

LANDSCAPE MAINTENANCE PROCEDURE

1.0 INTRODUCTION

- 1.1 This procedure describes our arrangements for providing a landscape maintenance service to the properties and associated areas for which we are responsible.
- 1.2 The procedure supports our [Maintenance policy](#) and complies with Scottish Social Housing Charter.

2.0 SERVICE PROVISION, STANDARDS & CONTRACTS

Service provision & standards

- 2.1 Landscape maintenance services are currently provided by a single contractor covering all areas:
- 2.2 The specification of work to be carried out is listed for all locations (see Appendix 1).

Contracts

- 2.3 The contract for each area is awarded following a tendering process. The Maintenance Officer (MO) or Maintenance Assistant (MA), in consultation with the Head of Property Management (HOPM) as required, is responsible for drawing up the contract documentation; issuing tenders and ensuring that the tendering process follows our current procedures (see the Finance procedure F17 – Prices, Quotations & Tenders).

The acceptance letter to the successful tenderer will be signed by the HOPM or PM depending on the value of the contract and current delegated levels of financial authority.

- 2.4 Where a contract is awarded to a new contractor, the contract will normally be awarded for 3 years in the first instance, so that the quality of service from that contractor may be assessed. Subject to satisfactory performance and negotiations on price, the initial contract may be extended for up to a further 2 years before a further tendering process is required.
- 2.5 The MA/MO will advise the relevant contractor by email of any temporary or permanent increase or decrease in the number of locations to be covered, and will also confirm in writing the resulting variation to the contract price for the relevant period.

A copy of the email will be saved either in the relevant landscape folder in the Maintenance directory, or in the hard copy landscape file held in the Maintenance office.

3.0 MONITORING SERVICE PROVISION

- 3.1 The contractor will issue their own monitoring sheets. At each visit the contractor's personnel should report to a member of staff on arrival. At the end of the visit the contractor will complete a monitoring sheet and ensure that it is signed by an appropriate person. The signatory will not be making any statement about the quality of work carried

out, but simply confirming that the contractor was present and carried out work on that date. The contractor will send the signed monitoring sheets to the MA/MO. The contractor may choose to send the sheets when submitting their invoice for that period.

- 3.2 A site service book is provided at each location. The contractor's personnel will report to a member of staff on arrival and check the service book for any comments.

At the end of the visit the contractor will:

- report back to a designated member of staff;
- obtain a signature on the maintenance visit card;
- log the work carried out in the site service book then sign the book;
- advise staff of any issues regarding landscaping at the location – for passing on to the MA/MO for information or action as appropriate;
- collate the information gathered at the visit and pass this electronically to the contractor's office.

- 3.3 The MA/MO may request a print out of relevant information from the contractor, e.g. list of visits in a particular month (see Appendix 3 for a sample).

- 3.4 The contractor will also carry out their own internal inspections of the work carried out and complete their own audit reports (see Appendix 4). These reports may be referred to in any meetings with the contractor regarding contract reviews or when considering specific issues.

Monitoring by staff

- 3.5 Monitoring of the contract will be carried out primarily by local staff, who will pass any issues or concerns to the MA/MO. Where required the MA/MO will raise the matter with the contractor by phone or email and where there is a concern will seek to resolve the matter informally in the first instance.

- 3.6 Where a concern is not resolved following informal contact the MA/MO, with the assistance of the PM as required, will raise the matter formally with the contractor and will follow the contractor's complaints procedure, where relevant.

- 3.7 Housing Services staff and Maintenance staff will check on landscaping services when visiting local projects. Housing Services staff will raise any queries, concerns etc. with the MA/MO on their return to Head Office.

Meetings with contractors

- 3.8 During the first year with a new contractor, two formal meetings will be held to review the contractor's performance in delivering the service.

Additional meetings may be held if there are ongoing concerns about a contractor's performance.

- 3.9 During subsequent years one formal meeting will be held, normally in the last quarter of each contract year. Additional meetings may be held if there are concerns about a contractor's performance.

4.0 ADDITIONAL WORK

- 4.1 Where work is identified that is not covered by the contract specification, the contractor will submit a written quotation to the MO.
- 4.2 If the quote is acceptable the MO (or the HOPM as appropriate depending on the cost involved) will confirm acceptance in writing and will then arrange for the MA to issue a separate works order.
- 4.3 If the quote is not acceptable the MO may seek alternative quotes, following the Quotations & Tenders procedure where the cost of the work is above the current limits where more than one quote or tender is required.

5.0 PAYMENT OF ACCOUNTS & ALLOCATING COSTS

- 5.1 Contractors will submit monthly invoices for one-twelfth of the annual contract sum, subject to any amendments notified since the contract was awarded. Each invoice will detail the locations visited, the work carried out at each location and the cost per location.

As stated in para. 3.1 above, the invoices may be accompanied by the monitoring sheets for that period.

- 5.2 In the case of ARK Services Properties a separate monthly invoice will be submitted.
- 5.3 The MA/MO will record, process and authorise invoices in accordance with current procedures.

