

# Grounds Maintenance Specification for Retirement Leasehold Scheme –DRAFT

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## 1.1 Grounds Maintenance Specification (Residential Leasehold Schemes) - **Draft**

### 1.1.1 Grass cutting, maintenance, edging and trimming

- i. Stonewater Limited requires a box cut or cut and collect for all grassed areas.
- ii. Grass cutting will be undertaken using properly adjusted mowers of appropriate size and type, according to the site conditions, to produce the cut required by this task. The stock Stonewater Limited manages covers a wide and varied geographical area. It has estates and properties with grassed areas that are flat, sloped and of very different sizes, each requiring individual approaches to cutting and with different, sometimes specialist equipment. Grass is to be mowed with appropriate plant and machinery that is recognised by the horticultural trade as being suitable to produce a high standard of finish.
- iii. The contractor will be expected to include in their tendered prices the cost of purchasing any specialist equipment that is necessary and which they don't already have, including mulching mowers.
- iv. The cutting season is considered to be from the **1st week in March to the 2nd week in November each year**. During the winter period, grass shall continue to be maintained to the required standard at no additional cost to the Stonewater Limited. At the start of the cutting season, if the length of the grass is deemed to be too long for a mulch cut to be appropriate then the first cut may be a box cut or cut and collect. All following cuts must be completed using a mulching mower unless the scheme has been identified as an exception by the Contract Administrator.
- v. In order for effective mulch cutting to be maintained, grassed areas must be cut at **10 working days**. Should grass reach a length between cuts that prevents an effective box cut or cut and collect must be carried out at no additional cost to Stonewater Limited.
- vi. Stonewater Limited expects that the contractor shall pay particular attention to the quality of the grass and the level of weeds etc. and therefore the following must be observed:
  - Publish an approved programme designed to ensure that all areas are maintained
  - Collect and remove all litter, glass, tins, bulkier items and stones, animal fouling, etc. situated on grassed areas which might cause damage to plant and machinery prior to the grass cutting operation

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- Movable obstructions shall be removed to facilitate cutting, and replaced before the contractor leaves the site.
- For non-movable obstructions, such as against walls and fences, around trees, lamp columns and other street furniture and in corners inaccessible to the normal mowers, a trimmer shall be used. **It is not permissible to control using chemical herbicides.**
- Removal of any flower spikes of grasses which may occur during periods of extended drought
- Ensure that bulbs are not mown over
- Ensure that no damage is caused to trees, shrubs, property or furniture. Any damaged caused shall be repaired at the contractor's own expense and to the satisfaction of the Authorised Officer
- Not use any growth retardant chemicals in maintaining grassed areas at the locations being cut
- Ensure weak or bare grassed areas are prepared and re-seeded as appropriate where, in the opinion of the contractor weather conditions are such as to inhibit the growth of grass to negligible amounts between programmed cuts, the contractor shall advise the Inspecting Officer and shall not make the cut(s) concerned
- The contractor should seek the approval of the Inspecting Officer to cease grass cutting in very wet conditions or where ground conditions are such that the cutting would cause damage to the surface or levels of the ground, or produce divots during grass cutting. The normal frequency shall recommence at a time agreed with the Inspecting Officer.
- All borders of lawns, grassed areas, paths, mowing strips and tree bases will be edged and trimmed at the cutting of grassed areas so as to ensure communal areas are visibly tidy and well maintained after the contractor's visit. At least once a year, normally during the winter months, the contractor shall ensure that all grassed areas are returned to their original line.

### 1.1.2 Leaf and litter control

- i. The contractor will be responsible for the removal of all leaf fallings and litter whether this is on hard landscaped areas such as pathways, garages, car parking areas, bin sheds, drying and other hard standing areas or on soft landscaped areas such as all grassed areas and under hedges and bushes, etc.

