

GROUNDS MAINTENANCE

1) When does the grass cutting start/end?

Grass cutting begins in March and ceases in November of each year.

2) Will the gardeners remove the weeds in my grass?

No, weeds are removed from hard surfaces, and are treated in beds; however they will not be removed from the grassed area.

3) Will you grass an area of soil?

If we have carried out works to the grounds i.e. lifting pavers, etc then we would attend to soil and seed the area. However should you require turfing to the area, then you would need to carry this out yourself as we do not turf gardens.

4) Will you remove a plant/bush?

Shrubs are pruned as part of the Grounds Maintenance Contract, however if you wish for a specific shrub to be removed then we can add this to the Additional requests list – these requests will be looked at each year and are subject to budget availability.

5) My hedge is too big; when will you cut it?

Hedges are trimmed 3 times per year – if certain parts of the hedge are home to nesting birds then this area will not be trimmed.

6) Will you chop down a tree near my house?

Trees will be inspected and maintained in accordance with the Associations tree survey and contractual requirements. If you require a particular tree to be felled then please ring the office with the reason / location and we will add this to the additional request list. Our surveyors will come out and inspect the tree and discuss any issues with you.

7) Can I maintain a communal area of grass/bed?

Communal areas are maintained by our Grounds Maintenance contractors only.

8) Do the gardeners pick up leaves and litter?

As part of the grounds maintenance service, the gardeners will pick up leaves and litter and will make sure the site is kept free of these. At times where there are excessive leaves falling – i.e. in high winds – then additional site visits will be carried out to clear them.

9) Am I on the gardening list?

We can check to see if you are scheduled to have your garden maintained by us and whether payments are being taken.

10) Can I cancel my grounds maintenance?

Under normal circumstance you cannot opt out of the Grounds Maintenance scheme until the end of the financial year. However, if there are exceptional circumstances then a request can be sent through to Property Services for them to make a final decision.

11) Can I join the grounds maintenance?

New residents can opt in to the service when they move into one of our properties. For existing residents, we send out reminders in March each year, to ask if people wish to opt in or out of the scheme.

We can provide this information on audio tape, large print or Braille and in minority languages. For more information please contact 4 Pickering and Ferens Homes on (01482) 223783 www.pfh.org.uk

