

Cabinet/Committee:	Tenant Leasehold Consultation Forum
Date of Circulation:	Tuesday, 10 October 2006
Subject:	INFORMATION REPORT – Grounds Maintenance
Responsible Officer:	Will Manning Residents Services Manager
Portfolio Holder:	Housing
Exempt:	No

## **SECTION 1 – SUMMARY**

This report sets out The standards for grounds maintenance and the monitoring arrangements for the service. The report also highlights areas for improvement.  
**FOR INFORMATION**

## **SECTION 2 - REPORT**

### **Service Level Agreement**

Grounds maintenance has a Service Level Agreement with Resident services to provide a ground maintenance service to the Estates managed by Resident Services. The Service Level Agreement determines the level of service that Grounds Maintenance undertakes to provide.

The standards are set out as follows:

- Regular 'cut and collect' grass cutting which shall take place every fourteen days.

- Regular grounds care and maintenance for all beds, hedgerows and other areas.
- 2 weekly maintenance of shrub beds and rose beds.
- Regular maintenance of annual bedding and hedges.
- Hard surface weed control.
- Assistance to removed fly tipping, graffiti and Fly posting.
- Leaf clearance.
- Replanting of shrub beds where there shall be long-term benefit to the sites to improve the amenity value of the estates and provide for better maintenance.
- Provide advice on grounds maintenance matters.
- Carry out Estate Liaison with quarterly reviews with Resident Services.

## **Monitoring**

Monitoring of the service is carried out through our Estate Liaison Officers. The frequency and type of monitoring is as follows:

- Formal estate inspections with the service provider on a on a 6 monthly basis
- A follow estate inspection within the following 4 weeks – to review completion of agreed actions
- Weekly inspections by ELOs to generally monitor environmental conditions on each estate.
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During the formal Estate Inspections, the Estate Liaison Officer will meet with other departments including Grounds Maintenance and will walk the estate reporting any issues and failures on their part to adhere to the terms of the service level agreement. This is reported formally on the Estate Inspection Report, which is forwarded to the relevant departments, local Tenants & Residents Associations (TRA's) and Local Ward Councillors. The departments are asked to provide details of when the outstanding works are to be completed which is monitored by the Estate Liaison Officer.

Estate Liaison Officers also undertake informal weekly visits to the Estates and will during these visits note any problems or lack of service, which is then reported through to the grounds maintenance team via email or via telephone. Estate Liaison Officers also arrange meetings with Grounds Maintenance staff to discuss particular issues that may arise on the estates.

## **Improvements**

Proposed improvements to the service:

- Residents Services to introduce regular formally recorded monitoring of the grounds maintenance service as set out in the Service Level Agreement. A process for doing this is being developed

- The Area Service Manager must provide details of the monitoring carried out by Grounds Maintenance.
- Meetings between the service provider and resident services to be set up to manage performance and record outcomes
- Joint approach to problem solving be introduced
- Formal Complaints procedure to be used to manage and respond to customer dissatisfaction with the service

### **SECTION 3 – FURTHER INFORMATION**

A further report to be submitted in early 2007 to review implementation of improvements

### **SECTION 4 - CONTACT DETAILS AND BACKGROUND PAPERS**

**Contact:** Willi Manning, Resident services Manager, direct telephone number 020 8424 1473

**Background Papers:**  
Service Level Agreement