



SPACE USE PROCEDURES

Section	DVC University Services
Contact	Executive Director Estates
Last Review	April 2024
Next Review	April 2027
Approval	12 April 2024
Effective Date	23 April 2024

Purpose:

This document provides direction on the type, configuration, allocation, and utilisation standards for spaces Massey University provides for staff and students.

These procedures should be read in conjunction with the Space Use Policy.

Allocation and Utilisation of Space at Massey University

New builds, refurbishments, or design:

1. The university will strive to create and maintain high-quality and fit-for-purpose buildings and spaces.
2. When considering new builds or major refurbishments, staff must adhere to the following:
 - Staff developing Strategic Assessments or Business Cases proposing new facilities or major refurbishments of existing spaces are to liaise with Estates Management at the outset for advice and alternative solutions.
 - Asset data (typically held in MAXIMO) relating to space condition, utilisation and occupancy will be used to inform decisions relating to rationalisation, new build, refurbishment or redesign.
 - Decisions relating to teaching (specialised and general) and meeting spaces will be further informed by data from the central student timetable regarding the availability and utilisation of similar existing and fit-for-purpose spaces.
 - Space will be designed to comply with the New Zealand Building Code.
3. New buildings will be designed to achieve the following:
 - Green Building Council of New Zealand 5 Star Green Building rating
 - Appropriate NABERSNZ¹ rating
 - Energy efficiency and low carbon content
 - Flexible and efficient floorplans that maximise utilisation rates.
 - A mix of workspace solutions, including the neighbourhood model
 - Reduced single-purpose dedicated space in favour of shared spaces.
 - The inclusion of a Te Tiriti cultural narrative by design. This means that spaces will be designed in ways

¹ National Australian Built Environment Rating System (NABERS) adapted for New Zealand.



that reflect cultural values and weave in te ao Māori, whakapapa, and local history.

- Reduction in circulation and non-useable areas
- Increased shared use of spaces such as staff rooms, kitchens, social and informal meeting spaces.
- Enhanced student experience and learning outcomes.
- Enabling high-quality teaching and research
- Provision of the optimum service level throughout the life of the asset.
- New Zealand legislative requirements

Teaching and research space utilisation:

4. The university will monitor space utilisation using electronic people counters and/or periodic utilisation audits. Utilisation data will inform space planning and rationalisation and will benchmark against the indicative Space Utilisation Rates in the Tertiary Education Facilities Management Association (TEFMA) Space Planning Guidelines² (SPG) as a minimum target.
5. TEFMA's SPGs recommend targeting 75% room frequency. This is a shift from analysing space utilisation by means of the calculation $U\% = RF \times Occ$ (utilisation equals frequency multiplied by room occupancy). In other words, rather than using room bookings or manual audits only, for example, the use of more accurate electronic methods will help to enable optimum space use.
6. For effective space utilisation, all student-facing teaching spaces are centrally managed by Estates Management timetabling/scheduling team. Normal hours of teaching are 8:00 am to 6:00 pm (i.e., the last class scheduled at 5:00 pm) from Monday to Friday. Later classes are available on request. See the Timetabling and Room Booking Policy for further details.
7. Activities such as block courses and wananga may also be booked through the Timetabling/scheduling team.

Allocation of workstations/points:

8. Where space is created as part of a new build project, initial bulk allocations will be made by the Project Delivery Team in consultation with stakeholders and the approval of the Project Steering Group (PSG). The specific allocation of workstations/points will remain with the HoS/HoD/PVC/DVC as part of the assigned space process.
9. Where space is shared by different departments, the Project Delivery Team (for new builds) will facilitate stakeholder forums to identify and resolve the operational aspects required for successful shared use.
10. Where the stakeholders are unable to reach an agreement on the parameters of shared use, the matter will be raised with the PSG for final determination.
11. The PSG may invite HoS/HoD/PVC/DVC non-members to attend as appropriate in the interests of resolving any remaining issues. In considering the allocation of workstations/points in a shared-use environment, the criteria described in Table 1 shall apply.
12. In some situations, there are limitations on the type and quantity of space available. In those circumstances, staff will be allocated a workspace type on a prioritised basis, per Table 1.
13. Table 1 below describes the types of workspaces provided by Massey and provides prioritisation criteria

² <http://www.tefma.com/uploads/content/26-TEFMA-SPACE-PLANNING-GUIDELINES-FINAL VER 4.0>

for the local allocation of space, where that space is part of a larger block assigned to a College/School or Business Unit (or assigned to multiple units in a shared arrangement). These criteria are a prioritisation tool only and may not be reverse engineered as a 'standard' or rationale for a particular type of space to be provided in any other circumstance.

