




# Grounds Maintenance service standards







South  
Cambridgeshire  
District Council

**The Housing Services Team is responsible for making sure all of the grounds maintenance tasks set out in this leaflet are carried out in your neighbourhood.**




## To monitor our service we will:

-  Carry out regular estate inspections.
-  Work with our Village Voices and Tenant Inspectors to monitor the performance of the contractor.
-  Hold regular meeting with our grounds maintenance contractor.

## We ask you to:

-  Make sure that grassed areas are kept free of litter and are not used for dog fouling.
-  Make sure that vehicles or other items are not parked on the grass or obstruct access for maintenance work.
-  Tell us when the grass has not been cut during the growing season.
-  Contact us if you are not happy with the service.

## If you have your own garden as part of your tenancy we also ask you to:

-  Maintain the garden and keep it tidy and free from litter and rubbish.
-  Not plant trees that you cannot look after.
-  Let us know if there is a tree in your garden that is causing damage or you think maybe dangerous.

## Can you work with us to make the service better?

We are always looking for customers to get involved and help us improve the service. If you would like to find out more about how you can do this please contact your Housing Service Officer on [duty.housing@scambs.gov.uk](mailto:duty.housing@scambs.gov.uk) or call 0345 045 0051





# What the Contract says will be done

## **Grass cuts - 12 per year (most grassed communal land owned by the Council)**

- ✂ Cut every 3-4 weeks during growing season (typical growing season mid February through to mid November – may vary due to weather conditions)
- ✂ Neat cut across whole grassed area
- ✂ Remove litter from grassed areas before mowing
- ✂ Strimming carried out only in areas inaccessible to mowers

## **Rough Cuts - 4 per year (less populated/out of the way areas such as banks of ditches)**

- ✂ Cut to longer length, but not overgrown appearance
- ✂ Trial Wildflower Meadows only maintained once or twice per year. to encourage flowering

## **Weed spray around Street Furniture - 1 per year**

- ✂ Minimal brown areas, no more than 15cm circumference
- ✂ Not detrimental to appearance of overall grassed area

## **Hedge Trim (Autumn/Winter) - 1 per year**

- ✂ Sides to be trimmed so no encroachment onto footpaths
- ✂ Top cut to level off hedge - maximum height: boundary hedges 2m, all other hedges 1m
- ✂ Neat, tidy, managed appearance

## **Welfare Cuts - 5 per year**

- ✂ Cut to grassed area within curtilage of property

We have an assisted gardening scheme for tenants who have no way of maintaining their garden themselves or through family/friends. Referrals for this scheme would be through your local Housing Officer or Estates Officer (sheltered housing).





# Reactive Work

In addition to work carried out as part of the Grounds Maintenance Contract we have an annual budget to carry out some additional work which we call Reactive Work.

This may be:

## Tree work for trees on communal land

- ✿ Details to be submitted to the Housing Services Officer
- ✿ Council Trees and Landscape Officer to assess the condition or the Contractor
- ✿ Trees will be given priority rating based upon condition
  - Immediate work required
  - Work to be done if funds allow
  - Revisit at year end

## Tree work for trees in tenants' gardens

- ✿ Work can only be considered if tree is unmanageable, or a risk to health and safety, and tenant is unable to deal with this due to incapacity. Requests will be subject to criteria for trees in communal areas and considered on an individual basis

## Leaf clearance

- ✿ Only carried out if there is a risk to health and safety

## Overgrown hedges

- ✿ Only carried out if there is a risk to health and safety i.e encroachment onto paths

