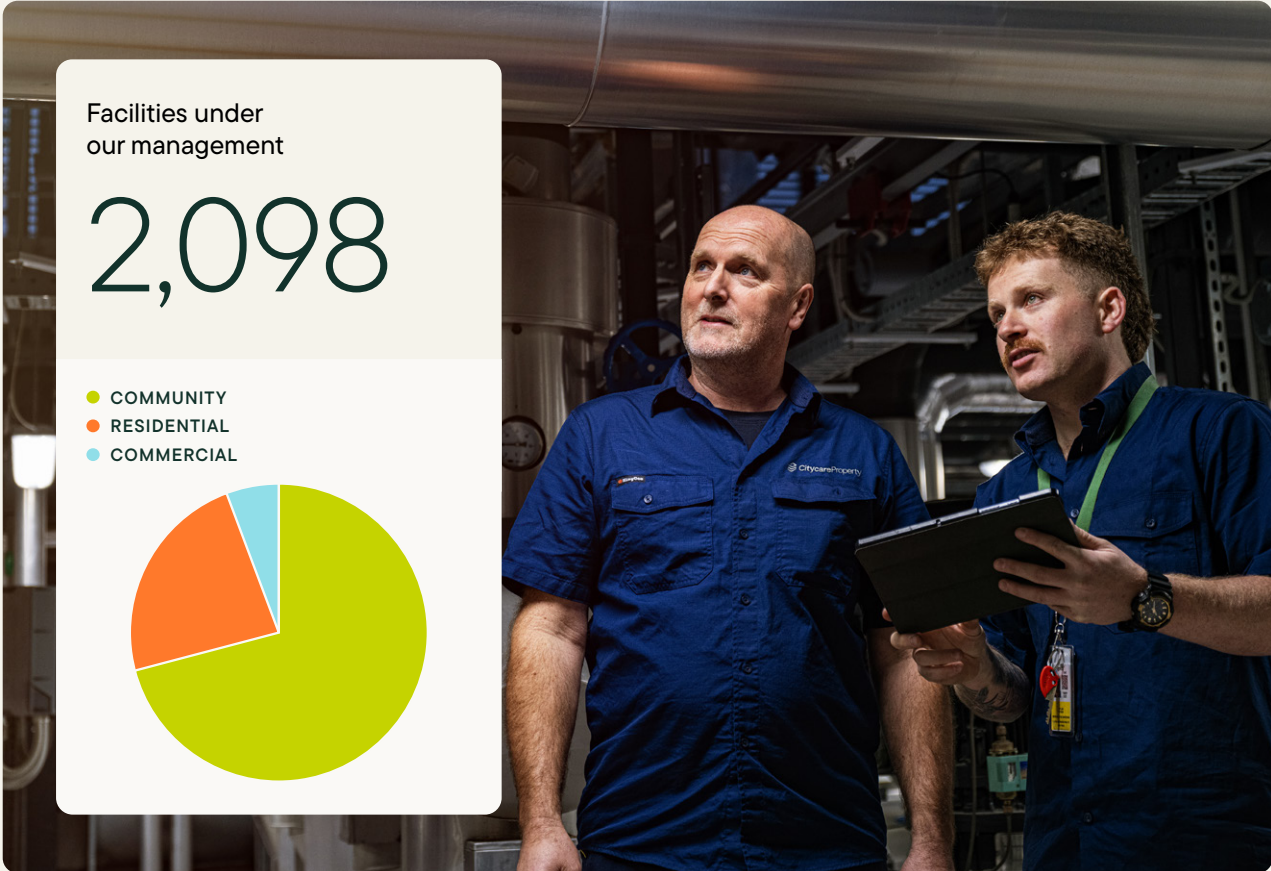
This includes maintenance and repairs, building compliance management, asset lifecycle planning, operations and cost optimisation and risk identification in conjunction with maintenance intervention and mitigation strategies. All our activities are underpinned by comprehensive and insightful reporting across our customer's estates and assets, providing information at hand on current performance and future decision making.

Citycare Property delivers at a local and national property level and are experts in the special requirements for delivering across Aotearoa,

and in people and content sensitive environments. We provide a full range of professional trades, from plumbers to electricians, from painters to carpenters, from HVAC experts to roofers. The delivery teams are supported by Citycare Property experts in Asset and Technical services, procurement, health, safety and environment, information technology and business process and standards.

Whether directly employed or sub-contracted by us, all our facilities maintenance teams are held to the highest standards of safety and quality and are ably supported by a 24/7 behind-the-scenes workforce management hub.

