



## Report to Acis Board by Tenant Led Scrutiny Panel

### Service Area - Grounds Maintenance

October 2015 – February 2016  
Board Presentation - March 2016

**Service review panel:** Nigel Freeman (Chair), Nigel Hornsey (*Vice Chair*), Russel Coughlin and Ann Pennington

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1	<b>Introduction</b>
	At the time of writing the TLSP members are, Nigel Freeman (Chair), Nigel Hornsey ( <i>Vice Chair</i> ), Russel Coughlin and Ann Pennington with Olive Ellis and Doreen Overbury leaving the panel post reality checking stage of the review.
2	<b>Selection of topic</b>
	<p>In previous reviews the TLSP has looked at a range of data and performance information to provide the trigger for topic selection. However, having been made aware that that Grounds Maintenance contracts will be re-tendered next year, the TLSP decided that this was such an important service area for tenants that they would not undertake the usual topic selection process and would make this the topic of their review. This would ensure that tenants views could shape and influence the Grounds Maintenance service.</p> <p>It should however be noted that this review is not the routine, retrospective, evidence based one looking back at how an existing service can be improved, instead it focusses on gathering views to shape a future. It is therefore subjective and reliant on opinions rather than being purely evidence based.</p>
	<p><b>Grounds Maintenance:</b></p> <p>Reasons why grounds maintenance has been chosen:</p> <ol style="list-style-type: none"> <li>1) The Grounds Maintenance contracts will be re-tendered next year so the scrutiny review will ensure that residents are involved in shaping and influencing the specification and contract procurement process.</li> <li>2) There is no current Grounds Maintenance satisfaction data so it is unclear whether residents are happy with the service or not. Scrutiny will investigate this and provide valuable information on the service.</li> <li>3) Previous STAR surveys report undertaken by Acuity in 2014 reads: <p>“This service area received much lower satisfaction ratings than the quality of home and neighbourhood as a place to live and residents are clearly not happy with the standard of the service or that they are getting value for money. Acis may wish to consider setting up resident groups to work with grounds maintenance service personnel in developing a service which is efficient by residents within the budgetary constraints applicable (p45, Acuity Report 2014) and;</p> <p>“Two thirds of tenants are satisfied with the grounds maintenance service provided by Acis (66%), with one in five tenants dissatisfied (20%). More tenants are “fairly” satisfied with the service (39%) than are “very” satisfied (27%) with one in seven neither satisfied nor dissatisfied (15%).</p> </li> </ol>
3	<b>Scope of topic</b>
	<p>In Scope:</p> <ul style="list-style-type: none"> <li>• Understanding service delivery and the performance of the existing contractors</li> <li>• Investigating current residents’ satisfaction with the grounds maintenance service</li> <li>• Identifying what improvements residents would like to see</li> </ul>