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- ii. The removal of leaves and litter from all hard and soft landscaped areas will be a high priority issue for Stonewater Limited and it is expected that this contract will deliver an effective leaf and litter control regime.
- iii. The standards expected in respect of the collection of leaves and litter are clearly outlined in the HouseMark Photo Book.
- iv. For clarification these are:-
  - Standard A -The area shall be completely free of litter and leaves at all times.
  - Standard B - During certain times of the year an amount of leaves will be seen as acceptable if they appear not to have been there very long (i.e. a small build up in October could be acceptable but in May it wouldn't).
  - Standard C -The area has a high build-up of old leaves that have obviously been there for some time.
  - Standard D -The cleanliness of the area is unacceptable, there are excessive amounts of litter and old dead leaves.
- v. The contractor shall be responsible for ensuring that sufficient visits are made to all sites and that adequate staffing arrangements are maintained to ensure that the required standard of leaf clearance from all soft and hard landscaped areas is achieved at all times.

### 1.1.3 Weed, algae and moss control of soft and hard landscaped areas

- i. The contractor will, where necessary, apply suitable selective herbicides and weed killer to all 'soft and hard landscape' areas such as grassed areas, car parks and garage areas, walls, under hedges and shrubs, planted areas, and sitting areas as well as pathways, shed and drying areas etc. so as to control weeds, algae and moss.
- ii. It is expected that the control of moss, algae and weeds shall be a process that is carried out throughout the year and not at isolated times. The contractor shall be responsible for the removal of all dead weeds and ancillary growth after spraying and control has taken place. This would normally be no more than 2 weeks after spraying operations.
- iii. As a guide this service will be carried out at least three times a year in March, June/July and late summer **as an absolute minimum**. However if additional weed control is necessary then this will be at the contractor's expense.

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- iv. Stonewater Limited will expect the contractor to remove any growth of ivy that is apparent when carrying out other duties in relation to this contract, to be removed immediately. Wherever possible, roots of the ivy plants are to be dug out to prevent future growth.
- v. The contractor will ensure through its own quality control and training regimes that every one of its operatives can recognise Japanese Knotweed wherever and whenever it may appear. If any Operative of the contractor sights any outbreak of Japanese Knotweed then the Inspecting Officer at Stonewater Limited should be notified immediately.
- vi. The contractor must emphasis to their employees that any outbreak of Japanese Knotweed is not to be tampered with or removed, but must be reported to the Inspecting Officer immediately.
- vii. Stonewater Limited will expect the contractor to remove any growth of brambles that is apparent when carrying out other duties in relation to this contract. All cuttings of bramble are to be removed from site immediately. Wherever possible, roots of the brambles are to be dug out to prevent future growth.

### 1.1.4 Maintenance of Planted Areas

- i. The contractor shall thoroughly fork all planted areas and during the same operation remove all weeds which are to be treated as waste material arising. This task should be planned to coincide with site visits to undertake other tasks contained in this Contract Specification.
- ii. Where planted areas are covered by bark the contractor shall keep those 'barked' areas topped up as necessary during the maintenance regime.
- iii. All planted areas shall be reduced as necessary to ensure that these do not create a nuisance or danger to persons or traffic, or encroach onto lawns, paths, roads, signs, windows, and lights, etc. Such reduction shall be carried out so as to retain an acceptable shape and structure.
- iv. All buildings and walls are to be kept clear and free of all forms of climbing plantation to a distance of 50cm from walls.
- v. All self seeded saplings should be removed at the root as soon as they become apparent in any planted or other area.

### 1.1.5 Hedge, Shrub and Rose Maintenance

- i. The contractor shall trim and prune all shrubs in accordance with good garden husbandry and to a good horticultural standard.

