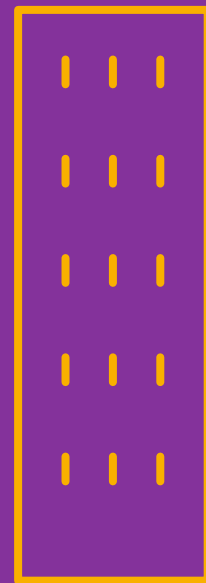
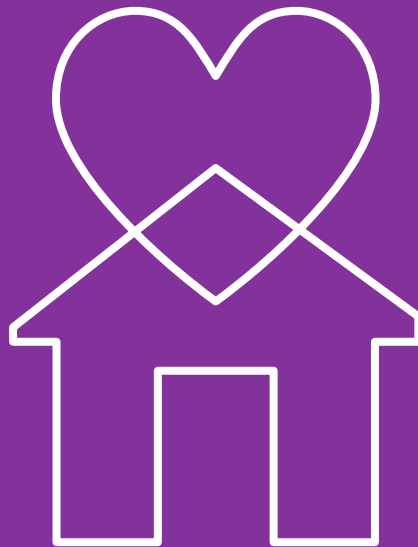
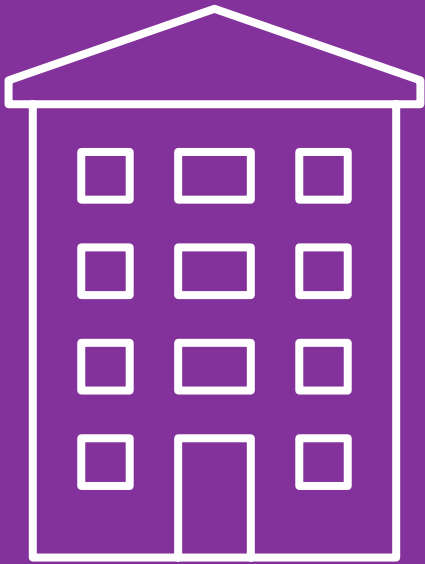




GROUNDS MAINTENANCE

Service Standards



OUR COMMITMENT TO YOU...

Birmingham City Council believes the quality of the area in which you live is very important. We're committed to maintaining the standards of all communal land, areas and buildings in the neighbourhoods we manage.

When we talk about grounds maintenance, the services that we are referring to include grass cutting, tree maintenance and shrub bed maintenance. These services are delivered in partnership with the Parks Service of Birmingham City Council.

ABOUT THESE SERVICE STANDARDS

This document tells you what you can expect from us specifically relating to the Grounds Maintenance service.

These service standards have been developed in consultation with tenants. We will monitor our performance against these service standards and share the results. We will review the service standards annually.

GROUND MAINTENANCE CORE SERVICE STANDARDS, WE WILL:

- Cut grass up to 10 times during the growing season.
- Remove litter from grassed areas before mowing.
- Make sure that grass is not left on the paths after mowing.
- Strim around obstacles after mowing within 24 hours of the main cut.
- Inspect and carry out necessary work to trees on housing communal/amenity land.
- Maintain shrub bed areas on amenity programmes by visiting and carrying out work twice a year.
- Provide an enhanced service at all of our sheltered housing sites.
This includes additional grass cuts and shrub bed maintenance.

TO MONITOR OUR SERVICE, WE WILL:

- Work with Parks and Nature Conservation staff and contractors, who will regularly inspect the work.
- Speak to residents about the service.
- Hold regular meetings with service providers and partners.

WE ASK YOU TO....

- Make sure that grassed areas are kept free of litter and are not used for dog fouling.
- Make sure that vehicles or other items are not parked on the grass or obstruct access for maintenance work.
- Tell us when the grass has not been cut during the growing season.

- Contact us if you are not happy with the service provided.
- Contact us immediately if you see a tree that looks unsafe or dangerous.

If you have your own garden as part of your tenancy we also ask you to:

- Maintain the garden and keep it tidy and free of litter, rubbish and dog mess.
- Not plant trees that you cannot look after.
- Let us know immediately if there is a tree in your garden that is causing damage or you think may be dangerous or unsafe.

CAN YOU WORK WITH US TO MAKE THE SERVICE BETTER?

- We are always looking for service users to get involved and help us improve the service and local environment. If you would like to find out more about how you can get involved particularly in estate walkabouts, block inspections, how you could join your local Involvement Board or become a block inspector, please contact us.

HOW TO CONTACT US

Call us on our Customer Services telephone number **0121 303 5054** (option 4) to find out more about:

- Joining us on estate walkabouts and block inspections.
- What a block inspector is and whether you would like to become one.
- Local resident groups in your neighbourhood.
- Your Local Involvement Board.

Other ways of getting involved in local activities or initiatives that can make a positive difference to your neighbourhood

Or contact us via email at the following:

BCCHOUSING@Birmingham.gov.uk

You can also visit our web pages at **www.birmingham.gov.uk**