As part of this process the MA/MO will add the cost for each project from each invoice to the landscaping spreadsheet, filepath: *Maintenance/Maintenance Folder/(year) files/Programme of Major & Cyclical Works/Programme of Major & Cyclical Works (year) – select the Landscaping tab;*

- 5.4 When returning the authorised invoice to Finance for payment, the MA will attach a copy of the current sheet showing the breakdown of the total monthly cost over each project, so that Finance staff may also charge the relevant costs to each project.

6.0 IMPLEMENTATION & REVIEW

- 6.1 The Head of Property Management (HOPM) is responsible for ensuring that this procedure is implemented when required.
- 6.2 The HOPM will ensure that this procedure is reviewed at least every three years.

Version 2.0 Approved by SLT:

February 2017

Review of procedure due by:

April 2019

Complies with:

Scottish Social Housing Charter

LANDSCAPE MAINTENANCE - WORKS SPECIFICATION

LANDSCAPE MAINTENANCE SPECIFICATION

Areas:

Scheme Name:

Introduction

Ark Housing Association's Developments are to be maintained to the highest standards. The development is to be left in neat and extremely tidy condition after each visit.

A report shall be forwarded to the nominated Ark Housing Association representative after each specified visit, highlighting any defect or condition that detracts from the visual amenity of the site i.e. dead, dying, missing or damaged trees/shrubs/grass.

A process for selected development will be investigated by the association's nominated representative to ensure that the association's development continue to provide a high level of amenity value. Improvements and alterations are an on going process and additional prices will be sought when necessary.

The contractor should be forth coming in suggesting improvements and, on request, be able to provide the association with advice on technical issues.

General Works

- 1 Disposal of all refuse/rubbish arising from the operations after each visit.
- 2 Uplift of all litter and leaves from within the specified boundary during each visit.
- 3 Sweep up and dispose of all fallen leaves/debris from the hard landscaped areas with in the boundary after each visit (including bin stores) - where specified
- 4 Condition inspection of the whole area to be carried out on each visit and any damage however caused to be logged and reported to the association's representative.
- 5 Pruning back of shrubs/trees where they encroach on path, window etc.

Amenity Grass/Lawn Area (see Schedule 1 for regularity of visits)

1. Raking in Springtime to remove fallen leaves, debris etc. and to prevent build up of excessive thatch (never to exceed 1")
2. Scarification in the Autumn only to remove moss/thatch.

3. Cutting grassed areas (with appropriate mower) during growing season. Ensure that wet grass is brushed before mowing. Spike lawns at regular intervals to relieve compaction. All cuttings to be boxed and removed from site each visit.
4. Application of nitrogen free fertiliser in Spring/early Summer.
5. Scatter with besom all worm casts that arise (pre mowing) and use lawn sand as necessary to control same.
6. During spells of warm dry weather allow for watering lawn areas each visit.
7. Prior to mowing ensure that all litter, debris etc and stones are uplifted.
8. Neatly edge and point all grass areas, paths and shrub beds following each cut.

Shrub Beds/Trees (See Schedule 1 for regularity of visits)

1. Visit to effect formative and maintenance pruning works to shrubs and trees.
2. Weed control: hoeing/spraying once per month to control weeds growth.
3. Trees – Adjust tree ties/stake removal/replacement and removal of all crossing damaged, dying dead branches.

Hard Landscaped Areas

(Include All Paved, Chipped, Tarmac & Mono bloc Areas)

(See Schedule 1 for regularity of visits)

1. Removal of all weeds/debris/moss/litter from pathways, car parking areas, chipped areas, and bin stores using appropriate weed killer as necessary.
2. Sweep and clear all paved, mono bloc and tarmac areas per each visit.

Winter Maintenance

1. Visiting the site once per month throughout the winter to undertake general maintenance as required i.e. Litter collection, Uplift leaves, Sweep hard surfaces etc.

Schedule 1- Regularity of Visits

Item	Work Content	Period	Frequency
1. Grass Cutting	Cut grass, edging and removal of cut grass and rubbish	April to September	2 per Month
2. Shrub Beds	Weeding Shrub beds, removal of rubbish, top dressing and mulching as necessary	April to September	2 per Month
3. Re-stocking Shrubs	Re-stock by agreement, pruning existing plants	September	1 per Month
4. All areas	General tidying, leaf clearing, weed spraying of footpaths,	July, September,	1 per Month

	paved areas and parking bays	December	
5. Trees	Pruning, restocking and re-staking of saplings, by agreement	September	1 per Month
6. Hedges	Clipping, tidying, top dressing, re-stocking gaps all as appropriate to species	July & September	1 per Month

Any restocking works will be Instructed and paid for separately

Invoices and Monthly visits

Invoice/s should be presented monthly to Ark HQ.