	<ul style="list-style-type: none"> <li>Understanding the grounds maintenance procurement process</li> <li>Creating a resident specification for grounds maintenance to help shape the procurement process in 2016</li> </ul> <p>Out of Scope:</p> <ul style="list-style-type: none"> <li>Open spaces that do not belong to Acis Group such as Parish Council land.</li> </ul>														
<b>4</b>	<b>Methodology</b>														
	<p>The methodology for the scrutiny was set out in a project plan (below) that guided panel activities and enabled the panel to monitor their progress.</p> <p><b>November 2015 – February 2016</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Tasks</th> </tr> </thead> <tbody> <tr> <td><b>November 2015</b></td> <td>           Desk top review and information gathering            Interview procurement manager            Look at other reports            Check service standards and contracts         </td> </tr> <tr> <td><b>November / December 2015</b></td> <td>           Get tenants views on Grounds maintenance service via:           <ul style="list-style-type: none"> <li>Focus groups</li> <li>Tenant questionnaires</li> <li>LMB meetings</li> </ul> </td> </tr> <tr> <td><b>January 2016</b></td> <td>           7<sup>th</sup> January – meeting            Feedback information and data from focus groups and questionnaire            Compile tenants' specification and scrutiny report         </td> </tr> <tr> <td><b>February 2016</b></td> <td>Finish report and issue to ELT</td> </tr> <tr> <td><b>March 2016</b></td> <td>           Consider any feedback from ELT, finalise report for Board submission            Attend Board 21 March 2016         </td> </tr> <tr> <td><b>April 2016</b></td> <td>Consider feedback and action plans arising from the Board meeting</td> </tr> </tbody> </table>	Month	Tasks	<b>November 2015</b>	Desk top review and information gathering Interview procurement manager Look at other reports Check service standards and contracts	<b>November / December 2015</b>	Get tenants views on Grounds maintenance service via: <ul style="list-style-type: none"> <li>Focus groups</li> <li>Tenant questionnaires</li> <li>LMB meetings</li> </ul>	<b>January 2016</b>	7 <sup>th</sup> January – meeting Feedback information and data from focus groups and questionnaire Compile tenants' specification and scrutiny report	<b>February 2016</b>	Finish report and issue to ELT	<b>March 2016</b>	Consider any feedback from ELT, finalise report for Board submission Attend Board 21 March 2016	<b>April 2016</b>	Consider feedback and action plans arising from the Board meeting
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<b>5</b>	<b>Initial Fact Finding</b> - Understanding service delivery and the performance of the existing contractors														
	<p>Robert Lakin, Acis Procurement Manager was invited to attend a meeting with the panel to give an overview of the procurement process with a view to providing the panel with an understanding of the existing service and how they could influence and shape the new contract specification.</p> <p>Areas of particular interest included:</p> <p><b>Market engagement and understanding the market</b> – scoping the market of what can be offered from each contractor before slimming down the choice of contractors.</p>														

	<p><b>Input specification</b> – number of cuts per year, length of each cut, qualifications of staff</p> <p><b>Monitoring performance</b> – how performance will be managed and by whom i.e. stakeholders (tenants), contractor (self monitoring) or contract manager.</p> <p><b>Social Value Act</b> –Typical examples include employing apprentices.</p> <p><b>Value of contract</b> - this particular tender will be advertised on the open market rather than being ‘restricted’ and will attract about 10 responses. Market engagement work will help slim down the list of those suppliers interested.</p> <p>Further questions were raised and these are captured in Appendix A.</p>
6	<p><b>Desk top review- • Understanding the grounds maintenance procurement process</b></p>
	<p>To ensure that the panel understood the procurement process and the current grounds maintenance in current operation the following documents were analysed and key learning points were used to inform the reality checking process:</p> <ul style="list-style-type: none"> <li>• Existing contract (Continental Landscapes and Ground Control)</li> <li>• Procurement Process</li> <li>• Other scrutiny reports on grounds maintenance</li> <li>• ESPO Quick start guide to Grounds Maintenance</li> <li>• APSE – Insourcing</li> <li>• Broxtowe Borough Council – Tendering guidelines</li> <li>• Invest Northern Ireland – Successful tendering Guide</li> <li>• Regulatory framework – nothing specific within the standard relating to grounds maintenance contract</li> </ul>
7	<p><b>Reality checking</b> - Investigating current residents’ satisfaction with the grounds maintenance service and identifying what improvements residents would like to see.</p>
	<p>To ensure that a wide range of tenants views were collected the TLSP undertook a variety of research including Focus Groups in different geographical areas, surveying Local Management Board attendees and engaging with tenants living in sheltered schemes. In order to make optimum use of resources and time, it was agreed that this sample group of sheltered tenants would be from an area in close proximity to where Panel members lived.</p> <p>The TLSP felt it was important to engage with tenants who paid for grounds maintenance with a service charge as they may feel more strongly about it as it was a visible cost to them. In total, views from a minimum of 50 individual tenants were collected. These were supplemented by collective responses received from sheltered schemes.</p> <p>Notes can be viewed at Appendix B covering:</p> <ul style="list-style-type: none"> <li>- Focus Groups East</li> <li>- Focus Groups West</li> <li>- Local Management Boards East</li> <li>- Local Management Boards West</li> <li>- Sheltered housing (Dale View, Fletcher Court, Lamma Leas, Gordon Fields, Braemar Close) .</li> </ul>

