



School Business Managers' Conference

Property Emergency Response

Workshop: 11 July 2019

Ministry of Education
Infrastructure Delivery Services

Topics covered

- What happens when a property emergency occurs
- Getting damage repaired
- Where to get help
- Avoiding damage – keeping school property safe



Typical types of incidents affecting school property

- Fire
- Water – from a sudden problem including a burst pipe or sprinkler
- Earthquakes, including events that happen following an earthquake, such as fire or a tsunami
- Extreme weather like storms, heavy snow, gales, lightning strikes and floods
- Building failure – other kinds of damage due to unforeseen events
- Lost or stolen keys

What to do after an emergency

- Visually check buildings and grounds (checklist provided at <http://education.govt.nz/school/property/state-schools/day-to-day-management/checking-your-property-after-a-major-incident/>)
- Let us know – contact your property advisor:
 - Phone call is OK
 - Follow up with an email when you can

What to do after an emergency

- Get a property professional to organise any urgent repairs (this person can be the *Emergency Response Coordinator*):
 - Up to \$10k you do not need competitive quotes
 - Over \$10K our insurance loss adjuster needs to get involved (we will initiate this)
- Agree with us on the scope of non-urgent repairs or reinstatement:
 - Budget approvals and implementation follows usual project management process
 - Loss adjuster will be involved in the process
 - We can help access a project manager

Major earthquakes

- If there is suspected building damage then a structural survey may be required – check with your property advisor
- Structural engineers are likely to prioritise their workload to concentrate on buildings which have the highest risk.
- School buildings over two stories and of heavy construction are checked by structural engineers after every significant earthquake as a precaution
- School timber framed buildings have been found to perform well in earthquakes

Where to get help

Each region has an ***Emergency Response Coordinator*** (ERC):

- Contracted to the Ministry and on call 24/7
- For fires, the contractor is usually notified directly by Fire & Emergency New Zealand (FENZ)
- For other emergencies call them directly
- Who they are and 24/7 contact details are available on our website

Where to get help

The ERC:

- coordinates the response effort with emergency services
- undertakes an inspection and arranges any urgent work to get the school functioning as quickly as possible
- organises emergency accommodation, security and safety at the school, if needed
- prepares the scope of work in liaison with you, your project manager, property advisor and loss adjuster.

What else can the ERC do?

- The ERC can provide the same services for school owned property but boards should separately insure these assets for remedial costs (we will cover our share of jointly owned buildings, up to SPG entitlement)
- The ERC can help with urgent maintenance work but the contract for these services is with the school

More information can be found here:

<http://education.govt.nz/school/property/emergency-contractors/>

Funding for putting things right

We have a form of insurance that covers:

- repairing school buildings owned by the Ministry
- replacing actual area lost as measured against the School Property Guide (SPG)
- demolishing damaged buildings
- costs, such as consultants' fees, that are part of the repair or replacement project.
- consequential costs such as:
 - temporary services like toilets or electricity generators
 - barriers or panels to provide safe access to the school.

Examples of what is not covered

- Contents – schools own these and separately insure
- The consequences of lack of maintenance or bad workmanship
- Land issues, including trees
- Vandalism

More information can be found here:

<http://education.govt.nz/school/property/state-schools/day-to-day-management/insurance/school-building-insurance-funding-programme/>

Paying for damage not covered by insurance

- Damage costing < \$5,000 is a school charge (the capitalisation threshold)
- Damage costing > \$5,000 is a 5YA charge.
- If you don't have enough 5YA funding to cover the damage, talk to your property advisor

Buildings owned by schools or others

- We only insure our own buildings or our share of buildings jointly owned with schools
- We pay not replace our share if the building is not justified by the roll relative to SPG entitlement
- Third parties, eg: community groups, must insure their own buildings or buildings jointly owned with schools

Loss Adjuster

- We have a national contract for loss adjuster services. This is common with all major insurance schemes
- The loss adjuster ensures what is being claimed against our insurance policy is legitimate

Loss Adjuster

We will call in a loss adjuster for damage that is > \$10K in value to:

- investigate the cause and confirm that the loss is covered by our insurance
- meet with you to identify risks and hazards, and review any security measures taken by the Emergency Response Coordinator (ERC) or your project manager
- review the scope of work prepared by the ERC and estimate remedial costs (for tendered work, the building plans must be developed with, and approved by, the loss adjuster before work can start)

A word about keys

- Paying for replacement keys is covered under our insurance.
- Regular claims are made so keep control of your school's keys by:
 - having a register of all keys, with the names of who has them
 - keeping the number of keys issued to people at a minimum
 - managing master keys

Master keys

- Master keys are keys that will open all important locks in the school.
- You can minimise the number of locks that require replacement if the master key is lost or stolen by having a master key that accesses a keypad system which can then be used to unlock the rest of the school. Then if the master key is lost, only one lock needs to be replaced.
- Manage your master keys by:
 - keeping them in a secure place at all times
 - access limited to key people and location not recorded
 - not labelling them with the school's name

Some horror stories

- Lift engineer was given a master key to access service areas and then dropped the key down the lift shaft – cost \$38k
- Teacher gave a set of keys to a student to access a locked room. The key ring had a master key. Student forgot to return the keys and left them in his bag at McDonalds – cost \$18k
- Master key was securely locked in the petty cash box behind the office counter. Someone leaned across the counter and took off with the secure box – cost \$30k
- The caretaker went to the school sports day and left the master key in full view on his car's front seat with the door unlocked – cost \$60k

Insurance cover for keys

- You are covered under our School Buildings Insurance Funding Programme for lost or stolen keys up to \$50k
- Once only claim
- As a solution we would encourage an electronic swipe card system, which means a lost swipe card can be deactivated and you don't have to change any locks.
- If you are buying a new locking system, always order spare key barrels.
- This lets you replace a barrel instead of the entire lock if a key is lost.

