



# **Grounds Maintenance Specification**

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## **1.0 General**

- 1.1 The Service Provider and their operatives must be qualified and competent to carry out the works required under this agreement.
- 1.2 The Service Provider must at all times take reasonable precautions to ensure the safety of users of the development and ensure that they are caused the minimum of inconvenience.
- 1.3 This document should be read as part of the Short Form Contract in relation to Estates Services.
- 1.4 All work shall be carried out on weekdays only between 8:30am and 5:30pm.
- 1.5 If weekend or Bank holiday work is considered necessary due to inclement weather, this must be agreed with the Client before this takes place.
- 1.6 The Service Provider shall be responsible for any necessary precaution to avoid damage to the property of the Client and its residents. Any such damage is to be reported to the Client and the costs of repair, making good, or replacement shall be recoverable from the Service Provider.
- 1.7 The Service Provider is to ensure that no machinery, materials etc. are left unattended. Under no circumstances shall toxic, inflammable or noxious substances be stored on site.
- 1.8 The Service Provider is to make good any damage to pipes, ducts, windows, main cables etc. due to any cause within their control.
- 1.9 If for any reason beyond the Service Provider's control it should prove impossible to carry out the works specified in this contract the Client's representative should be advised immediately.
- 1.10 Hedges and shrubs should not to be allowed to shield entrances or impinge upon pavements or pathways.
- 1.11 All Materials, substances and equipment required for the purposes of this work package are to be provided and managed by the Service Provider; under no circumstances shall these materials, substances or equipment be retained on the premises

## **2.0 Services Provided**

- 2.1 This agreement shall include for all work associated with maintaining the grounds of the estates or schemes in the schedule attached within the contract documentation.
- 2.2 In general terms, the grounds, gardens, shrubs and borders etc. will be maintained to a standard providing a pleasant, relaxing and safe landscape environment for use by the residents and visitors to the Estates.
- 2.3 This will pay due regard to the needs of security (e.g. providing clear sight-lines for CCTV or access to other services) and accepted environmental standards with regard to agricultural and arboricultural treatments.
- 2.4 The work is to be carried out to the complete satisfaction of the Client and all work is to be carried out to approved horticultural standards.
- 2.5 All operatives need to familiarise themselves with the Fire evacuation procedure for any building in which they work.
- 2.6 The Service Provider must produce written Risk Assessments relative to the tasks being undertaken and to include as a minimum, Lone Working, Lifting and Handling, Working at Heights.
- 2.7 All signage required during the course of work undertaken, such as Wet Floor Signs, are to be supplied by the Service Provider
- 2.8 All containers utilised by the Service Provider are to be appropriately labelled and under no circumstances should decanting of materials be allowed on site.

### **3.0 Scope of Work**

#### **3.1 Grassed Areas**

3.1.1 Grassed areas are to be mowed and edged in accordance with seasonal demands. They shall be mown with approved machines to produce a standard of cut appropriate to the particular use of the area. Grass shall be cut to a consistent height over the whole specified area. Grass areas are to be cut so as to give a sward length of between 20 – 50mm but not exceeding 50mm during the summer period and 50 – 70mm but not exceeding 70mm during the winter period. There shall be no tufts, bents or flower stalks left standing above or protruding from the side of the general sward. The Service Provider is to exercise care in the use of machinery to reduce the hazards of flying stones etc. Cuttings are to be collected and removed to an approved waste transfer site.

3.1.2 All cuttings are to be collected following the mowing

3.1.3 Where unpractical to collect cuttings, large communal areas of grass may be cut with appropriate machinery and cuttings dropped. These areas must be agreed prior to commencement.

3.1.4 Inaccessible areas and areas adjacent to walls, fences and paving etc are to be strimmed.

3.1.5 Leaves and other organic waste material are to be removed from paths and lawns on each visit.

3.1.6 Other than sufficient to maintain mulching requirements, all organic waste material must be disposed of to an approved tipping site or on site where it has previously been approved.