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Shrub beds contain a variety of shrubs and each shrub shall be pruned at the appropriate time for that shrub and in accordance with the following requirements:

- Shrubs suitable for late winter pruning such as Buddleia and Cornus shall be pruned in March.
- Spring flowering shrubs such as Forsythia or Ribes shall be pruned during June.
- Shrubs suitable for pruning during the summer such as Prunus Laurocerasus shall be pruned during July.
- Summer flowering shrubs such as Deutzia shall be pruned during September

Note: This list is not exhaustive but is indicative of the general practices Stonewater Limited expects

- ii. The contractor shall manage and maintain shrubs by carrying out weeding and pruning to seasonable and safety requirements taking into account respect for the landscape, and the heritage and wildlife sensitivity of the area concerned, including its ecological biodiversity.
- iii. All weak, dead, deceased and spent flower heads and damaged growth shall be pruned. The contractor shall carry out pruning to maintain the desired shape, size and site lines. Visible dieback shall not be acceptable. Any dead or irrecoverable plants shall be removed and occurrences notified to the Authorised Officer.
- iv. Pruning shall be required to shrubs to maintain a high standard of presentation, display, site lines and plant vigour. All pruning shall be undertaken using recognized horticultural practices and to a good horticultural standard.
- v. Hedges shall be maintained using recognised horticultural practices and to a good horticultural standard. The contractor will be required to use appropriate plants for the area in which they are situated and bearing in mind the safety of the Customers who use that area . The following tasks shall be undertaken in respect of the maintenance of hedges:
  - Hedges shall never become an obstruction to signage, pedestrians, fences or vehicles
  - Hedges shall be replaced when necessary as instructed by the Authorised Officer in his/her absolute discretion by plants obtained from a nursery approved by the Authorised Officer
  - Carry out hedge pruning operations in order to maintain hedges with a neat, tidy and pleasing appearance with the

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contents of section 4.16.4. (bearing good horticultural practices in mind)

- Maintain the heights of hedges at the height of the previous pruning/trimming unless otherwise instructed by the Authorised Officer
  - Establish and maintain a strong framework of the hedge with the appropriate shape and width in relation to the height of hedge
  - Ensure that the width and height of the hedge does not present a hazard or obstruction to roadways, pathways, car parks, signage, street lighting
  - Prune out any uncharacteristic growth in such a way as to maintain a high standard of finish and appearance and in such a way as to minimise risk of storm wind damage and the risk of fire. To carry out pruning using equipment that is appropriate to the hedge/plant/shrub being pruned
  - Remove all debris and equipment from the site at the end of each work day
  - Rake clean all areas at the end of each day with a rake
  - The contractor shall cultivate the base of hedges to remove all weeds and leave the soil with a fine tilth
- vi. All cuttings are to be collected, removed from the site, as part of the same operation as cutting, and treated as Waste Material Arising.
- vii. The contractor shall ensure that all roses, rose/flower beds and borders are kept free of all weeds, pests, diseases and are maintained using recognised horticultural practices and to a good horticultural standard.
- viii. Rose/flower beds and borders shall be pruned in such a way as to not become an obstruction to pedestrians, fences or vehicles.
- ix. When pruning rose bushes and rose beds the contractor shall:
- prune out any dead, dying, diseased, weak or crossing shoots and also removed any footmarks or indentations to leave the soil with a fine tilth
  - In March or as soon afterwards as frost may allow, prune newly planted rose bushes to within 150mm (six inches) of the union, cutting to an outward pointing bud

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- Shorten large flowering (Hybrid Tea) roses which are over one year old in March (or as soon afterwards as frosts permit) to three or five eyes up from the base
  - Cuts should be made to an outward pointing bud to encourage a shapely habit
  - The contractor shall if possible, remove at least one old shoot
  - Prune back flowering (Floribunda) roses which are over one year old in March (or as soon afterwards as frosts permit) to five eyes up from the base to an outward pointing bud
  - Prune back Floribunda and Hybrid Tea roses in December to remove one-third of the previous season's growth
  - Throughout the summer, rose bushes shall have any suckers and dead heads removed. Suckers shall be cut from the rose bush as far as reasonably practicable at the junction of the sucker and the root of the rose bush. Dead heads shall be removed and stems pruned by approximately 75mm to an outward facing bud
  - Rose buds or rose flowers shall not be removed from rose bushes during these operations. In the event that a rose has a dead head and that there is a rose bud or flower on the same stem, then the dead head shall be removed carefully without damaging the rose bud or flower at the junction of the stem of the dead head and the stem of the rose bud or flower
  - When pruning has been completed, the contractor shall remove all footmarks and indentations to the surface of the soil
  - All hedges and shrubs shall be reduced as necessary to ensure that these do not create a nuisance or danger to persons or traffic, or encroach onto lawns, paths, roads, signs, windows, and lights, etc. Such reduction shall be carried out so as to retain an acceptable shape and structure.
  - All buildings are to be kept clear and free of all forms of climbing plantation to a distance of 50cm from walls.
- x. The contractor shall be responsible for the supply, cartage and spreading of mulch. The following tasks will be undertaken:
- Composted bark mulch shall be laid to areas such as rose/flower beds to a depth of 100mm or as directed
  - Old bark and mulch shall be removed and disposed of prior to any new issue being laid

