

CHS Estate Inspector Newsletter

April

2020

Welcome to your monthly Estates Services Newsletter.

This edition will report on estate services delivered throughout **March & April 2020.**

In view of the fast-changing situation resulting from the spread of COVID-19 Coronavirus, we are continuing to actively manage our response to the disease and would like to reassure our customers that we are taking all necessary steps to minimise the risk of infection. We are making sure we are properly prepared and have detailed plans in place to help minimise disruption to essential services based on the advice from the Government, the NHS and Public Health England. This includes:

Continuing to provide services whilst seeking to reduce the risk of infection to both customers and staff

Asking employees and contractors to ask if anyone in the household is self-isolating before making a home visit

Asking customers needing a repair or home visit, if they believe they may have been exposed to COVID-19 so that we can take the necessary precautions

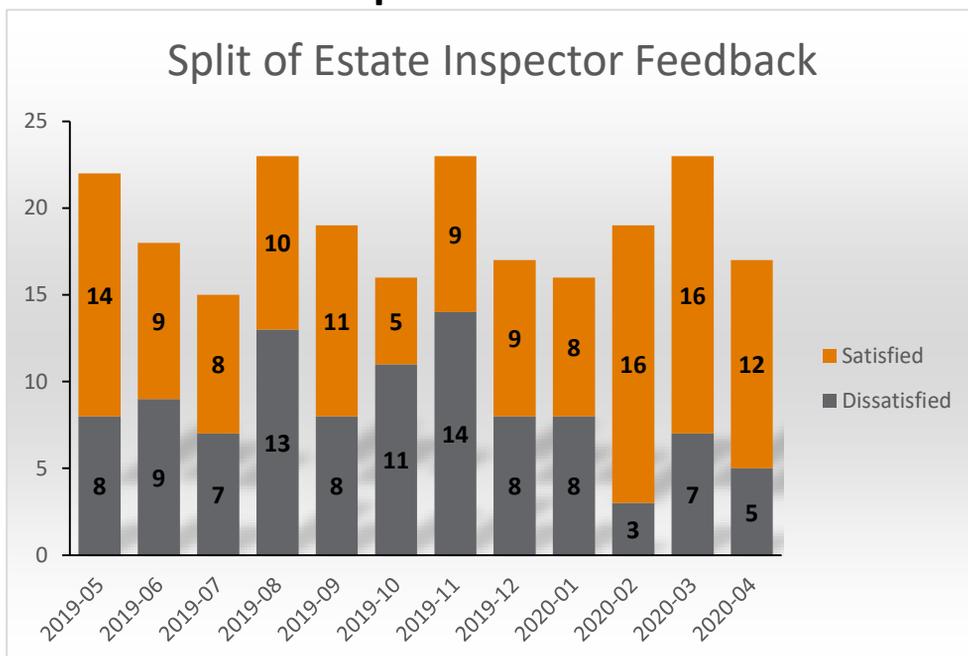
Asking customers to not visit our office in Histon but instead **contact us via email info@chsgroup.org.uk or call us on 0300 1113555**



INSIDE THIS ISSUE

- ❖ Estate feedback received for services during March & April 2020
- ❖ Grow your own herbs – and protect them from slugs!
- ❖ Keep using The CGM Portal!

Estate Inspector feedback for the gardening service received in March & April 2020



Month	No. of Informal Complaints
Apr	7
May	8
Jun	12
Jul	20
Aug	16
Sep	5
Oct	3
Nov	1
Dec	2
Jan	0
Feb	0
Mar	0
Apr	0

Twenty three Estate Inspectors gave feedback in March and seventeen Inspectors gave feedback for the gardening service in April.

CHS contacted the Estate Inspectors who gave dissatisfaction for the gardening service. The themes were:

Weeding – some Inspectors said that CGM could have removed more weeds. CHS contacted CGM and have been advised that weed killer is used to prevent weed growth and this can take time to be effective. CHS requested that weeds are removed by hand if necessary.

