



Welcome to the second monthly estate services update sheet for the gardening service, which reports delivery of the gardening service throughout May 2018.

It was a rather challenging month delivering the gardening throughout May! The month started off with wet weather followed by very warm weather, so no wonder everything grew at a rate of knots!

Satisfaction with the Gardening Service was 48% which is a 16% decrease compared to April. There are a number of sites reporting non-attendance or the contractor not attending as per the schedule. In addition, customers are not satisfied with the quality of work - specifically with grass cutting, weeds and hedges/bushes overgrown.

CHS contacted 12 Estate Inspectors who said they were not satisfied with the gardening service. The main themes were the following:

1. When the gardeners attended they did not cut all of the hedges. Some were missed.

*Answer:*

Hedges are not trimmed if they are in flower. Yet as CHS received four queries regarding hedges not being cut together we raised this at the countrywide contract meeting. We requested that all hedges not in flower are cut at the same visit.

2. The gardeners attended and cut the grass yet they left grass clippings onsite.

*Answer:*

The contract states that grass clippings should be removed from site. This issue was also raised at the contract meeting. Countrywide said they would concentrate more on collecting clippings. Please note: If weather is very windy then stray clippings may be blown around the site making it difficult for them to be collected.

3. The gardeners missed an area onsite.

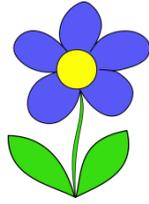
*Answer:*

CHS has now uploaded the revised new gardening plans which are available on the CHS website ([WWW.chsgroup.org.uk](http://WWW.chsgroup.org.uk)) Each week Countrywide send a weekly list of any missed sites and reasons behind them being missed. If you report a missed area please give specific details so we can look into the issue further.



CHS are pleased that we did not receive any reports from Estate Inspectors saying the gardening team were not seen as we would like you to monitor where you live by site appearance please. ☺

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As you know CHS is trialling whether Estate Inspector meetings should continue or whether this method of monthly communication is working well for you? We will send you a small questionnaire asking how you are finding this process. This will be sent out with the next Survey Gizmo in July.

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The above picture shows you recent improvement works to our residential care home Langdon House. Langdon House is situated in Chesterton, Cambridge.

This work was delivered to create a safe and colourful environment for residents to use living at Langdon House.

The next edition of the monthly update to you will be sent out in August and will include updates for the other estate services contracts: window cleaning, internal cleaning and the handyman service.