#### **3.2 Shrub and Flower Beds**

3.2.1 All beds must be regularly fertilised using environmentally-friendly organic fertiliser

3.2.2 They are to be kept weed free by chemical or manual means at all times. Beds to be forked, hoed and edged as necessary to ensure adequate soil aeration and to maintain sharp clearly defined boundaries with grassed areas. Beds are to be kept clean and tidy and care is to be taken not to damage any plants or shrubs

3.2.3 Beds should be forked over every four weeks and raked over throughout the season.

3.2.4 Any plants damaged during the course of the works to be replaced at the Service Provider's expense.

3.2.5 Shrubs are to be pruned or clipped during the period from October to March to maintain a neat shape.

3.2.6 Beds should be kept clear of all litter and debris

### 3.3 Hedges

3.3.1 Hedges shall be cut twice yearly usually in April/May and November/December.

3.3.2 Wherever possible and appropriate all hedges shall be maintained up to a maximum height of 1.67 meters (5.5 feet).

3.3.3 Hedges shall be pruned or clipped to maintain a neat shape and to keep growth away from pedestrians.

3.3.4 Hedges and shrubs will not be allowed to shield entrances or impinge upon paths.

3.3.5 All hedge cutting works shall be carried out in compliance with Part 1 of The Wildlife & Countryside Act 1981.

3.3.6 All arisings associated with any hedge cutting are to be removed from site to a suitable waste transfer site.

### 3.4 Trees

3.4.1 The Client is to be immediately advised of any damaged or dead trees.

3.4.2 All tree ties or stakes shall be examined and replaced or adjusted at the Service Provider's expense.

3.4.3 Any low lying branches that are infringing pedestrian or vehicular traffic are to be pruned back throughout the year.

3.4.4 If any tree works are to be carried out the operative must have the relevant certification to prove competency to carry out the work and associated Health and Safety Training for working at height.

### 3.5 Hard standing areas

3.5.1 All footpaths, drying areas and garage frontages will be treated with an approved weed killer on a monthly basis to control the build up of organic matter.

3.5.2 All hard standings, pathways, roads, car parks, drying areas etc are to be swept thoroughly during the last week of each month.

3.5.3 Where provided, litter bins are to be emptied.

3.5.4 All debris, litter, leaves and grass cuttings etc to be removed from site.

3.5.5 Areas are to be treated with residual weed killer and moss inhibitor.

### 3.6 Leaf clearance

3.6.1 As and when necessary, leaves are to be cleared out of gutters and gulleys and swept and removed from hard landscaped areas

### 3.7 Litter picking

3.7.1 Litter picking will be carried out during each visit to the site. Prior to cutting all litter, debris and rubbish shall be removed from the area to avoid litter cut up.

3.7.2 Any litter or debris cut up as a result of the cutting operation must be cleaned up and removed immediately.

3.7.3 At the time of each visit to site, rubbish accumulated around and in bin store area must be cleared.

### 3.8 Snow and Ice

3.8.1 When requested the clearance of snow and ice will only be carried out to footpaths leading to entrance doors in Sheltered schemes. Suitable products will be stocked to affect such clearance.

## **4.0 Work Intervals**

### **4.1 Summer Period (1 April to 31 October)**

4.1.1 The scheme will be visited a minimum of 16 times during this period

- a) Litter will be picked on each visit
- b) Grassed area to be cut every two weeks as a minimum, more frequently if required to achieve the required sward length.
- c) All edges to be left neat and tidy following grass cutting and edges adjacent to buildings or trees will be strimmed. Shrubby and soft planted areas will be maintained and kept free of weeds and clear of all litter and debris.
- d) All paths will be swept and kept free of weeds on a monthly basis
- e) Gutters to parking and drying areas will be cleared of debris on a monthly basis.
- f) All litter, grass cuttings and garden debris will be removed from the site at each visit.
- g) All shrubs and hedges will be pruned and cut back during April/May.