8	<b>Findings</b>
	<p><b>Findings from the East</b></p> <p>The key findings are:</p> <ol style="list-style-type: none"> <li>1) Focus group and the LMB members could not provide feedback on satisfaction levels with the current grounds maintenance service because a substantial majority did not know which open spaces owned and managed by Acis Group Limited.</li> <li>2) Participants gave feedback on the additional new requirements of the new contract and these have been incorporated into the Recommendations.</li> <li>3) Participants were asked to give their views on what they would like to see in the new grounds maintenance contract. They responded with the following comments:</li> </ol> <p><b>Grass:</b></p> <ul style="list-style-type: none"> <li>• To be cut frequently</li> <li>• Blow grass off paths</li> <li>• Dedicated grounds maintenance staff</li> <li>• Knowledgeable and well trained operatives</li> <li>• Edge borders</li> </ul> <p><b>Shrubs:</b></p> <ul style="list-style-type: none"> <li>• Keep well pruned</li> </ul> <p><b>Trees:</b></p> <ul style="list-style-type: none"> <li>• Prune and maintain frequently</li> </ul> <p><b>Additional Requirements</b></p> <ul style="list-style-type: none"> <li>• Help should be offered as an affordable paid service for tenants unable to manage their own gardens:</li> <li>• Contractor should recruit apprentices and work in partnership with providers and NEET groups (Not in Education Employment or Training).</li> <li>• Contractor should be monitored with regular Satisfaction surveys and Estate walkabouts</li> </ul>

## **Findings from the West**

The key findings are:

- 1) Focus group participants gave examples given of poor grounds maintenance detailed at appendix B.
- 2) The feedback from the LMB found that 53% were satisfied, 27% were not satisfied and 20% did not have an opinion about the existing service received.
- 3) Participants gave feedback on the additional new requirements of the new contract and these have been incorporated into the Recommendations.
- 4) Focus group participants were asked to give their views on what they would like to see in the new grounds maintenance contract. They responded that they would like the following service provided in a new contract

### **Grass:**

- To be cut frequently
- Dedicated grounds maintenance staff that clearly knew what they were doing
- Edge border and communal green spaces
- Rake and collect grass cuttings for those benefitting from garden pledge.

### **Shrubs:**

- Prune hedges and shrubs at the right time of the year / seasons
- Clean under hedgerows
- Remove weeds
- Carry out works more frequently
- Clear up after works have been carried out

