



Proud to be part of SHG



Environmental Services
Stockport Homes Group
Cornerstone
2 Edward Street
Stockport SK1 3NQ

Grounds Maintenance Survey 2022-2023



Dear customer,

Re: Grounds Maintenance Customer Satisfaction Survey 2022-2023

Every year we ask customers who receive the grounds maintenance service what they thought. This helps us to check that the service provided by our contractor Glendale is of a high standard. It would be very much appreciated if you could spare a few minutes to complete this survey and send back to us in the pre-paid envelope enclosed by Friday 16th December 2022.

To help you complete the questionnaire, I have attached details of the full grounds maintenance service. You can also complete this form online. Visit www.stockporthomes.org for further details.

- Please remember this questionnaire does not include parks or open spaces which are maintained by Stockport Council or others.
Please note not every area is the same, so some elements of the service might not apply to you; for example you might not have any rose beds in your area so you would not rate this on your questionnaire.

If you have any questions about this grounds maintenance survey or you would like some help filling in the form please telephone 0161 218 1676 or email greenspaceservice@stockporthomes.org

Each completed questionnaire will be included in a FREE PRIZE DRAW to win one of four £50 shopping vouchers (see website for terms and conditions).



We hope that you will take part as your views are important in ensuring that the service continues to improve.

Yours faithfully,

Jo Cole
Head of Environmental Services



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Please note not every greenspace is the same, so some elements of the service might not apply to you; for example you might not have any rose beds in your greenspace and therefore would not receive this part of the service.

| Activity | Notes |
|--|--|
| Grass cutting cut and drop | Grass is cut and dispersed within the grass area, grass cuttings are not collected. Litter is removed prior to cutting. Strimming of edges around obstructions within or forming the boundary to the grass area and trees. |
| Grass cutting cut and collect | Grass is cut and grass cuttings are collected at the time. Litter is removed prior to cutting. Strimming of edges around obstructions within or forming the boundary to the grass area and trees. |
| Hedge maintenance | Hedges are cut twice a year; usually this is carried out during early summer and winter. All hedges will be checked for nesting birds before any works are carried out. |
| Shrub bed maintenance | Involves the removal of weeds and any other debris including litter from shrub beds. |
| Shrub bed prune | Shrubs are pruned twice a year. All shrubs will be checked for nesting birds before any works are carried out. |
| Flower and rose bed maintenance | Involves removal of weeds, litter and other debris from flower and rose beds. |
| Rose bed prune | Roses are pruned once a year and beds topped up with bark. |
| Flower bed planting | Undertaken twice a year, during summer and autumn. |
| Hard surface maintenance | Includes the removal of litter and other debris, and treatment of weeds and moss. |

Working in partnership