

Smarter solutions for social infrastructure



● BUILDINGS MAINTAINED

5,700+

Te Rua Archives New Zealand, Wellington

Overview

Proudly New Zealand owned, Citycare Property delivers world-class management and maintenance services to social and critical infrastructure across Aotearoa.

We look after infrastructure that supports community wellbeing including green and blue recreation spaces as well as managing facilities for local and national government customers, and organisations across education, health, justice, police, defence, emergency services, and social housing sectors.

Across the motu, we care for these spaces through smart maintenance, expert management, and responsive construction services. We look after the spaces where communities live, work and come together — from parks and playgrounds to public buildings, housing and schools.

We are deeply rooted in the communities we serve, with a team of over 1,000 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.

Citycare Property is part of City Care Limited, a New Zealand Limited Liability Company 100% owned by Christchurch City Holdings Limited (CCHL).

As a Kiwi owned company, we invest in outcomes that benefit future generations. We are a company that contributes to the economic and social wellbeing of Aotearoa, shaping our future through close collaboration with our stakeholders including customers, suppliers, and iwi.

Our locations



Kaitiaki of the spaces where we connect

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

From buildings, parks and playgrounds to sports fields and community facilities, our dedicated team combines subject matter expertise with local knowledge to make informed maintenance decisions that optimise assets and support the people who use them.

We work closely with local partners, including suppliers, iwi and hapū, and Local Boards, to create lasting value, strengthen capability and deliver outcomes that reflect the needs of each community.

By championing local people, businesses and community priorities, while ensuring value for money, we help enhance wellbeing and create better outcomes for everyone.





Citycare Property services

● ASSET MANAGEMENT

Strategic Asset Management

- Asset lifecycle planning and renewal forecasting
- Risk-based investment and capital planning
- Asset management maturity improvement
- ISO 55000 and IIMM aligned practices

Asset Information Capture and Management

- Asset register development and governance
- Asset data validation and quality assurance
- GIS, spatial data and digital asset management
- AMS/CMMS implementation and optimisation
- Asset lifecycle data management and integration

Condition, Performance & Analytics

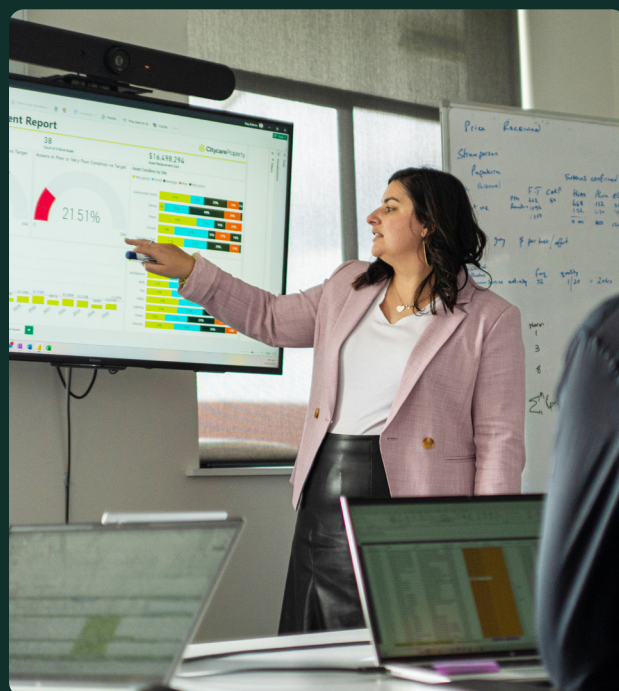
- Condition assessments and asset inspections
- Remaining useful life and renewal analysis
- Asset performance and reliability reporting
- Power BI dashboards and asset intelligence
- Scenario modelling and decision support

Maintenance Optimisation

- Planned preventative maintenance (PPM) strategies
- Compliance and statutory maintenance
- Reliability and condition-based maintenance
- Reactive maintenance reduction programmes
- Maintenance performance optimisation

Technical Advisory Services

- Asset management frameworks and policies
- Asset governance and process development
- Business cases and investment planning
- Technical standards and compliance advice
- Customer capability uplift and training



● 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
- Sports 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)
- BWoF management
- Facility refurbishments and renewals
- Cleaning
- Pest control
- Security
- Waste management
- 24/7 service and support centre
- Workforce planning
- Supplier and subcontractor management



