

Housing Grounds Maintenance Contract Update

Key improvements in the management and supervision of the contract are:

- A detailed contract specification is now in place which outlines clearly what the expectations and standards of service expected within the contract are. Penalties for poor performance and other clauses to protect the Council are included within the terms of the contract.
- There are now monthly contract management meetings to measure performance against the terms of the contract and a strong and effective relationship has developed between the Council and the contractor.
- There is a dedicated officer with responsibility for day to day liaison with the contractor and with customers.
- Any issues raised are dealt with promptly with site meetings and visits to customers to demonstrate an effective and responsive service. Customers have commented that their enquiries are receiving a quick response.
- A significant improvement in the quality of information included in mapping of housing owned land covered by the contract. This includes grassed areas but also trees, hedges and shrub beds.
- A full work programme is available to give information to customers on when maintenance visits are scheduled to take place in their area. This also supports other neighbourhood based staff to be able to deal with customer enquiries.
- All complaints and enquires are fully documented and reports shared with the contractor. We have seen a very significant reduction in complaints and comments from customers however the full impact of this will be measured as the growing season progresses.
- Over the autumn and winter months a number of additional works have been carried out in order to bring areas up to a higher standard and this has included attending to many hedges and shrub beds including major reduction and scheduling for future regular maintenance.
- Litter picking is included in the contract and is undertaken by the contractor prior to grass cutting.
- In addition a Service Level Agreement (SLA) has been agreed with Highways and Environmental Services to provide additional litter picking visits in key areas. This SLA also deals with requests to attend to instances of fly tipping and graffiti.