

**SERVICE STANDARDS – LANDSCAPES
AS AT 1st FEBRUARY 2017**

The main Grounds Maintenance operations are Grass Cutting, Weed Control, Hedge Cutting, Shrub & Tree Pruning, Herbaceous/Perennial Areas, Annual Bedding, Standard Tree Maintenance and Sports fields.

GRASS CUTTING

The maximum height of cut for grass cutting varies depending on what the area is used for:

Grass cutting standards as follows

GROUND MAINTENANCE

Method Statement for Grass Maintenance

Cutting Frequencies

SPECIFICATION

	Max	Max HEIGHT	Target Frequency
	HEIGHT	after cutting	Working Days
	Cm	Cm	*
Grass road verges	30	7	24
Sports fields	10	3	10-12
Sports field banks	-	-	1 X P/A
Open Spaces	30	7	34
Playgrounds	17	5	17
Miscellaneous grass areas	-	-	30
Housing Areas	14	7	17
Banks	30	7	3 X P/A
Parks (T'Pk)	12	3	12
Fine Grass (Mk Hall Gdns)	8	3	10
Sponsored roundabouts	14	5	12
Small Grass areas	17	5	17
Bulb Areas	Same as surrounding area (6 wks after bulb flowering)		N/A

- Note: these are HTS (Property & Environment) Ltd estimated timescales to meet grass height standards.
- HTS (Property & Environment) Ltd ordinarily will complete one staggered grass cutting round across the town in July to enable summer bed maintenance work to be undertaken depending upon prevailing weather conditions.

LITTER BINS

Litter bins contained within the Town Park shall be emptied weekly or as alternatively specified in the contract document. In addition all bins shall be washed out and disinfected once annually between the months of October and March inclusive. Any damage to the bins or liners rendering the bin non-functional shall be repaired or replaced.

NOXIOUS WEEDS

Suffix N – Noxious Weed Control

The Contractor will remove ragwort or other noxious weeds from the sward by hand pulling and remove the arisings from site to tip.

Where infestation is extensive the following control methods may be employed

- 1 Chemical spot treatment at rosette stage
- 2 Mechanical cut and collect before the development of seed heads. Remove arisings from site to tip.

WEEDS?

Weed control on hard surfaces standards are as follows:

50% of all weeds sprayed/treated before reaching 75mm

75% of all weeds sprayed/treated before reaching 100mm

100% of all weeds sprayed/treated before reaching a height of 150mm.

Paths, pavements and other hard surfaces are sprayed three times a year; once in May, July and September. The work is carried out by a subcontractor. Pedestrian operated spraying equipment is used on pavements, quad bikes or mini-tractors are used on roads and cycle-tracks. Dead weed will not be removed but is instead allowed to breakdown naturally.

HEDGE CUTTING

Broadly speaking Hedges will be cut once during each year, at the end of September through to late winter to meet standards that are defined for different species. Hedge vegetation will be cut back to behind the backline of the footpath edge and any debris or arisings will be removed and disposed of.

Hedges are cut once a year with sides facing onto footpaths causing an obstruction will be faced back in the summer between June and September.

SHRUB PRUNING

Shrubs will be pruned to a maximum of twice a year pruning on sightlines (summer and winter) to meet the defined standards. To summarise, this means:

Footpath pruning - allow for the free use of all cycletracks, footpaths, paths, bridleways and roads

Light Columns – to be unobscured

Highways - to maintain clear view of road signs, sightlines.

Housing - to allow natural light to windows.

Ground cover and grass boundaries - in circumstances where planting forms boundaries with grass any ground cover species shall be pruned back to maintain the presence of the grass.

Other areas- to allow for the free and comfortable use of all benches, picnic tables and other parkland facilities.

Council's shrub beds pruning programme commences at the beginning of October and work continues through to March the following year. The work progresses across the town on a scheduled programme so please bear with us yours could be cut in March rather than October.

Shrub bed vegetation will be cut back to behind the backline of the footpath edge and any debris or arisings will be removed and disposed of. Vegetation with sides facing onto footpaths causing an obstruction will be faced back in the summer between June and September.

TREES

Tree enquiries will be addressed as follows:

- Dangerous trees will be attended to within 24 hours.
- General enquiries will be inspected within 20 working days.
- Work on inspected trees will be actioned within four months.

Trees implicated with subsidence will be inspected within 20 working days and work actioned within agreed timescales

ALLOTMENTS

Allotment enquiries will be responded to within five working days:

GROUNDS MAINTENANCE

Grounds Maintenance enquiries will be investigated within 15 working days:

PLAYGROUNDS MAINTENANCE

Playgrounds issues will be addressed as follows:

- Playgrounds will be inspected once or twice a week.
- Playground enquiries will be investigated within five working days.
- Reported Broken glass will be removed within one working day.
- Dangerous equipment will be inspected and made safe within one working day.