● PROJECT MANAGEMENT, REFURBISHMENT & CAPITAL WORKS

- End-to-end project management services
- Medium scale construction
- Facility and amenity upgrades and refurbishment
- Playground design and construction
- Structural strengthening

● PLAYGROUNDS MAINTAINED

350+



Project Management, Refurbishments & Minor Capital Works

Citycare Property has a national project delivery business with project management, refurbishments and minor capital works capability trusted across New Zealand's social infrastructure sector. We specialise in upgrading and enhancing facilities to improve functionality, extend asset life, increase resilience and create better outcomes for the people who use them every day.

Our project delivery teams provide end-to-end management, ensuring projects are planned, coordinated and executed safely, efficiently and with minimal disruption to operations.

With a strong regional presence across New Zealand, we combine local knowledge and relationships with the backing of a national organisation. Our delivery model leverages Citycare Property's in-house capability across project management, construction, maintenance and specialist trades, while partnering with trusted local subcontractors and suppliers. This approach enables us to build local capacity, create economic opportunities within the communities we serve and deliver responsive, cost-effective project outcomes.

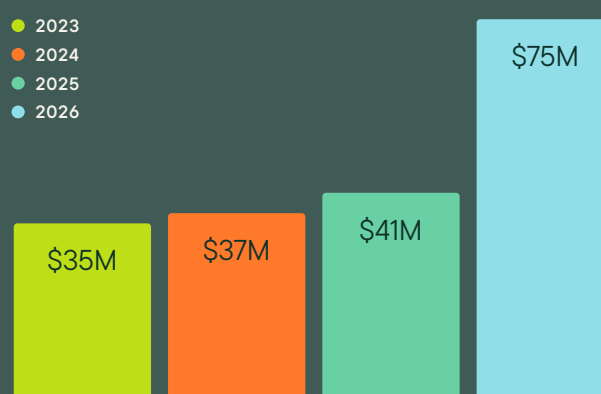
Sustainability is embedded in the way we deliver projects. We work closely with customers to identify opportunities to reduce environmental impacts through waste minimisation and diversion, material reuse and the incorporation of recycled and sustainable products wherever practical.

A key strength of our team is delivering projects within live operational environments. We work collaboratively with customers, tenants and stakeholders to ensure facilities can continue operating safely while upgrades and refurbishment works are underway. This capability has been demonstrated across schools, airports, community facilities, recreation facilities, defence infrastructure, conservation and environmental assets, and social housing environments, where maintaining access, safety and continuity of service is critical.

Project Values
(\$m per financial year)

75M

● 2023
● 2024
● 2025
● 2026



SOME OF OUR RECENT PROJECTS

● TAKAPŪNEKE RESERVE, AKAROA

Preserving the past for the future through the physical and spiritual restoration of a place of national significance.



● CHRISTCHURCH INTERNATIONAL AIRPORT

Delivering standout spaces and experiences. From indoor playgrounds, domestic lounges to the iconic Spitfire plane replica.



● TE PUNA RARANGA

Construction of a new home for weaving, learning and cultural connection at the Auckland Botanic Gardens.



● NATIONAL LIBRARY OF NEW ZEALAND

Installing solar panels to support the Department of Internal Affairs' sustainability goals.



Integrated Asset and Facilities Management Services

Our technology, processes and resource management expertise enable us to deliver reliable, efficient facilities management for customers across Aotearoa.

Our services include maintenance and repairs, building compliance, asset lifecycle planning, operations and cost optimisation, and risk identification. These are supported by maintenance intervention and mitigation strategies, along with clear, insightful reporting across customer estates and assets. This gives customers visibility of current performance and supports better long-term decision making.

Citycare Property delivers facilities management at both local and national scale. We understand the specific requirements of working across Aotearoa, including in sensitive, high-use and customer-facing environments.

Our delivery teams include a full range of trades, including plumbers, electricians, painters, carpenters, HVAC specialists and roofers. They are supported by Citycare Property specialists across asset and technical services, procurement, health and safety, environmental sustainability, information technology, business process and standards.

Whether directly employed or subcontracted, our facilities maintenance teams are held to high standards of safety and quality, supported by a 24/7 workforce management hub.