Table 1:

Type of workspace	Description of use	Allocation Criteria
Dedicated Workspace (Desk space)	Space (desk) that is for the exclusive use of a particular role or for a specific project. A dedicated workspace may be shared or single occupancy. This will likely be part of a neighbourhood design.	<ul style="list-style-type: none"> Staff who typically spend three days per week or more on campus OR <ul style="list-style-type: none"> Post-graduate students (shared occupancy or neighbourhood layout)
<ul style="list-style-type: none"> 3 full-time equivalent days per week = dedicated workspace 		
Shared Workspace (Desk space)	An allocation of space (desk) assigned to two or more users. Spaces may or may not be dedicated.	<ul style="list-style-type: none"> Staff who typically spend 1-2 days per week on campus OR <ul style="list-style-type: none"> Staff with flexible work arrangements that attend campus less than 22.5 hours per week. OR <ul style="list-style-type: none"> Staff who have shared workspace on an alternate campus. OR <ul style="list-style-type: none"> Staff who are unable to have a dedicated workspace due to space limitations. OR <ul style="list-style-type: none"> Staff who are ineligible because they do not meet the allocation criteria
<ul style="list-style-type: none"> Less than 3 full-time equivalent days per week = shared workspace 		
Hot-desk Spaces	Multi-occupant workspace is possible across departments or colleges where no individual is assigned a particular seat. This may take the form of a central Business Centre model.	<ul style="list-style-type: none"> Staff who have dedicated space on an alternate campus. OR <ul style="list-style-type: none"> Staff who typically spend less than three days per week on campus and are not sharing a space. OR <ul style="list-style-type: none"> Staff who are unable to have a dedicated workspace due to space limitations. OR <ul style="list-style-type: none"> Staff who are ineligible because they do not meet the allocation criteria



Visitor Spaces	Bookable space is assigned for the use of visitors. Visitor spaces may be shared/multiple or single occupancy.	<ul style="list-style-type: none"> • Visitors requiring interim space for a short visit or a fixed duration. This may also include hot desk space if appropriate. <p>OR</p> <ul style="list-style-type: none"> • Fixed-term relocation (of 3 days or more per week) of a staff member onto an alternate campus
Neighbourhood Spaces	Default design for staff solutions, enabling collaboration, open light space. Suitable for general use where similar activities are being undertaken. Access to convenient enclosed spaces for privacy and meetings is important. Spaces may be a mix of dedicated, hot desk and visitors.	<ul style="list-style-type: none"> • Suitable for all, depending on the mix within the space

Enclosed Workspaces	General Principles
<p>This may take the form of a walled office, or ‘pod’ allowing for future floor reconfiguration. May be single or multiple occupancy.</p> <p>Typically, not an efficient design solution and to be used sparingly to compliment the neighbourhood layout.</p>	<ul style="list-style-type: none"> • Enclosed workspaces may or may not be available in a particular area. • Genuine and high-volume privacy/confidentiality requirements (relative to other BAU users) may justify the use of an enclosed workspace. • However, an enclosed workspace is not a right. • Quiet space for ‘write-ups’ or research is not a criterion for an enclosed workspace; however, there are spaces across the campuses that can be used for this purpose. • Quiet/private space required for work and/or study is being accommodated by space design. • Staff are expected to adjust to using privacy/meeting rooms when required for confidential conversations or specific quiet activity

Space Design and Allocation Authority:

14. Oversight and review of development proposals (Strategic Assessments, Business Cases and Campus Development Plans) is vested in the Estates and Infrastructure Advisory Committee (EIAC). The EIAC is part of the semi-annual business case submission process and will interrogate submissions before

making recommendations to SLT for final approval.