- Mulch shall be spread evenly and care taken to ensure that none of the plants are damaged or buried during the mulching process
  - Mulch shall only be spread after the soil surface is levelled off to remove humps and hollows. Weeds shall be removed prior to mulching. The contractor shall be responsible for controlling re-growth of weeds resulting from inadequate preparation
  - Mulch shall be approved by the Authorised Officer. Bark mulch must be clean, free of sawdust and dirt with individual pieces no longer than 100mm. A sample of mulch shall be provided to the Authorised Officer for approval during the mobilisation period. The contractor shall ensure that other materials including soil are not mixed with the mulch during work.
- xi. Edges shall be checked and rebuilt or repaired as necessary if damaged during mulching. Where necessary, the soil level shall be reduced. Edges shall hold mulch without spillage. The contractor shall trim and prune all hedges, shrubs and roses in accordance with good garden husbandry and to a good horticultural standard. Shrub beds contain a variety of shrubs and each shrub shall be pruned at the appropriate time for that shrub and in accordance with good horticultural practices. For example: the contractor shall manage and maintain shrubs by carrying out weeding and pruning to seasonable and safety requirements taking into account respect for the landscape, and the heritage and wildlife sensitivity of the area concerned, including its ecological biodiversity.
- xii. The contractor shall be responsible for the supply, cartage and spreading of mulch so as to maintain a safe and tidy environment.

### 1.1.6 Spring/ Summer Bedding and Hanging Baskets (Preparation and Planning)

- i. The contractor will be expected to maintain all existing flowerbeds and containers where they are situated on Stonewater Limited estates and around blocks. All existing flower beds and planters shall be cleared of plants and debris prior to cultivation or replanting.
- ii. The contractor shall supply all plant material in accordance with British Standards, currently BS 3936 Nursery Stock, Part 7 (Bedding Plants grown in boxes and trays), or its European equivalent. Where possible staff or customers should be consulted as to what type of plant they would like planted. As there are numerous options for type of stock to be supplied Stonewater Limited suggests that tenderers price a variety of plants that are relatively standard and would include geraniums, violas and pansies, plus daffodil / tulip bulbs, wildflower seeds etc.

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- iii. Programme for planting
  - a. Native species should be used as a priority to encourage and support local wildlife and encourage biodiversity.
  - b. Spring beds and containers are to be prepared by the last Friday in September. Beds and containers are to be planted by the second Friday in October.
  - c. Summer beds, hanging baskets and containers to be prepared by the last Friday in May, beds and containers to be planted by the second Friday in June.
  - d. Particular weather conditions at the prescribed times of year may result in alternative preparation and planting regimes being agreed between the contractor and Stonewater Limited.
- iv. As mentioned in other areas of these documents the contractor shall supply throughout the Contract Period enough water to ensure that any new plants establish and prevent them from wilting. There must be no over or under watering or damage to plants and soil caused by, e.g. scorch or puddling and no soil wash following watering. There may not be a water supply at all locations where planting may be located and in those circumstances the contractor shall be expected to make their own provision.
- v. Liquid fertiliser shall occasionally be added to water during the summer period as required.
- vi. Whenever possible water must be applied in late afternoon or early evening, including weekends, if, instructed by the Authorised Officer to do so. Planters must be watered early morning or early evening. Noisy mechanical watering equipment must not be used.
- vii. As a guide, watering will take place as required, but generally on a weekly basis from planting to end of September. As a guide, liquid fertilising will be required on 3 occasions.

