

Project Title:	Repairs Service Review Group
Topic:	Grounds Maintenance – setting the service standards
Date Consultation took place:	16 th June 2008
Department:	Property Services
Who was involved?:	Members of the Repairs Service Review Group, Stephen Sheehan – Property Services Manager, Matt Edwards – Contracts Manager, Cyril Davies, Martin McCallin and Trevor Bow of Grounds Maintenance Team and Audrey Gummery and Helen Greenway of the Customer Involvement & Comms Team.
Types of Involvement:	Outing: visit around the county to see different types of Grounds Maintenance, the issues and constraints surrounding these in order to set the service standards.
Feedback:	<p>The SRG members were split into three teams. Each team was then appointed a Team Leader from the Grounds Maintenance Team. They then went off to different locations around the county to find out what types of grounds maintenance HHL carries out and to see the different areas and issues surrounding Grounds Maintenance.</p> <p>Cyril Davies: Cyril's team went to Ross-on-Wye Martin McCallin: Martin's team went to Putson, Redhill and into the centre of town Trevor Bow: Trevor's team went to Broxash Drive, Kilvert Road of Newton Farm and to Oak Crescent in Hinton.</p> <p>The three teams looked at different areas that have to be maintained, such as play areas, communal grass areas, verges, individual gardens of older / disabled people, hedges, pathways and hardstandings etc. They discussed issues around maintaining these and what the groups would ideally like to see done and when. They were all issued with clip boards and paper to jot down their thoughts and observations, which they then brought back to the office at the end of the outing.</p> <p>After lunch was provided, each team then fed back to the group their findings and observations, which Stephen and Helen noted down on flip charts.</p>

	<p>Stephen advised the group that these would be typed up and brought to the next SRG meeting. The group would then help to set the service standards for Grounds Maintenance at the meeting.</p> <p>Notes from feed back session attached to this form.</p>
Action Plan:	<ul style="list-style-type: none"> • Type up notes from feed back session • Bring these to next SRG meeting • Next meeting: Set the service standards for Grounds Maintenance
Signed:	Print name:
Date:	<i>Date logged on database</i>
Outcomes:	
Signed:	Print name:

Feedback session notes:

- There is a need to identify what is HHL ground and what is not.
- **The suggestion was to put clear signs up on HHL property.**
- Lack of bins on communal grass area.
- **More bins**
- Surprised/shocked as to the time taken up by HHL ground maintenance team having to clear litter/rubbish before they start cutting grass.
- **Encourage residents to clear litter up. Organise/ suggest litter pick or an incentive for keeping their area tidy.**
- It was noticed how different the open communal areas were in comparison to fenced off area.
- **Look at fencing off more communal area.**
- Play Area (Mayberry Avenue), due to fire damage, HHL have taken away some of the equipment.
- **Keep & revamp, or back to grass?**
- There are some genuine needs to offer help to some people in maintaining their gardens. This could be due to them being unable to do it themselves, or they do not own the tools to do the job. This would also cut down on elderly, vulnerable people using “cowboy private gardeners”.

- **HHL to offer a service (at a reasonable charge) to do this for them. The money from this could be ploughed back in to the ground maintenance service.**
- It was thought by all that the ground maintenance workers do a wonderful job but it seems they could do with more resources i.e. more money and more colleagues
- **Enlist more workers use the money from the service charge.**
- Condition of garden was reflected in the type of tenancy.
- **Make the communal area neater and safe by fencing/locking areas**
- The grass was up to 4 inches long in some areas due to not having enough time to get round all the areas often enough
- **More resources needed**
- Some areas took quite a lot of time to cut the grass areas due to them being in small sections and or openings not wide enough to get the sit on mower in.
- **Suggestion was to widen some of the gates to allow bigger equipment through, this would cut down on time wasted**
- Grass and hedge cuttings, the cost to dispose of came as a surprise to the tenants
- **The equipment required to cut grass and hedges is expensive and the tools have a short life. If you do not buy good quality tools you are fighting a losing battle.**
- Trees – so far SRG think HHI are doing good job.
- **Dead branches etc could be an issue**
- Garage sites seem to be neglected, need constant care to keep on top of weeds and damage.
- **It was suggested that a team of 2 people would be required to keep on top of it. However, the cost for this would be in the region of £50 to £60K.**

SRG Ground Maintenance Outing

Additional information gathered from individuals clipboards

1. More Bins (to include dog bins) for communal and open areas.
2. Make it clear who owns the area put signs up
3. The ground maintenance workers have to be careful when working because they have found Syringes thrown in to shrubs and hedges that they have to maintain
4. Get residents involved (neighbourhood watch). Keep an eye on the play areas and report the vandalism to the police or HHL
5. Do the police drive around the playground areas?

6. What do other housing associations do?
7. No dogs/pets allowed in the fenced communal areas, this would keep the grass clear of dog fouling etc.
8. The fenced areas in Oak Crescent were much neater and cleaner than Broxash Drive. Do the same thing there?