

Martin's Team Notes

Trevor's Team Notes

Cyril's Team Notes

Ground Care Services

This leaflet tells you about the Ground Care Services you can expect from Herefordshire Housing Ltd, when to expect these services, who will deliver them and how you can contact the Ground Care team.

Our Ground Care team at Herefordshire Housing Ltd maintain the land owned by Herefordshire Housing which includes the care of: designated public open spaces, communal grassed areas, trees, designated play areas, shrubs beds, hedges, car parking areas, garage sites and horticultural features.

The service aims to provide a pleasant environment for the residents of Herefordshire Housing, communities and visitors to enjoy. This helps us to develop local pride in our surroundings and communities.

We constantly monitor what we do, and looking at ways that we can improve. Our Service Standards help us to improve our services to you.

Please let us know if we haven't met any standards, if the standards match your expectations and also if we are delivering services you need and want.

Service Standards

When Grounds Maintenance Team are out and about, they should also report back to HHL about damage / repairs to guttes, fencing, brickwork etc.

Grassed areas

There are different standards and frequency of grass cutting of land owned by Herefordshire housing. Most areas are cut regularly between March and October, pending on the use of the land and weather conditions.

Comment: More contractors / agencies to allow cutting to begin earlier in the year (Feb time) and to finish later – due to grass growing all year round in current weather conditions.

Seasons are changing. This means that March to Oct is not necessarily correct. Grounds Maintenance Team are always playing 'catch up'. Too many areas to keep the grass short. (14 – 21 days is the aim)

We aim to cut the grassed areas every Fourteen to twenty-one days maintaining a neat and even appearance at all times.

Some areas are cut more regularly than others (by contractors – example at Innesfield). Is it fair that contractors can get round quicker than in-house guys and some people receive quicker service? Contractors who get round in 7 days should change to 14 days (standard above) and pick up the grass and take it away, rather than leave it as they currently do.

A 10 day period would be better, especially if there is a cut and drop – less grass cuttings.

The grass cutting operations can involve the collection of grass cutting or cut and drop. This will depend on the location and purpose of the land to be cut. Prior to grass cutting operations the areas to be cut will be cleared of all litter, animal faeces and deposited objects.

Last sentence – disagree: operatives shouldn't be expected to clear dog mess. Litter picking only. Refuse to cut private gardens if animal mess is present.

Every area (except big open spaces) should have grass picked up.

Investigate actions / initiatives to discourage littering.

Do not remove dog mess. Avoid it if possible. Do not pick it up. When strimming this can fly up and hit them in the face. Report it to Cyril – if they know who is responsible for the animals, ask them to remove it.

Cut & Drop: if the timing and conditions are right, we can keep on top of this – but need to get back tipping cost of £19.

Put in leaflet: when mentioning litter picking: ask tenants to report it and help to keep areas tidy for everyone to enjoy.

Path edges will be trimmed and grass cuttings which fall onto paths or other hard surfaces will be blown or swept back onto adjacent grassed areas. Strimming around obstacles, trees bases, along walls etc, will be carried out on each visit during the grass cutting

operations. Major edging to grass areas adjacent to footpaths, borders and shrub beds will be undertaken during the winter months.

Where strimming – tree bases etc: protect bases of young trees.

After each mowing operation all grassed areas shall be left in a clean, litter free and tidy condition.

All operations are undertaken in such a way as to cause as little disturbance to the public as possible. Hours of work are limited between 7.30am and 5.30pm Monday to Saturday.

We have developed a detailed programme of grass cutting rounds which in severe weather conditions will be suspended and resume when the ground conditions allow. If you would like to find out more about the grass cutting programme please contact _____ or pop in a see us at our Head Office in Legion Way, Hereford.

Leaf collection

Leaves are raked, swept and removed once a year from designated areas only, where moss and leaves are causing a slip hazard to residents and visitors. This is usually carried out between October and December (or more frequently where they become a hazard to pedestrians).

If you feel that leaves in your communal areas are causing a nuisance or a risk to you, your family or visitors please contact us and let us know. We will aim to remove the leaves as soon as possible.

Designated areas for leaf clearing should be better defined. Where leaves are from tenants own properties, tenants should be responsible for clearing.

Shrub beds and planting areas

Shrub bed or planting areas will be cleared of litter on a regular basis and pruned annually, usually during the winter months, to keep the growth under control. Beds and herbaceous borders where practicable will also be dug or forked over, weeded and edged. Shrubs that obstruct windows or pathways will be regularly pruned and maintained.

Pruned annually: must be pruned systematically i.e. with regard to growth and flowering patterns.

We will respond to health and safety request for shrub bed and hedge maintenance in 7 working days.

Trees

Ground Care Service care for the trees located on Herefordshire Housing land. These can be found on designated open spaces, communal garden areas, verges and garage sites.

Trees located within residents' gardens are the responsibility of the occupier. You will require permission from Herefordshire Housing to carry out any major maintenance work to any trees located in your garden. We will give you written authorisation to carry out the work and provide you on request, with a list of qualified tree surgeons and contractors.

To be repeated in Tenancy Agreement.

Tree - Health and Safety

We aim to complete a survey (risk assessment) of all our trees located on our land, designated public open spaces, communal areas and sheltered schemes every *Four years*. This survey will identify the individual risk of each tree and highlight any necessary pruning or action required, to ensure that the tree is safe. As a general rule we would normally only carry out work to trees that are dangerous, may cause structural damage to buildings or where there is a serious blocking out of light to properties. This work is usually prioritised based on risk and carried out on an annual programme of tree work.

