



Our commitment

We know that well maintained outdoor areas make a positive difference to how our neighbourhoods look and feel and we aim to deliver a quality, consistent and reliable service.



The grounds maintenance will be:

- 1 **Consistent.** Services delivered regularly and to a clear standard.
- 2 **Thorough.** All the tasks expected completed on each visit.
- 3 **Reliable.** Visits take place as scheduled, with changes clearly communicated.
- 4 **Safe.** Steps are taken to reduce risks and hazards.
- 5 **Professional.** The team are polite, respectful and properly trained for the job.

What our service covers

If your home has communal outdoor areas and you pay for grounds maintenance, we will maintain shared spaces such as:

- Lawns and grassed areas.
- Shrub beds and planted borders.
- Communal hedges and bushes.
- **Trees** (*general maintenance; specialist work managed separately*).
- Paths, car parks and paved areas.
- Communal drying or seating areas.
- Hardstanding areas around buildings.

How often we visit

We provide services on a seasonal schedule, depending on the needs of the area.

We will:

- ✓ Carry out more frequent visits during the growing season (spring–autumn).
- ✓ Provide essential maintenance during the winter months.
- ✓ Make information about your schedule available.
- ✓ Ensure contractors sign in and out so you know we have attended.





What you can expect from each visit

Tasks will vary according to the season and the site.

Lawns

- ✓ Cut grass to an even height.
- ✓ Trim edges around paths, fences and walls.
- ✓ Cuttings will be blown back to help the environment and keep costs down.

Shrub beds and borders

- ✓ Prune shrubs and bushes.
- ✓ Remove weeds.

Hedges

- ✓ Trim hedges to a safe height and shape.
- ✓ Keep pathways and access routes clear.
- ✓ Remove large cuttings after work.

Paths and hard surfaces

- ✓ Remove litter.
- ✓ Clear leaves and debris.
- ✓ Treat weeds.

General grounds maintenance

- ✓ Check outdoor areas for safety concerns.
- ✓ Report issues such as fly tipping, damage or hazards.



Our standards

We aim to keep communal outdoor areas:

- ✓ **Safe** – clear pathways, no overgrowth or hazards.
- ✓ **Presentable** – well maintained grass, hedges and planting.
- ✓ **Consistent** – maintained to the same standard at each visit.

Our teams will:

- ✓ Wear identification or branded clothing.
- ✓ Act professionally and treat customers with respect.
- ✓ Work safely and follow environmental good practice.





How we can work together to meet this standard

To help maintain high quality outdoor spaces, we ask that you:

- ✓ Dispose of rubbish responsibly.
- ✓ Report fly tipping or damage promptly.
- ✓ Let us know if services are missed or not completed correctly.
- ✓ Treat our colleagues and contractors with courtesy and respect.

Did you know you can complete a survey letting us know your experience of the grounds maintenance service?

Click [here](#) to complete our Rate my Gardener survey.

Tailoring our service to you

We want to provide homes and services that meet your needs.

If you need us to communicate with you in a particular way or offer extra support when delivering services, please contact our **Customer Service Team** to let us know.

We will:

- ✓ Ensure outdoor areas remain accessible and safe for all residents.

If we don't meet this standard

If you feel we have not met the commitments set out in this standard, you can:

- ✓ Contact our **Estates Manager** through our **Customer Service Team**.
- ✓ **Make a complaint** – find out what to expect from our **Complaints Service** [here](#).



How we check we're meeting this standard

- ✓ **We monitor** the responses received through our **Rate my Gardener** survey and respond promptly to feedback.
- ✓ **We monitor** the system where grounds visits are recorded, to ensure they're happening as and when they should.
- ✓ **We carry out** regular audits of contractors' work.
- ✓ **We use feedback** from surveys, compliments, complaints and general comments to improve our service, acting on specific concerns and identifying trends.
- ✓ **We support** the Resident Scrutiny Panel and other customer involvement groups with any reviews they carry out and explore and implement actions they recommend.
- ✓ **We review** these standards in line with the policies which sit behind them. We will also update them based on customer feedback and best practice.

