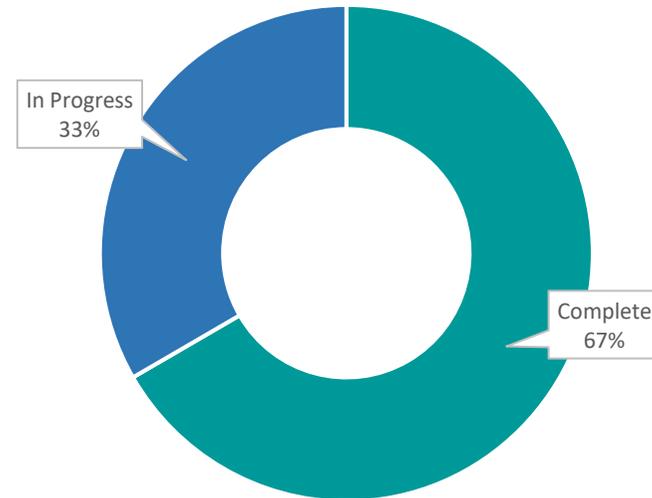


Scrutiny Recommendations – Grounds Maintenance Review Update – January 2026

Grounds Maintenance Review Overview

- Grounds Maintenance Review completed August 2024 with board approval September 2024
- 12 Recommendations made, 7 accepted, 5 partially accepted
- 67% Recommendations completed, 33% in progress



Recommendation	Update
<p>GM2 - PFH site staff to take more ownership on Grounds Maintenance standards on schemes – creating a network of everyone keeping the service to account received</p>	<p><u>Update – January 2026 - Complete</u> This has been reviewed and the Estates Officer is working with the GM team and the surveyors in ensuring this issue is under review. The Estates Officer and Property and Compliance Manager attend monthly meetings with the Grounds Maintenance contractor these receive input from each surveyor, and also the estates officer, and are used in the meeting, the longer term objective is to keep up the good contract management and have the Estates Officer looking after the three areas.</p>

Scrutiny Recommendations – Grounds Maintenance Review Update – January 2026

<p>GM3 - Explore having resident inspectors who support with the communication of any issues raised in their areas</p>	<p><u>Update – January 2026 – In Progress</u> Following the position of Estate Officer now being in place, work will now be undertaken to reach out to those residents who had registered interest in being inspectors.</p> <p><u>Target Completion – July 2026</u></p>
<p>GM4 - Job reports from contractors should show before and after photos of the same area, not just an overview of the works done</p>	<p><u>Update – January 2026 – In Progress</u> Property & Compliance Manager to discuss at Februarys meeting with Grounds Maintenance contractor</p> <p><u>Target Completion – March 2026</u></p>
<p>GM5 - Introduce a Tree Management Policy which is clearly defined with a budget that allows works to be completed more efficiently.</p>	<p><u>Update – January 2026 - Completed</u> The Tree policy has now been approved and is being followed.</p>
<p>GM6 - PFH to develop a consistent approach for non-PFH owned green spaces / trees / hedges that impact PFH homes that details how it solves these problems with clear communication to the relevant land owner and resident who this effects.</p>	<p><u>Update – January 2026 - Completed</u> A guidance document has been created and this has been circulated by the Property and Compliance Manager to all managers</p>
<p>GM7 - Introduce the putting a card through the doors of residents who have had a private grounds maintenance visit, so the resident knows</p>	<p><u>Partially Accepted - Update – July 2025 – In Progress</u></p>

Scrutiny Recommendations – Grounds Maintenance Review Update – January 2026

<p>exactly what has been done and how long they were there to ensure service is value for money</p>	<p><u>Update – January 2026 – In Progress</u> A decision was made to focus on the quality and satisfaction of the service, therefore a survey will be undertaken of all residents in receipt of the private garden service.</p> <p><u>Target Completion – March 2026</u></p>
<p>GM9 - Introduce tracking of ad-hoc grounds maintenance requests to ensure these are followed up</p>	<p><u>Update – January 2026 – In Progress</u> To be built into Housing management system (Civica) processes during in phase 2 implementation.</p> <p><u>Estimated Target Completion – September-2026</u></p>