

Key resident monitoring
Grounds
maintenance service



Vico Homes 

Introduction

We would like to take this opportunity to thank you for agreeing to assist us in the monitoring of our new grounds maintenance service.

We are fully committed to making sure that all our neighbourhoods are kept clean, tidy and maintained to high standards.

We also aim to ensure that those who provide services for us meet our expectations in line with the contract specification.

By monitoring the performance of the grounds maintenance service, you are helping us to not only improve standards around your home, but also within all our communities.

Please complete your inspection sheet after each visit by our grounds maintenance contractor. This should include all features on Vico Homes land in the area which you monitor.

Your completed forms will either be collected by or emailed to your Estate Management team.

If there are any urgent issues that require immediate attention then please call us on 0345 8 507 507.

Contact details of your Estate Officer are:

| | |
|----------------------|--|
| Name | |
| Phone number | |
| Email address | |

Vico Homes

We firmly believe that attractive and well maintained neighbourhoods helps us create vibrant communities and places where people are proud to live.

We also understand that a strong and effective grounds maintenance service is very important to improving our environment and adds to the sense of pride that you have in your own community.

How is the service delivered?

We have chosen Tivoli to provide our grounds maintenance service in your neighbourhood throughout the year. The standard of work is monitored by both our area Estate Management and Landscape teams together with your help in offering us regular information as a 'key resident'.

We also carry out joint inspections of our local environments and seek the views of residents through surveys and local meetings.





What does the service cover?

Our contractor is responsible for maintaining various grounds maintenance features including grass, shrub beds in communal areas, hedges, leaf clearance and weed control to paths and hardstanding surfaces.

Other communal areas such as parks, play areas and verges along the roadside are maintained by you local authority.

What can you expect?



Grass is cut on a regular basis throughout the growing season to ensure that a clean, tidy appearance is maintained in your neighbourhood.

Grass will not be collected but any cuttings that fly onto the paths and other hard surfaces should be swept or blown away at end of each cut.



Shrub beds will be pruned twice per year but will not be pruned in the bird nesting season which runs between March and August. Shrub bed features will receive a monthly maintenance visit to control weeds and remove litter.



Hedges are cut twice per year. Hedges will not be cut in the bird nesting season which runs between March and August.



Leaf clearance will take place on maintained features once all the leaves have fallen and on one other occasion if required.



Weeds growing within hard standing areas will be sprayed off and removed once the application has taken effect. This will be carried out as and when required throughout the growing season.

Seasonal influences

We accept that there will be variations in the grass cutting dependent on the time of the year and weather conditions.

Typically throughout the year the following may apply.

November to early March

Colder and wetter conditions will cause the rate of growth to be considerably less and ground conditions to be potentially inaccessible for cutting machinery.



March to early June / late September to early November

In this period optimum growing conditions can be experienced. This means grass can grow longer and quicker resulting in more excess grass being left on the surface after cutting.

May to late September

Either warm, dry or wet conditions can be experienced throughout this period.

In the event of warm, dry conditions growth rates can be somewhat reduced and can result in the grass browning off.

If wet, warm conditions are experienced this could result in a higher than normal rate of growth.



Yearly

In any one year the duration of the cutting season is dependent on conditions which in turn can have an effect on the number of cuts.

What happens in bad weather?

Every effort will be made by Tivoli to carry out a cut to the grass during all visits to your neighbourhood. However, bad weather can hamper this process. Excessive rainfall can cause the ground to be saturated which can inhibit the use of cutting equipment; this could result in grass cutting being suspended in order to protect the surface.

At times such as these, Tivoli will contact us to inform us that grass cutting may have to be suspended until conditions improve.



Operational issues

We expect there may be occasions when issues outside the control of the contractor for example - break down of machinery, sickness, and so on, may affect operations. We expect Tivoli to have contingencies in place to resolve any such issues and return to normal operation levels as soon as possible.

At times such as these, Tivoli will contact us to let us know that the grounds maintenance service has been affected.



Monitoring of the service

Our Landscape Manager is responsible for ensuring that the service is carried out in accordance with the terms of our contract with Tivoli.

However, your support in offering us information as a 'key resident' is very important to us to help this process.

We will have regular meetings with Tivoli to ensure that issues and queries are resolved quickly and satisfaction levels are maintained.