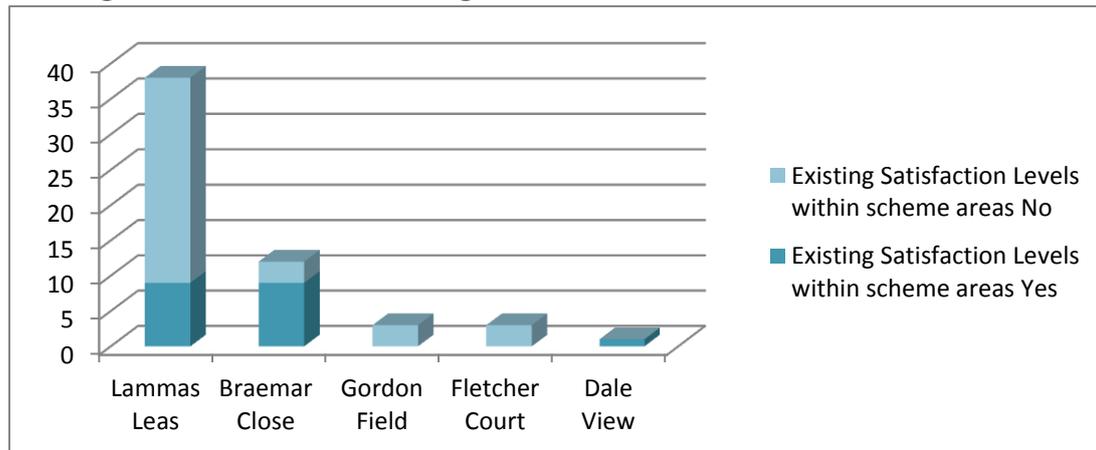
### **Trees:**

- Prune and maintain frequently

### **Additional Requirements**

- In the event that grass is collected, consider recycling the grass / composting, shred bark cuttings and re-use as bark on borders
- Satisfaction data to be collected. This could be managed through a return slip in Home News, recording comments of satisfaction or dissatisfaction
- Provide a programme of works, to include what tenants might receive from the service and when they might expect to receive it
- Employ knowledgeable and caring staff not just workers who treat trees and bushes like grass and 'hack it'
- Invest in the youth of today:
  - Employ apprentices, employ local people with right skills

## Findings from Sheltered Housing



**Dale View, Caistor:** All satisfied with the service received. However, this finding does not indicate the number of participants involved in completing the questionnaire.

**Lammas Leas, Market Rasen:** Tenants all clearly dissatisfied with the existing service received. Evidence given regarding (unwanted) choice of plants used in borders, maintenance aftercare, grass cutting (frequency and height of cut).

**Braemar Close, Middle Rasen:** Tenants mainly happy with the service received. Main concerns regarding frequency of grass cut and conditions that the grass is left in after completion of works.

**Gordon Field, Market Rasen:** Dissatisfaction arising with grass cutting service received.

**Fletcher Court, Market Rasen:** Dissatisfied with all areas of the grounds maintenance service received.

## 9 Recommendations & Tenants Specification Requirements

### RECOMMENDATIONS

#### SPECIFICATION REQUIREMENTS

If tenants were involved in appointing a contractor to deliver a grounds maintenance service these are the specifications that they would be looking for.

#### Grass and Paths

Grass collection:

Participants of focus groups are prepared to accept a charge to collect grass. However, given the small sample size and the government announcements to cut rents, TLSP do not support the recommendation to collect grass on the following grounds:

1. Savings to the contract value
2. Environmentally friendly to leave the grass

**Instead the contractor should:**

3. Maintain existing levels of grass cut frequency
4. Blow off grass
5. Remove any moss on paths
6. Edge paths

**Trees**

7. Maintain existing standard and response to service issues relating to trees

**Shrubs and Bushes**

8. Remove weeds
9. Remove any rubbish under hedgerows
10. Clear away any cuttings and debris post works

**Garden Pledge (if included in the new contract)**

Collect grass and leave in a green waste bag for customers' own disposal

**Other Aspects**

**ADDITIONAL REQUIREMENTS**

The research demonstrated that tenants wished to see the following requirements included in a new Grounds Maintenance Contract. (Please note there are two recommendations that have been suggested by the Panel, these are clearly marked below)

**Tenant Involvement**

11. Acis to continue to undertake estate inspections and ensure contractors attend these and any other tenant forum (service improvement groups) as and when required
12. Acis to monitor satisfaction and performance contractor performance as per the contract management part of the procurement process satisfaction data and this is shared with Acis tenants
13. Tenants to be involved in the selection of contractor/s (4 tenants identified themselves as willing participants in recruitment and selection of contractors)

**Environmental**

14. Chosen contractor to collect, recycle or dispose in an ecologically friendly way any grass/shrub cuttings. They Must Not end up at landfill.
15. All staff to be trained (or working towards) the industry standard in grounds maintenance