Not to be done in people's gardens.

If you have an enquiry about trees or believe a tree to be dangerous, please report it to us.

Telephone Number-----

Hedges

Hedge cutting is only carried out on Herefordshire owned hedges located on designated open spaces, communal gardens and road

verges. Hedges that are located in residents' garden are to be maintained by the occupier of the property. **Already in tenancy agreement.**

The number of cuts per year varies, depending on the location and type of hedge. Usually we cut hedges twice a year between June/July and October/November. There may be occasion when we have to wait to cut the hedge due to bad weather or birds nesting.

Hedges that encroach onto communal or public entrances to residential properties will be cut back when required to maintain easy access to the property.

Following hedge cutting the clippings are removed, hedge bases cleared of weed, litter and debris.

Playgrounds

Play areas are inspected and cleaned on a weekly basis to ensure a safe and clean environment for play. Vigilance is still required at all times when using these facilities as we cannot guarantee that we can prevent someone with malicious intent from vandalising the equipment or leaving syringes, broken glass around the play area.

How can you help maintain our play areas?

- Report any one you see vandalising our play ground equipment to the police.
- If you find a problem with a play area you should keep children away from the problem, warn other users and report it to us as soon as possible. Do not attempt to pick up syringes or other sharp objects
- Dispose of your litter, including chewing gum and extinguished cigarette ends in litter bins, or take your rubbish home with you
- If you take your dog into the play ground area, please ensure that you pick up your dog's faeces and deposit it in the dog fouling bins provided at the playground.

Dogs should not be allowed in play area at all. Signs up stating accordingly.

No dogs in play areas!

We will carry out any emergency repairs or attend to any report of a health and safety incident with 24 hours of notification.

A list of playgrounds owned by Herefordshire Housing can be found at the back of this leaflet.

Garage areas

All garage sites owned by Herefordshire Housing will be inspected twice a year to ensure that the parking and turning areas are free from litter, weeds, foliage and general debris. This will usually take place in February and August.

If you notice any fly tipping or abandoned vehicles, please contact us and we will remove the nuisance as soon as possible.

There are 150 garage areas and to say that they should be cleared in Feb and Aug only allows one month to get around before grass cutting begins.

Courtyards, footpaths, communal clothesline dry areas and car parks

An inspection of all communal areas, car parks and footpaths will be carried out annually. This survey will identify the individual risk and highlight any necessary remedial repairs required. This work is usually prioritised on risk and carried out on an annual programme of environment improvement works. These areas are also swept, generally tidied up and litter picked in March prior to weed and moss control.

Weed and moss control of these areas will usually be carried out in March followed by an application of spot spraying of non residual weed killer in October.

Weeds growing in garage areas, paths etc: Have a weeding programme with enough resources to carry out effectively. All weeds should be sprayed, wherever they are on our communal land.

Fly tipping/Dumped rubbish

Dumping of rubbish and fly tipping is environmentally unacceptable. If it is seen, it should be reported to the Repairs Contact Centre. We will aim to remove any dumped rubbish or fly tipping within 20 working days.

Winter litter picking – Every Monday

During the winter season (end of grass cutting season) general litter from designated communal areas, open spaces, playgrounds and verges will be regularly litter picked. A detailed timetable and sites where general litter deposited on our land can be obtained from Herefordshire Housing on request. **This sentence doesn't make sense. Needs to be rewritten.**

Our aim is to ensure that the environment where you live is kept clean and tidy.

Herefordshire Housing Land

All land owned by Herefordshire Housing are highlighted (footprints) on various ? maps/register, this land register was included in the housing stock transfer agreement when Herefordshire Housing was first established back in 2002. **Review these. Who does what?**

Copies of the maps/register are available for residents and general public to view at our head office in Legion Way Hereford. If you would like to view these maps please contact us and make an appointment. Unfortunately the original maps cannot be taken from our offices, however a copy can be provided to you for a small service charge.

Playgrounds

Herefordshire Housing own twelve playgrounds located in various locations in Herefordshire. We are responsible for the maintenance, ensuring that they are functional and a safe place for children to play. The playgrounds are located in;

- 1) Broxash Drive
- 2) Haylease Crescent
- 3) Mayberry Avenue
- 4) Newton Farm
- 5) Ross Road
- 6) Withies Close, Withington
- 7) Lowfield Meadow, Kingstone
- 8) Mayhill, Ross-on-Wye
- 9) Tudorville, Ross-on-Wye
- 10) Verschoyle Gardens, Ross-on-Wye
- 11) Much Birch
- 12) Much Dewchurch

If you would like to find out more about the play facilities provided by Herefordshire Housing please contact us.

How will the Ground Care Service be monitored?

The Ground Care team leader will inspect the grounds on a regular basis. In addition to this, we are aiming to encourage residents to volunteer and help to monitor the standard of ground maintenance. These residents will be called Quality Assurance advisors. If you are interested in becoming a Quality Assurance Advisor, please contact_____.

Some areas eg. Portfields, is maintained solely by the Council. How to monitor these standards and extent of the Service?

Comments/Complements/Complaints and Suggestions

If you have any comments regarding the Ground Care Service that you receive please telephone_____ or write to us at_____ - or e-mail us _____.