We will carry out regular site visits so that day to day issues are recorded and resolved promptly. Your feedback will help us to identify the sites to be visited as part of this monitoring process.

The role of a key resident

- Your role will assist us in ensuring that a high quality grounds maintenance service is maintained at all times and will benefit all residents in your locality.
- The monitoring will ensure that the work is of a high standard and is carried out in accordance with the relevant Performance Standards of the Contract. (Please see 'Grounds maintenance standards' summary).
- Regular information sharing between key residents and Vico Homes is actively encouraged and your involvement in this monitoring is greatly appreciated.
- If you wish you can also act as a contact point for other residents in the locality.
- In the event of other residents contacting you with their concerns you can use the key resident inspection sheet to pass their comments to your Estate Officer.
- Key residents can also advise us if they feel that additional grounds maintenance or any other environmental work is required in your locality.

Contact details

For further information about our grounds maintenance service then please contact your local service access point or call us on 0345 8 507 507.

- Please be assured that you are not expected to liaise directly with the contractors regarding the standard of their work if there is an issue that needs resolving. We will do this on your behalf and your Estate Officer will discuss this further with you.
- It is not intended to place an undue responsibility on you acting as a key resident and you can withdraw from any further involvement at any time. If you wish to do so please contact your Estate Officer.





Grounds maintenance standards (summary)

Description of work

Grass cutting

- Remove all litter, debris and other items from site before cutting.
- All cuttings deposited on paths or other hard surfaces to be removed from the surface and evenly distributed over the grassed area at the end of each working day.
- Strimming will take place around edges of grassed areas, the feet of obstacles and along bases of walls and fences to achieve a standard similar to the main area.
- Make sure no damage is caused to our homes including clothes posts, drain covers, steps and paving and so on.
- Site is free of litter, debris and other items immediately after cutting completed.

How to complete your inspection sheet

Shrub bed maintenance

- Between August and late February there will be two prunes to shrub beds and all cuttings are to be removed from site.
- Bed maintenance, weeding and edging will be undertaken on each visit to achieve attractive appearance.
- All surplus material will be removed from site on completion of work.

Hedgework

- On each maintenance visit the existing dimensions of hedges will be maintained and access to paths / public highways to be kept clear.
- All debris to be collected and removed from site.

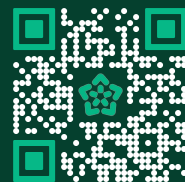
- You should refer to the grounds maintenance standards which will assist you when completing the key resident inspection sheet. The list explains what grounds maintenance tasks are to be carried out by the contractor.
- You should (where possible) complete an inspection sheet after each visit by the contractor and forward them to your Estate Management team.
- You should complete the inspection sheet by indicating whether or not each operation has been carried out to either a poor, acceptable or excellent standard and also make any comments or observations you may wish to add.
- We will use the inspection sheets to ensure that a quality grounds maintenance service is being provided in accordance with the contract.
- Any urgent issues that require immediate attention should call us on 0345 8 507 507.
- Where necessary please contact your Estate Officer for new supplies of inspection sheets at any time.



Struggling to read this information?

Let us know if you would like this document in another format, size or language. Please email contact@vicohomes.co.uk

Vico Homes 



Key resident inspection sheet

| | |
|---------------------|--|
| Name | |
| Address | |
| Phone number | |

| Location inspected | Date inspected |
|--------------------|----------------|
| | |

1 - Very poor - major defects (deep churns in ground, large areas missed, litter not picked or shredded, poor pruning or uneven cut).

2 - Poor - minor defects (small areas missed or not cut well, litter left or site untidy).

3 - Acceptable - maintenance meets contract specification (grass cut evenly, litter picked, edges strimmed site left tidy).

4 - Very good - area consistently well done and attention to detail is evident.

5 - Excellent - standard of work is above and beyond contract specification.

| Please tick the relevant box against each of the appropriate items | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
| Work areas free from litter | | | | | |
| Hardstanding / paths clean and tidy | | | | | |
| Grass cutting - refer to seasonal variations and influences | | | | | |
| Shrub beds (if applicable) - refer to specification summary | | | | | |
| Hedges (if applicable) - refer to specification summary | | | | | |
| Attitude and behaviour of the team | | | | | |

| Comments |
|----------|
| |

Signed _____

Date _____

| |
|-----------------------|
| (For office use only) |
|-----------------------|