

Grounds Maintenance Handbook



Blackpool Coastal
Housing



Blackpool Coastal Housing (BCH) is committed to keeping communal areas clean, safe and well maintained. This booklet has been designed to provide information on the grounds maintenance service you should expect from our partnering contractor.

Partnering Contractor Information

Our grounds maintenance works are completed by Fylde Council.



BCH's partnering contractor, Fylde Council, provides the maintenance of communal green spaces and communal trees on land managed by BCH.

As part of your Tenancy Agreement, if you have a private garden, you must cultivate and look after this. Trees located in private gardens are also your responsibility.

We understand some of our tenants may find it difficult to look after their garden, therefore we provide an Assisted Gardening scheme which is delivered by Fylde Council. For more information please see page 9 of this handbook or visit our website: www.bch.co.uk



What to expect in your area

As part of the Grounds Maintenance contract, the following actions will be taken by Fylde Council:

Communal grassed areas

Litter is to be removed before mowing. All communal grassed areas are to be cut and strimmed fortnightly* between April and September and cuttings are to be blown away from footpaths on to grassed areas.

This task is weather dependent and may change in extreme heat or heavy rain. The Grounds Maintenance Team uses mowers and strimmers, focusing on safety and sustainability. They avoid heavy mowers on wet surfaces so the grass might temporarily grow longer at these times.



Trees

Trees within communal areas will have necessary work carried out if identified as dangerous or diseased.

For the safety of all within your area, please report any trees that look unsafe immediately to the Neighbourhoods Team

Hedges and shrubs

Hedges and shrubs are to be maintained between October and March, depending on the species there may be some variation.



Weed treatment

Hard surfaces such as drying areas will be strimmed/sprayed 3 times a year*

*Our contractor can't notify customers when unable to service an area but they will return to complete the work when conditions improve.

Making a positive contribution to your neighbourhood

Our Environmental Contracts and Projects Officer works closely with Fylde Council to keep your communal areas clean and well-maintained.

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My name is Steve, I am the Environmental Contracts and Projects Officer for BCH. I lead on the development and procurement of BCH environmental contracts including Grounds Maintenance. I have responsibility for ensuring the effective delivery and day-to-day running of the contracts covering grounds maintenance, block building cleaning, supported housing cleaning, window cleaning, travellers site and any other projects related to neighbourhood management.

I work closely with Fylde Council to ensure that the services are delivered to a high standard, any issues are resolved effectively and to ensure value for money for customers.

Your feedback is important in my role so I can feed this back to Fylde Council and let them know when they do well and discuss amendments in their service if required.

To contact me please call our
Neighbourhoods Team
on 01253 477900 (option 3)

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We encourage feedback from our customers to enable us to listen to views and act on them

Green Wardens fill in a survey on a monthly basis, either online, by post or by telephone if required. The survey rates the maintenance of the green spaces where you live using a traffic light system.

Surveys are sent at the beginning of each month and are to be completed after the Grounds Maintenance Team have tended to your area that month. The pictorial guide may vary based on several factors and is for reference only. Following each set of scores being received, relevant issues will be raised and feedback will be produced.

Scores are for contractors works only. External factors, for example, neighbourhood issues, should not influence a score.



You can be a Green Warden from the comfort of your own home.

Photo references

Green Wardens provide feedback using the following photo references. If you want to provide your feedback on a monthly basis then get in touch!

Litter: At time of cut, all litter should be removed



Good Standard



OK Standard



Poor Standard

Grass Cutting: Grass beds should be cut to look tidy and maintained



Good Standard



OK Standard



Poor Standard

Grass edging around obstructions: After cutting, should look tidy



Good Standard



OK Standard



Poor Standard

Grass Cuttings on Paths: After cutting, should be clear of any grass



Good Standard



OK Standard



Poor Standard

Pathways: After cutting, should be clean and free from weeds



Good Standard



OK Standard



Poor Standard

Shrubs/bushes: After trimming, should be tidy and cause no obstruction*



Good Standard



OK Standard



Poor Standard

*to comply with wildlife regulations some shrubs and bushes will be maintained during the winter works

For information on how to be a Green Warden please contact the Involvement and Communications Team:



01253 477911



customerinvolvement@bch.co.uk

Schedule of Works

The table below shows the number of visits to an area per calendar month, and what works will be completed.