	<p><b>Information and Communication</b></p> <p>16. Investigate practicality for the contractor &amp; Acis to provide (interactive) maps of what land is the responsibility of Acis, as some tenants particularly in the East, do not know who which open spaces owned and managed by Acis Group Limited</p> <p>17. Contractor to provide a schedule of works that can be communicated to tenants saying how many cuts will be received and when, acknowledging that this is weather dependent. This should be communicated using a range of media:</p> <ul style="list-style-type: none"> <li>• Website</li> <li>• Home News</li> <li>• Facebook / Twitter</li> </ul> <p>18. Acis to develop a set of performance indicators based on these additional requirements to demonstrate how contractor/s are delivering these requirements (Panel recommendation)</p> <p><b>Social Value</b></p> <p>19. Contractor to look at employing local people and offering apprenticeships to young people</p> <p>20. Contract to build in strong corporate responsibility element includes commitment to local community projects (Panel recommendation)</p>
<b>10</b>	<b>Learning points</b>
	<p>TLSP found that grounds maintenance as a subject area has been subjective with one level of service not necessarily suiting the next person. Although we attempted to apply a “grading” to the service in terms of gold, silver and bronze, we had to later re-assess this as no clear criteria had been agreed for these grades in advance of the meetings.</p>
<b>11</b>	<b>Acknowledgements</b>
	<p>Thanks are expressed to all of those tenants that provided their time in giving their views about the service.</p>
<b>12</b>	<b>Appendices</b>
A	Procurement Manager Q&A
B	Reality checking notes, findings and recommendations

	<b>Appendix A</b>
<b>A</b>	<p><b>Procurement Manager Q&amp;A and further information offered</b></p> <p>(q) Is there an appetite for joint procurement to maximise value.</p> <p>(a) As we are geographic and area specific. Acis wouldn't be anti joint procurement but it is difficult to manage with different requirements from each company involved in the venture.</p> <p>(q) Would Acis consider 'insourcing' this service.</p> <p>(a) Of the £300k typically 50% is labour costs. Of that 50%, VAT benefits of 20%. Acis cannot reclaim VAT. Market engagement will work out VAT efficiencies. Acis are not specialists in delivering this service, we need to buy in this expertise.</p> <p>Question arising on service charge and how much is administration. Mark Davies is currently completing a piece of work on this subject.</p> <p>Robert explained that Acis should be transparent and understand clearly what each scheme costs to manage the variations within contracts. This requirement will be managed within the project to re-tender.</p> <p>Resident involvement is expected from contractors, attending residents' meetings and forums and keeping lines of communications open.</p> <p>Under localism act, tenants could choose to manage grounds maintenance in their own scheme areas under a 'lotting' strategy</p> <p>Question from Robert – how much does TLSP want to be involved in this process from minimal to maximum involvement.</p> <ul style="list-style-type: none"> <li>- Number of cuts</li> <li>- Activities within the contract</li> <li>- Market engagement activity</li> <li>- TLSP representative in market engagement</li> <li>- Could include a satisfaction survey – poor performance would result in a 'non-conformance report'.</li> </ul>

## Appendix B

### Focus Groups - East

#### What are your views on the current Service:

In this exercise most participants felt they were unable to comment. This was because they were very unsure over land ownership - what land, verge or communal space was the responsibility of the Local Authority or Acis Group. Some participants explained that as they were unclear of this, they tended to lend themselves to ensure it was always of a good standard.

Area represented	Current Views of the Service	Health and Safety / Risk
Upton	Grounds maintenance managed via a Tenant Managed Agreement. This may be disbanded and the services will need to be managed by someone else in the near future	
Caistor	Grass could be cut more often. Thinks it's currently cut every 6 weeks	
Saxilby	Would like to know when grass cutting is due so cars can be moved	Machines used for cutting encourage stones to fly causing damage to property, windows and could present as a Health and Safety risk
Stow	Grass cut very well, albeit they always cut with a strimmer rather than a machine.	
All*	Grass is not collected  Could come more often Should be more careful with trimmers  No evidence that grass is blown back on to the grass	Wet grass could cause the potential for slips, trips and falls
All*	Garden help not currently offered.  Offer a regular and good	Examples provided of tenants struggling to manage their gardens, unable to maintain resulting in enforcement action

	<p>job but they leave a mess behind</p> <p>Evidence of a fast yet careful response to taking out trees.</p> <p>Staff were clearly professional taking care to act with precaution and safety</p> <p>Don't appear to care about the trees. They need maintenance in the same way that homes need maintaining</p> <p>Doesn't feel that the shrubs are maintained or benefit from annual cuts or maintenance</p>	<p>from Acis ASM.</p>
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Where 'all' is used, this refers to the demographics of area rather than the opinion of all participating tenants  
ASM – Area Service Manager