### 1.1.7 Tree maintenance and surveys

- i. Trees are classified for the purpose of the Contract in the following way:
  - Newly planted trees – applies until 12 months from plant date
  - Young trees - other than above which still have or require a stake and normally having a trunk diameter of less than 100mm. At a height of 1.5 metres.

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- All others – Trees have had their height, spread and trunk diameter divided into different size classes with distinctive codes, as follows:-
  - H = maximum height
  - D = maximum diameter of trunk at 1.5 metres
  - S = maximum spread of crown

<b>Size 1</b>	
H =	6 m
D =	16 cm
S =	6 m

<b>Size 2</b>	
H =	12 m
D =	16 cm
S =	8 m

<b>Size 3</b>	
H =	10 m
D =	25 cm
S =	10 m

<b>Size 4</b>	
H =	16 m
D =	25 cm
S =	12 m

<b>Size 5</b>	
H =	16 m
D =	35 cm
S =	16 m

<b>Size 6</b>	
H =	20 m
D =	45 cm
S =	20 m

<b>Size 7</b>	
H =	20 m
D =	70 cm
S =	20 m

## ii. Surveys

- a. Stonewater Limited will require tree surveys to be undertaken every 3 years (or during the first year of the contract where no current survey exists) to trees on communal areas of Stonewater Limited owned land.
- b. In many areas, trees have been identified on the GIS maps and surveys have been completed as part of the existing contract and therefore these have been provided for Tenderers' reference. However Stonewater Limited recognises that it needs to continue to improve the information on this system and is looking to work in partnership with the contractor on this area.
- c. Tenderers are required to review the surveys and provide a quote for undertaking the maintenance works required in the first year of the contract and to submit a proposal to carry out surveys where none is currently recorded.
- d. The contractor shall provide a separate price in the Tender Book for carrying out full tree surveys. It is anticipated that these be undertaken in the third, sixth and ninth years of the contract, should the contract run for the maximum duration. It should be noted that trees may be located in both open space areas, communal areas and confined areas such as Customer's gardens where the contractor's expert considers such trees may be considered in need of attention.
- e. Annually, the contractor is to undertake a visual inspection from ground level of all trees on Stonewater Limited owned communal land. The purpose of this inspection is to ensure

that the results of the detailed tree survey are maintained and that any tree safety issues are discovered and acted upon in a timely manner.

- f. The surveys shall take account of any Tree Preservation Orders that may be in existence and any other legal restrictions that may apply. If during the detailed survey, or during any annual or other inspection, the contractor identifies that work is necessary the contractor will be responsible for ascertaining if there is a Tree Preservation Order (TPO) in place for that tree. The contractor will need to check and liaise with the Local Authority to ensure any necessary permission is sought before carrying out any works. Any cost related to such will not be the responsibility of Stonewater Limited.
- g. The surveys shall also make note of any immature trees that may develop and need to be included in future surveys.
- h. In completing the survey of trees the contractor shall undertake the following tasks:-
  - Produce an annual inspection report, including schedule of inspection and recommended work, the aim of which is to maintain Stonewater Limited tree population as an amenity in its own right consistent with safety and recognised good arboricultural practice, and prioritised in order of urgency. This is also essential so as to enable the programme for the next year's tree works to be worked, budgeted for and procured.
  - Provide a costed list (currently required by September) each year of recommended work to mature trees, in three categories, (Essential, Advisable, Suggested) to be carried out in the following financial year.
  - Identify trees with suspected defects (external biomechanical signs) and/or diagnosable hazards which require corrective action or more detailed assessment, including when they are causing damage to footpaths or property .
  - Make Stonewater Limited aware of trees considered to be immediately dangerous as soon as practicable after they were identified and recommend action to be taken.
  - Recommend a reduced cyclical re-inspection period for specific trees that present specific dangers or above average risk.
  - Report any trees that are deemed to be a risk to Stonewater Limited proactively.