Number of visits*	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Grass cutting			1	2	2	2	2	2	2	1		
Shrub bed maintenance			1	1	1	1	1	1	1	1		
Shrub pruning	1	1								1	1	1
Leaf clearance										1	1	1
Hedge cutting			1						1			
Litter collection	1	1	2	2	2	2	2	2	2	2	1	1
Hard surface treatment (weeds & moss)	1			1		1		1		1		

*Each task is weather dependent. In extreme weather (too hot or very wet) tasks may change. Our contractor is unable to notify customers of when they are unable to attend an area. However, they will endeavour to complete the work as quickly as possible.

ASSISTED GARDENING SCHEME

As a BCH tenant, it is your responsibility to maintain your own garden as per the conditions of your Tenancy Agreement. We understand some of our tenants may find this difficult and therefore provide an Assisted Gardening scheme which is delivered by our Grounds Maintenance contractor.

The scheme provides tenants with a basic maintenance service. It is aimed at tenants who have ongoing poor health and cannot look after their gardens, and who are not able to call on the help of local relatives or friends.

To be eligible for this scheme you must have no other adults in the household who are able to help and be entitled to receive specific state benefits or be certified partially sighted or blind.

For more information including eligibility details, please contact the Neighbourhoods Team or scan this QR code



An information leaflet can be provided by the Neighbourhoods Team:



01253 477900 (Option 3)



asb@bch.co.uk



Frequently Asked Questions



Why didn't the grass get cut?

The weather and ground conditions play a big part in this. If it is too wet, heavy equipment will turn grass to mud and lighter equipment won't have the desired effect as the grass sticks together. If it is too hot, the grass can die and may not grow back. The Grounds Maintenance Team will assess the ground before conducting works.

When is the bird nesting season?

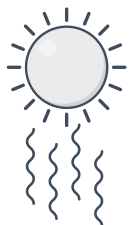


Between March and August during which time we don't do any tree or hedge cutting unless essential. Where works have to be undertaken, a pre-works survey is carried out. All supervisors carry a pre-work nest checks document during this period.

What is the process for the grass cutting?

The grass is cut between April and September, weather dependent. The team pick up any visible litter before the grass is cut using equipment suitable for the area, and the edges are trimmed at the same time. Grass cuttings are then blown back onto the grassed area, away from porches, paved areas and window sills to ensure the area is left tidy.





Can grass cuttings be removed?

Due to the cost of this, it is not something we are able to do. In addition, when cuttings are left they provide natural fertilisation and provide protection against extreme heat during dry periods.

How often are the planters and raised beds maintained?

Planters and raised beds are maintained as and when required throughout the growing season between April and October.



How are drying areas maintained?

Weeds in the drying areas are strimmed once a month whilst the grass is being cut. These areas are also sprayed twice a year where necessary to minimise weed growth.

What works are completed over the winter months?

Site improvements include;

- Planting and pruning of trees on a priority basis
- Pruning of bushes and shrub beds
- Hedges cut back to a workable height

If you think your neighbourhood would benefit from additional winter works, please contact us.



For any further queries regarding Grounds Maintenance, please contact the Neighbourhoods Team using the details at the back of this booklet.

If you have any specific issues relating to the neighbourhood management of your area please contact :

Neighbourhoods Team



01253 477900 - option 3



asb@bch.co.uk



www.my.bch.co.uk



Fly Tipping:

Please report any fly tipping you see to us as soon as possible. You can also report fly tipping through your MyBCH portal

Walkabouts:

If you would like more information on walkabouts in your area, please contact the Neighbourhoods Team

Useful contacts...

Highways



01253 477477



highwaysandtraffic@blackpool.gov.uk

Blackpool Council (inc. Bulky Matters)



01253 477477



customer.first@blackpool.gov.uk

Dog Warden



01253 477477



dog.enforcement@blackpool.gov.uk

Enveco Blackpool



01253 477477



enquiries@enveconw.co.uk