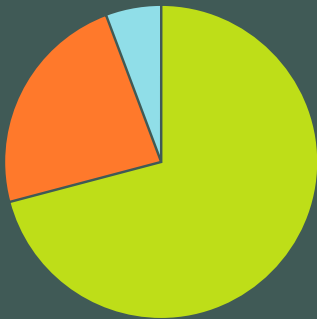
We help customers understand their current and future property needs, considering (or 'accounting for') compliance requirements, planned levels of service and budget settings. From there, we can provide a full suite of asset optimisation services or tailor support to specific requirements.



Planned preventative
maintenance (PPM)
jobs completed

1M+

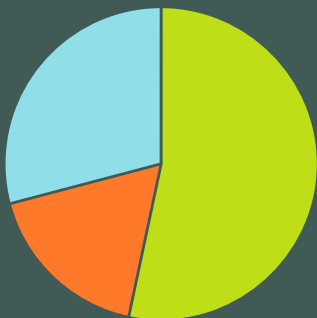
- COMMUNITY
- RESIDENTIAL
- COMMERCIAL



Reactive jobs
completed

40K+

- FACILITIES MAINTENANCE
- OPEN SPACE
- UTILITIES



Open Space Maintenance

Our open space teams take pride in creating safe, accessible and well-presented spaces that enhance the experience of the people who use them.

We work in partnership with customers to maximise whole-of-life asset value through prudent asset management, innovation, continuous improvement and reliable maintenance delivery. This approach helps provide budget certainty and supports better prioritisation of investment.

As the largest and most experienced Kiwi-owned provider of open space maintenance services, we primarily self-deliver our contracts through dedicated teams who care for the spaces that reflect New Zealand's clean, green identity.

With nationwide teams and resources, we combine local and seasonal expertise with the ability to mobilise quickly for emergency response, from localised events to major floods and extreme weather.

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

Open spaces we maintain

9,200+

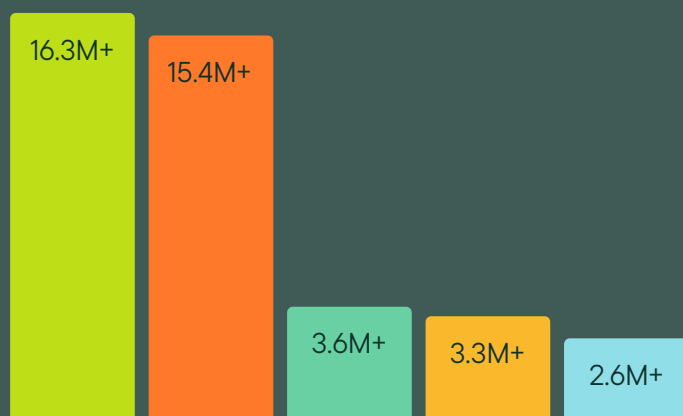
● NORTH ISLAND
● SOUTH ISLAND



Open spaces maintained by area (m²)

41.2M+

- GARDENS
- GRASSED AREAS
- BUSHES
- BERMS
- SPORTS FIELDS AND COURTS



● ANNUAL PLANTING PROGRAMME

100,000+



Benefits of working with Citycare Property

● TRUSTED TO DELIVER

- We build strong, long-term relationships with customers and partners, based on trust, transparency and consistent delivery.
- We take time to understand each customer's needs, priorities and operating environment, so we can tailor our service and respond effectively.
- We are known for delivering high-quality projects and services safely, on time, within budget and to agreed specifications.
- We provide dependable support through 24/7 workforce coordination, helping customers respond quickly to urgent issues and changing priorities.
- Our national footprint, local teams and established subcontractor network give customers confidence that we can maintain service continuity across Aotearoa.
- We are experienced and responsive in a crisis, maintaining essential services and safe access in live, sensitive, high-use environments.



● PEOPLE AND SAFETY AT THE HEART OF EVERYTHING WE DO

- We put the health, safety and wellbeing of our teams, contractors, customers and communities at the heart of everything we do.
- We foster a 'fair play', learning-focused health and safety culture that encourages openness, inclusion and collaboration in identifying risks and improving safe work practices.
- We uphold high standards through rigorous in-house training, clear processes and practical support, ensuring our people understand, commit to and respect safe ways of working.
- We proactively identify, manage and review risks across our operations, helping maintain safe environments for our people and the public.