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- i. The contractor shall provide a detailed assessment on individual trees, in accordance with the ISA "Tree Hazard Evaluation" process. Factors involved will vary on initial risks identified, but may include climbing inspection, diagnostic tests, evaluation and quantification of hazard and risk, recommendation of options and timeframe within which remedial work should be carried out. The assessment may arise due to a variety of factors, including abuse, vandalism, and weather damage. Each assessment will be based on the contractor receiving an instruction from Stonewater Limited.
  - j. The survey reports produced should identify trees which the contractor recommends should change from immature to mature, and recommend replacement with appropriate species for that area and environment.
  - k. Stonewater Limited may call upon the services of an Independent Arboricultural Specialist to verify the contractors recommended actions identified in the report, and may also carry out a random sample of work completed.
  - l. Stonewater Limited is aware that adverse weather and vandalism may cause a sudden change in tree condition which may necessitate re-inspection.
  - m. The contractor shall be instructed by the Authorised Officer as to any minor work required to be undertaken to trees as part of the fixed fee for this contract, such work to be carried out in the following period April to September or as may be agreed.
  - n. At the end of the contract, the contractor will be expected to provide Stonewater Limited with a comprehensive mapping document, covering all of the trees, and the individual tree survey reports, including expiry dates.
- iii. Day to day routine maintenance
- a. Based on the results of the detailed tree survey and competitive price analysis that is being completed as part of this contract, Stonewater Limited will undertake a programme of major tree works including tree pruning or crowning via a separate tender process and contract arrangement. The contractor will be invited to submit a quote for such works. However; where corresponding rates have been provided in the Tender Book as part of this contract then the contractor will not be able to submit costs higher than these in any separate quote / tender process.
  - b. In addition to this programmed work, the following routine day to day and seasonal work to trees will take place and the

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cost of this work should be included in the prices contained in the Tender Book as part of this contract.

- c. The contractor shall organise their workforce to provide reports of any damaged or diseased trees or potentially hazardous tree conditions and any required remedial action.
- d. In addition the following routine maintenance tasks will be undertaken throughout the life of these contracts.
  - All tree bases up to a height of 2.5 m should have growth and suckers removed when they reach a length of 200 mm or cause conflict with footpaths or site lines. All trimmings or debris removed. Tree base and surrounding area left neat and tidy with all debris removed. The contractor may, subject to the approval of the Authorised Officer and at the contractor's expense, cut back/prune low level branches to facilitate grass cutting operations if so deemed necessary.
  - All basal and lower trunk growth and suckers will be removed from trees back to the point of origin.
  - Any tree work requiring the use of ladders or long arm pruners will be undertaken by the contractor only upon the specific Instruction of the Authorised Officer as Responsive Landscape Maintenance. All defined tree circles in grass and trees less than 3 years in the ground shall have their bases cleared of all weed, litter and debris by hoe or hand means with no herbicides allowable. All arisings shall be removed from site.
  - Any tree which has not been planted for more than three complete growing seasons shall not be treated with residual herbicides and either contact I trans located herbicides shall be used or the area shall be hand weeded using a hoe or fork to remove annual or deep rooted perennial weeds as instructed by the Authorised Officer. This Operation shall be carried out so as to cause minimal disturbance to any hogging or loose aggregate material around tree bases.
  - All undefined bases in paved or grass areas and all trees more than 3 years in the ground shall have their tree bases treated by approved herbicide. Approved herbicides shall be applied at the manufacturer's recommendation and by approved means in a neat, accurate 300 mm radius of each tree. As a guide, this service will be carried out from May to October as required by individual species of tree. As a guide, defined tree circles and trees less than three years old shall be weeded between April and October as required. As a guide, for established trees the

bases shall be forked once per year in January - February and herbicide applied in February - March.

