

GROUNDS MAINTENANCE SERVICE STANDARDS

This summarises our main grounds maintenance tasks and when they are carried out during the year. Please remember the March to October “growing season” is dictated by the weather, so some years we may start earlier or extend tasks longer into November or even early December.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Grass cutting			16x between March & October									
Maintaining the edges of flower beds			1x in March/April						1x in Sept/Oct			
Hard surfaces clearing (next to lawns & beds)	Fortnightly											
Weeds & moss removal (hard surfaces)	4x a year											
Weeding flower and shrub beds (summer)			8x between March & October									
Weeding shrub beds (winter)	2x in winter months										2x in winter months	
Pruning (exc. Trees)	Up to 3x a year or as and when required											
Pruning overhead branches	As and when required all year round											
Strimming edges of grassed areas			8x between March & October									
Ivy removal	As and when required all year round											
Removal of invasive weeds	As and when required all year round											
Inspection of trees	All year round											

Grounds Maintenance Service Standards

GRASS CUTTING



- Grass will be cut to a suitable and reasonable length on each cut, dependant on the season
- Grass will not be left to grow any higher than 12cm
- Areas will be litter picked before each cut and any large stones removed

We do not provide a cut and collect service, but will use machines which reduce grass cuttings wherever possible

BEDS



- Beds will be weed free after each attendance and a distinct and neat border edge to grassed areas will be maintained

HARD SURFACE CLEARING



- Hard surfaces (paths, concreted areas etc.) will be swept of grass cuttings, leaves and debris
- The use of leaf blowers will be limited to large areas where a brush/rake is not time efficient

WEEDS & MOSS REMOVAL (HARD SURFACES)



- Pathways and hard surfaces will be cleared of weeds and moss
- Where possible this will be removed by hand but limited use of weedkillers will be appropriate in some larger areas

WEEDS & MOSS REMOVAL (BEDS)



- Weeds and moss will be removed from flower beds

SHRUB BEDS



- Shrubs will be pruned in line with best horticultural practice
- Dead or diseased plants will be removed and replaced with a suitable alternative
- Shrub beds will be left weed free after each visit

PRUNING (EXCLUDING TREES)



- Bushes and shrubs will be cut back and pruned if blocking pathways, windows or similar spaces
- Pruning will take place in winter or early spring, or after flowering, dependant on the species

PRUNING OF OVERHEAD TREE BRANCHES



- Branches that are overhanging, obstructing, or pose a risk will be removed*

*Branches above height of 2m will be referred to our tree contractor

STRIMMING



- Edges of grassed areas next to paths, walls and fences will be strimmed
- Care will be taken to remove stones prior to strimming to minimise risk of damage to property

IVY REMOVAL



- When Ivy is present we will chop it at the root and leave it to die
- Once dead we will remove the plant on a subsequent visit

INVASIVE WEEDS



- When we come across more invasive weeds we will remove them if the equipment (inc. relevant pesticides) is to hand
- Otherwise, we will log the issue and refer to a specialist if required e.g. in cases of Japanese knotweed

INSPECTION OF TREES



- On our regular visits we will inspect trees to look for signs of disease or death and refer to the specialist tree team

We aim to provide an excellent service and meet the standards set. If we fall short, we want to know – so if you have any feedback or problems with our grounds maintenance service, please contact us at estate.services@walthamforest.gov.uk or call 020 8496 3000 and ask for our Estate Services Team.