BENEFITS OF WORKING WITH CITYCARE PROPERTY

● SKILLED AND DEDICATED KAIMAHI

- We develop and retain skilled kaimahi across our operations and support functions, building capability that strengthens service delivery for customers.
- We invest in continuous learning, with on-the-job training from day one and support for kaimahi to achieve nationally recognised qualifications.
- Our people bring practical expertise across operations, inspections, testing, programming, subcontractor quality and performance management.
- We take ownership of quality, safety and compliance through skilled supervision, auditing and reporting.
- Our mix of experienced tradespeople, technical specialists and local teams gives customers confidence that work is delivered by people who understand their assets, environments and communities.



● TECHNOLOGY THAT DRIVES BETTER OUTCOMES

- We are early adopters of tools and systems that improve efficiency, visibility and consistency across the services we deliver.
- Our Event Manager platform gives customers a centralised view of job information, asset condition data, maintenance history and cost tracking, supporting clear reporting and informed decision making.
- We use smart scheduling and location-based applications to optimise travel, reduce disruption, minimise costs and lower our carbon footprint.
- We turn operational data into practical insights, helping customers better understand asset performance, prioritise investment and plan for the future.



BENEFITS OF WORKING WITH CITYCARE PROPERTY

● BETTER VALUE THROUGH PRACTICAL INNOVATION

- We are always looking to build innovation into our process to improve productivity, deliver more value, and enhance the services we provide.
- 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 and logistics support
 - + Building inspections to identify problem areas.



● INCLUSIVE AND DIVERSE NATIONAL SUPPLY CHAIN

- As a proud member of Amotai, we support supplier diversity and work with Māori and Pasifika businesses and social enterprises to create broader social and economic outcomes across Aotearoa.
- We collaborate with a national network of approved subcontractors, combining local capability with the scale and consistency needed to deliver for customers across the motu.
- Our subcontractors are accredited through the Citycare Property Contractor Accreditation System and supported by our Event Manager platform, helping maintain safe, transparent and consistent delivery on site.
- We partner with iwi organisations and local suppliers where possible to strengthen community capability and support social, cultural, economic and environmental outcomes through the work we deliver.



BENEFITS OF WORKING WITH CITYCARE PROPERTY

● WORKING SUSTAINABLY FOR COMMUNITIES

- We prioritise sustainability and environmental stewardship in the way we plan, deliver and improve our services.
- We actively seek innovative ways to reduce carbon emissions, minimise waste and support more sustainable asset outcomes for customers and communities.
- Our teams reduce environmental impact through practical initiatives such as thermal weed treatments, which significantly reduce agrichemical use, and Drift Containment Spray System technology, which provides a more targeted and environmentally responsible approach to turf treatment.
- We use smarter scheduling, local delivery teams and technology-enabled planning to reduce unnecessary travel, improve efficiency and lower emissions across our operations.



● GIVING BACK AND WORKING ALONGSIDE COMMUNITIES

- We support the communities where we live and work by contributing to local initiatives that strengthen wellbeing, connection and environmental care.
- We actively support youth employment and work-readiness pathways, including through the Limited Service Volunteer programme run by the Ministry of Social Development and the New Zealand Defence Force.
- We collaborate with community groups and schools on practical local projects, including community planting, kai gardens, park and reserve clean-ups and other initiatives.
- We work alongside iwi, hapū, customers and local partners to understand community priorities and support outcomes that create lasting value.



Proven track record

Our deep local knowledge and technical expertise enable us to deliver projects and services to a consistently high standard.

Our local teams are part of the communities they serve, giving us a practical understanding of local needs, environments and priorities. This strengthens responsiveness, service quality and long-term community outcomes.

Across Aotearoa, we bring proven experience in caring for social infrastructure. 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.



A man and a woman, both wearing high-visibility orange safety vests over dark clothing, are looking down at a tablet computer. The man is on the right, leaning over, and the woman is on the left, holding the tablet. They appear to be outdoors in a grassy area. The image is used as a background for a report or presentation.

● KAIMAHI ACROSS THE COUNTRY

1,000+