- All defined tree circles in grass and trees less than 3 years in the ground shall have their bases cleared of all weed, litter and debris by hoe or hand means with no herbicides allowable. All arisings shall be removed from site.
- All undefined bases in paved or grass areas and all trees more than 3 years in the ground shall have their tree bases treated by approved herbicide. Approved herbicides shall be applied at the manufacturer's recommendation and by approved means in a neat, accurate 300 mm radius of each tree.
- Prior to any herbicide application all litter, leaves and other debris shall be removed from each tree base. The tree base should be lightly forked over.
- As a guide, this service will be carried out from May to October as required by individual species of tree. As a guide, defined tree circles and trees less than three years old shall be weeded between April and October as required.
- As a guide, for established trees the bases shall be forked once per year in January - February and herbicide applied in February – March
- All waste arising from pruning are to be collected, removed from the site, as part of the same operation as pruning, and treated as waste material arising.
- The contractor will need to attend to young or immature trees, ensuring adequate staking and strapping as part of the annual sum tendered. Stonewater Limited should be advised of any tree that appears to be ailing or dying. Any wiring, caging or straps to trees shall be maintained by the contractor and then removed when it is appropriate and/or safe to do so.
- The contractor shall attend to all self-set trees that are obviously not part of a planting regime. The contractor will be expected to remove any such self-set trees that were in place at the commencement of the contract, by the end of the 4th month of this contract. Any new self set trees shall be removed and disposed of as part of normal maintenance as part of this Contract.

1.1.8 Bin stores, rubbish chutes and hopper heads.

1.1.9 Collection of sharps, needles, broken glass, etc.

- i. It is an essential condition of the contract that all of the schemes managed by Stonewater Limited are kept clear of sharps, needles, broken glass and other materials which could be considered harmful and unsafe.
- ii. The contractor shall be deemed to have allowed for all activities involved in clearing and disposing of harmful and/or unsafe materials as part of routine visits. No additional payment will be made for their removal as part of a routine visit.
- iii. Where a collection is reported to Stonewater Limited, the contractor will be expected to provide resources to attend and rectify, within the prescribed timescales, regardless as to whether the contractor is scheduled onsite during that day. This will be classed as a 'reactive' task and subject to separate payment, as detailed within the Tender Book.

### 1.1.10 Winter Programme

- i. The contractor shall be required to produce a Winter Maintenance Programme for each site as part of the tender process. **The frequency of scheme visits will reduce to fortnightly.** In addition to routine Winter tasks and preparation required for the following season, this programme should identify all external areas required for entry/egress from the building(s) and for normal operation of the building(s), such as routes to bin/cycle stores, within the boundary of the site which are likely to become hazardous in the advent of adverse or freezing weather conditions.
- ii. This element of the Winter Maintenance Programme should align with the requirements set out in Stonewater's Gritting/freezing Weather Policy.
- iii. A SOR reactive works price should be submitted for each site as part of the tender to provide a gritting/snow clearance service to the areas identified above.
- iv. In the event of a forecast of imminent freezing weather, the contractor shall advise the Inspecting Officer of the likelihood of hazardous conditions. Stonewater will then make a decision as to which, if any, sites should be scheduled for gritting should the forecast prove to be correct. A purchase order must be raised for any works of this type and the contractor must keep a detailed log of all gritting and snow clearance works carried out and make this available to Stonewater upon request.

### 1.2 Parking enforcement and abandoned vehicles

- i. Most estates have limited space for cars and many have parking restrictions. Stonewater Limited provides some facilities (e.g.

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parking spaces, garages etc.), where customers can park their cars. These are identified by the GIS mapping.

- ii. The contractor shall always park considerately and in line with any parking restrictions in place at schemes.
- iii. If any contractor becomes aware of an abandoned vehicle it should be reported to Stonewater Limited's Inspecting Officer giving as much of the following information as possible:-
  - Vehicle make and model
  - Registration details
  - Location (road, estate, block, nearest flat number)
  - Condition of vehicle
  - Digital photo
  - Whether the vehicle is locked or insecure
- iv. Stonewater Limited's Authorised Officer will decide whether to have a notice served on the vehicle, giving the owner fourteen days to remove it. The contractor may be issued with Stonewater Limited stickers to place on abandoned vehicles. The contractor will not be required to go to sites simply to attend to abandoned vehicles.