**What should a new contract include**

Participants were then asked to consider what a new look contract might look like, what needed to be incorporated, whether quality was more important than quantity (of cuts). Participants were advised that current payment arrangements for grounds maintenance, regardless of whether tenants directly benefit, are all included within a tenants rent charge. These spurred participants to reflect further on the current service received and really started them to think about what was important in a new contract regardless of whether it applied to their immediate neighbourhood or not. A summary of the comments is given below

- Good job
- Neat
- Edged finish to lawns
- Pick up the grass\* Good care should be shown in managing trees
- Understand what trees Acis has responsibility for
- Undertake tree surveys and manage actions arising
- Blow off the grass

- Look after trees - Trees are a “part of what keeps us alive”, “we have a responsibility to make sure they are looked after rather than just cutting them down when they become unmanageable”.
- Well trimmed and pruned
- Managed routinely to keep hedges and bushes in good shape and not let them become overgrown
- Help should be offered as an affordable paid service for tenants unable to manage their own gardens:
- Contractor should recruit apprentices and work in partnership with providers and NEET groups (Not in Education Employment or Training).
- Contractor should be monitored. Options discussed include satisfaction surveys/estate walkabouts
- Contractor selection: - 4 tenants identified themselves as willing participants in recruitment and selection of contractors

\*Grass – there was a vote held to agree if the majority would prefer the grass picked up at an additional cost or if it just needed blowing off the path 100% of the time. 1 of the 11 felt it needed picking up with 10 outvoting to blow the grass off paths.

### Focus Groups – West

#### What are your views on the current service?

Area represented	Current Views of the Service
Lower Manor and Woodthorpe	<p>Cut grass and hack the hedges</p> <p>Hate the blowers – know it costs a lot to collect the grass but it gets blown under the hedges which then causes weeds. Acis then needs to pay for weeds to be sprayed which seems like a waste of money</p> <p>Pictures shared to the group identified an overgrown hedge that was 18” wide at the time of the tenant moving in in 2009. This hedge has rarely been cared for by the contractors and is now out of control. When it has been trimmed, the contractors can be seen throwing the cuttings behind the bush rather than removing and disposing.</p> <p>Participants were not interested how often the grass is cut, they just want it to be maintained at a reasonable height, suggesting no more than 5cm tall. This would need monitoring and would be dependent on the seasons</p> <p>Examples offered of shrubs cut or ‘hacked’ in the wrong seasons and/or whilst flowering. This has caused the shrubs to die back unnecessarily.</p>

## What should a new contract include?

Participants were then asked to consider what a new look contract might look like, what needed to be incorporated, whether quality was more important than quantity (of cuts). Participants were advised that current payment arrangements for grounds maintenance, regardless of whether tenants directly benefit, are all included within a tenants rent charge. These spurred participants to reflect further on the current service received and really started them to think about what was important in a new contract regardless of whether it applied to their immediate neighbourhood or not. A summary of the comments is given below

- Frequency of cuts
- Picking up grass\*
- Dedicated staff Well pruned
- Clean under hedgerows
- Remove weeds
- Carry out works more frequently
- Clear up after selves
- Look immaculate
- No litter
- Edging
- Well maintained
- No weeds
- Pruned correctly using correct procedures
- Well shaped borders/bushes
- Prune and maintain frequently
- In the event that grass is collected:
- consider recycling the grass / composting
- Satisfaction data to be collected. This could be managed through a return slip in Home News, recording comments of satisfaction or dissatisfaction
- Rake and collect grass cuttings for those benefitting from garden pledge. Leave grass cuttings for the tenant to dispose of
- Provide a programme of works, to include what tenants might receive from the service and when they might expect to receive it
- Prune hedges and shrubs at the right time of the year / seasons
- Employ knowledgeable and caring staff not just workers who treat trees and bushes like grass and 'hack it'
- Select eco options:
- Grass recycling
- Shred bark cuttings and re-use as bark on borders
- Invest in the youth of today:
- Employ apprentices
- Employ local people with the right skills

\*Not all participants were willing to pay a proportionate amount extra in their rent to have the grass collected and disposed.