### **4.2 Winter Period (1 November to 31 March)**

4.2.1 The scheme will be visited a minimum of 5 times during this period

- a) Litter to be picked on each visit
- b) Grass to be cut as and when required in order to achieve the required sward length and keep a tidy appearance.
- c) All shrubs and hedges will be pruned and cut back during November/December, Beds will be forked, weeded, hoed and edged as necessary.
- d) Moss on paths, parking and drying areas will be treated
- e) Grit boxes will be maintained and visits to spread grit when there are snowy or icy conditions (for Sheltered schemes only) will be undertaken. Note: materials will be part of a service charge and should be deemed as an extra over.
- f) All litter, leaves and garden debris to be removed from the scheme at each visit.

## **5.0 Fertilisers & Weedkillers**

- 5.1 The Service Provider must be suitably qualified for the use of chemicals and will be required to show evidence of competence.
- 5.2 All chemicals must be approved for use by the Department for Environment, Food & Rural Affairs and be applied strictly in accordance with the manufacturer instructions.
- 5.3 Particular attention should be paid to the safety of children and pets and any application near to water courses.
- 5.4 Spraying shall not take place when the weather is inclement and every precaution shall be taken to prevent spray or vapour drift.
- 5.5 The Service Provider shall be held responsible for any damage due to negligence or carelessness in carrying out spraying operations.
- 5.6 Service Providers are to provide a list of chemicals which are to be used under this Agreement must be approved by the Client prior to use.
  - 5.6.1 A record must be kept of all chemicals being applied to include:
    - a) who applied the chemicals
    - b) where the chemicals have been applied
    - c) date application took place
    - d) signature of operative
    - e) protective clothing used
    - f) details of any sickness which might be associated with the application of the chemicals used
    - g) weather conditions
    - h) start and finish times of application

**Failure to comply with the above will result in cancellation of the Agreement.**

**The records must be kept up to date at all times.**



## **6.0 Measurement**

- 6.1 Compliance will be measured against the frequency of scheduled visits,
- 6.2 Service Providers are required to provide a schedule of attendance on a monthly basis to support their payment application.
- 6.3 Estates Service Officers (ESO's) will be undertaking monitoring on a 3 start basis any monitoring showing below standard workmanship on two consecutive weekly visits will be brought to the attention of the Service Provider

## **7.0 Liaison**

- 7.1 Additional requests for general or specific tasks will be raised via the ESO and or Scheme Manager as a verbal instruction and will be followed up by a separate request from the repairs. If work is carried out via a verbal instruction it is also the responsibility of the Service Provider to ensure a form of written request is generated by WPH.
- 7.2 Unless there has to be an escalation of urgency, it should be assumed that the request will be carried out during the next visit to the site.
- 7.3 If the Service Provider is unable to carry out the work at their next visit they should advise the Client by email of the anticipated delay and the reason and reschedule the work accordingly, creating an audit trail on the records.
- 7.4 Only in exceptional circumstances will 'a lack of labour' be an acceptable reason for failing to meet the service target.

## **8.0 Reporting**

- 8.1 During visits to the site, the Service Provider is to bring to the attention of the Client any works, which he considers requires attention and which is not covered by this Agreement.
- 8.2 This would particularly apply to any item, which poses a threat of danger to persons or property and any acts of vandalism and/or damage (including graffiti).
- 83 Where any additional work is required a written request must be sent to the Estates Services Team who will arrange authority for the work to be undertaken.

## **9.0 Disputes**

- 9.1 Disputes regarding any matter relating to the Specification shall, in the first instance be referred to the named contact person.
- 9.2 If it is considered that a satisfactory resolution has not occurred full details should be escalated to the Estate Services Manager who will investigate further.

## **10.0 Call Out Procedures**

- 10.1 It would be highly unlikely that ground staff would be called outside normal working hours. However any emergency situations should be reported via 24 hour help line which is transferred to our on call manager.

**11.0 Specification Acceptance**

Name.....Signature.....

(for and on behalf of Service Provider)

Position.....

Date.....

Name.....Signature.....

(for and on behalf of WPH)

Position.....

Date.....