## Additional works - ditch clearance, cleaning of hardstanding areas, weed spraying, litter clearance, shrub cut etc

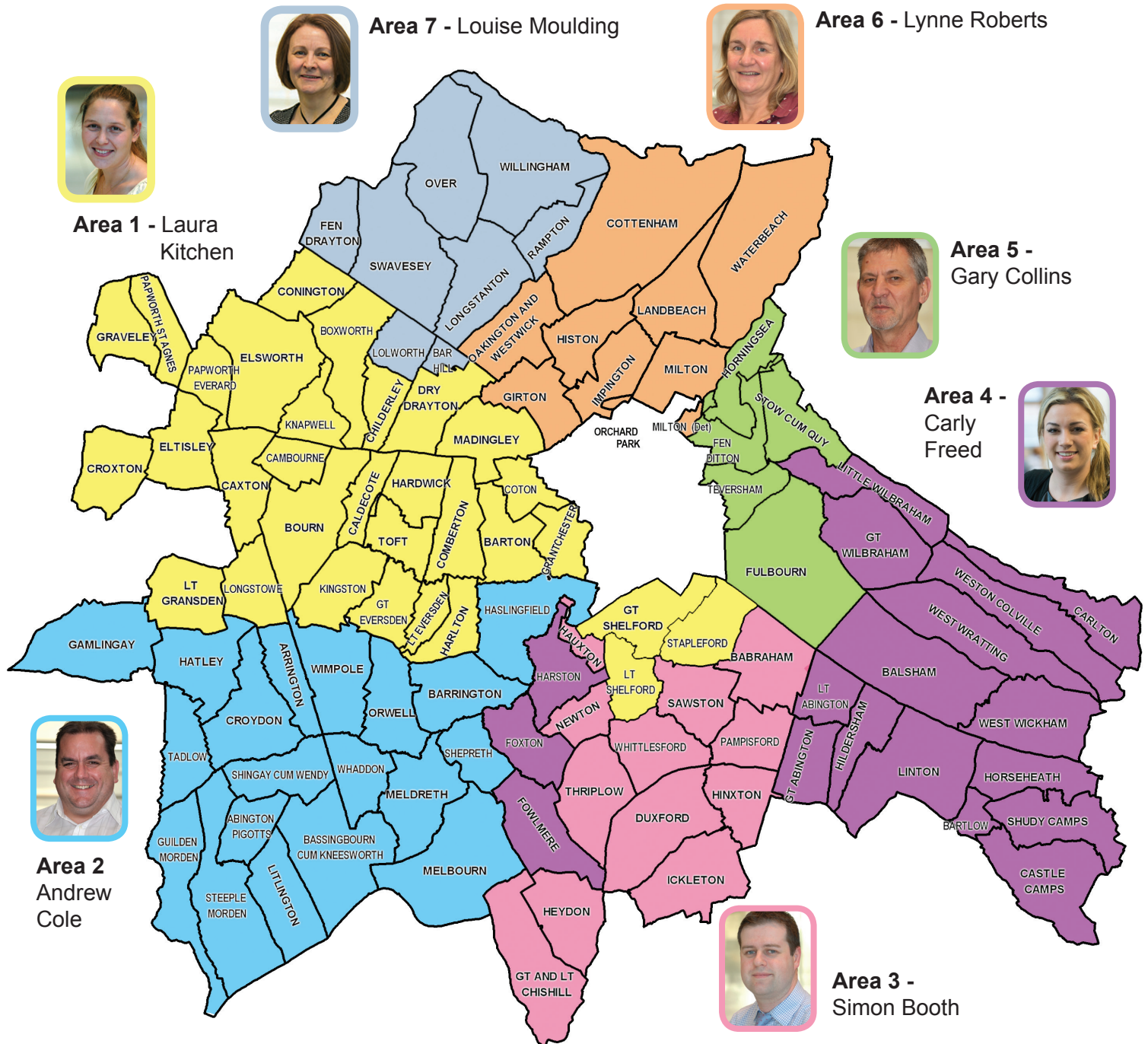
- ✿ Additional works are considered in November/ December and prioritised according to need and available budget

The Council receives a lot of requests from residents each year for Reactive Works. Unfortunately we can not carry them all out straight away due to having a limited budget. We will prioritise work as set out above and requests should initially be made through your Housing Officer who will work with any local tenant representative to prioritise this work.



# Housing Service Officer Map

This map shows the areas of the district that are covered by each housing service officer (HSO). Your HSO will be your first port of call for enquiries about your tenancy, neighbourhood etc, you can contact them on Tel: 03450 450 051.



*Please note: Due to internal restructure later this year areas and responsibilities will change - we will put an update in the Summer Newsletter.*