### Notes arising from the Local Management Boards West

	Satisfied – Yes	No	N/A	Comments
Grass cutting	4	1		(W) Grass is not cleared up (W) Neighbour received garden pledge and its done perfectly (W) Grass needs removing to make it look better (W) Red path from East Beck Dale not cut, only round flats (W) Would prefer the grass cuttings to be taken away, paths are swept clean and the grass is cut more often
Shrubs and hedges	1	2	2	(W) Not seen any done (W) Only cut once a year, needs to be twice a year (W) Communal areas are good (W) Shrubs and bushes along Alison Crescent are not cut and these are dangerous to people's faces etc.
Flowerbeds	3	1	1	(W) Not seen any (W) Communal ground – only small area of flower beds. Not much point in having a larger area due to local youths etc running across it. (W) Have not got any (W) Not many
<b>Total points</b>	<b>8</b>	<b>4</b>	<b>3</b>	
<b>Further comments</b>				
(W) The rubbish clear up seems to have improved. (W)The increase to 2 garden pledges a year per property is good but could do with 4 (W) The specification needs to be looked at to make sure the elements are included				
<b>Recommendations</b>				
(W) Collect the cuttings from peoples garden and leave in a black sack for the householder to dispose of. (W) Enclose the communal area to stop dogs going onto it and clearly define the area that is for the use of the tenants rather than for people who do not live in the flats i.e. youths running across and across it (outside scope). (W) Would like to see grass cuttings taken away when cut				
<b>Findings</b>				
53% of responses suggest they are currently satisfied with Ground Control 27% were not satisfied 20% had no opinion as they did not appear to benefit from the service				

### Notes arising from the Local Management Boards East

	Satisfied – Yes	No	N/A	Comments
Grass cutting	3	1	5	(E) It is always done well (E) Can't measure the effect as have no idea of cutting cycle.
Shrubs and hedges	3	1	5	(E) It seems that shrubs are only tidied up when reported, not maintained routinely
Flowerbeds	3	1	5	(E) Town doesn't have as many as it should have (E) No flower beds in our village
<b>Total points awarded</b>	<b>9</b>	<b>3</b>	<b>15</b>	
<b>Further comments</b>				
<p>(E) We would like action with trees and protruding branches</p> <p>(E) Communal areas concreted and tend to accumulate moss and weeds which are not treated and could be dangerous</p> <p>(E) Where tenants are cutting the grass themselves in communal areas, are contractors being paid for this?</p> <p>(E) No flower beds in area.</p>				
<b>Recommendations</b>				
<p>(E) New contract should include regular inspections, especially where trees have been on properties for several years; inappropriate trees for the area.</p> <p>(E) Let us know the maintenance regime so that we can make a proper recommendation for improvements.</p> <p>(E) Need a method to measure work and impact of any improvement</p> <p>(E) Collect grass cuttings</p>				
<b>Findings</b>				
<p>33% of respondents were satisfied with the service received from Continental Landscapes 11% were not satisfied 56% did not have an opinion. This seemed to be largely due to them receiving grounds maintenance services from the Parish Council.</p>				

### Notes arising from Dale View, Caistor

	Satisfied – Yes	No	N/A	Comments
Grass cutting	Yes			
Shrubs and hedges	Yes			
Flowerbeds	Yes			
<b>Total points awarded</b>				
<b>Further comments</b>				

There were no additional comments made. This was a joint return.	
<b>Recommendations</b>	
None	
<b>Findings</b>	
All satisfied with the service received. However, this finding does not indicate the number of participants involved in completing the questionnaire.	