We are well-positioned to determine your current and future property needs based on compliance requirements, planned levels of service, budgets and can supply all, or any of our asset optimisation services.



Open Space Maintenance

Our teams take pride in raising the quality of the end-user experience of customer assets by providing superior, safe and accessible social infrastructure.

We work in partnership with our customers to maximise the whole life asset value. This is achieved through prudent asset management, innovation, continuous improvement and effective and efficient delivery of maintenance.

This approach is essential for providing our customers with budget certainty and the ability to prioritise spending.

As New Zealand's largest and most experienced provider of open space maintenance services, our contracts are primarily self-delivered by dedicated staff who are committed to supporting the country's clean green values.

With nationwide teams and resources, we combine local and seasonal expertise with the ability to quickly mobilise for emergency response — both locally and nationally, such as floods and extreme weather.

From playgrounds and reserves to parks, sports fields, cemeteries, waterways, and coastal areas, we provide specialist horticultural, arboriculture, biodiversity, landscaping and turf management services.



Benefits of working with Citycare Property

● RELIABILITY

- Excellent relationships with customers and partners are at our core.
- We listen to our customers to understand their unique needs and perspectives.
- We hold a reputation for delivering projects of unequalled quality, on time, on budget and to specification.

● HEALTH AND SAFETY

- The health, safety and wellbeing of our teams, contractors and customers is our key priority.
- We foster a 'no-blame' Health & Safety culture, encouraging openness, inclusivity, and collaboration in managing health and safety behaviours.
- Uphold uncompromising standards supported by rigorous in-house training to ensure everyone understands, commits to, and respects our processes and practices.

● SKILLED KAIMAHI

- Full responsibility for operations, inspections, testing, programming, subcontractor quality, and performance.
- Comprehensive health and safety auditing and reporting.
- Expertise across Human Resources, Health & Safety, Finance, Procurement, Marketing, Business Development, Fleet Management, Workforce Planning, and Sustainability.
- Committed to creating an inclusive workplace culture and actively support diversity, equity, inclusion and belonging initiatives.

● TECHNOLOGY

- Early adopters of technologies to get the job done efficiently and effectively.
- Event Manager is our innovative digital platform, offering customers a centralised source for job information, asset condition data, maintenance history, and cost tracking.
- Smart scheduling and location-based apps are used to improve travel efficiency, and minimise cost, disruption and our carbon footprint.

● INNOVATION

We are always looking to build innovation into our process. We have pioneered a number of innovative and cost-effective damage-avoidance solutions to date including:

- The use of damage-avoidance technology e.g. Laminated Veneer Lumber (LVL)
- Seismic upgrade techniques
- Disaster preparedness audits
- Readiness solutions
- Building inspections to identify problem areas.

● SUPPLY CHAIN COLLABORATION

- As a proud member of Amotai, Citycare Property collaborates with a national network of subcontractors across Aotearoa.
- All our subcontractors are approved under the Citycare Property Contractor Accreditation System to ensure the highest levels of health and safety compliance are maintained on site. They also have direct access to Citycare Property's Event Manager platform.
- We seek to partner with Iwi organisations to support broader outcome results in the work we undertake.

● WORKING SUSTAINABLY

- Citycare Property prioritises sustainability and environmental stewardship.
- Constantly seek innovative ways to prioritise carbon emissions reduction and effective waste management.
- Our teams have significantly reduced agrichemical use by adopting thermal weed treatments. Additionally, we utilise the industry-recognised Drift Containment Spray System (DCSS) technology, an environmentally friendly and reliable method for applying liquids to turf.

● COMMUNITY ENGAGEMENT

- Citycare Property is committed to the broader outcomes of supporting the communities we live and work in.
- We actively support youth employment through comprehensive initiatives, including robust pre-apprenticeship and apprenticeship programmes.
- We collaborate with community groups and schools to support initiatives such as planting, community gardens, clean-ups, and other local projects.

Proven track record

Our deep local knowledge and expertise enable us to consistently deliver projects and services of the highest quality.

Living in the communities where we work gives us a unique advantage — enhancing operational efficiency, service quality, and fostering meaningful community development.

We've set the standard for social infrastructure across Aotearoa. From maintaining local parks and preparing sports fields to constructing and preserving key public buildings, we take pride in ensuring that every community space we care for thrives, season after season. It's what we do.

Some of the organisations and agencies we are trusted by include:



As well as many other Local and Regional Government bodies.



● KAIMAHI ACROSS THE COUNTRY

700+