Details of monthly visits outlining the action taken are to be presented to Ark HQ along with invoice/

LANDSCAPE MAINTENANCE - CONTRACT 3 - SAMPLE RECORD OF VISITS

SAMPLE

Site	Week 1 / 2	Week Ending		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th	15th	16th	Nov	Dec	Jan	Feb	Mar
		Proposed dates	Actual dates																					
1-7 Hedley House, Glenrothes	WEEK 1	Proposed dates	Actual dates																					
	WEEK 1	Proposed dates	Actual dates																					
Market Square, Mussieburgh	WEEK 1	Proposed dates	Actual dates																					
	WEEK 1	Proposed dates	Actual dates																					
Hill Street, Dunfermline	WEEK 1	Proposed dates	Actual dates																					
	WEEK 1	Proposed dates	Actual dates																					
Retailing Road South, Leith	WEEK 1	Proposed dates	Actual dates																					
	WEEK 1	Proposed dates	Actual dates																					
Windmill Brae, Victoria Street, Forfar	WEEK 1	Proposed dates	Actual dates																					
	WEEK 1	Proposed dates	Actual dates																					
35-53 Fallies Road, Perth	WEEK 1	Proposed dates	Actual dates																					
	WEEK 1	Proposed dates	Actual dates																					
Windsor Square, Penicuik	WEEK 1	Proposed dates	Actual dates																					
	WEEK 1	Proposed dates	Actual dates																					
Burnside Drive, Achnacath	WEEK 1	Proposed dates	Actual dates																					
	WEEK 1	Proposed dates	Actual dates																					
St Andrews Court, Peebles	WEEK 1	Proposed dates	Actual dates																					
	WEEK 1	Proposed dates	Actual dates																					
Broadway Southhouse	WEEK 1	Proposed dates	Actual dates																					
	WEEK 1	Proposed dates	Actual dates																					
West Adam Street	WEEK 1	Proposed dates	Actual dates																					
	WEEK 1	Proposed dates	Actual dates																					
Tait Street, Dalkeith	WEEK 1	Proposed dates	Actual dates																					
	WEEK 1	Proposed dates	Actual dates																					
3-7 Globe Road St Andrews	WEEK 1	Proposed dates	Actual dates																					
	WEEK 1	Proposed dates	Actual dates																					
Bedford Court Alba	WEEK 2	Proposed dates	Actual dates																					
	WEEK 2	Proposed dates	Actual dates																					
Longstone Grove, Edinburgh	WEEK 2	Proposed dates	Actual dates																					
	WEEK 2	Proposed dates	Actual dates																					
Horseisons Garden	WEEK 2	Proposed dates	Actual dates																					
	WEEK 2	Proposed dates	Actual dates																					
Oxgangs Bank	WEEK 2	Proposed dates	Actual dates																					
	WEEK 2	Proposed dates	Actual dates																					
73-75 Sternhouse Place / Drive, Edinburgh	WEEK 2	Proposed dates	Actual dates																					
	WEEK 2	Proposed dates	Actual dates																					
49-51 Roxburgh St Grangemouth	WEEK 2	Proposed dates	Actual dates																					
	WEEK 2	Proposed dates	Actual dates																					
43 Blackness Road Linlithgow	WEEK 2	Proposed dates	Actual dates																					
	WEEK 2	Proposed dates	Actual dates																					
51-54 Haugh Road, Blairgowrie	WEEK 2	Proposed dates	Actual dates																					
	WEEK 2	Proposed dates	Actual dates																					
1-14 Muirs Court	WEEK 2	Proposed dates	Actual dates																					
	WEEK 2	Proposed dates	Actual dates																					

Ark Housing Association
Site Visit Programme Season 2016 / 2017



LANDSCAPE MAINTENANCE - CONTRACT 3 - INTERNAL AUDIT CHECKS

SAMPLE

Satisfied/Unsatisfied
 Ground Maintenance Services - ARK Housing Association - Control Sheet

The under noted works on ground maintenance services have been completed today.

Development 1 Wellside Court, FORRES

By Contractor G. DONALD

Signature of Customer/Manager.....

Signature of Contractor.....

Date.....

Remarks.....

Item	Description	Delete as Necessary
1.	Lawns Mowed	Yes/NO
2.	Trim vertical edges of grassed area	Yes/NO
3.	Reform vertical edges of grassed area	Yes/NO
4.	Hoe and remove weeds from all shrubbery beds	Yes/NO
5.	Prune shrubs each visit and shape same	Yes/NO
6.	Dead head roses	Yes/NO
7.	Cut Hedges	Yes/NO
8.	Sweep and remove all rubbish residual grass cuttings	Yes/NO
9.	Supply and apply total residual weed killer	Yes/NO
10.	Sweep roads/paths/staircases	Yes/NO
11.	Inspect and replace tree ties and posts	Yes/NO
Winter Maintenance		
1.	Fork over bed and borders	Yes/NO
2.	Prune shrubs, cut back and shape same	Yes/NO
3.	Prune roses and cut back	Yes/NO
4.	Reform vertical edges of grassed area	Yes/NO
5.	Rake and sweep up leaves	Yes/NO
6.	Sweep roads and paths, remove rubbish	Yes/NO
7.	Inspect and replace tree ties and posts.	Yes/NO

Please return to ARK Housing Association, The Priory, Canaan Lane, Edinburgh, EH10 4SG

Overall are you satisfied or unsatisfied with the service. Please Circle