











The Grounds Maintenance Service Standards

The grounds maintenance service will provide

-  Grass cutting (cut and collect and cut and drop, depending on the site)
-  Shrub and hedge maintenance.
-  Shrub and hedge pruning.
-  Rose bed maintenance and pruning.
-  Hard surface maintenance (paved paths and hard surfaces).
-  Flower bed maintenance and replanting.
-  Tree management and maintenance.
-  Playground inspection and maintenance.

We will ensure these standards are met through

- ✓ An annual Grounds Maintenance customer satisfaction survey.
- ✓ Customer feedback, including individual requests for meetings and/or site visits.
- ✓ Customer meetings, such as attendance at resident meetings, forums, and events.
- ✓ Estate inspections conducted by the Independent Living, Home Ownership, and Neighbourhood Housing Services.
- ✓ Monitoring the delivery of the service by external contractors through Key Performance Indicators as set out in the contract.
- ✓ Tracking the information we collect in the Tenant Satisfaction Measure (TSM) survey for the question: *“Satisfaction that your landlord keeps communal areas clean and well maintained.”*

