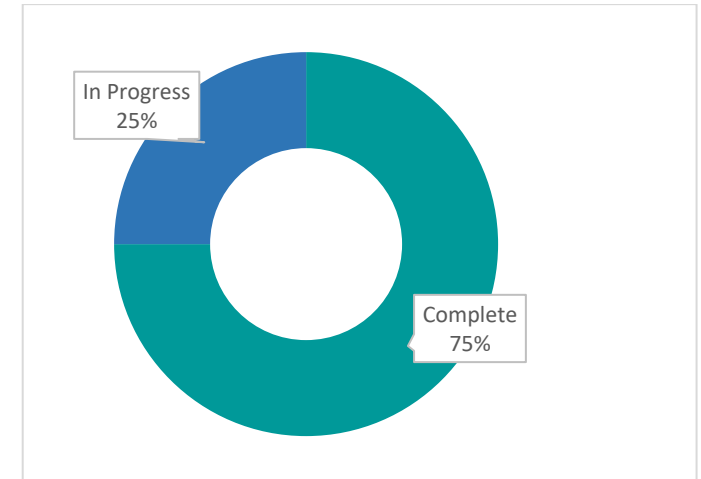


Scrutiny Recommendations – Grounds Maintenance Review Update – May 2026

Grounds Maintenance Review Overview

- Grounds Maintenance Review completed August 2024 with board approval September 2024
- 12 Recommendations made, 7 accepted, 5 partially accepted
- 75% Recommendations completed, 25% in progress



Recommendation	Update
GM3 - Explore having resident inspectors who support with the communication of any issues raised in their areas <u>Target Completion – July 2026</u>	<u>Update – May 2026 – In Progress</u> On track will start work (yet to commence in late May early June) Estate officer has a good understanding of areas, and the new financial year will see this implemented, if there is enough uptake and look to have the list or numbers for end of July.

Scrutiny Recommendations – Grounds Maintenance Review Update – May 2026

GM4 - Job reports from contractors should show before and after photos of the same area, not just an overview of the works done <u>Target Completion – March 2026 Revised to October 2026</u>	<u>Update – May 2026 – In Progress</u> Delay in implementing due to other priorities, however we have spoken about this with the contractors, we are getting regular updates on messages back and forth from the Estate Officer and the site teams but more work to be done in terms of exact replication of areas for pre and post, photographic Sites. Estate Officer to work with GM to promote a designated area for all sites and to add into the plans.
GM7 - Introduce the putting a card through the doors of residents who have had a private grounds maintenance visit, so the resident knows exactly what has been done and how long they were there to ensure service is value for money <u>Target Completion – March 2026</u>	<u>Update – May 2026 – Complete</u> In October 2024 PFH undertook consultation with residents who receive the private garden service. That engagement showed most residents didn't feel they needed a calling card upon completion of works. It was also agreed in the specification that communication before and after visits is agreed with the resident.
GM9 - Introduce tracking of ad-hoc grounds maintenance requests to ensure these are followed up <u>Estimated Target Completion – September- 2026</u>	<u>Update – May 2026 – In Progress</u> To be built into Housing management system (Civica) processes during phase 2 implementation.