Length of grass after mowing – This was reported to CGM and they agreed to lower the mower blades for a more precise cut.

Hedges – We received feedback that hedges have not been cut. CGM cannot cut hedges if there is a risk of nesting birds.

CHS has received no informal complains for the gardening service since December 2019! 😊

Feedback measures for the gardening service – all change!

CHS has decided that we will ask all customers who receive a gardening service for their feedback twice a year instead of once. Going forward customers will receive a questionnaire every six months. This will allow CHS to gather greater levels of feedback on the gardening service and gives customers a chance to feedback during different gardening seasons.



HANDYMAN SERVICE

The handyman service is still being delivered by Steve and Dean and continues to receive good feedback. Both handymen have relevant PPE and have regular updates from CHS regarding Covid-19.



WINDOW CLEANING SERVICE

Mr Squeaky Clean – the window cleaners, are still delivering the service by cleaning windows externally but they are not cleaning windows internally, so that they don't have to enter buildings. Only one member of staff will attend each site. This helps with social distancing but the service may take longer than usual. Squeaky Clean plan to visit all sites who receive a window cleaning service. We appreciate your patience in this matter.



INTERNAL CLEANING

ACS continues to deliver communal cleaning services to CHS properties (where applicable) and have increased staff protective equipment for all staff. ACS is concentrating on keeping door knobs, banisters and handrails clean when they visit. They are using a different detergent (SELGIENE ULTRA), which is a Viruscide Cleaner, meaning it can deactivate or destroy viruses. ACS has infection control procedures in place, which are communicated to staff via toolbox talks and daily correspondence. All staff have been given the correct personal protective equipment (PPE) to deliver their cleaning roles

Grow your own herbs!

Indoors is an ideal opportunity to germinate herbs, such as Basil, Dill, Parsley, Chives and Coriander. Tender herbs such as Basil and Coriander will need to be kept warm and frost free until later in the year and are best not planted out until May. Parsley should be seeded where it is to grow, whether that is in the veg plot or containers. It can be tricky to germinate and needs some warmth so early seeding can be slow. Parsley needs to be kept moist.

If you fancy growing something different, Thai Basil is widely available. It is easy to grow and great in stir-fries. Start off under glass the same as Basil. It has a distinct aniseed flavour to the leaves. Chives are hardy and will live in the garden all year round it is easy to grow and flowers white during the summer.



Thai Basil



Chives in bloom

SLUGS!

Did you know there are over 40 species of slugs in the UK!

Most UK slug species are herbivorous, eating leaves, flowers, fruits, mushrooms, lichens and decaying plant material. Some, such as the Leopard slug, are carnivorous and hunt other slugs and snails.

How to stop slugs eating young plants

1. Let them eat bran. Slugs love bran and will gorge on it.
2. Mulch with grit. Slugs find horticultural grit uncomfortable to travel over.
3. Use beer traps. Make a slug trap using cheap beer – they're attracted to the smell.

How to make a beer slug trap...

If you take a small container like a tuna tin, fill it with beer, and set it on the ground. The slugs will be attracted to the beer, go for a sip, fall in and drown. Don't submerge the top of the tin even with the soil level or you might also kill ground beetles which eat slugs. Keep rims at least 1" above soil level.

(If the beer trap fails then throw away the tuna can, crack open the beer and drink it!) 😊

Parsley



Leopard slug



Beer slug trap

CUSTOMER PORTAL

CHS regularly check the CGM portal so that we can see how many times it has been visited and view feedback left.

Please use this tool so that you can see when your site was last visited and be able to see 'before and after' pictures of the gardening service.

Portal address: <https://www.cgmportal.co.uk>

Log in: ResidentCHS@Cgmltd.co.uk

Password: **CHSCGM2019**

If you would prefer to contact CGM directly - By phone – 01366 321351

Or by email – info@cgmltd.co.uk



If you would like to suggest topics for future Estate Inspector newsletters, please contact CustomerServiceTeam@chsgroup.org.uk