#### Notes arising from the Lammas Leas, Market Rasen

	<b>Satisfied – Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
Grass cutting	4	10		(OE) Edges not cut, too many weeds, mowers leave lots of moss (DO) Things have improved since it was cut more regularly but still full of moss, bare patches, leather jackets etc. (FF) edging not done, paths look untidy (TH) They do not cut the grass regularly and they don't cut it short enough (SP) Not up to a good standard
Shrubs and hedges	2	10	2	(JE) The raised shrub beds next to the common room look untidy and need more regular attention (TH) Hedges never touched, shrubs never trimmed unless residents complain (SP) Not up to a good standard
Flowerbeds	3	9	2	(MM) Just not satisfied (OE) We were asked what we would like in them and we asked for Heathers, shrubs and other things. The beds were not cleared out and there are lots of weeds (DO) We were asked what we wanted – said Heathers but ended up with the beds not being prepared properly and the workman just filled them again with shrubs we didn't want and a lot of extras which were spare from somewhere else. As a result, we have the mess which we did not want. What a waste of money (TH) Again, hardly ever touched (SP) Not at all, very poor

<b>Total points awarded</b>	<b>9</b>	<b>29</b>	<b>4</b>	
<b>Further comments</b>				
(ES) Grass cutting one time its ok but next time it's not so good. Should be satisfactory every time. The shrubs in raised flower beds are not maintained enough (MH) Work not done properly				
<b>Recommendations</b>				
(ES) Blow the grass away (TH) I would recommend changing the contractor to one that would do the job properly				
<b>Findings</b>				
69% of respondents were not satisfied with the service received from Continental Landscapes 21% were satisfied 10% did not have an opinion.				

#### Notes arising from the Braemar Close, Middle Rasen

	<b>Satisfied – Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
Grass cutting	2	2		(MC) Don't cut all grass on site (LG) Grass not always cut, keeps getting missed) (JJ) Grounds are left in tidy condition
Shrubs and hedges	4			(JJ) Attended when required - seasonal
Flowerbeds	3	1		(LG) Needs weeding more often (JJ) Annuals are ok
<b>Total points awarded</b>	<b>9</b>	<b>3</b>		
<b>Further comments</b>				
(JJ) More attention at autumn required – leaves!				
<b>Recommendations</b>				
None				
<b>Findings</b>				
75% of respondents were satisfied with the service received from Continental Landscapes 25% were not satisfied				

#### Notes arising from Gordon Field, Market Rasen

	<b>Satisfied – Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
Grass cutting		No		Goes in same track every time, grass has sunk
Shrubs and hedges		No		Never cut

Flowerbeds		No		No beds
<b>Total points awarded</b>		<b>3</b>		
<b>Further comments</b>				
There were no additional comments made. This was a joint return.				
<b>Recommendations</b>				
None				
<b>Findings</b>				
This return does not indicate the number of participants involved in completing the questionnaire.				

### Notes arising from Fletcher Court, Market Rasen

	Satisfied – Yes	No	N/A	Comments
Grass cutting		No		Only cut once a month if lucky and 12” high cut with strimmer and left to rot and smell
Shrubs and hedges		No		Hedges only cut on side not on top. Shrubs and trimmings left on the ground
Flowerbeds		No		Never had any beds planted
<b>Total points awarded</b>		<b>3</b>		
<b>Further comments</b>				
<p>The members fill in dyke and planted it up and paid for all the things.</p> <p>Block paving cleaned by members, pressure washed seat under trees as cannot sit because of bird’s droppings on members in the summer.</p> <p>Winter – all the leaves make it a danger, suggest felling the trees.</p> <p>Seats have not been painted by Acis for the last 5 years. I have done them myself and provide the materials.</p> <p>Flowerbeds – the only garden was done by members and maintained. Have provided hanging baskets and fill them.</p> <p>Hedges – when cut do not clean up.</p> <p>Grass cutting – at Fletcher Court all moss, no grass between Gordon Fields and Fletcher Court. Cut sometimes and when they have done we have to go out and sweep up the patch.</p>				
<b>Recommendations</b>				
None				
<b>Findings</b>				
This response was completed by 1 recipient.				