



INFORMATION ABOUT OUR LANDSCAPE MAINTENANCE SERVICE

The contractor is McDermott Contract Services Ltd. who will provide the service until August 2020. We do it to make our estates a more attractive place to live in. The maintenance service runs all year round, but there is obviously less work carried out over the winter than in the growing season from the end of March to October.

What work do we carry out?

This is intended to be a basic service, primarily to cut grass, keep hedges and shrubs tidy, and to keep litter down.

CLOSES - common back courts and front garden areas	INDIVIDUAL HOUSES	OPEN AREAS
Litter collection- from grass, shrub and hard areas -26 visits per year	Litter collection- from grass, shrub and hard areas -16 visits per year	Litter collection from grass, shrub, play and hard areas-12 or 26 visits per year depending on location
Grass Cutting -16 visits per year	Grass Cutting -16 visits per year	Grass Cutting -16 visits per year depending on location
		Strim rough grass –6 visits per year depending on location
Weed control - removing weed and moss growth from hard areas -6 visits per year	Weed control - removing weed and moss growth from hard areas -6 visits per year	Weed control - removing weed and moss growth from hard areas -6 visits per year
Hedge cutting one or both sides and top- 3 visits per year	Hedge cutting one or both sides and top- 3 visits per year	Hedge maintenance(one face)-3 visits per year
Shrub maintenance -6 visits per year.	Shrub maintenance -6 visits per year.	Shrub maintenance -6 visits per year.
Hard cutting back –once per annum	Hard cutting back –once per annum	Hard cutting back –once per annum
Shrubs bed maintenance -6 visits per year	Shrubs bed maintenance -6 visits per year	Shrubs bed maintenance -6 visits per year

How do we ensure the work is done properly?

- We only use qualified, professional contractors.
- We have in-house procedures in place to monitor the contract.
- We meet with the contractor monthly to discuss his performance against set targets.

What does it cost?

The service charge applied is based on the specification of the works being carried out, the type of property and the number of people receiving the service. There are therefore a range of charges which apply. The service charge is reviewed annually and The Association seeks to provide a service which is affordable and gives tenants value for money.

If you are not satisfied with our service?

Every year we write to residents to get their feedback on how they think that the contract went over the summer so that we can continue to make improvements for the following year. But residents should always contact us immediately they experience any problem, or have any questions about the contract, and we will deal with this individually.

If you have any complaints or enquiries regarding our services you should contact our Technical Assistant (Services) JP Armstrong on 0141 583 4128 and he will assist you.