15. The design of new and refurbished space will be in accordance with the relevant CDP and this procedure and is the responsibility of Estates Management in consultation with the key stakeholders and the sponsor of the project (typically via the Project Steering Group forum).
16. The development of the floorplans will be undertaken by the Project Delivery Team and represent a mix of functional spaces appropriate to the project business case. The accommodation layouts will represent efficient use of space and evolve over the design development stage as stakeholder details and needs are understood. Stakeholder input does not take precedence over the design principles of the Space Use Policy and Procedures or the strategic goals of the university.
17. Allocation of available spaces to individual staff will be made by the HoS/HoD (or PVCs/DVCs where multiple units are involved) using the criteria at Table 1 but noting their discretion to make a unique determination if required. The relevant Project Steering Group (or sub-group) will approve the final allocations.
18. In the event that agreement cannot be reached, the proposed allocations (and counterproposal) will be referred to the EIAC for resolution. The decision of the EIAC will be binding on all participants.
19. Space allocations and relocations within existing buildings are the responsibility of Estates Management, except where that movement is occurring within an 'assigned' area of space. If the movement is within an assigned area, then the HoD/HoS/PVC/DVC can make that reallocation and simply notify Estates Management of the change.
20. Those who wish to reduce space should be referred to the Estates Management National Space and Property Manager in the first instance, utilising the request process via [AssystNET - Request a room or building move \(axiossystems.com\)](#). This form feeds into the university's space management process.
21. Space optimisation initiatives including significant building alterations, spatial consolidations and relocations will be reported to the EIAC. Initiatives will be planned and managed by Estates Management in consultation with affected stakeholders. Planning and implementation of space optimisation initiatives will adhere to the Space Use Policy and the procedures within this document.

Definitions:

Enclosed workspace	A cellular workspace that is fully enclosed; such space may be single or shared occupancy.
Dedicated workspace	An allocation of space that is for the exclusive use of a particular role or for a specific project. Dedicated workspaces may be shared or single occupancy.
Hot-desk space	A workspace that is not allocated to a particular occupant and is available for use by anyone with access to that workplace. A hot desk may be bookable or ad hoc in its use.
Activity-based workspace	A floor plan without fully enclosed spaces or distinct rooms with a variety of spaces tailored to meet needs of a specific activity e.g., quiet writing, collaborative discussion, etc.

Neighbourhood workspace	This is the default design for staff solutions, which enables collaboration and is an open, light space. This design is suitable for general use where similar activities are being undertaken, so can host multiple functions or teams. Access to convenient enclosed space for privacy and meetings is available. Spaces may be a mix of dedicated workspaces, hot-desks and visitor spaces.
Shared workspace	An allocation of space assigned to two or more users. Spaces in the shared workspace may or may not be dedicated spaces and may or may not be enclosed spaces.
Single occupancy	A space that is utilised by one user at a time only, single occupancy workspaces can be dedicated, shared or hot-desk workspaces.
Space	The built environment owned or leased by Massey University.
Visitor	A person other than a university staff member or student who is given temporary access to or use of university resources and facilities.
Visitor Space	Workspaces assigned for the use of visitors may be shared/multiple or single occupancy.
Work point	A place for someone to work i.e., workstation, booth, café style table.
Workspace	A space allocated to support work activities, e.g., a workstation in activity-based workspace, desk in shared room, or single occupancy office.

Audience:

Massey University staff, students and external parties involved in the development, design, refurbishment or construction of the Massey Estate.

Relevant legislation:

Health and Safety at Work Act 2015
New Zealand Building Code
Building Act 2004
Building (Earthquake-prone Buildings) Amendment Act 2016

Legal compliance:

Nil.

Related procedures / documents:

Space Use Policy
Timetabling and Room Booking Policy
Equal Employment Opportunities Policy
Health, Safety and Wellbeing Policy- Ohu Hauora, Haumaru



Flexible Working Arrangements Information
AssystNET – Request a room or building move (axiossystems.com)

Document Management Control:

Prepared by: Executive Director Estates
Authorised by: DVC University Services
Approved by: Senior Leadership Team
Date issued: April 2024
Last review: April 2024
Next review: April 2027