

28 May 2026

LGOIMA No. 8140018993
(Please quote this in any correspondence)

Tim Martin

By Email: fyi-request-34383-c0aea1d1@requests.fyi.org.nz

Tēnā koe Tim

Local Government Official Information And Meetings Act 1987

Whiteside Pools Contact Monitoring

Thank you for your information request dated 19 April 2026, regarding Whiteside Pools Contract Monitoring. The specific details of your request and our response is below.

I would like a copy of the request for tender documents, the service level agreements, and the results of all monitoring of those service level agreements with the current contractor of Whiteside pools in Waiuku.

Tender documents

In August 2023, Auckland Council issued a Request for Proposal (RFP) for the delivery of active recreation services at Auckland Council pools and leisure centres. In response to this, Community Leisure Management (CLM) submitted proposal documents.

Please see **Document A** for the RFP document sent to the three organisations that qualified for the closed tender process.

The Pools and Leisure Services Agreement

CLM are currently contracted to operate 13 facilities for Auckland Council Pools and Leisure. Please see **Document B** for the service agreement document that covers all these facilities.

The monthly service fees in Schedule 14 have been withheld; however we can advise that the total service fee for Whiteside Pool for FY25-30 is \$563,392.

Performance management information

Please note, CLM operates seven facilities for Auckland Council, including three facilities in the Franklin Local Board area. Therefore, some of these reports cover multiple facilities.

- Please see **Document C** for health and safety incident reports.
- Please see **Document D** for health and safety monthly report.
- Please see **Document E** for PoolSafe report.

- Please see **Document F** for pool test results.
- Please see **Document G** for monthly reports.
- Please see **Document H** for monthly financial reports.
- Please see **Document I** KPI tracking.

Please note that while CLM holds the contract for the delivery of active recreation services at Whiteside Pool, a different contractor, Ventia Services Group Limited, has a contract for the maintenance of the facility.

Please note that some names, contact details and identifiable information of members of the public have been redacted from the attachment to protect their privacy. This information has been withheld under section 7(2)(a) of the Local Government Official Information and Meetings Act 1987 (LGOIMA).

Furthermore, some financial information has also been redacted from the attachment where its release would be likely to unreasonably prejudice the commercial position of the person who supplied, or who is the subject of, the information. This information has been withheld under section 7(2)(b)(ii) of the LGOIMA.

Decisions regarding the information being released to you were made by Arvid Ditchburn, General Manager Pools and Leisure.

Please note due to the size of these documents, you can access the information by using this [OneDrive link](#)¹. Please note the link expires after 30 days. We recommend you save the information to your personal computer.

Should you believe Auckland Council has not responded appropriately to your request you have the right to seek a review of the decision from the Ombudsman.

I also wish to apologise for the delay in getting this response to you and thank you for your patience while we have worked on this response. If you have any further queries please contact me on 09 301 0101, quoting LGOIMA No. 8140018993.

Ngā mihi



Jenny Hua
Senior Privacy & Official Information Business Partner
Customer Experience & Digital Services

¹ Please note that our verification code may sometimes be treated as junk email. If you are having trouble receiving the verification code, please check your junk or spam folder.