

INFORMATION ABOUT OUR LANDSCAPE MAINTENANCE SERVICE

The contractor is idverde and we carry out this service to make our estates a more attractive place to live in. The maintenance service runs all year round, but there is obviously less work carried out over the winter than in the growing season from the April until the end of October.

What work do we carry out?

This is intended to be a basic service, primarily to cut grass, keep hedges and shrubs tidy, and to keep litter down.

CLOSES - common back courts and front garden areas	OPEN AREAS	INDIVIDUAL HOUSES
Litter collection- from grass, shrub and hard areas -26 visits per year	Litter collection from grass, shrub, play and hard areas-12 or 26 visits per year depending on location	Litter collection- from grass, shrub and hard areas -16 visits per year
Grass Cutting -16 visits per year (weather dependant)	Grass Cutting -16 visits per year depending on location (weather dependant)	Grass Cutting -16 visits per year
	Strim rough grass –6 visits per year depending on location	
Weed control - removing weed and moss growth from hard areas – as required throughout year	Weed control - removing weed and moss growth from hard areas -as required throughout year	Weed control - removing weed and moss growth from hard areas -6 visits per year
Hedge cutting one or both sides and top- 2 visits per year	Hedge maintenance (one face)- 2 visits per year	Hedge cutting one or both sides and top- 2 visits per year
Shrub maintenance – 4 - 6 visits per year. Hard cutting back –once per annum	Shrub maintenance - 4 - 6 visits per year. Hard cutting back –once per annum	Shrub maintenance – 4 - 6 visits per year. Hard cutting back –once per annum
Shrubs bed maintenance – 4 - 6 visits per year	Shrubs bed maintenance - 6 visits per year	Shrubs bed maintenance – 4 - 6 visits per year

How do we ensure the work is done properly?

- We only use qualified, professional contractors.
- We have in-house procedures in place to monitor the contract.
- We meet with the contractor monthly to discuss their performance against set targets.

What does it cost?

The cost is based on the specification of the works being carried out and the type of property. There are therefore a range of charges which apply. The service charge is reviewed annually and we will notify you of your annual charge each year.

If you are not satisfied with our service?

Every year we write to residents to get their feedback on how they think that the contract went over the summer so that we can continue to make improvements for the following year. But residents should always contact us immediately they experience any problem, or have any questions about the contract, and we will deal with this individually.

If you have any complaints or enquiries regarding our services you should contact our Housing Assistant (Services) Amanda Milne 07828 498688 to assist you.