

Our landscaping service applies to you if you live in a home where there is a shared area and service charges are payable by customers living in the scheme. Full charges are detailed in your annual rent review statement.

Grass cutting

There may be times when it is not possible to cut grass due to weather conditions. Grass will be cut or strimmed up to boundary obstacles to leave a uniform finish. When maintenance is complete the site will be left in a clean and tidy state with no sign of litter.

We will:

- cut and strim grassed areas between February and November
- all grass cuttings will be mulched back into the ground
- clear vegetation from tree bases
- clear and remove litter and other harmful materials from the area to be cut
- cut grassed areas containing bulbs, corms, or tubers (as identified) prior to the emergence of leaves in the spring

Ornamental borders – shrubs, roses, herbaceous or seasonal bedding

We will not:

- remove existing trees, shrubs or other plants, unless integral to the landscape maintenance regime

We will:

- weed borders and dispose of them

Shrub pruning

We will:

Prune shrubs that flower in the winter in spring. Shrubs that flower in the summer or early autumn shall be cut back in winter. Shrubs grown for winter stem colour shall be pruned during March.

Hedges

We will:

- ensure pathways are clear
- leave sites in a clean and tidy condition
- cut informal or ornamental hedges to remain tidy
- produce neat, even levels, with all clippings and waste removed and recycled where appropriate

We will not:

- cut hedges where there are nesting birds

Weather conditions

We will:

- resume work as soon as practically possible where inclement weather conditions delay normal cutting programmes, and we will restore works to the specified standard by regular, repeating cutting as necessary
- remove all beds, flowers and seed heads during prolonged dry weather when the grass growth is minimal
- fill designated salt bins at our sheltered schemes and blocks of general needs flats in times of snow and ice

We will not:

- cut grass in adverse weather conditions - we will cut when it is safe to do so without danger of damaging the sward, surface levels or contours of the ground

Leaf clearance

We will:

- clear leaves, paths and hard standings with priority to sheltered schemes and areas where a large concentration of trees is present during the period November to February

Hard surfaces

We will:

- remove overhanging brambles, climbing plants and any weeds growing up through the hard standing to ensure the area is accessible
- spray the weed or moss on all hard surfaces in accordance with the Pesticide Regulations 1986 to ensure that all areas are free from weeds, moss and other unwanted foliage
- collect and properly dispose of all litter from the site
- inspect hard surfaces at each visit to make sure that they are in a safe condition

Roads, car parks and garages

We will:

- ensure that all sites are kept clean and tidy

Japanese Knotweed

We ask you to:

- inform us at the earliest opportunity if you identify any evidence of Japanese Knotweed

We will:

- provide treatment services to control the plant in compliance with government and environmental legislation
- clear from the site and dispose of, leaving the site clean and tidy



How we'll review this standard

We will:

- use feedback from surveys, compliments, complaints and general comments to improve our service
- regularly report how we are doing to our Customer and Communities Influence Network who are our customers and help us to scrutinise our services

We will review this standard

When we:

- update our policies or review our services
- notice that your valued feedback is telling us we need to look at things again

How to contact us



Visit our website for the latest information at bromford.co.uk



Call us on **0330 1234 034**



Contact your neighbourhood coach
bromford.co.uk/neighbourhoodcoach