Avoiding emergencies

- Fire is the most common catastrophic event in schools
- Most fires happen outside school hours and caused through illegal trespass (arson)
- Many schools make it easy for would be arsonists

Holiday property checklist for schools

- Check you have turned off potential hazards, eg: water and power
- Ensure that any items that could fuel an emergency event are put away securely, **ie: remove rubbish bins and empty them**
- Ensure you have the appropriate security in place for your school
- Ensure that your own insurance cover is up to date
- Ensure that you know your school's emergency contacts

FENZ Checklist

1 KEEP RUBBISH BINS AND SKIPS WELL AWAY FROM OUTSIDE WALLS

- We recommend you keep all fixed bins and wheelie bins at least two metres away from all buildings
- Lock and secure bins so they can't be moved up against buildings.



FACT: MOST SCHOOL FIRES ARE STARTED USING RUBBISH & OTHER EASY-TO-BURN ITEMS

2 REMOVE MATERIALS THAT CAN BE USED TO SET FIRES

- Empty bins every night and weekend if school grounds are being used e.g. sports, fairs
- Remove loose combustible items from under buildings e.g. timber, desks, school crafts
- Lock recycle bin lids after hours
- Monitor school boundaries, as nearby rubbish can be easily carried to school grounds.



FACT: MOST SCHOOL FIRES LIT BY YOUNG PEOPLE ARE OPPORTUNISTIC

3 INSTALL/INCREASE SECURITY LIGHTS

- Leave external lights on or increase timer periods for sensor lights
- Cut back vegetation to make school buildings more visible & minimise places for arsonists to hide.

FACT: THE LARGEST FIRES ARE SET AT NIGHT. ADDITIONAL SECURITY LIGHTS HAVE REDUCED FIRES & VANDALISM IN BRITISH SCHOOLS

4 INVOLVE THE COMMUNITY

- Ask neighbours and parents to keep an eye on the school and report any fires and serious vandalism to Police immediately.

5 CONFRONT ALL FIRE-SETTING BEHAVIOUR, NO MATTER HOW SMALL

- Report minor fire lighting to Police as it has been shown it is likely to continue
- Increase night security patrols during November
- The Fire Service offer a **FREE** programme to assist where young people are showing a fascination about fire. For further advice about the Fire Awareness Intervention Programme (FAIP) call **0800 FIREINFO** or visit our website www.fire.org.nz/FAIP. This programme is highly effective in ending fire-setting behaviour. The intervention can be directed at known fire-setters or to school groups when it is not known who is lighting the fires
- Record all information about fire-setting incidents for possible use by the Fire Service.

FACT: SCHOOLS OFTEN HAVE A SPATE OF SMALL FIRES ON THEIR GROUNDS BEFORE A MAJOR ARSON ATTACK

GET FIREWISE

Order resources from our Get Firewise programme to teach children general fire safety. Go to www.getfirewise.org.nz to order these resources, and feel free to get in touch with us through this page if you have any queries.



Winter precautions

- A properly maintained school is better able to cope with extreme weather and regular maintenance is essential to keep schools safe and free from hazards all year round.
- Timely maintenance also keeps warranted products maintained to manufacturers' standards.
- Some maintenance tasks are especially important during winter conditions and in times of high humidity it can be necessary to increase ventilation and consider the use of dehumidifiers.

Winter precautions

- To keep schools safe and protected make sure:
 - gutters are regularly cleaned
 - pipes are lagged in areas with heavy frost
 - windows in unused buildings are opened regularly
 - snow straps are put on spouting in areas likely to experience snow
 - trees are trimmed and any dead or unsafe trees removed
 - the boiler or heating system is thoroughly checked and any repairs made before the heating season
- General contractors can usually do most routine maintenance but in some cases, a specialist may be required to, for example, maintain a boiler or deal with tree pruning or removal

Guidance on school maintenance is available at:

<https://education.govt.nz/school/property/state-schools/day-to-day-management/property-maintenance/>

Civil Defence

- Schools can decide whether to be a relief centre in a civil emergency - unless that decision is made for them by emergency requisition (section 90 of the Civil Defence Emergency Management Act 2002).
- Otherwise there is usually an agreement about protocols and space usage

More information can be found here:

- <http://education.govt.nz/school/property/state-schools/day-to-day-management/leasing-or-hiring-to-third-parties/civil-defence-emergency-relief/>
- <http://www.legislation.govt.nz/act/public/2002/0033/latest/DLM151403.html>

Where to get help

Property staff contact details

This page lists the Ministry staff you can contact to discuss all your school's property needs. The information is sorted by region.

- ▼ Northern
- ▼ Central North
- ▼ Central South
- ▼ Southern

Key

- PA — Property Advisor
- SPO — School Property Officer
- CM — Case Manager

Northern

SUPPORT TEAM			
FIRST POINT OF CONTACT	SECOND POINT OF CONTACT	THIRD POINT OF CONTACT	FOURTH POINT OF CONTACT
General enquiries Property.North@education.govt.nz	Jayne Taylor-Clarke Infrastructure Manager, Auckland	Sandra Orr Regional Infrastructure Manager, Northern	Brian Mitchell Group Manager Infrastructure Advisory

ANY
QUESTIONS

?